

TOSHIBA

Environmental Social Governance

Working together to deliver
sustainable and responsible
business practices.





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Our Responsibility

Creating a positive impact on the world, while delivering exceptional value to our suppliers and customers.

In today's rapidly evolving business landscape, companies are increasingly recognising the importance of integrating environmental, social, and governance (ESG) considerations into their operations. As a company that provides workplace solutions to other organisations, we understand that our commitment to ESG is not just a responsibility, but a necessity for businesses.

At Toshiba, we firmly believe that sustainability and responsible business practices are crucial for long-term success. We are dedicated to minimising our environmental footprint, promoting social well-being, and upholding strong governance principles throughout our operations. By embracing ESG principles, we aim to create a positive impact on the world around us while delivering exceptional value to our suppliers and customers.

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Toshiba Tec SDG Commitments

Through our business activities, Toshiba Tec supports and contributes towards the UN Sustainable Development Goals (SDGs).



Environment

Together with all people, we will pursue a greener future. We give priority to consideration for the environment in all our business activities for the safety and health of people and the conservation and protection of the earth's resources.

Social

We will carry out CSR initiatives through management and supply chains based on "people". In addition, we will continue to develop products and services that put customer satisfaction first.

Governance

We will ensure thorough internal control while increasing management efficiency and transparency. In addition, in practising CSR management, we will place top priority on human life, safety, and compliance.

A sustainable approach

Sustainability is a core part of our corporate philosophy and we work to limit our environmental impact to achieve a low-carbon, recycling-based society.

As a global company, we have a global responsibility to set clear, obtainable objectives that include lowering emissions and helping both biodiversity and the environment. We couldn't do this without the help of every employee. So we place huge importance on environmental education, awareness campaigns and active, wide-scale promotion of internal and external environmental activities.

Our commitment to environmental sustainability starts with our products and services. We prioritise the use of eco-friendly materials, energy-efficient technologies, and sustainable production processes in developing our workplace solutions. By doing so, we help our customers reduce their carbon emissions, conserve resources, and contribute to a healthier planet. Additionally, we actively seek ways to minimise waste generation and support recycling initiatives, ensuring that our operations align with a circular economy approach.

Why are sustainable practices important?

Our world today faces rapid environmental changes and ever more complex social issues on a global scale. Together, we need to address these challenges and adapt. At Toshiba, we aim to realise a sustainable society and prioritise taking care of the environment in all our business activities to fulfil our responsibility to our employees, customers and local communities.

Toshiba is continuously working towards a sustainable future.

Toshiba Tec's Environmental Policy

Toshiba Tec formulated the Basic Policy for the Environment based on the corporate philosophy, "Create with You - Keeping our customers in mind all the time and everywhere."

- Promoting environmental management harmonised with business operations
- Reducing environmental impacts through business activities and offering environmentally-conscious products and services
- Working together with stakeholders, promoting environmental activities in collaboration
- We avoid packaging waste

Science Based Targets

Toshiba Group has acquired the Science Based Targets (SBT) certification, based on the 2030 target, set before the revision of the Environmental Future Vision 2050 (before November 2021). Going forward, Toshiba will aim to have our approval renewed under the SBT initiative's new standard.

SBT are scientifically grounded GHG reduction targets set by companies on a medium- to long-term basis in order to restrain the global average temperature increase this century well below 2°C above pre-industrial levels and to pursue efforts to limit the temperature increase even further to 1.5°C. Science-based targets are validated by the SBT initiative.

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Environmental Future Vision 2050

As solutions for various environmental issues change, the Toshiba Group has developed the Environmental Future Vision 2050 to address carbon neutrality, the circular economy, and other issues from a global perspective - a corporate vision that envisages lifestyles in harmony with the earth.

To realise this vision, the focus revolves around three initiatives:

Response to climate change

- Achievement of carbon neutrality across the entire value chain
- Creation of products and services that contribute to reducing GHG emissions
- Promotion of adaptation methods

Response to circular economy

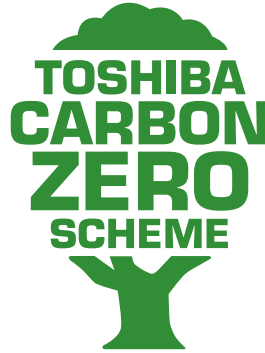
- Efficient use of resources
- Promotion of circular economy business

Consideration of ecosystems

- Promotion of measures regarding chemical substances, water and biodiversity conservation

Toshiba's Carbon Zero Scheme

With the help of carbon offsetting experts CO2balance, we have developed a Carbon Zero Scheme that enables us to offset the CO2 emissions of all our products by investing in projects that save or absorb an equivalent amount of this greenhouse gas. This means our emissions are balanced to become 'Carbon Zero', which in turn means we can all breathe easy, safe in the knowledge that we're helping your business without harming the environment.



Supporting the UN SDGs

We're proud to be part of the bigger picture. In 2015, the UN presented its 2030 Agenda as a plan of action for people, planet and prosperity. It recognised that eradicating poverty is the greatest global challenge and an indispensable requirement for sustainable development and encouraged all countries to work collaboratively to achieve this.

This is a hugely ambitious project and one we're honoured to be a part of. The UN's 17 SDGs include worldwide recognition of human rights, gender equality and the empowerment of all women and girls.

With impacts that go beyond carbon offsetting, through our Carbon Zero Scheme, we're working alongside other responsible companies and countries to help realise these goals. Through improving access to water, enabling income generation, encouraging responsible consumption of resources and much more, we aim to build a better future for everyone.

Supported Projects

Through our Carbon Zero Scheme, we're able to support a number of community-based environmental projects throughout the world that, as well as saving carbon emissions, are providing a range of positive impacts to thousands of families.

- **Our Energy Efficient Stove Project** supplies energy-saving cooking stoves to villages in Kenya. The stoves result in a 70% reduction in the need for firewood, saving carbon as well as providing a more cost and time effective method to cook with.
- **Our Borehole Rehabilitation Project** works with local communities to identify and repair the many broken boreholes in Uganda, restoring water supply to people in the villages. As well as the natural health benefits, it means families no longer have to boil water, saving firewood and thereby preventing carbon emissions from being released.
- **Our Brazilian Forestry Project** focuses on the protection of part of the Amazon Rainforest, through avoided deforestation and sustainable forestry management. The protection of the rainforest avoids the release of carbon emissions, with the trees acting as a natural sponge, absorbing carbon dioxide emissions as they grow. As well as carbon savings, it supports the Amazon's rich biodiversity of plants and wildlife.

Sustainable Supply Chain

A sustainable supply chain is a critical component of business success, it enables organisations like ours to minimise our environmental impact, address social issues, and uphold strong governance practices. As a company, it is imperative that we understand the significance of a sustainable supply chain and actively seek out partners who share our ESG values. By doing so, we can not only enhance our brand reputation but also contribute to a more sustainable future for our business and the communities we serve.

All suppliers that Toshiba partner with are rigorously vetted and audited to ensure they operate in line with our principles and goals. Below we refer to DHL and FedEx as two examples of our valued suppliers and their eco-credentials.

Our partnership with DHL

DHL's portfolio of sustainable logistics solutions, allow us to advance our supply chain operations with clean, green and safe solutions to help lower our carbon footprint and achieve our environmental sustainability targets.

Sustainable warehousing solutions comprise of proven technologies that positively impact environmental performance, including intelligent building management, automation and design, and sustainable energy sources and management.

DHL's reduced, low and zero carbon transport solutions include proven GoGreen technologies that reduce CO2e emissions through fuel savings and optimised operations, helping us achieve our sustainability ambitions through the transportation of our goods.

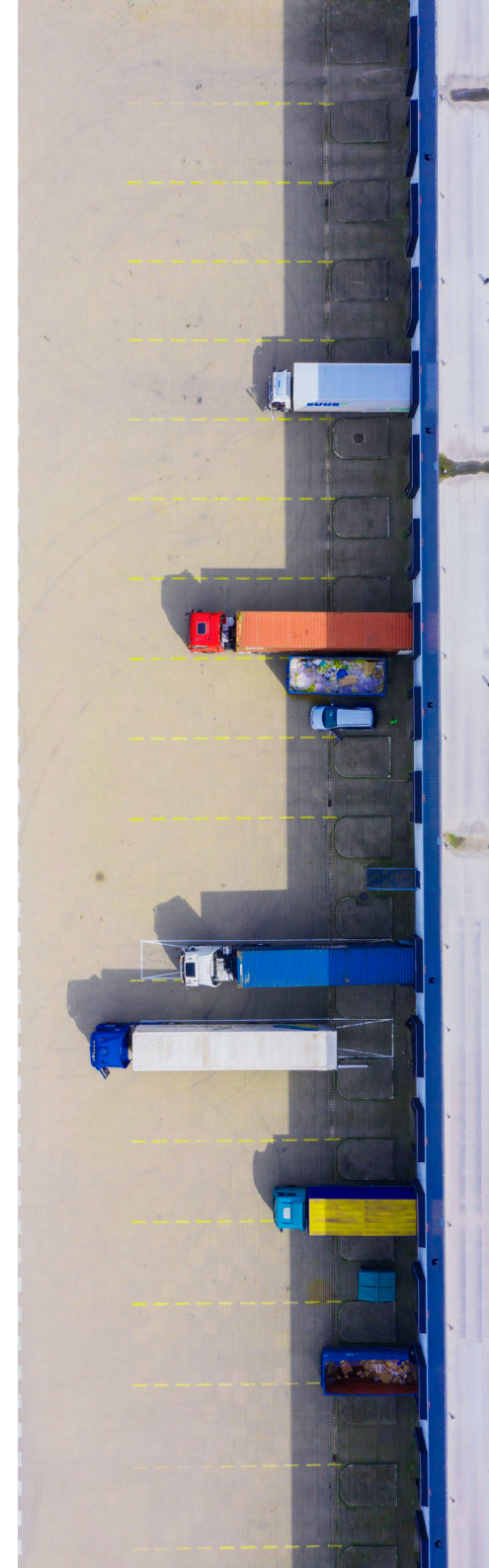
We can rely on DHL to ensure our goods are packaged sustainably too, before they are transported to our customers. Their approach to sustainable packaging addresses materials, equipment and processes, reducing waste, energy consumption and carbon emissions. Focus is placed on avoiding, reducing, repurposing and recycling packaging. Through circular packaging, waste is minimised and transport packaging reduced to a minimum.

Our partnership with FedEx

With a goal of carbon neutral operations by 2040, FedEx is committed to delivering a more sustainable future through their, and their partner's business operations.

A focus on upgrading and optimising its ground transportation fleet means FedEx's Vehicle Fleet operations allow us to deliver boxed and palletised items in a practical and sustainable manner. This includes leveraging innovative technologies, reducing miles, using low-carbon fuels or vehicle electrification to reduce environmental impact.

Embracing a sustainable supply chain and collaborating with partners who share our ESG values are fundamental steps towards creating a more sustainable future for our business and society as a whole. By integrating sustainability into our operations, we can reduce environmental impact, manage risks, cut costs, meet evolving customer expectations, and build a strong brand reputation. Working alongside like-minded partners, we can collectively drive positive change, foster innovation, and contribute to a more sustainable and prosperous future.



Supporting our employees, customers and communities

Social responsibility is deeply embedded in our corporate culture and we work to make a positive impact on local and global communities.

Social responsibility is deeply embedded in Toshiba's culture. We strive to foster a diverse, inclusive, and safe workplace environment for our employees. By championing equal opportunities and providing professional development programmes, we empower our workforce to thrive and contribute their unique perspectives. Furthermore, we actively engage in community initiatives, philanthropy, and volunteerism to address societal challenges and make a positive difference in the lives of those around us.

Why is social responsibility important?

Social responsibility aligns with ethical values, contributes to sustainable development, creates positive societal impacts, builds trust and reputation, ensures legal compliance, and enhances long-term business sustainability. At Toshiba, we realise the importance of social responsibility and acknowledge that our actions can impact others, and therefore, we have a responsibility to act in ways that promote the well-being of others and the greater good.





Health and Well-being Management

We implement various approaches to help employees raise awareness of health and maintain physical and mental well-being.

Supporting employees' work-life balance

We believe that flexible and agile working can help increase staff motivation, satisfaction and promote work-life balance. We aim to create a virtuous cycle, where employees work in an efficient and engaging manner as well as making the most of their private lives to rejuvenate and improve themselves so that they can contribute effectively and increase their value.

We also provide a variety of support systems and flexibility to help all employees work with enthusiasm and fulfilment to carry out their responsibilities at work while living healthy and prosperous lives that enable them to have time for caring responsibilities and other personal matters.

Employee assistance programme

WeCare, our employee assistance programme, provides 24/7 support and advice when needed for our employees and their immediate families. Support and guidance is provided through WeCare's health, mental health, well-being and healthy living, and financial and legal well-being services.

Equality, Diversity and Inclusivity

At Toshiba, we promote equal opportunities in employment, and consider diversity management an essential part of our management strategy. We believe that the utilisation of diverse human resources, regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation, leads to increased innovation and vitality, which allows us to more readily adapt to unexpected issues or changes in the market.

Personal development

Providing training and development opportunities to employees at all levels, allows us to support personal growth, as well as business performance. We do this through access to our Knowledge Centre, which offers a vast array of online skill-building courses. We also help to develop our team through personal development programmes (PDP), helping our staff work towards individually tailored goals, and identify training needs and implement plans to achieve this.

Human Rights

We comply with universal principles regarding human rights and labour practices worldwide, and respect human rights through sound business activities.

We designate Respect for Human Rights as Article 1 in the Toshiba Tec Group Standards of Conduct (SOC), to which all employees must adhere. In addition to compliance with laws and regulations, our SOC stipulate respect for basic human rights and oppose child labour and forced labour as a fundamental policy.

The SOC also stipulate that we shall respect basic human rights, individuality and privacy, and embrace a diverse set of values among individuals, and refrain from human rights violations such as physical violence, sexual harassment, abuse of power, and discriminatory remarks and actions.

The SOC also state that we must comply not only with the laws and regulations of countries and regions in which we operate, but also with international principles on human rights, and demand that our suppliers take actions against basic human rights violations.

Social Contribution Activities

We aim to contribute to a variety of activities, supporting and collaborating with local communities. We do this through our volunteer days and various in-house activities.

Volunteering

We encourage our team to volunteer for charities close to their heart, as well as company-organised volunteer days. Activities for FY2023 include:

- Mossland conservation at Risley Moss Local Nature Reserve, helping improve habitats for local wildlife
- DIY and maintenance at White Lodge Centre, revitalising an outdoor play area at their facilities, which provides services, support and respite to people with disabilities
- Helping to tidy and refresh the gardens at Holme Farm, a community hub for locals that provides a multi-facility approach to health, well-being and community, and provides a therapeutic environment for people to socialise, learn and thrive.
- Kitchen support at Surplus to Supper, who help source and redistribute surplus food to those in need

Charity donations

TICEL (Toshiba in the Community Employee Lottery), is our in-house charitable lottery which enables us to raise funds for a national charity. It provides all staff members with the chance to win 50% of the ticket proceeds, with the remaining 50% donated to our charity of choice, each month. We are currently supporting Guide Dogs for the Blind through TICEL, to contribute to their goal for a future where every person with sight loss has the confidence and support they need to live their lives to the full.

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Compliance and certification

Governance provides the framework for responsible decision-making and it is a fundamental pillar for the functioning and progress of our organisation.

Strong governance is the backbone of our company. We adhere to rigorous ethical standards and uphold transparency in our decision-making processes. Our governance practices prioritise accountability, risk management, and compliance with applicable laws and regulations. By maintaining a robust governance framework, we provide our stakeholders with the assurance that their interests are protected and that we operate with integrity and professionalism.

Why is governance important?

Effective governance provides a framework for establishing and maintaining order within a society and organisation and provides a mechanism for making decisions and setting priorities. At Toshiba, we realise the importance of governance and strive to maintain high standards. This helps to keep us accountable for our actions and decisions, ensuring we are responsible for our conduct across all areas of our business.



Meeting industry standards

Adhering to International and European standards and regulations is essential for maintaining a responsible approach to sustainability.

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Our ISO Certifications

Toshiba adhere to International Organisation for Standardisation (ISO) certifications, to provide comfort to employees, customers and business partners that it meets global standards of quality assurance, manufacturing and business.

- **ISO 9001 - Quality Management**

An international standard that specifies requirements for a quality management system. Adhering to this standard allows Toshiba to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements.

- **ISO 14001 - Environmental Management**

An internationally agreed standard that sets out the requirements for an environmental management system, helping us to improve our environmental performance through more efficient use of resources and reduction of waste. All Toshiba production facilities are certified to the international standard, and our products comply with the highest environmental standards. Further to this, our company is fully compliant.

- **ISO 45001 - Occupational Health & Safety**

An international standard that helps businesses better manage health and safety risks and reduce work-related accidents, ensuring employee safety. All Toshiba manufacturing facilities adhere to this standard.

- **ISO 27001 - Information Security Management**

An information security standard which provides a framework and guidelines for establishing, implementing, and managing an information security management system, helping us to address the three dimensions of information security: Confidentiality, Integrity, and Availability.

Reducing environmental impact

Our commitment to recycling and reducing our environmental impact means Toshiba Tec meets and exceeds the standards set by many directives. Including:

WEEE (Waste Electrical and Electronic Equipment)

The WEEE2 Directive governs how manufacturers and retailers in Europe behave in regards to recycling. The regulations require businesses to ensure that when they place products on the UK market that they take responsibility for the recycling costs of those products once they have reached the end of their life.

Through our device recycling schemes, we fully comply with the WEEE2 Directive. We work together with our logistics and warehouse partner, an Approved Authorised Treatment Facility (AATF), for our WEEE collection. The facility is targeted by the Environment Agency to produce the maximum amount of re-usable product with a minimum target of 65% of returned WEEE. We aim to encourage and incentivise all users to recycle all their devices and consumables for re-use wherever possible. Lowering the pressure for new materials on the earth's natural resources and reducing the risk of potentially hazardous substances entering landfill.

RoHS (Restriction of Hazardous Substances)

The RoHS Directive restricts the use of certain hazardous substances in Electrical and Electronic Equipment (EEE). Currently, the RoHS Directive restricts the use of ten

substances: lead, cadmium, mercury, hexavalent chromium, polybrominated biphenyls (PBB) and polybrominated diphenyl ethers (PBDE), bis (2-ethylhexyl) phthalate (DEHP), butyl benzyl phthalate (BBP), dibutyl phthalate (DBP) and diisobutyl phthalate (DIBP).

All products with an electrical and electronic component, unless specifically excluded, have to comply with these restrictions. Toshiba conform and exceed all requirements of the RoHS directive for all Toshiba products, and this is part of Toshiba's 'Monozukuri' programme which includes environment conscious activities such as 'Green Procurement' using materials more efficiently, finding alternatives for hazardous substances and designing products which can be easily recycled.

REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals)

Based on Toshiba's commitment to 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, we support the overall goal of REACH and are committed to comply and fulfil all legal obligations.

The REACH regulation requires manufacturers and importers to register and submit not only new chemical substances but also tens of thousands of existing chemical substances. Toshiba meets all REACH requirements and is committed to providing our customers with information about the chemical substances in our products according to the regulation.

PAS 2060 - Carbon Neutrality

The UK government has set a target for all businesses to become carbon neutral – or achieve 'net zero' GHG emissions – by 2050. In addition, carbon neutrality is a key objective for organisations wishing to: help climate change, align with UN SDGs, improve business efficiency by cutting energy costs, enhance sustainability credentials and increase resilience, and offer customers greener products and services.

The PAS 2060 standard specifies a four-stage process to demonstrate carbon neutrality. This involves:

- Assessment of GHG emissions based on accurate measurement data
- Reduction of emissions through a target-driven carbon management plan
- Offsetting of excess emissions, often by purchasing carbon credits
- Documentation and verification through qualifying explanatory statements and public disclosure.

Carbon management and project development company CO2balance assists us in the UK, in achieving carbon neutrality through the PAS 2060 process, supporting our commitment to carbon neutrality.



Looking forward

Together, we can build a more sustainable and prosperous future.

We understand that embracing ESG principles is no longer a choice but a necessity for businesses. We are proud of our commitment to environmental sustainability, social responsibility, and strong governance. By integrating ESG considerations into every aspect of our operations, we strive to create a positive impact on the world while delivering exceptional value to our suppliers and customers.

Get in contact with the team today if you'd like any further information on our Environmental, Social and Governance practices. Or, if you have any suggestions for how we can improve in the future, we'd love to hear from you.

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