



Sustainability Management of Toshiba Group

Toshiba Group has long positioned “Committed to People, Committed to the Future.” as the main text of our Basic Commitment, the expression of our unwavering determination to contribute to society’s development through our business activities.

Grounded in this commitment, as a member of a society that faces various issues, we have taken initiatives to help solve issues by considering the impact of our corporate activities on society over the long-term, rather than simply pursuing short-term profits.

CONTENTS

- 16** Sustainability Management of Toshiba Group
 - 17** Sustainability Management
 - 20** Material Issues
 - 22** Activities to Promote the SDGs
 - 27** Participation in External CSR Organizations
 - 31** Stakeholders

Sustainability Management of Toshiba Group

Sustainability Management

Toshiba Group has long positioned “Committed to People, Committed to the Future.” as the main text of our Basic Commitment, the expression of our unwavering determination to contribute to society’s development through our business activities. Grounded in this commitment, as a member of a society that faces issues that include energy shortages, resource depletion, and climate change, we have taken initiatives to help solve issues by considering the impact of our corporate activities on society over the long-term, rather than simply pursuing short-term profits. To further advance the initiatives and strengthen our activities to contribute to social sustainability, we have established a Sustainability Policy, for promoting sustainability management and enhancing our corporate value. The Sustainability Policy was resolved by the Board of Directors.

Toshiba Group Sustainability Policy

Toshiba Group Sustainability Policy

The Basic Commitment of Toshiba Group is “Committed to People, Committed to the Future.”. This commitment is the foundation of Our Purpose: an unwavering drive to make and do things that lead to a better world. Toshiba Group aims to solve issues facing our society and to contribute to its development through our business.

Toshiba Group considers the long-term impact of its corporate activities on society and takes action to address the material issues we identify. In accordance with the Standards of Conduct for Toshiba Group, we place the highest priority on life, safety, and compliance (observance of laws, regulations, social norms, and ethics), and drive sustainability management in cooperation with our stakeholders in order to enhance our corporate value. We comply with international standards and seek opinions from the experts thus enabling us to make responsible decisions regarding our commitment to society.

1. Toshiba Group contributes to the sustainable development of society by developing and producing products and services which enrich lives. It does so by bringing together its history of creativity, technological strength and advanced quality that it has long cultivated.
2. Toshiba Group proactively works to reduce environmental impacts throughout its entire value chain with the goal of positively addressing various global environmental issues.
3. Toshiba Group supports internationally recognized principles on human rights, and respects the human rights of every stakeholder who contributes to its activities, including customers, shareholders and employees.
4. Toshiba Group works with suppliers to promote sustainable procurement activities which take into account such matters as human rights and the environment.
5. Toshiba Group’s sustainability management approach incorporates a long-term perspective to protect and maintain its sustainable growth.
6. Toshiba Group reports on its sustainability objectives, activities and results to promote a constructive dialogue and trusted relationships with stakeholders.

October 21, 2021

Committed to People, Committed to the Future.

In order to develop sustainably as a company, Toshiba Group strives to strengthen E (environment), S (social), and G (governance) and implement sustainability management as steps to build ethical and transparent management foundations. At the same time, we will make efforts to create and provide rich value in collaboration with our various stakeholders, such as our customers, shareholders and investors, suppliers, employees, and local communities. We conduct all corporate activities fairly and honestly, guided by [the Standards of Conduct for Toshiba Group](#).

Sustainability Management Structure

In 2003 Toshiba established an in-house organization to promote CSR, and has put in place a promotion system that covers the Group. As companies are urged to make more effort to help solve global issues represented in the Sustainable Development Goals (SDGs) and help create a sustainable society, we established the Sustainability Management Division in April 2021. Incorporating a sustainability perspective into management, we promote ESG and SDG activities through all of our corporate activities.

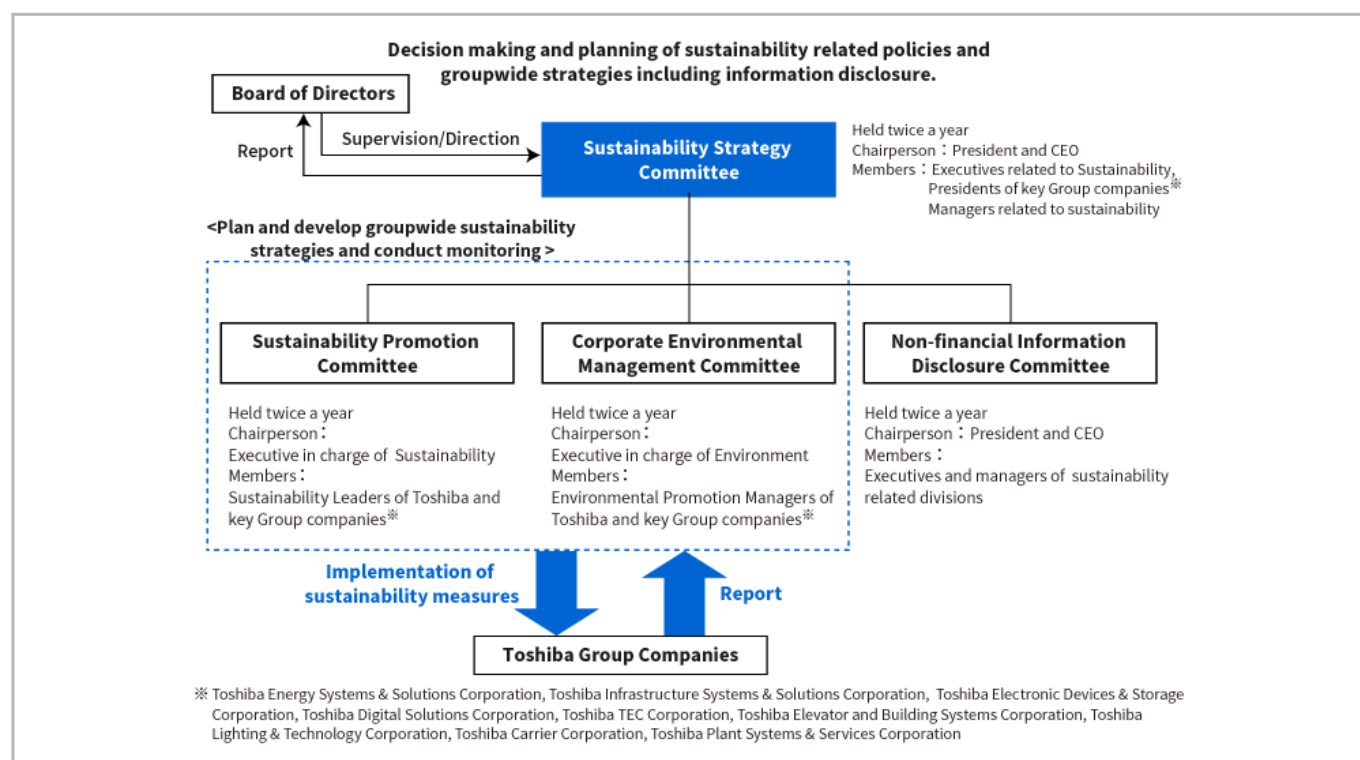
We reviewed our sustainability management structure and newly established the Sustainability Strategy Committee chaired by the President and CEO with members comprising executives related to sustainability, presidents of key Group companies*, and managers related to sustainability. Starting from FY2021, the committee meeting is held twice a year as a general rule. The Sustainability Strategy Committee decides on strategies and measures to promote sustainability in Toshiba Group. At its meeting held in August 2021, the committee discussed and identified new material issues (important issues).

Under the Sustainability Strategy Committee, we set up three committees, namely the Sustainability Promotion Committee that considers specific measures based on decisions made by the Sustainability Strategy Committee, develops an action plan, and monitors progress; the Corporate Environmental Management Committee that has functioned since 1991; and the Non-financial Information Disclosure Committee that approves the disclosure of ESG information to be included in our Integrated Report and Sustainability Report. The Sustainability Promotion Committee is chaired by the executive in charge of sustainability. The Corporate Environmental Management Committee is chaired by the executive in charge of environment. As a general rule, each of the committees holds a meeting twice a year to discuss and examine various measures that Toshiba Group is promoting.

The executive in charge of sustainability and environment regularly report the status of measures being taken and receive supervision and advice at the Board of Directors meetings.

* Toshiba Energy Systems & Solutions Corporation, Toshiba Infrastructure Systems & Solutions Corporation, Toshiba Electronic Devices & Storage Corporation, Toshiba Digital Solutions Corporation, Toshiba Tec Corporation, Toshiba Elevator and Building Systems Corporation, Toshiba Lighting & Technology Corporation, Toshiba Carrier Corporation, and Toshiba Plant Systems & Services Corporation.

Sustainability Management Structure



Until FY2020, the Corporate Sustainability Meeting was held four times a year and attended by representatives from sustainability-related divisions such as general affairs, human resources, environment, procurement, quality assurance and legal affairs to verify the progress of sustainability-related activities carried out by each of the divisions. For the sustainability leaders of key Group companies, we hold annual Sustainability Leaders Meeting and provide them with information on trends and developments in relevant laws, regulations and guidelines, which may influence their business operations, and to deepen their understanding of global social issues and take the promotion of sustainability into their own hands. In FY2020, the Sustainability Leaders Meeting shared human rights issues to be addressed by Toshiba Group, the importance of information disclosure, and other matters.

From FY2021 onward, under the new sustainability management structure, we will promote sustainability management while closely cooperating with Group companies.

Monitoring

The Sustainability Promotion Committee monitors the progress of sustainability-related measures developed during FY2021. We will report the progress to be made during FY2021 in Sustainability Report 2022.

Increasing Employee Awareness of Sustainability

In order to raise sustainability awareness in Toshiba Group, the President and CEO reaffirms the philosophy of Basic Commitment of the Toshiba Group at every opportunity, such as the start of each term, at company ceremonies, and at start-of-year addresses. The importance of implementing sustainability management is also communicated. We also conduct training for newly hired employees and newly appointed managers every year as well as e-learning in line with the Standards of Conduct for Toshiba Group in areas such as the environment, information security, human rights, engineering ethics, compliance with antitrust laws and prohibition of bribery.

Toshiba Group's Sustainability Month

Since FY2006, Toshiba Group has designated December as Sustainability Month (renamed from CSR Month in FY2020). During this month, we hold seminars on topics such as human rights, and concentrate on social contribution activities at each of the Group companies and business sites.

In FY2020, the President and CEO explained in his message the importance of addressing climate change, the formulation of Toshiba Group's Environmental Future Vision 2050, and the measures taken to prevent the spread of COVID-19. He also informed employees the need to promote diversity and inclusion to create a corporate culture where diverse individuality and employee values are accepted and respected and where each employee can fully demonstrate their capabilities and strengths, and that we should aim to increase productivity and create new value in the era of the new normal as well.

Additionally, during this month, Toshiba Group Volunteer Days was held around December 5, the International Volunteer Day, to provide volunteering opportunity for all Toshiba Group employees.

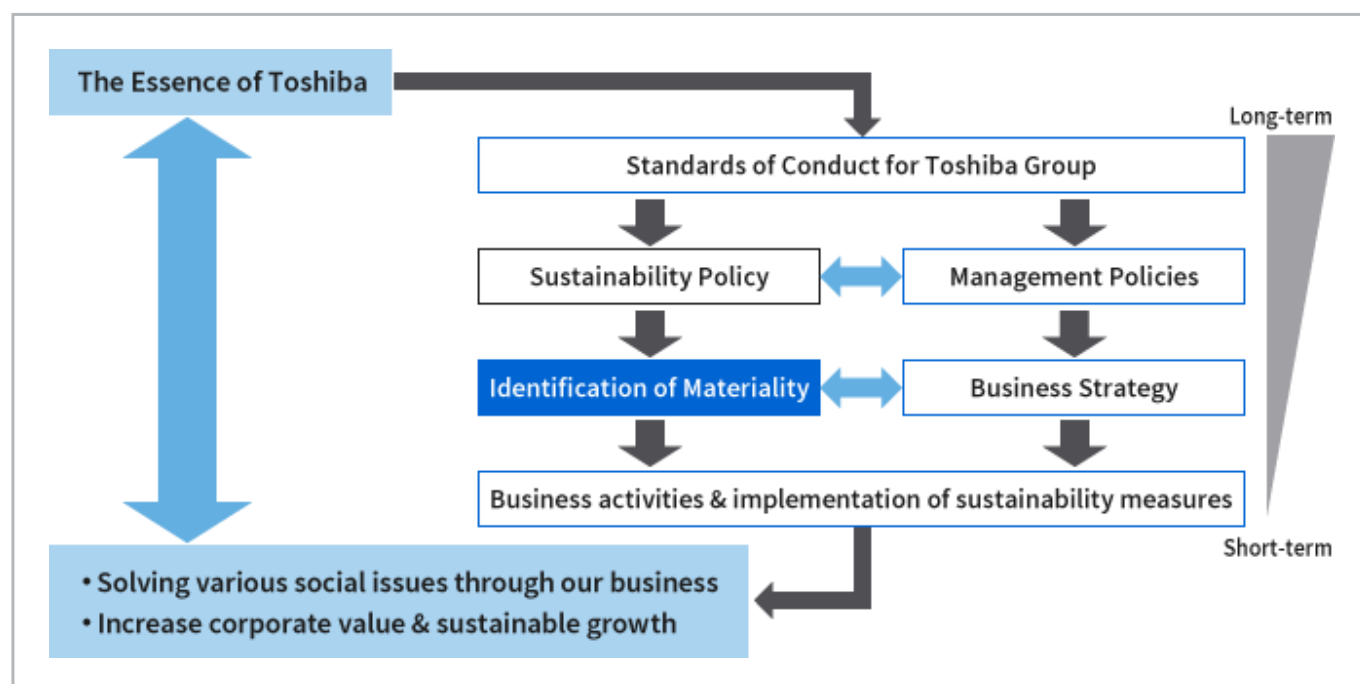
Our annual Sustainability Conference in which employees of Toshiba Group in Japan gathered together before the pandemic hit was held online in FY2020 to prevent the spread of COVID-19. We prepared a virtual Sustainability Conference website on our domestic intranet to hold online seminars by experts and provide various types of digital content to promote the understanding of sustainability. On the virtual Sustainability Conference website, we also held an annual ceremony to present awards for outstanding efforts related to social contribution (Toshiba ASHITA Award) and promotion of health and safety activities, and shared details with viewers. The virtual enabled us to reach out to more employees than we did physically. From FY2021 onward, we will continue to consider a more effective way to increase each employee's awareness of sustainability.

Sustainability Management of Toshiba Group

Material Issues

Guided by the [Essence of Toshiba](#), Toshiba Group works on material issues in accordance with the Sustainability Policy and promotes sustainability management that contributes to the development of society.

We have tackled the material issues identified in 2013 by regularly confirming their status. However, response to climate change is now required on a global scale, and social issues are changing according to various perspectives as seen in the SDGs adopted by the United Nations. Toshiba Group also reviewed its businesses. Accordingly, we re-identified new material issues in FY2021. We position the material issues under the Essence of Toshiba and the Sustainability Policy, and will work on initiatives Group-wide.



Toshiba Group's Material Issues

Toshiba Group will help solve social issues through its business based on the Mid-term Business Plan that starts from FY2022. By strengthening our management foundations that support our business activities and tackling the material issues below, we will increase Toshiba Group's corporate value and achieve sustainable growth.

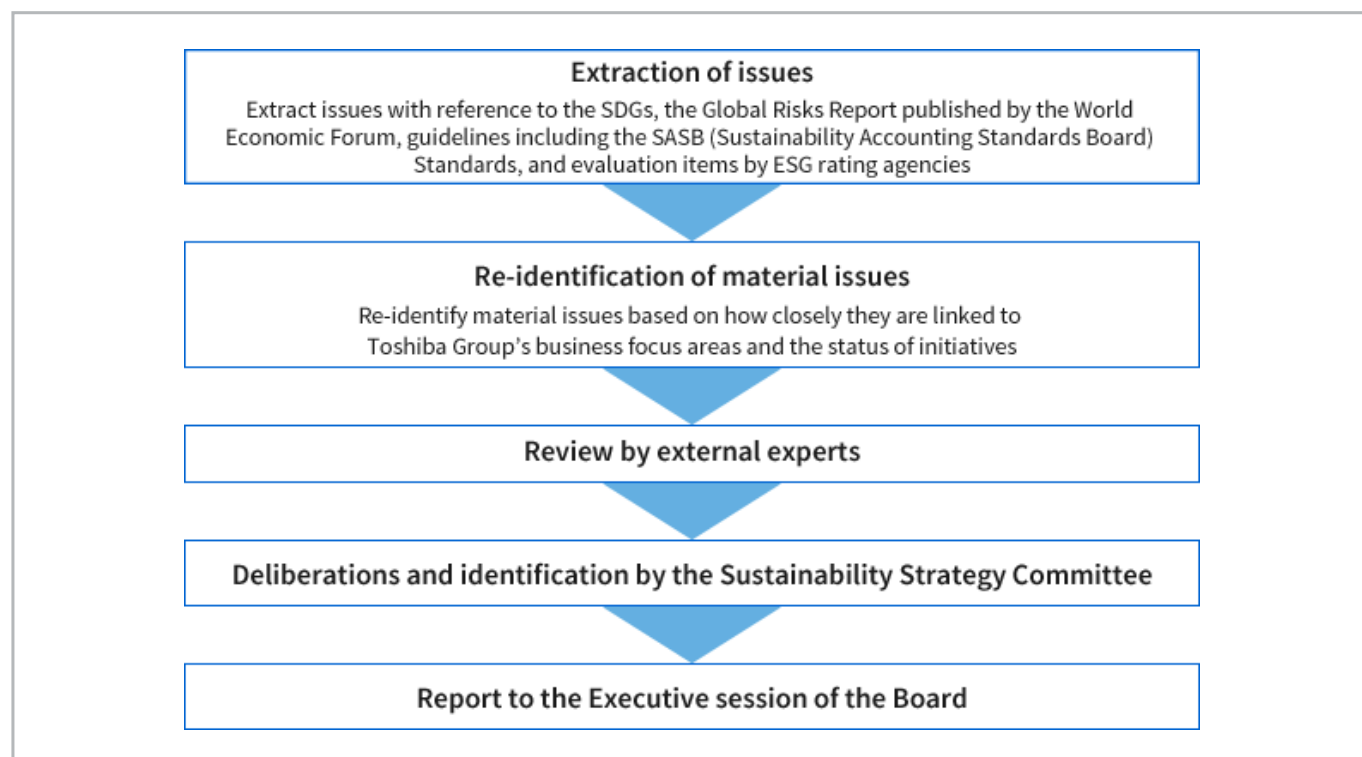
We understand that the following re-identified material issues in particular are closely linked to our business: "responding to climate change," one of the urgent issues to be addressed on a global scale, "improving cyber resilience," one of the essential elements to drive data business, "enhancing research and development to create innovation," and "securing, retaining and developing human resources."

	Vision for 2030	Materiality
For the irreplaceable global environment in which we live	Promote corporate activities with full consideration for the global environment throughout our value chain, from design, procurement, manufacturing, logistics and sales, through to disposal.	<ul style="list-style-type: none"> • Respond to climate change • Respond to the circular economy • Consider ecosystems
For respect of human rights, to nurture people and technology, and to give back to society	Encourage every Group employee to feel pride and fulfillment in their work, and to harness creativity and technology in collaborating with business partners to realize rich value.	<ul style="list-style-type: none"> • Secure, retain and train human resources • Ensure employee health and safety • Promote respect for human rights • Promote sustainable procurement • Strengthen R&D to stimulate innovation
For further strengthening thorough governance	Practice transparent corporate governance and optimal internal controls; and execute management with integrity, trusted by stakeholders.	<ul style="list-style-type: none"> • Strengthen governance • Strengthen cyber resilience

Process of Material Issue Identification

Before re-identifying material issues, Toshiba Group extracted and organized issues with reference to the SDGs, which are universal social issues, the Global Risks Report published by the World Economic Forum (WEF), and guidelines including the SASB Standards. We narrowed them down to those of priority, evaluating them by their closeness to the businesses specified in the Mid-term Business Plan that starts from FY2022 and their importance in terms of strengthening the foundations to drive businesses. External experts then reviewed the draft of the selected issues. In August 2021, the Sustainability Strategy Committee chaired by the President and CEO confirmed the selection. The re-identified material issues were also reported to the Executive session of the Board in September 2021, and finalized upon reflecting opinions of the session members.

Process of Material Issue Identification



Activities to Promote the SDGs

Toshiba Group and the SDGs

The main plank of the “Toshiba Group Basic Commitment” is “Committed to people, Committed to the Future.”. This expresses Toshiba Group’s unwavering determination to contribute to the development of society through its business, and is consistent with the direction of the SDGs, which aim to realize a sustainable society. Acting in good faith in our daily activities, and with a passion to make the world a better place, looking to the future beyond the next generation, and to create that future with our stakeholders—inspired by these ideas, Toshiba Group has and will continue to bring together the creativity and technological capabilities it has cultivated to confront social issues that are becoming more complicated and serious, and to turn on the promise of a new day.

The Essence of Toshiba



Basic Commitment of the Toshiba Group

**Committed to People,
Committed to the Future.**

Our Purpose

We turn on the promise of a new day.

Our Values

Do the right thing

Look for a better way

Always consider the impact

Create together

Sustainable Development Goals



Contributions to Achieving the SDGs through Corporate Activities

In order for Toshiba Group to promote the understanding of SDGs and related initiatives, Toshiba, key Group companies, and some Group companies* exchanged opinions to clarify the relationships between our business and the SDGs in 2018. In the discussion, we reviewed the impact our value chain has on society, identified goals for making contributions through the businesses of Toshiba Group, and announced that these initiatives will be accelerated.

In 2021, we re-identified new material issues to be addressed by Toshiba Group based on the SDGs and the social issues outlined in the Global Risks Report published by the WEF.

Toshiba Group will actively engage in helping solve social issues through its corporate activities.

* Toshiba Elevator and Building Systems Corporation, Toshiba Carrier Corporation, and Toshiba Lighting & Technology Corporation

> [Material Issues](#)



Toshiba Group is “Committed to People, Committed to the Future.” and contributes to fulfillment of the SDGs through all its corporate activities.

- [CO₂ Capture System](#)
- [Hydrogen Energy System](#)
- [Renewable Energy](#)
- [Heavy-Ion Therapy](#)
- [MicroRNA Detection Technology](#)
- [Phased Array Weather Radar](#)
- [Railway Transportation Systems](#)
- [Disaster Management Solutions](#)
- [Robotics, Logistics System Solutions](#)
- [Employment and Labor Relations](#)
- [Sustainability and Disclosure of Information](#)
- [Stakeholders](#)
- [Water Supply and Sewerage](#)
- [Image Recognition Processors](#)
- [Power Devices MOSFET](#)
- [High Capacity HDD for Data Center](#)
- [LED Light](#)
- [Elevator System](#)
- [HAVC](#)
- [SCiB™](#)
- [Manufacturing IoT Solutions](#)
- [Electronic Receipt Service](#)
- [Occupational Health and Safety](#)
- [Training System for Talent Development](#)
- [Diversity & Inclusion Promotion](#)

With the SDGs, working toward one goal has the ripple effect of contributing to another goal, and with this in mind, Toshiba Group will continue to undertake initiatives that extend beyond the aforementioned 10 goals to cover all 17 of the SDGs.

Examples of Practices

Based on its Basic Commitment, Toshiba Group tackles various social issues using technologies that it has cultivated over many years.

SCiB™ Rechargeable Lithium-ion Battery



We will create sustainable social infrastructure with our rechargeable lithium-ion battery that is highly safe, has a long lifetime, and recharges fast.



Demand for rechargeable batteries is rapidly increasing as electrification continues in a variety of fields—automobiles, buses, railways, other types of vehicles, industrial equipment like elevators, and infrastructure equipment like large-scale power storage facilities linked to renewable energy. With its SCiB™ rechargeable lithium-ion battery that is safe, has a long life, and recharges fast, Toshiba Group will help reduce environmental impacts mindful of the whole lifecycle to achieve carbon neutrality and ensure the future social infrastructure is sustainable.

- [Toshiba's SCiB™ Rechargeable Battery](#)
- [Next-generation Technology: Aqueous Batteries](#)

Power Electronics



We will contribute to carbon neutrality with the advanced technology of power semiconductors that efficiently converts electric power without wasting it.



With the spread of renewable energy and electrification of various motion equipment, we help end users save energy and reduce greenhouse gas emissions by developing and offering smaller, lighter, and high-efficiency power semiconductor products. The products are widely used in the mobility and industrial sectors and contribute to achieving carbon neutrality.

[> MOSFETs](#)

[> SiC Power Devices](#)

[> IGBTs / IEGTs](#)

Precision Medicine



Toshiba aims for a world where every individual can be healthy and live a quality of life by helping them extend their healthy life expectancy and enabling early detection and treatment of cancer.



We will promote precision medicine technologies ranging from prevention to treatment by providing a disease prevention solution using data-driven risk prediction and genome analysis; a microRNA detection technology that enables very early detection of 13 types of cancers using a tiny amount of blood; and a heavy-ion therapy technologies for cancer treatment, which reduces burdens on patients. In cooperation with many business partners and users, we will support all people in improving their quality of life so that both healthy and sick people, their families, and those around them can live happily in the way they want.

[> Toshiba's Precision Medicine \(Japanese\)](#)

[> Worried About Your Future Health? Toshiba's AI Technologies Can Predict Your Risk of Developing a Lifestyle Disease](#)

[> Toshiba and University of Tokyo to Collaborate in Preventive Medicine using Genomic Data](#)

[> MicroRNA Detection Technology](#)

[> Toshiba Heavy Ion Therapy](#)

Activities to Promote the SDGs inside the Group

Toshiba Group undertakes various initiatives to encourage its employees to understand the importance of the SDGs and help achieve them through their respective corporate activities.



September 2020

During the UN's Global Week to #Act4SDGs, Toshiba Group used social media to showcase to internal and external stakeholders how its initiatives in different regions are contributing to achieve the SDGs.



2019

Participants of the six-month program working in different fields gathered together at Toshiba Komukai Complex and Fuchu Complex to think outside the box and come up with new ideas learning about social issues featured in the SDGs as well as future scenarios and predictions.

> [Young Employees Networking through the Creation of Ideas—Technological Collaboration Born from Passion \(Japanese\)](#)



April 2018

Peter D. Pedersen explains the perspective of resolving global social issues in a lecture titled "Is there a path to new business development based on Society-in, the next innovation frontier?"



June 2018

Conducting a workshop for engineers at Toshiba Fuchu Complex to show how the SDGs are everyone's problems to resolve



September 2018
Kazuo Tase, CEO at SDG Partners, Inc. and Akitsugu Yamaguchi, Director at Toshiba Digital Solutions Corporation, discussed the SDGs in a dialogue.



December 2018
A briefing on the SDGs given by the CSR Management Office for branch managers of Toshiba Corporation from all around Japan



December 2018
Chairman Kurumatani discusses Toshiba Group's SDGs initiatives at the 14th Toshiba Group CSR Conference.



February 2019
Kazuo Tase, CEO at SDG Partners, Inc., gives a lecture to SDGs managers from core Toshiba Group companies on the topic, "The corporate value demanded today and the SDGs."



Toshiba Life, August 2018 issue, Special edition Vol. 13 (Japanese)
The topic "SDGs and what we can do today to realize our philosophy, 'Committed to People, Committed to the Future'" was discussed in the aforementioned in-house communication magazine for Toshiba Group employees and their families.

Sustainability Management of Toshiba Group

Participation in External CSR Organizations

Toshiba Group promotes participation and collaboration with industry associations, government bodies, international organizations, NGOs/NPOs and other external CSR organizations and initiatives.

Toshiba Group is a member/supporter of the following CSR-related organizations and initiatives:

- [UN Global Compact](#)
- [Responsible Business Alliance](#) (RBA)
- [Science and Technology in Society Forum](#) (STS Forum)
- [Business for Social Responsibility](#) (BSR)
- [Council for Better Corporate Citizenship](#) (CBCC)
- [Science Based Targets](#) (SBT) [initiative](#)
- [Task Force on Climate-related Financial Disclosures](#) (TCFD)
- [Carbon Neutral LNG Buyers Alliance](#)
- [Japan Climate Initiative](#) (JCI)

UN Global Compact

In January 2004 Toshiba joined the United Nations Global Compact, pledging to adhere to universal principles covering human rights, labor and the environment. The Global Compact is a voluntary corporate citizenship initiative proposed by then UN Secretary-General Kofi Annan in 1999 at the World Economic Forum (annual meeting in Davos). The Global Compact envisages that in the course of business, companies' fulfillment of their corporate social responsibilities through compliance with internationally recognized principles concerning human rights, labor, the environment and anti-corruption will lead to the world's sustainable development.

As a signatory of the United Nations Global Compact, in 2007, Toshiba participated as an advisory in the project utilizing GRI guidelines for "Communication on Progress (COP)," a report of the progress on the implementation of Global Compact principles.

Toshiba clarifies the implementation progress of the ten principles of the Global Compact by submitting a COP advanced level report once per year.

- [United Nations Global Compact "Communication on Progress \(COP\)"](#)
- [United Nations Global Compact](#)
- [Toshiba Announces Participation In United Nations Global Compact Initiative](#)



Then President Tadashi Okamura signed the Global Compact in January 2004.



Certificate

10 Principles of the UN Global Compact

Human Rights

1. Businesses should support and respect the protection of internationally proclaimed human rights; and
2. make sure that they are not complicit in human rights abuses.

Labor Standards

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
4. the elimination of all forms of forced and compulsory labor;
5. the effective abolition of child labor; and
6. the elimination of discrimination in respect of employment and occupation.

Environment

7. Businesses should support a precautionary approach to environmental challenges;
8. undertake initiatives to promote greater environmental responsibility; and
9. encourage the development and diffusion of environmentally friendly technologies

Anti-Corruption

10. Businesses should work against all forms of corruption, including extortion and bribery.

[> The Ten Principles](#)

RBA Membership

The Responsible Business Alliance (RBA) is the electronics industry's CSR promotion organization committed to fulfill CSR for labor, occupational health and safety, the environment, and ethical standards throughout the supply chain. It was founded in October 2004, and more than 190 companies have joined world-wide. Toshiba joined in June 2011 to promote CSR across the supply chain based on a global standard.

* EICC changed its name to RBA in October 2017.

[> RBA](#)



Participation in the STS Forum

The Science and Technology in Society (STS) forum is a platform which aims to ensure appropriate development of science and technology, gathering scientists, policymakers, business leaders, journalists, and others in one place to discuss and exchange opinions about issues related to science and technology as well as society from the perspective that these are issues shared by humanity. Toshiba has participated in the STS Forum since 2004. As a council member and actively involved in setting directions of the forum's activities. In addition to attending annual general conferences, we also participate in science and technology dialogues held in countries around the world, including India and Kenya.

[> STS Forum](#)

Participation in BSR

Business for Social Responsibility (BSR) is a global nonprofit organization for CSR activities which was established in the U.S. in 1992. BSR has over 250 members comprising global organizations and companies, and Toshiba joined in 2003. We held stakeholder dialogue facilitated by BSR, and participated in Study Forums on human rights and supply chain CSR.

[> BSR](#)



Participation in CBCC

Council for Better Corporate Citizenship (CBCC) is an association, established in 1989 by Keidanren (Federation of Economic Organizations), which facilitates the acceptance of Japanese companies by regional communities overseas as good corporate citizens, and more recently, promotes CSR activities and assists companies in their practice. Toshiba joined CBCC from its establishment, and currently takes part in activities as a member of the planning committee.

[> CBCC](#)

Acquired Approval of the Science Based Targets (SBT)

The Science Based Targets (SBT) are the targets set by companies to reduce greenhouse gas emissions five to 15 years ahead, which are consistent with those of the Paris Agreement. Toshiba Group has set a target for reducing the amount of greenhouse gas emissions throughout its entire value chain by 50% by FY2030 compared to those of FY2019. In 2020, the reduction target was approved by the SBT initiative as aligned with the science-based targets required by the Paris Agreement.

[> SBT](#)



Endorsing the Recommendations of the Task Force on Climate-related Financial Disclosures (TCFD)

TCFD is a private-sector task force established in 2015 by the Financial Stability Board in order to enhance climate-related information disclosure of companies. Toshiba Group expressed its support for the TCFD recommendations released in 2017, and will actively disclose information on the financial impact of climate change. Additionally, Toshiba Group has become a member of the TCFD Consortium, a Tokyo-based initiative dedicated to promoting the goals of the TCFD, a step which leads to the enhancement of our own ESG information disclosure.

> [Information Disclosure Based on the TCFD Recommendations](#)

> [TCFD](#)



Establishment of the Carbon Neutral LNG Buyers Alliance

Toshiba Corporation and 14 other companies have come together to establish the Carbon Neutral LNG (CNL) Buyers Alliance on March 9, 2021. The Alliance was established through the concerted efforts of Tokyo Gas Co., Ltd., which procures and supplies CNL, and the remaining companies, which purchase CNL, with the aim of spreading the use of CNL and increasing its utility value toward the achievement of a sustainable society. Choosing carbon neutral energy is an important solution that will contribute toward tackling climate change and the SDGs, as well as directly lead to ESG management.

The companies participating in the Alliance will work to increase the recognition of CNL in society and carry out initiatives to improve its evaluation by investment institutions and establish its position within the various systems in Japan with the aim of contributing toward Japan's achievement of a carbon neutral society by 2050.

> [Establishment of the Carbon Neutral LNG Buyers Alliance](#)



Participation in Japan Climate Initiative (JCI)

In July 2018, Japanese companies, local governments, research institutions, and NGOs established Japan Climate Initiative (JCI). It is a network committed to strengthening communication and exchange of strategies and solutions among all actors that are implementing climate actions in Japan. More than 600 organizations in Japan became the members of JCI today. Toshiba Group became a member of JCI in FY2020, supporting the network's declaration of "Joining the front line of the global push for decarbonization from Japan."

> [Japan Climate Initiative \(JCI\)](#)

Stakeholders

Toshiba Group's corporate activities involve relationships with diverse stakeholders. The relationships and dialogue with respective stakeholders can be summarized as follows:



Customers

With its wide range of products—from electronic devices to social infrastructure systems—Toshiba Group has a diverse range of customers, including individual and corporate customers as well as government and public bodies. Feedback from our customers is the origin of all our ideas. All Toshiba Group employees operate from a customer perspective so as to increase customer satisfaction.

Key responsibilities

- Supplying products in a stable manner
- Providing reliable, safe products and services that offer great value
- Creating environmentally conscious products and services
- Promoting universal design
- Providing appropriate product information
- Offering excellent customer relations and support
- Managing customer information appropriately

Major means of identifying stakeholders' views and requests

- Routine sales activities
- Call center (via phone, email, etc.)
- Exhibitions

We receive opinions and requests for products and services in our daily operations, which are shared among related departments, and use them to improve product quality and repair services.

> [Improvement of Customer Satisfaction](#)



Shareholders/Investors

Toshiba has approx. 270,000 shareholders. Of the 460 million shares issued, 24.1% are held by financial institutions, 20.5% by individuals and others, and 50.4% by overseas investors (as of March 31, 2021).

Toshiba Group aims to increase total shareholder return (TSR) through maximizing its corporate value.

Key responsibilities

- Disclosing information in a timely and appropriate way
- Providing an appropriate return of profits
- Maintaining and enhancing corporate value
- Responding to socially responsible investment (SRI) and ESG investment

Major means of identifying stakeholders' views and requests

- General meeting of shareholders
- Shareholder newsletters
- Dialogue with institutional investors and securities analysts
- Reports (securities report, integrated report, sustainability report, etc.)
- Website (investor relations, sustainability, environment, etc.)

Toshiba will continue to actively disclose risk and other information by enhancing the Group-wide disclosure structure so as to align with the interests of our shareholders and investors.

Dialogue with Shareholders [Point of contact: Legal Division and Strategic Planning Division]

General Meeting of Shareholders

The ordinary general meeting of shareholders for FY2020 was held on July 31, 2020, with an attendance of 127, although it was a decrease year on year due to COVID-19. Company proposals for an amendment of the Articles of Incorporation and the election of directors were approved. (Shareholder proposals for the election of directors were rejected).

The ordinary general meeting of shareholders for FY2021 was held on June 25, 2021, attended by 183 people, and deliberated on a proposal for the election of directors. As a result, while approval was granted to elect nine directors out of the eleven candidates (one of the elected directors resigned after the conclusion of the meeting), the remaining two candidates were rejected. Accordingly, the current Board of Directors consists of eight directors, of which, two are directors who concurrently serve as executive officers and six are outside directors.

For ordinary general meetings of shareholders for FY2020 onward, the meeting is streamed live online to allow shareholders who are not physically attending the meeting to view the proceedings.

Publication of Shareholder Newsletters

Toshiba Group strives to communicate with individual shareholders through our shareholder newsletters.

> [Shareholder Newsletter \(Japanese\)](#)

Dialogue with Investors [Point of contact: Strategic Planning Division]

Dialogue with Institutional Investors and Securities Analysts

We hold various briefings including those for business results held on the same day as our quarterly business results announcements. During FY2020, all briefings were distributed online due to COVID-19. Our executive officers including the President and CEO have been holding dialogues with major shareholders and major institutional investors from Japan and overseas. After the pandemic hit, the dialogue has been held at the same frequency as before via a video or audio conference.

Outside directors also hold dialogue with shareholders and investors. In August 2021, the President and CEO and outside directors held group meetings with institutional investors from Japan and overseas, and we published the meeting minutes on our website. Apart from the meetings, outside directors also meet with major shareholders and major institutional investors from Japan and overseas to promote engagement.

After the ordinary general meeting of shareholders was held in June 2021, we newly established the Strategic Review Committee. The Committee is to hold dialogue with shareholders and investors in a position independent from the management team while at the same time securing interests of the Company.

> [Group Meeting between outside directors and shareholders](#)

Enhancement of IR Website

On our IR website, we endeavor to provide all investors, including individual investors, with fair, timely and easy-to-understand information disclosure that helps them make investment decisions. In response to requests from investors, we provide audio data, including live streaming, of presentations and Q&A sessions during major briefings. Our website also features a questionnaire regarding the content of our website.

> [IR Website](#)

> [Questionnaire on the Toshiba IR Website](#)



Suppliers

Toshiba has a cumulative total of 9,000 recurring suppliers worldwide (as of March 31, 2021). We ask suppliers to cooperate with the Toshiba Group Procurement Policy and strengthen partnership with them to help solve social issues through business activities.

Key responsibilities

- Selecting suppliers fairly and engaging in fair trading practices
- Respecting human rights in the supply chain
- Promoting environmental management in the supply chain

Major means of identifying stakeholders' views and requests

- Daily procurement activities
- CSR survey
- Clean Partner Line

Dialogue with Suppliers [Point of contact: Procurement Division]

Requesting Suppliers to Promote CSR Management

We ask suppliers to promote CSR management through daily procurement operations. In FY2014, we revised our Procurement Policy so that the priority requirement when choosing new suppliers upon starting or continuing business relationships is to comply with laws and ordinances as well as social codes, and we made this revision fully known to each of Toshiba Group's approx. 10,000 suppliers (cumulative total). We also ensure that new suppliers are notified of the request as well. In addition, we conduct surveys on suppliers based on the [RBA Code of Conduct](#) presented in the Toshiba Group Procurement Policy to confirm the status of compliance.

> [Promotion of Sustainable Procurement](#)

> [Cooperation with Industry Organizations](#)



Employee

Toshiba Group has 296 consolidated subsidiaries with approx. 120,000 employees, including approx. 70,000 in Japan and approx. 50,000 overseas (as of March 31, 2021).

Toshiba Group states “We turn on the promise of a new day” in The Essence of Toshiba. To achieve this, we are creating and promoting an open corporate culture, and have established fair evaluation systems while seeking to fully develop and deploy talents in order for our sincere and richly diverse human resources with a passion for change to work together and generate new value based on a vision of the future of the company. We will promote diversity and inclusion (D&I) that will lead to sound and sustainable growth by respecting, accepting, and optimizing individual differences among employees, thereby generating new values and ideas so that the company, organization, and employees with differing backgrounds thrive in their respective levels of operation.

Key responsibilities

- Conducting fair assessment and treatment
- Respecting human rights
- Promoting diversity and inclusion
- Optimizing human resources and promoting their growth
- Supporting diverse working styles
- Maintaining and enhancing skills and capabilities
- Ensuring occupational health and safety

Major means of identifying stakeholders' views and requests

- Employee morale survey (TEAM Survey)
- Dialogue, information exchange meetings
- 360-Degree survey for top executives
- Competency evaluation of the head of the organization (Multifaceted Evaluation)
- Workplace meetings
- Providing information through an in-house website
- Whistleblower system (Toshiba Hotline and Audit Committee Hotline)
- In-house communication magazine
- Labor-management negotiation

Dialogue with Employees [Point of contact: Human Resources and Administration Division, Legal Division, and Corporate Communications Division]

Messages from Top Executives

Top executives deliver messages to Group employees on the importance of promoting sustainability, improving customer satisfaction, raising quality, ensuring legal compliance, and other key concerns.

Employee Morale Survey (TEAM survey) and Disclosure of Results

Toshiba Group has conducted the employee morale survey (TEAM survey) every year since FY2003, as a way to gain feedback from employees. Through this survey, we periodically monitor the level of understanding among our employees towards the company's various measures, and how firmly rooted they are. We strive to improve the issues that emerge and leverage them to enhance the corporate culture. The survey assesses employees' understanding of company measures and whether their working conditions allow them to demonstrate their abilities. There are also questions regarding how the President and CEO and top management are perceived, the status of compliance and other measures, which are subsequently verified.

> [Fair Evaluation and Talent Development](#)

360-degree Survey and Multifaceted Evaluation

We conduct the 360-Degree Survey to look at managers and senior management every other year. And we also conduct the Multifaceted Evaluation to look at heads of each organization every year. We examine them from multifaceted perspectives with regard to their day-to-day work performance and activities, with perspectives including those of themselves, as well as of their junior colleagues, peers, and supervisors. The major aims of these initiatives are to encourage the growth of the participants by objectively identifying their strengths and weaknesses on a regular basis, and to enhance their leadership, which will lead to creating a more sound organization and organizational operation.

> [Fair Evaluation and Talent Development](#)

Workplace Meetings

We hold workplace meetings to discuss various themes, so that managers and the employees they manage can talk and think together at a workplace level, and share feelings and opinions, in order to build a work environment where everyone feels free to discuss any matter. Such themes include verification of compliance awareness and improvement of operational processes. Increasing understanding of differences in individual philosophies among employees helps create a better workplace environment for the future.

➤ [Risk Management and Compliance](#)



Local Communities

Toshiba Group has major business sites in over 30 countries worldwide. We conduct our corporate activities while respecting different cultures, histories and customs in local communities and communicating with them.

Key responsibilities

- Respecting different customs and cultures
- Engaging in social contribution activities in local communities
- Preventing accidents and disasters at business sites
- Supporting neighboring communities in case of a disaster

Major means of identifying stakeholders' views and requests

- Dialogue, information exchange meetings
- Factory tours
- Employees' participation in community activities
- Local volunteering activities

Dialogue with Local Communities [Point of contact: Companies and business sites of Toshiba Group]

Environmental Communication

As part of efforts to communicate about our environmental initiatives, we organize factory tours, nature-watching sessions, and on-site classes at local elementary schools. The aim is to introduce the activities of Toshiba Group to a wide range of stakeholders, from the communities around our factories and offices to schools, customers, enterprises, and students, and at the same time to create an opportunity to reflect on environmental issues.

➤ [Environmental Communication](#)

Coexistence with Local Communities

Toshiba Group not only seeks to resolve issues faced by local communities through business, but engages in various activities that are rooted in the area as a member of the local community.

➤ [Coexistence with Local Communities](#)

Social Contribution Activities

Toshiba Group actively engages in a range of social contribution activities in addition to business activities toward the realization of a sustainable society.

➤ [Social Contribution Activities](#)



Governments and Public Bodies

Toshiba Group operates worldwide. We comply with laws and regulations of each country, including antimonopoly and anti-bribery laws, and will help resolve social issues faced by different regions and countries as a member of the local community.

Key responsibilities

- Complying with laws and regulations, and paying taxes
- Supporting government policies toward solving social issues

Major means of identifying stakeholders' views and requests

- Dialogue and proposals via economic associations and industry associations

Dialogue with Governments [Point of contact: Companies and business sites of Toshiba Group, and Government & External Relations Office]

Participation in Industry Associations

Toshiba actively participates in the activities of Keidanren (Japan Business Federation), Japan Electrical Manufacturers' Association, the Japan Electronics and Information Technology Industries Association, and other industry organizations to help address various issues such as the realization of a sustainable society and protection of the global environment.

➤ [Participation in External CSR Organizations](#)



NPOs/NGOs

We will hold dialogue with NPOs and NGOs active in areas such as the environment, human rights, and social contributions, and build partnerships leveraging mutual strengths of all parties.

Key responsibilities

- Providing collaboration and support to solve diverse global issues
- Collaborating with and helping local communities solve their social problems
- Collaborating on our priority areas of social contribution activities

Major means of identifying stakeholders' views and requests

- Dialogue through collaboration
- Exchange of views through stakeholder dialogue

Dialogue with NPOs and NGOs [Point of contact: Sustainability Management Division, Environment Management Office]

Support for and Collaboration with NPOs and NGOs

We hold dialogue with NPOs and NGOs active in areas such as the environment, human rights, and social contributions, and are building partnerships leveraging mutual strengths of all parties. We determine which NPOs and NGOs to support and collaborate with based on criteria such as the degree of contribution to solving social problems, relationships with Toshiba Group's priority business sectors, creativity, pioneer spirit, and relations with local communities.

➤ [Participation in External CSR Organizations](#)

➤ [Social Contribution Activities](#)



Global Environment

Guided by the “Essence of Toshiba”, we will strive to create enriched value and ensure harmony with the earth. Through environmental management that aims to achieve a decarbonized society, a resource circulating society, and a society in harmony with nature, we will contribute to the realization of a sustainable society.

Key responsibilities

- Mitigation of climate change
- Effective use of resources
- Management of chemical substances
- Conservation of biodiversity

Major means of identifying stakeholders' views and requests

- Reduction of environmental impacts of Toshiba Group's business activities
- Development and provision of products and services conducive to reducing environmental impacts of society as a whole

Based on Toshiba Group's Environmental Future Vision 2050, we work simultaneously to reduce the environmental impacts of our business activities and to deliver value through products and services.

[> Environment](#)

[> Toshiba Group's Environmental Future Vision 2050](#)

ESG Performance of Toshiba Group

In order to develop sustainably as a company, Toshiba Group strives to strengthen E (environment), S (social), and G (governance) and implement sustainability management as steps to build ethical and transparent management foundations. At the same time, we will make efforts to create and provide rich value in collaboration with our various stakeholders, such as our customers, shareholders and investors, suppliers, employees, and local communities.

CONTENTS

44 Environment
96 Social
193 Governance

Main Contents of ESG Performance

Toshiba Group tackles issues related to the environment, social aspects of corporate activities (respect for human rights, fair evaluation and talent development, promotion of diversity, occupational health and safety, promotion of sustainable procurement, quality control, improvement of customer satisfaction, social contribution activities, etc.) and governance (corporate governance, risk management and compliance, etc.), setting the medium- to long-term vision and implementing initiatives to improve performance.

	Items	Main contents
Environment	Vision, Strategies and Structure	Basic policy for the environment, Environmental Future Vision 2050, The Seventh Environmental Action Plan, overview of environmental impacts
	Response to Climate Change	Information disclosure based on the TCFD recommendations, response to climate change in business activities, increased reduction of CO ₂ emissions by products and services, products and services associated with power supply and power consumption
	Response to the Circular Economy	Reduction of waste volume, 3R initiatives for products, increased amount of resources saved, increased amount of the use of recycled plastics, recycling
	Consideration of Ecosystems	Management of chemical substances, reduction of the amount of water received, conservation of biodiversity
	Enhancement of the Basis of Environmental Management	Environmental communication, soil and groundwater purification, preventing contamination and reducing contamination risks, management of PCB, management of ozone-depleting substances, environmental education and human resource development
Social	Respect for Human Rights	Policy on respect for human rights, identification and monitoring human rights risks, education and enrichment
	Employment and Labor Relations	Relationship with Toshiba unions, labor-management dialogue, and employees data
	Fair Evaluation and Talent Development	Fair evaluations, talent development, and employee engagement surveys
	Promotion of Diversity and Inclusion	Diversity management, strategies (for women, non-Japanese nationals, disabled persons, elderly people, and LGBT+ employees), work-style reforms and work-life balance
	Occupational Health and Safety	Occupational health and safety management policy, occupational health and safety management systems, the incidence of occupational accidents, health management, and supply chain safety management
	Promotion of Sustainable Procurement	Procurement policy, monitoring , responsible minerals sourcing, green procurement and green purchase
	Quality Control for Safety and Reliability	Quality control policy, quality promotion structure, enhancing quality capabilities, and disclosure of information on quality
	Product Safety and Product Security	Basic policy, response to product safety accidents, prevention of accident , and disclosure of product safety/quality information
	Improvement of Customer Satisfaction	Customer satisfaction policy, enhancing customer support, sharing and utilizing customer feedback, protecting customer information, and providing customers with business continuity support
	Universal Design	Policy related to universal design, promotion of universal design
	Coexistence with Local Communities	Check and evaluation of local impacts of establishing new operational sites, contributions to local communities around business sites
	Social Contribution Activities	Basic policy on social contribution activities, expenditures for corporate citizenship activities, and various social contribution activities
Governance	Corporate Governance	Governance policy, governance structure, Directors status, and compensation
	Risk Management and Compliance	Whistleblower system, compliance with the antimonopoly act and anti-corruption, fair trading, export control, information security management, product safety information and advertising, BCP, and tax affairs
	Research & Development and Intellectual Property	R&D structure, R&D expenses, collaborations with external parties, intellectual property strategy, patents portfolio, and anti-counterfeit measures

ESG Performance

FY2020 Performance Indicators

Toshiba Group have medium- and long-term key performance indicators according to the ISO 26000 core subjects and are promoting relevant Sustainability activities.

Governance

Corporate Governance	FY2019	FY2020	FY2020	FY2021
	Achievements	Targets	Achievements	Targets
Number of directors	12	–	12	–
Number of directors not concurrently serving as executive officers	10	Half of all directors	11	Half of all directors
Number of female directors (Percentage of female directors)	1 (8.3%)	Over 1	1 (8.3%)	Over 1
> Corporate Governance				

Risk Management and Compliance	FY2019	FY2020	FY2020	FY2021
	Achievements	Targets	Achievements	Targets
Education for “Standards of Conduct for Toshiba Group” (Toshiba Group in Japan)	100%	100%	99.2%	100%
	“Standards of Conduct for Toshiba Group” was published in 24 different languages. Various education programs are provided such as education based on the needs of employees at different organizational levels, job functions, and e-learning as well as seminars on compliance topics for top executives.			
Number of Workplace CSR meetings ; Number of cumulative participants (Toshiba Group in Japan)	1 66,000	1	1 70,000	1
Percentage of self-audits conducted at Group companies based on “Anti-Bribery Guidelines” and “Guidelines on Contacts with Competitors” (Toshiba Group in Japan)	100%	100%	100%	100%
	In FY2020, we conducted risk assessments of each of our Group companies.			
Number of reports received by the whistle blower system “Toshiba Hotline” (In-house contact window /attorney’s office) (Toshiba Group in Japan)	110 reports (109／1)	–	129 reports (120／9)	–
	Calls reporting inappropriate situations or concerns were reported to the relevant division so that instructions for improvement could be provided or alerts could be issued.			
Number of violations of the Act against Unjustifiable Premiums and Misleading Representations (Toshiba Group in Japan)	0	0	0	0
	We conducted education on advertising and labeling in the e-learning on sales risks, thus ensuring full compliance with advertising and labeling regulations.			
> Risk Management and Compliance				

Environment

- Achievements made up to FY2020.....[Achievement Status of the Sixth Environmental Action Plan](#) (Environment Website)
- Targets for FY2021.....[The Seventh Environmental Action Plan](#) (Environment Website)

Social

Respect for Human Rights	FY2019	FY2020	FY2020	FY2021
	Achievements	Targets	Achievements	Targets
Number of companies surveyed about conflict minerals Cumulative Numbers* ¹	Approx. 560	–	Approx. 630	–
Toshiba Group conducted a survey on the use of conflict minerals for Toshiba Group suppliers that could have been using 3TG* ² conflict minerals through the Conflict Minerals Reporting Template (CMRT).Toshiba Group carries out due diligence by conducting an additional survey for high risk suppliers.				
➤ Ensuring Responsible Minerals Sourcing				
<p>*1 As Toshiba Group companies conduct surveys based on each contract, we count one contract in case multiple contracts are concluded with one supplier. Also the company numbers are approximate due to their being commercially sensitive information.</p> <p>*2 Abbreviation of four minerals, tin, tungsten, tantalum, and gold, which are specified as “Conflict Minerals”.</p>				
➤ Respect for Human Rights				

Promotion of Diversity and Inclusion	FY2019	FY2020	FY2020	FY2021
	Achievements	Targets	Achievements	Targets
Number and percentage of female managers (Toshiba and key Group companies* ³)	339 (4.9%)	7.00%	318 (5.1%)	8.00%
The 8% target will remain until the end of FY2025.				
Percentage of female recruits (Toshiba and key Group companies* ³)	Administrative: 37% Technical: 19%	Administrative: 50% Technical: 25%	Administrative: 34% Technical: 15%	Administrative: 50% Technical: 25%
Employee male-female rate (Toshiba Group)	Male: 73.4% Female: 26.6%	–	Male: 74.5% Female: 25.5%	–
Employment percentage of people with disabilities (Toshiba incl. a special subsidiary company in Japan)	2.41%	2.20%	2.51%	2.30%
In the timing of June, each year. Toshiba Group will continue to operate“ Toshiba With”, a special subsidiary company aiming to expand workplace for people with disabilities by cooperating with the national and local governments’ employment support agencies as well as by using employment support firms effectively.				
Average number of years with company (Toshiba Group in Japan)	Ave. 19.4yrs. (Male: 20.0yrs., Female: 16.4yrs.)	–	Ave. 20.1yrs. (Male: 20.4yrs., Female: 17.7yrs.)	–
Until FY2020, this information only covered Toshiba Corporation, but now covers Toshiba Group in Japan from FY2021 onward. Accordingly, the data for FY2019 were revised.				

Promotion of Diversity and Inclusion	FY2019	FY2020	FY2020	FY2021
	Achievements	Targets	Achievements	Targets
Leave utilization rate (FY2019: Toshiba FY2020: Toshiba and key Group companies* ³)	73.7%	–	65.7%	–
Number of employees to use Childcare leave Percentatge of number to use Childcare leave: (Number of qualified person to use the leave/ Number of qualified person) (Toshiba and key Group companies* ³)	Male: 34 (6.2%) Female: 316	–	Male: 72 (11%) Female: 299	–
	Until the end of the month when the child turns 3 years old. It is possible to apply for childcare leave up to three times per child. A handbook focusing on system and application procedure were distributed for promotion.			
Number of employees to use Paternity leave (Toshiba and key Group companies* ³)	203	–	210	–
	Up to 5 paid holidays (100%) consecutively or separately, including the day of birth, within 6 weeks of the birth.			
Number of employees to use Family care leave (Toshiba and key Group companies* ³)	Male: 9 Female: 4	–	Male: 9 Female: 2	–
	Up to 365 days in total per person requiring nursing care. A handbook focusing on system and application procedure were distributed for promotion.			
Number of employees to use short-time shift (Toshiba and key Group companies)	Male: 5 Female: 411	–	Male: 11 Female: 416	–
	Employees who are raising children who have not yet completed elementary school.			
➤ Promotion of Diversity and Inclusion				
*3 Toshiba Energy Systems & Solutions Corporation, Toshiba Infrastructure Systems & Solutions Corporation, Toshiba Electronic Devices & Storage Corporation, and Toshiba Digital Solutions Corporation				

Occupational Health and Safety	FY2019	FY2020	FY2020	FY2021
	Achievements	Targets	Achievements	Targets
OHSAS certification rate (percentage of certification of Japan-based manufacturing companies and other companies subject to mandatory certification) and the number of certified companies (including companies that are not subject to mandatory certification)	100% (52)	100%	100% (44)	100%
	Toshiba Group implements OHSAS, assesses related risks and promotes risk mitigation measures. (The standard adopted until FY2019 is OHSAS 18001, and that from FY2020 onward is ISO 45001.) The decrease in the number of certified companies in FY2020 was due to a decrease in the number of eligible companies resulting from business integration.			
Lost-time frequency rate (Number of fatal accidents) (Toshiba Group in Japan)	0.14 (1)	– (0)	0.19 (0)	– (0)
	Lost-time frequency rate: The number of lost time injuries occurring in a workplace per 1 million man-hours worked. Result of our performance is less than average for all industry in Japan (1.95 days),manufacturing industry in Japan (1.21 days), and electrical appliance manufacturing industry in Japan (0.52 days) of Industrial Accident Statistics (FY2020) issued by the Ministry of Health, Labour and Welfare. In March 2020, there was however one fatal accident due to “Caught in” at a Japan-based manufacturing company. In FY2020,we aim to return to our previous record of zero fatal accidents among employees.			
> Occupational Health and Safety				

Promotion of Sustainable Procurement	FY2019	FY2020	FY2020	FY2021
	Achievements	Targets	Achievements	Targets
Percentage of suppliers consenting for the Toshiba Group Procurement Policy	96%	100%	96%	100%
	In accordance with the Toshiba Group Procurement Policy, we screen new suppliers, provide them with a copy of the Policy, explain its content, and require their agreement to it.			
Number of suppliers at which the CSR survey is conducted**4	[Human rights/Safety] 6,055 [Environment] 6,128	–	[Human rights/Labor] 2,603 [OHS] 2,789 [Environment] 4,268	–
	In terms of considerations to labor, safety, and the environment, and prohibition of child labor, we have stated in the Toshiba Group Procurement Policy that we will promote activities that follow the RBA Code of Conduct. We confirm the situation regarding our suppliers’ management of these individual items every year, through the supplier CSR survey. From FY2020, the classification was changed from “Human rights/Safety” to “Human rights/Labor” and “OHS.”			
Number of suppliers to which Toshiba Group provided guidance and support, and the number of transactions ceased**4	Guidance and support provided: [Human rights/Safety] 924 [Environment] 161 Transaction suspended: 0	–	Guidance and support provided: [Human rights/Labor] 68 [OHS] 193 [Environment] 68 Transaction suspended: 0	–
	Should a supplier breach the Toshiba Group Procurement Policy, Toshiba Group firstly request the company to take any corrective actions and provide guidance and support if needed. If it is found out that the supplier is not be able to take such actions or correct the situation, we will suspend the transaction with the company. From FY2020, the classification was changed from “Human rights/Safety” to “Human rights/Labor” and “OHS.”			

*4 As Toshiba Group companies conduct surveys based on each contract, we count one contract in case multiple contracts are concluded with one supplier. That surveys conducted to suppliers which supply products and components whether they consist Toshiba brand products or not from FY2019.

➤ [Promotion of Sustainable Procurement](#)

Social Contribution Activities	FY2019	FY2020	FY2020	FY2021
	Achievements	Targets	Achievements	Targets
Expenditures for Social Contribution Activities including donations for natural disasters, etc.	1.22 billion yen	–	0.97 billion yen	–
Number of social contribution programs	1,072	–	696	–
	In FY2020, we held the Toshiba Group Volunteer Days on or around December 5th, International Volunteer Day. A total of 288 social contribution activities were carried out in Japan and worldwide.			
> Social Contribution Activities				

For ESG-related data for FY2020, please see [ESG Data Collection](#).