

## Toshiba Australia QHSE Policy

Toshiba Australia Pty Ltd (“TAP”) is committed to maintaining a high performing, and incident-free workplace, every day, and everywhere. Our performance depends on our ability to continuously improve the Quality of the services we provide our customers, whilst also protecting people, minimising our environmental footprint, and supporting and giving back to the communities in which our operations are located.

In walking the talk, we make great use of the expertise and passion of TAP’s people.

### **Customer**

Customers are at the heart of our business, and we continuously evaluate their needs and satisfaction levels by listening to the “voice of the customer”, whilst also making all effort to align our products and services to their requirements. For us, guidance by the requirements of ISO 9001:2015 is critical, and we seek to apply these great principles within the scope of our offerings to the customer. We understand our customers consider environmental protection and the management of a ‘small environmental footprint’ to be paramount, and therefore will work tirelessly to ensure all products and services are sustainable.

### **Quality**

For us, Quality lies at the very heart of our operations. We are committed to satisfying the requirements of ISO 9001:2015, and are guided by its principles in our aim towards providing a high-quality product and service that meets our customer’s current and future needs.

We are committed to achieving competitive excellence by complying with our customer requirements, setting clear and achievable Quality objectives and targets, continually improving our Quality processes via our management systems, and integrating our Quality practices throughout our operations.

### **Work Health and Safety**

At TAP we are committed providing a safe and healthy workplace for the prevention of work-related injury and ill-health by managing health and safety risks in the workplace. We have adopted safety management systems practices that satisfy the requirements of ISO 45001:2018.

To achieve this we are committed to:

- Proactively comply with all applicable Work Health and Safety (WHS) laws and other requirements;
- Adopting a framework of setting clear and achievable WHS objectives;
- Taking consistent action to eliminate and reduce health and safety hazards and risks and maintain safe working conditions;
- Engaging our workforce in consultation and participation on health and safety matters;
- Continually improving our WHS Management system.

We believe that safety is everyone’s responsibility, and we encourage our workforce to report dangerous or unsafe situations to Management immediately.

## **Environment**

As part of one of the world's most prominent organisations, TAP has in place environmental management practices that are based on the requirements and principles of ISO 14001:2015. We are committed to the protection of the environment.

We aim to establish objectives that will reduce the environmental impact that may be associated with our products and services, including prevention of pollution and promoting environmentally sustainable operations, fulfilling our environmental compliance obligations, and continually improving our environmental management system practices to enhance its performance.

## **Responsibility**

Every TAP employee is responsible for the quality of the service we deliver to our customers, as well as any output that may impact upon any interested parties. We take seriously our responsibility to deliver the services in a sustainable, ethical and safe manner, and which respects the communities we work in – trying our best to bring about a workplace that minimises its environmental footprint and acts to reduce workplace incidents, whilst also carrying out activities that 'give back to the community'.

## **Training and Development**

A highly qualified, committed and motivated staff is the basis for a successful business. TAP's internal training supports this principle with specifically developed training programs, and we ensure employees have the appropriate awareness, knowledge and skills required to perform their work effectively, safely and in a way that maintains environmentally friendly practices while maintaining a high-level of Quality. Our training facilities and programs are focused on delivering value to TAP representatives and Interested Parties.

## **Risk Management**

Toshiba Australia is committed to applying risk management principles and practices across WHS, environment, governance and quality to ensure that unintended impacts on staff, customers and other stakeholders are mitigated and opportunities realised to provide value to the customer, stakeholders and the business.

## **Improvement**

TAP will monitor Key Performance Indicators throughout the company to evaluate and continually improve the efficiency of the business, whilst reducing our environmental impacts and reducing workplace incidents.



**Mark Whittard**

Managing Director

March 2021