

Tokyo Metro Procurement Guidelines

Introduction

The Tokyo Metro Procurement Guidelines (“these guidelines”) set out a specific day-to-day code of conduct for putting our Procurement Policy into practice.

We have developed these guidelines to aid the understanding of those wishing to do business with Tokyo Metro (“Tokyo Metro”), in order to facilitate the procurement practices we aim for. Also, we ask that our suppliers comply with these guidelines.

(1) Basic Approach to Transactions

Quality and after-sales service

- Supply goods and services that ensure high quality in order to provide better services that are safe, secure, and comfortable.
- Prioritize after-sales service, including stable supply of parts ensuring high quality during regular operations.
- Implement swift initial response in the event of breakdown or malfunction, investigate causes, and offer lasting solutions.

Value and timely delivery

- Supply goods and services offering fair value and appropriate delivery.

(2) Relationships of Trust

Transparency, fairness, and impartiality

- Conduct all business processes in a transparent, fair, and impartial manner.
- Provide accurate information on services and goods.

Appropriate working conditions and working environments

- Ensure appropriate working conditions for all employees.
- Ensure safe, hygienic, and healthy working environments for all employees.
- Make every effort to prevent work accidents.

Environmental responsibility

- Curb greenhouse gas emissions by promoting energy efficiency and the use of renewable energy through business activities and strive to appropriately disclose environmental information such as energy consumption, carbon dioxide and other greenhouse gas emissions, and reduction targets based on scientific evidence.
- Prevent the pollution of air, water, soil, etc., manage chemical substances appropriately, and strive to prevent the emission of pollutants and reduce the materials which may cause such pollution in accordance with the environmental laws and regulations of the countries and regions in which the business is conducted.
- Strive to use resources effectively and reduce waste in accordance with the environmental laws and regulations of the countries and regions in which the business is conducted.
- Make efficient use of water resources used in our business and the production of raw materials, conserve forests, respect biodiversity, and strive to conduct our business activities in consideration of direct and indirect impacts on the ecosystem.
- Understand local environmental issues and strive to contribute to solutions.

Compliance with laws, regulations, and social norms

- Comply fully and thoroughly with national and regional laws and regulations as well as international standards.
- Establish and appropriately operate mechanisms to ensure rigorous compliance.

Prohibition of illicit reciprocal dealings

- Prohibit gift exchanges and acceptance of hospitality or bribes, and engage in fair dealings.

Respect for human rights

Fulfill our responsibility to respect human rights by promoting the following, based on the "Tokyo Metro Group Human Rights Policy"

- Oppose child labor, forced labor, and all other illegitimate labor practices, and refuse to use any goods or services produced by such means.
- Reject discriminatory practices in all aspects of employment and business transactions.
- Not engage in any behavior that harms human rights, including sexual harassment, power harassment, or harassment related to pregnancy, childbirth, childcare, or nursing care.
- Protect employees' right to rest and leisure in addition to preventing employees from being overworked, ensure that employees can lead financially stable lives, and pay employees at least the minimum wage stipulated in each country.
- Recognize and respect freedom of association and the rights of employees to join labor unions, to bargain collectively, and to engage in protest activities.

(3) Information Management

Management of business information

- Rigorously and appropriately manage all information obtained in the course of transactions, including personal data, confidential information, and intellectual property.

Inquiries

Tokyo Metro values the opinions of current and potential suppliers. For inquiries regarding these guidelines, please send a message to the following email address:

procurement@tokyometro.jp

Notes regarding these guidelines

- Any suppliers using sub-contractors must take the responsibility to encourage such sub-contractors to comply with these guidelines.
- Tokyo Metro or a third party it designates may audit a supplier to check compliance with these guidelines.
- In the event of any disparity between these guidelines and international standards or laws and regulations in the country or region of operation, the strictest demands and standards determined by such provisions shall apply.
- These guidelines are subject to change without advance notice based on changes in laws and regulations, social trends, etc. In the event of such change, the revised guidelines shall automatically be deemed effective.