NTT COMWARE

SDGs ACTION BOOK 2021

Action for a Sustainable Future

Creating New Value as a True Business Partner to Our Clients and Accelerating Actions to Achieve the SDGs

Toward a Sustainable Future in a Rapidly Changing Society

In 2021, Japan finds itself in the midst of major social and environmental challenges. On the environmental front, the government in October 2020 declared that Japan would become carbon neutral by 2050, setting a new national goal, and policies for decarbonization have rapidly accelerated in various quarters. At the same time, initiatives to form a circular economy are also ramping up through public-private partnerships, and this is having an increasingly large impact on manufacturing and economic activities. On the social front, with the "new normal" caused by the COVID-19 pandemic as a backdrop, the use of AI, automation and other digital technologies is becoming more widespread in business and daily life, people's lives are changing as a result. In the confluence of these changes, the NTT COMWARE Group is working daily to solve environmental and social issues and help bring about a sustainable future guided by our motto, "Creating new value as a true business partner to our clients."

SDG Contributions Steadily Generating Results

The Sustainable Development Goals are a framework for collaborative action across countries and organizations for creating a better and more sustainable future for all. They are intended to be achieved by 2030, and now, with less than ten years to go, increasingly active discussions are taking place throughout the company on further ways to contribute.

Our efforts have steadily borne fruit, and in fiscal 2020 we were able to contribute to many of the goals. We provide the example of how our cloud-based follow® service, which offers a number of work management functions, is contributing to SDG 8, "Decent work and economic growth." Health management that is based on the assumption of diverse working formats is especially important at the current time. We therefore began offering a new function that allows attendance, work location, health status, and other information to be entered via a chat tool. The function enables companies to manage both work and health appropriately.

We also introduce our smart road surface inspection service as a solution contributing to SDG 11, "Sustainable cities and communities." Roads are public infrastructure, but across Japan they are deteriorating, and this, along with their maintenance and repair, has become a major social issue. We provide a solution to this problem using AI and network technologies.

I'm thrilled that this year's version of the book is able to introduce even more examples of our activities. Based on our corporate message, "Connect hearts, deepen social networks," we will continue working collectively as a company to create value to solve social issues and move forward together with all of you.

Establishment of the NTT Group Global Sustainability Charter

The NTT Group has created the NTT Group Global Sustainability Charter to help achieve a sustainable society. The previous NTT Group CSR Charter has been elevated in status and given a broader, more globally conversant conceptual framework that includes the SDGs, and the ESG and CSV (creating shared value) approaches. Based on the concept of moving towards "Self as We," the new charter sets forth three themes: *Ensuring the positive coexisting of nature and humanity, Improving prosperity for all people and cultures, and Maximizing wellbeing for all.* In addition, as one of its sustainability initiatives, the NTT Group has established a new environment and energy vision, NTT Green Innovation toward 2040, and will work to simultaneously achieve the sometimes conflicting goals of zero environmental impact and economic growth with the aim of raising corporate value through ESG initiatives and bringing about greater wellbeing in society. The NTT Group also refined its Policy on Human Rights to further strengthen initiatives in line with the expectations of society.

Based on the NTT Group Sustainability Charter and these other changes, we intend to revise the NTT COMWARE Group CSR Policy, along with our Environmental Policy and Basic Policy on Human Rights, in order to further contribute to the achievement of a sustainable society.

Masato Kuroiwa

**Masato Kuroiwa**
President,
NTT COMWARE CORPORATION

Measures to Address COVID-19
Current Measures

In response to the spread of COVID-19, NTT COMWARE created a response headquarters and implemented various response measures with the participation of the management team as appropriate. Specifically, at the end of January 2020, when the first case was confirmed in Japan, we strengthened its monitoring as a business risk requiring close attention. To maintain the safety of employees, ensure business continuity and communications, and fulfill our mission as a provider supporting daily living in society, which encompasses electricity, gas and water utilities, medicine, transportation, financial services, logistics, and more, we closely monitored domestic and international developments and worked to prevent infections by implementing timely measures that included staggered working hours, utilization of remote work, rigorous facility sanitation and health management, and active use of remote tools like online meetings.

In addition, with the virus putting serious restrictions on economic and daily activities throughout society, the NTT Group implemented various support measures, including educational support and assistance for municipalities, corporations and business owners. As a part of this, NTT COMWARE provided follow®, our cloud-based work management system, free of charge for six months to customers who applied between February 2, 2021 and March 31, 2021. The current initiatives of the NTT Group are overviewed on the site below.

In September 2021, NTT announced it would be promoting a "new management style suitable for a decentralized network society" that represents the transformation of the NTT Group in society during and after the COVID-19 pandemic. In line with this decision, NTT COMWARE will dynamically work to adopt this new style of management based on future trends in the NTT Group and accelerate the development of solutions and construction of business systems fully responsive to the new normal.
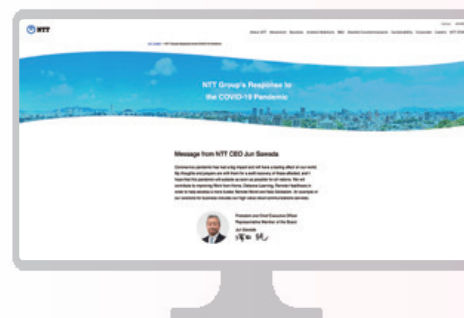
NTT Group's Response to the COVID-19 Pandemic

https://group.ntt/en/covid19/

NTT COMWARE CSR

Management for Co-Creating Value with Society

NTT COMWARE has provided optimal solutions to customers out of a sincere desire to support Japan's communications infrastructure and transform how people live. As a business integrator, we will pursue quality and credibility for our solutions, think and act together with our clients, and co-create new business value as their true partners.

NTT COMWARE Vision (rev. 2017)

NTT Comware's Identity	Corporate Message
NTT COMWARE will pursue quality and credibility of our solutions and contribute to the formation of a communication-rich society by "co-creating" business value with our clients.	Connect hearts, deepen social networks

Principles of Action, Policies & Principles of Action

To help our clients' continuous development and to "co-create" their new business value, we will think and act together with our clients.

To enhance our corporate value, we will become and foster professionals.

To develop and stabilize our society, we respect diversity, play a role as a member of our society, and observe its rules.

To achieve the best team performance, we will take on jobs that, despite their necessity, no one else does.

To make our dreams come true, we believe in our potential and will continue to do XX.

As a Member of the NTT Group

NTT Group has been working to achieve sustained growth through the resolution of social issues based on the NTT Group CSR Charter. The charter consists of our CSR Message, a statement of our commitment to corporate social responsibility, and four CSR Themes, which specify the priorities of our CSR activities. The Group as a whole works on this basis to promote CSR.

Based on the NTT Group CSR Charter, NTT COMWARE has formulated a CSR Policy (next page) that reflects its business activities and guided by this policy has worked to resolve societal issues.

NTT Group CSR Charter

Safety and Security

United NTT

Help create a sustainable society by solving social challenges through business activities

Enrich Society

Protect Environment

New Global Sustainability Charter Announced November 10, 2021

The NTT Group announced its new Global Sustainability Charter on November 10, 2021. Our CSR activities will also be based on the charter, and we plan to adjust our CSR guidelines and policies as appropriate going forward. See page 14 for details on the Global Sustainability Charter.

CSR: Our Commitment and Contribution to Society

NTT COMWARE's CSR emphasizes actions based on its own business characteristics in line with the NTT Group CSR Charter. SDGs are focused on as a yardstick for this.

In light of the NTT Group's new Global Sustainability Charter announced in November 2021 (see page 14), we will begin reexamining our guidelines for CSR activities going forward.

CSR Message

We, as NTT COMWARE Group, will take initiatives in solving social issues through our business activities by providing the best possible services and reliability rooted in a strong ethical outlook and robust technological capabilities to create business value together with our clients and will contribute to creating a safe, secure and sustainable society.

CSR Theme

Main Related SDGs

Enrich Society

We will contribute to creating a more prosperous and smarter society with a sustainable development focus and by solving various current social issues and new social issues resulting from future innovation around the world by enabling our clients' digital transformation.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Protect Environment

We will reduce environmental impacts throughout NTT COMWARE Group businesses and will take the initiative in reducing the current environmental issues of society by using Information and Communication Technology (ICT) to help resolve this worldwide challenge.

13 CLIMATE ACTION

Safety & Security

We will provide reliable ICT solutions that support society and help ensure safety, information security and privacy, that are resistant to physical or cyber attacks and that are designed for fast recovery from any disasters.

11 SUSTAINABLE CITIES AND COMMUNITIES

United NTT

We, as NTT, will always work with sound health in body and mind, a high ethical perspective, respect for human rights, and an awareness of our partners. We will endeavor to ensure a safe working environment with respect for diversity and individual growth while helping build healthy communities.

5 GENDER EQUALITY

SDG 3

3 GOOD HEALTH AND WELL-BEING

GOOD HEALTH AND WELL-BEING

Society's Expectations

Building a society that enables everyone throughout the world to live a healthy life is the common desire of all humanity. Today though there are still innumerable issues we need to overcome related to health and welfare; there is an urgent need for many types of medical and healthcare services, including coping methods for hard-to-treat diseases. SDG 3 is a call for greater cooperation to solve these problems, and private-sector companies are among those strengthening partnerships with medical and research institutions.

Action for a Sustainable Future

Promoting Collaboration for Better Health

As an expert in ICT, AI and data science, the NTT COMWARE Group works to employ these technologies to solve problems facing society. In healthcare, we are applying the technologies to medical and welfare challenges in order to promote better health and foster innovative capacities.

Empirical Research on Using AI Technologies to Treat Diabetes

Diabetes affects many people around the world, and the search for appropriate treatments has gone on for decades. The decision on whether to prescribe insulin shots to patients is particularly difficult and requires very careful consideration. NTT COMWARE has collaborated with Niigata University's School of Medicine as a part of our partnership agreement with the university to utilize AI in the treatment of diabetes.

The team utilized medical record data to teach an AI system, through machine learning, the records of patients for whom specialist physicians chose to treat with insulin shots at the initial stage and then verified the decision-making ability of the AI system on whether the treatment was necessary at the initial stage, in part by comparing it to non-specialist physicians. The AI system was capable of judging the necessity of insulin treatment at a level equivalent to specialist physicians, showing that it could be used to support important decisions on treatment policies at hospitals and clinics. These findings were published in a medical journal and have drawn significant attention.

AI-based support for insulin treatment decisions

Patient vitals data

Medical record data

Creation of AI-based model for insulin treatment decisions

Information provided in support of insulin treatment decisions

SDGs Action Highlight

SDG 5
5 GENDER EQUALITY

GENDER EQUALITY

Society's Expectations

SDG 5 seeks to realize gender equality in society so that opportunities are provided to people to demonstrate their abilities regardless of personal attributes like gender. Amid criticism for being slow to promote women's workforce participation compared to other developed countries, the Japanese government amended the Act on Promotion of Women's Participation and Advancement in the Workplace in 2019. It now requires companies with at least 301 employees to contribute as leaders by grasping the level of women's participation at their own companies, developing measures to promote greater participation and advancement, disclosing the information, and other initiatives.

Action for a Sustainable Future
Continuing Practice of Diversity & Inclusion

The NTT COMWARE Group complies with laws and regulations while putting emphasis on the safety and health of workers and respect for diversity. As a part of this, we continue to promote women's participation and advancement in the workplace, and to make it successful, we are enhancing internal programs, conducting systematic awareness-raising for employees, and taking other steps to promote the realization of a dynamic society where diversity is respected.

Continuing Activities Centered on the Women's Empowerment Network (WAVE)

The NTT COMWARE Group has targeted 10.0% for its ratio of female managers by fiscal 2025, and to promote the target's achievement, activities are conducted through WAVE*, our women's empowerment promotion network. The activities are based in part on the revised Act on Promotion of Women's Participation and Advancement in the Workplace.

WAVE's members consist primarily of leader-level employees at each workplace (women employees a step before manager level). The members carry out activities not only for their own growth but also to create a workplace environment where women can participate with full confidence by further raising the awareness of their colleagues.

In fiscal 2020, the group carried out a range of activities, including publishing within the company articles on roundtable seminars with women managers who are currently excelling after overcoming various barriers and insecurities as well as interviews with managers helping their employees achieve work-life balance. It also promoted greater understanding of diversity by holding diversity-themed card games at the workplaces of WAVE members. The members also hold networking events with groups in other sectors to garner fresh perspectives, and in fiscal 2020 active discussions were held online on various work styles during the pandemic.

* An abbreviation for "Woman Action Variety Enjoy." The name reflects the network's intention to generate various ideas from the perspective of women, joyfully take action and create a wave that engulfs colleagues.
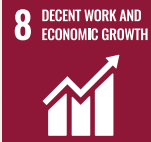
Activities in Fiscal 2020 (Card Game, Roundtable Discussion)

WAVE
Woman
Action
Variety
Enjoy

WAVE suggests the sense of a wave being started that will envelope those around it, of actions being taken with joy while ideas are presented from the perspectives of women.

SDGs Action Highlight

SDG 8
DECENT WORK AND ECONOMIC GROWTH

Society's Expectations

Creating environments where all people can healthily engage in meaningful work is essential to the building of a productive, vital society. This is why SDG 8 positions both decent work and achieving higher levels of productivity as important objectives. Its importance has increased still further during the pandemic, both in business and daily life, and expectations for innovation from ICT companies are increasing.

Action for a Sustainable Future
Promoting Work Style Reforms for Society as a Whole

The NTT COMWARE Group has long striven to help transform everyday life and economic activities through products and services using ICT. Work style proposals for the new normal are a major theme as well, and we have already started progressive initiatives with various business partners with the potential to contribute to SDG 8.

## Promoting Health and Productivity Management with follow® at a Broad Range of Companies

follow® is a cloud-based system that provides a number of functions in support of companies' work management processes. It is being used by the NTT Group and companies in manufacturing, logistics, and other sectors, a total of around 400 companies.

Currently, in the new normal caused by the pandemic, health and productivity management based on the assumption of diverse working formats is that much more important. So in February 2021 we launched a new function, the follow® chatbot, which allows work start and stop times, work locations, work content, health status and other information to be entered via a chat tool. Linked with Microsoft Teams or elgana, the new function not only ensures work and health management remain simple and appropriate, it also helps promote communication, which remote work has tended to inhibit.

Functions of follow® Chatbot in Support of Health and Productivity Management

elgana **Microsoft Teams**
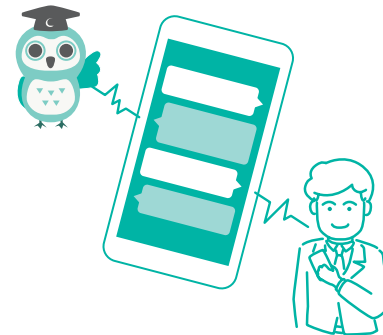
	Function
Work start reporting	Register physical condition, body temperature, work location, and scheduled end time when work begins.
Work end reporting	Register jobs completed when work ends.
Work from home request	Enter the scheduled date for working from home, work location, and scheduled job details.
Annual paid leave	Apply, confirm, and delete annual paid leave.
Work content registration	Register work content (available only to users of the option for project working hours).

SDGs Action Highlight

SDG 9
INDUSTRY, INNOVATION AND INFRASTRUCTURE

Society's Expectations

SDG 9 calls for innovation to be promoted throughout society in order to realize a society where people can live progressive, comfortable lives now and in the future. ICT companies in particular are expected to take the initiative in contributing to this goal through development and practical application of advanced technologies that positively impact society and individual communities.

Action for a Sustainable Future
Innovations for a More Comfortable Society

With a motto of "Be a business integrator creating the future via co-created innovation," the NTT COMWARE Group has continually developed solutions, together with our customers, that help create a more comfortable, more convenient society. While drawing on NTT Group synergies, we currently utilize IoT and AI to offer highly varied services that bring innovation to business and daily life.

Contributing to B2B2X Projects with Multi-Orchestrator

The NTT Group is promoting the building of a "Smart World" based on the B2B2X model. As a part of this, for the smart city, it is working to make this a reality across regions based on its Cognitive Foundation® architecture. NTT COMWARE is contributing to this vision through the development of a "multi-orchestrator ," which is a technology based on the same architecture, as well as by providing related services and technical assistance. This initiative, which began in the U.S. city of Las Vegas in 2019, has recently involved a pilot project in February 2020 on reducing traffic congestion in Malaysia's Cyberjaya district and utilization at a major event held in Indianapolis, also in the U.S., in August. Moreover, we will continue to consider augmenting functions using AI.

Overview of Public Safety Solution in Las Vegas—Value Provided by the NTT Group

Las Vegas will use a dashboard to access and view sensors, data streams and analytics. The timely alerts and predictions will enable the city to monitor and review events and allow them to dispatch safety and maintenance personnel in a timely manner
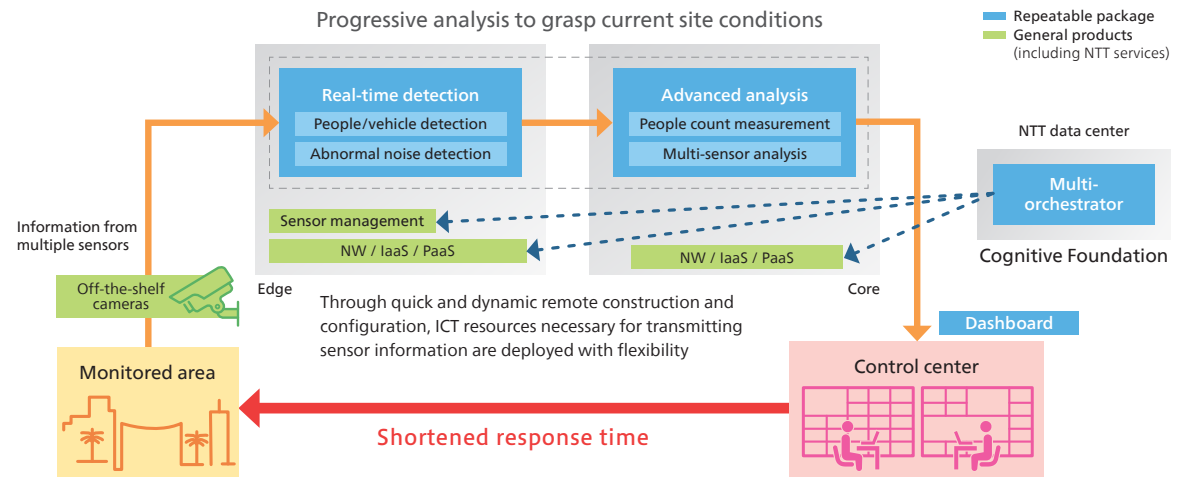
SDG 11
SUSTAINABLE CITIES AND COMMUNITIES

Society's Expectations
SDG 11 emphasizes building sustainable, resilient infrastructure throughout society in order to ensure people can live safely and comfortably. There are many social issues that still need to be addressed, and social expectations continue to increase for the development of innovations that can help make improvements, as well as for rendering these innovations as services.

Action for a Sustainable Future
Strengthening Infrastructure Resilience through NTT Group Technical Capabilities

The NTT COMWARE Group, as a member of the NTT Group, which provides information infrastructure, bears significant responsibility with respect to SDG 11. Actively utilizing AI and IoT technologies to create solutions that help strengthen the resilience of social infrastructure is, we believe, an important initiative alongside maintaining the stability and reliability of information infrastructure.

## Smart Road Surface Inspection Service Improves Inspection Efficiency with AI and ICT

Roads are a form of public infrastructure, and in regions around Japan they are deteriorating, and this along with the problem of road maintenance and repair costs has become a major societal issue. The smart road surface inspection service was developed by NTT COMWARE together with Nichireki and NTT East as a way of solving this problem through the use of AI and network technologies.

Special vehicles that measure the road surface have typically been used for inspections, and while they provide stable levels of precision, the amount of manual workload and the cost were issues. Our service combines AI, network technologies, and measurement know-how and uses AI-based image recognition to efficiently diagnose cracking, reducing road surface inspection costs by 60%. This success in creating a new evaluation standard has been recognized, and the service was selected for the IT Award 2020 in the area of social problem solving.*

* An award presented by the Japan Institute of Information Technology. It honors companies, groups, organizations and individuals for outstanding achievements in business innovation that makes advanced use of IT.

Sample AI-based analysis
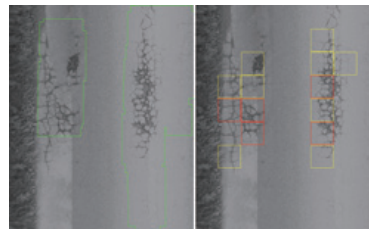
Road surface measuring vehicle and inside the vehicle during measurement

In measuring vehicle

In room

Smart LY-Jr., an Internet-enabled road surface measuring vehicle

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

SDG 12

RESPONSIBLE CONSUMPTION AND PRODUCTION

Society's Expectations

With the problems of environmental pollution and resource depletion growing in severity, the importance of a circular economy has been widely proclaimed, and initiatives for achieving it are accelerating. Companies are required by SDG 12, first of all, to use limited resources efficiently and also to develop business mechanisms that minimize environmental pollution and to disclose the results to the public.

Action for a Sustainable Future

Rigorous Implementation of Cyclical Business Mechanisms

The NTT COMWARE Group has led the way in helping build a recycling-based society, an important ideal for an ICT provider. As a result of these long-term initiatives, use of office paper has been reduced, and thanks to proactive 3 Rs activities for general office waste as well, we achieved zero emissions status (which is final waste disposal at 1% or less of total waste).

Thoroughgoing Recycling at Worksites

Reducing use of office paper is an emphasis for all employees; it is a way to contribute to the SDGs every day. We have started a managed print service that controls paper volume by linking to employee IDs, eliminated the use of paper at meetings, and created quarterly progress targets that we actively monitor.

As a result of thoroughly sorting office waste products and various other initiatives, we have achieved zero emissions status for regular waste for 13 straight years since fiscal 2008.

Our food waste recycling initiative also conducted since 2008 is particularly distinctive. Food waste from the Group's cafeterias is processed into animal feed, which is fed to pigs raised and butchered for our branded COMWARE Pork, which is then served in the Group's employee cafeterias. The program overall helps to raise recycling awareness. We plan to continue seeking out new initiatives based on trends and developments in the broader society.

Poster to raise awareness of food recycling

COMWARE Pork

13 CLIMATE ACTION

SDG 13
CLIMATE ACTION

Society's Expectations
Global warming is a major concern to all of humankind, but it is still not being addressed effectively. SDG 13 points to problems like the frequency of extreme weather events around the globe and calls for fast action to be taken. Given the nature of their activities, ICT companies consume electricity on a large scale, so their efforts to reduce carbon in their businesses, products and services receive much critical scrutiny.

Action for a Sustainable Future
Ongoing Activities for Lower-Carbon Business Operations

As a leading ICT company, the NTT COMWARE Group has carried out medium-term initiatives under its "Green by ICT" slogan. We began at an early stage to strengthen measures for lowering business carbon and addressing climate change, considering this the responsibility of a company that contributes to society with network- and cloud-based solutions. We continue to promote these measures.

Lower-Carbon Data Centers

With cloud-based services having penetrated society, lowering the carbon of data centers is one of the most important tasks of an ICT company's environmental strategy. At data centers, NTT COMWARE has promoted airflow control and advanced air conditioning management in server rooms as well as increased the energy efficiency of devices. In particular, SmartCloud® data centers (exhaust heat type) use an air conditioning system that cools using only outside air—there is no cooling equipment—with server room humidity adjusted by airflow control alone. As a result, we have acquired expertise in energy-saving cloud data centers that lower air conditioning energy consumption to the full extent possible (achieved pPUE* of 1.1 or less as of 2012). We have applied this expertise to our housing data centers, visualizing temperature conditions, improving airflow, and automating air conditioning control, as we work to further reduce energy for data centers as a whole and improve the efficiency of their operations.

* Partial Power Usage Effectiveness: pPUE = (Data center floor's electricity consumption) / (Data center floor's ICT device electricity consumption). An indicator of a data center floor's electricity usage efficiency; the closer to 1, the better the efficiency.

Heat Exhaust Type / Conventional Type Comparison of Main Facilities
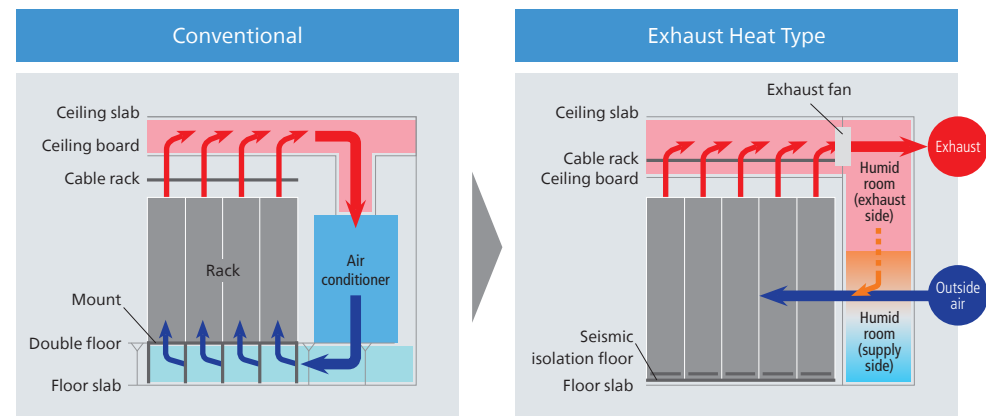
An Expanding Scope of Action —For Readers Who Want to Know More

The NTT COMWARE Group contributes to the SDGs through many initiatives beyond those introduced thus far.

Connect hearts, deepen social networks

Data Science Lectures for the Next Generation of Talent

4 QUALITY EDUCATION

SDG 4: QUALITY EDUCATION

Based on a partnership agreement with Niigata University, we have provided data science-related classes at the university since fiscal 2019. A lecture by an NTT COMWARE employee held in May 2021 drew the participation of around 125 students in the university's master's and doctoral degree programs. Though held online because of the pandemic, the lecture on the potential of data science as it continues to grow with changes in society and methods currently in the spotlight was both lively and informative, employing a chat-based Q&A format and other innovations.

Promoting the Use of Renewable Energy

7 AFFORDABLE AND CLEAN ENERGY

SDG 7: AFFORDABLE AND CLEAN ENERGY

The NTT Group formulated its Environment and Energy Vision in May 2020, an initiative to promote ESG management, which is one of the important pillars of the NTT Group Medium-Term Management Strategy, "Your Value Partner 2025." The vision sets a target for use of renewable energy of 30% or more by fiscal 2030. The NTT COMWARE Group is also ramping up its initiatives in this area. In fiscal 2020, we set and achieved a target for renewable electricity use of 5 million kilowatt-hours.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Chatbot-Based Input of Sales Information

SDG9: INDUSTRY, INNOVATION AND INFRASTRUCTURE

With digital transformation continuing to make headway, more and more companies each year are getting involved in "sales tech," the digitalization of their sales activities.

NTT COMWARE has launched the new chatbot service SARABOT, which supports corporate sales tech. SARABOT enables users to enter progress on sales opportunities and sales activities in the Salesforce CRM system using a smartphone. Users can also report their activities on their breaks or while traveling to improve the efficiency of their sales activities.

Sales reporting with SARABOT

10 REDUCED INEQUALITIES

Promoting Diversity through Parasports

SDG10: REDUCED INEQUALITIES

The understanding and cooperation of acquaintances and others can provide a big boost to people with disabilities as they work, perform and compete in their own ways. NTT COMWARE supports the competitive activities of boccia player Fumiko Ebisawa and has created a special site, "NTT COMWARE Athlete Team," where the activities of athletes affiliated with the company are introduced through feature articles, photo galleries and other media. There is a permanent boccia court (half size) on a floor of our head office, which helps employees gain a better understanding of parasports while fostering a sense of unity.

Fumiko Ebisawa, boccia player
NTT COMWARE CORPORATION

11 SUSTAINABLE CITIES AND COMMUNITIES

Faster Emergency Response

SDG11: SUSTAINABLE CITIES AND COMMUNITIES

The NTT COMWARE Group holds emergency response drills that simulate earthquakes in the Tokyo, Tokai, and Kansai regions and other types of disasters. We also participate in drills held each year by NTT Group companies to ensure we are ready at all times to respond quickly in the event of a large-scale incident. Our disaster response measures, which were strengthened based on the experience of the Great East Japan Earthquake in 2011, were employed in the major aftershocks that hit eastern Japan in February 2021 as we helped maintain stable operations throughout the ICT infrastructure.

FSC24®, a command-and-control center for monitoring, maintenance and operations

17 PARTNERSHIPS FOR THE GOALS

Encouraging Employees to Volunteer

SDG17: PARTNERSHIPS FOR THE GOALS

The NTT Group is focused on corporate citizenship activities that last. It has launched a portal site for volunteering, NTT Volunteer, and uses the site to recruit participants for sports-related volunteering, regional promotion activities, and projects in support of people with disabilities and also to report on these various activities. As a part of this, employees from NTT Group companies participated as volunteers at the Tokyo 2020 Olympic and Paralympic Games, including 19 employees from the NTT COMWARE Group.

NTT Volunteer portal site

NTT Group Creates New Global Sustainability Charter (Announced November 10, 2021)

The NTT Group announced its new Global Sustainability Charter on November 10, 2021. The previous CSR Charter has been revised to include CSV, SDGs, ESG, and other concepts. It sets goals for three themes and defines nine challenges and 30 activities based on them.

Going forward, NTT COMWARE intends to make appropriate adjustments to its CSR goals and activities based on the new charter.

Three themes	Nine challenges	Thirty business activities	
Ensuring the positive coexisting of nature and humanity	Moving towards a decarbonized society	① Promoting energy conservation ② Reducing power consumption by introducing IOWN technologies ③ Developing and expanding the use of renewable energy	④ Providing new services that contribute to carbon neutrality ⑤ Creating innovative environmental and energy technologies
	A commitment to a resource-recycling future	⑥ Increasing the reuse and recycling of communications equipment, mobile terminals, and other technologies ⑦ Reduction of plastic use and promotion of recycling	⑧ Proper treatment, storage and management of hazardous waste ⑨ Appropriate and efficient management of water resources
	A future where people and nature are in harmony	⑩ Thoroughly implementing environmental assessment	⑪ Contributing to natural ecosystem conservation
Improving prosperity for all people and cultures	Establishing shared ethical standards	⑫ Establishing and thoroughly complying with ethical standards ⑬ Appropriately managing conduct risk	⑭ Thoroughly reinforcing corporate governance and compliance ⑮ Sharing high ethical standards with business partners
	Prepare for a new future with the power of technology	⑯ Promoting the B2B2X model ⑰ Protection and respect for intellectual property	⑱ Contribution to the revitalization of local communities and economies
	Moving towards a safe, secure, and resilient society	⑲ Ensuring the stability and reliability of services ⑳ Strengthening information security and personal information protection	㉑ Promoting a decentralized society based on remote work
Maximizing wellbeing for all	Respect for human rights	㉒ Compliance with the NTT Group Policy on Human Rights	㉓ Encouraging society as a whole to respect human rights
	Diversity & Inclusion	㉔ Promoting recruitment, training, and education of diverse human resources and women's advancement in the workplace ㉕ Encouraging of understanding of LGBTQ and promoting the advancement of disabled people	㉖ Support for balancing work and life such as childcare and nursing care
	Creating new work style models	㉗ Promoting remote work and other workplace models ㉘ Achieving zero fatal accidents as well as maintaining and promoting employees' health	㉙ Supporting autonomous capacity development ㉚ Promoting paperless operations

Refer to the following sites for more details on voluntary contributions connected to our CSR targets, as well as on our efforts to contribute with customers through our products and services.

CSR Site
Provides information on the NTT COMWARE Group's CSR activities, including ongoing initiatives focused on our four main CSR themes.

https://www.nttcom.co.jp/csr/ (Japanese site)

Service Profile Site
Introduces our many products and services for realizing a better society with customers and end-users.

https://www.nttcom.co.jp/solution/ (Japanese site)

NTT COMWARE