



NTT COMWARE

NTT COMWARE CORPORATION
CSR REPORT 2019



Co-creating new value with clients to help bring about a sustainable society —Crafting the future through co-created innovation

As a business integrator, we are committed to solving the problems faced by society together with our clients.

In the field of information and communication technology (ICT) in recent years, the rapid advance of new technologies like artificial intelligence (AI), big data and IoT have propelled the use of an array of digital services, and, moreover, through analysis and utilization of data collected through these services, new value and further new services are expected to be created across multiple sectors, which will continue to improve the convenience of daily living and raise productivity in various industries. With society now facing many serious issues, from more frequent natural disasters related to climate change, to a diminishing labor force caused by the country's declining population and low birthrate, to the aging of key infrastructure, initiatives to achieve the UN's Sustainable Development Goals (SDGs), a shared set of targets aimed at making society sustainable, are accelerating across all sectors, government, corporate and non-profit.

As the IT division of the NTT Group, which continuously provides communication services that connect customers 24 hours a day, 365 days a year, the NTT COMWARE Group leverages its technological capabilities and expertise to produce ongoing innovation through our own digital transformation. And, as a business integrator, by promoting digital transformation for clients as well, we are working to help solve the issues society faces.

In this report, we introduce specific examples. They include our image recognition AI Deeptector[®],

along with some of its applications, and also our infrastructure maintenance services performed with Dropo, a drone operations portal. By co-creating services and technologies with client businesses, we will continue generating new value while boldly tackling society-wide challenges.

Helping achieve the SDGs through business activities

Compliance, the environment, and human rights awareness have long formed the foundation of our business activities, and we have consistently disseminated related information throughout the group, on the 29th of each month specifically, the designated "CSR Day" of the NTT COMWARE Group. With corporations in recent years increasingly expected to embody both social and business value, a concept known as "creating social value," or CSV, we are transforming our conception of CSR to more fully integrate the CSV approach. The SDGs were adopted by the United Nations in 2015 and companies have increasingly taken measures on their own initiative to achieve them. We are no exception. The NTT Group announced its support for the goals in 2016, and in 2017 we revised the NTT COMWARE Group CSR Policy, connecting our four main CSR themes to the SDGs and revising our quantitative CSR indicators and targets, which are key performance indicators we set for each theme. We have since promoted initiatives to strengthen the connection between SDGs and our business activities while maintaining a PDCA improvement cycle.



Conclusion

This report is available in a "Highlights" edition, which provides a basic explanation of our activities to stakeholders, and a "Detailed" edition (Japanese only), which offers a more complete picture of our initiatives. Thank you for taking time to read the report and for your continuing support for the NTT COMWARE Group.

A handwritten signature in black ink that reads "Satoshi Kurishima". The signature is fluid and cursive.

Satoshi Kurishima

President,
NTT COMWARE CORPORATION

With ICT permeating our daily lives, NTT COMWARE's services and solutions support safe and comfortable living for everyone in a rich variety of ways throughout society.

OUR SERVICES AND SOLUTIONS



Deeptector®

Deeptector® is an image recognition AI solution that utilizes deep learning. It is used for conformance inspections in the manufacturing industry, which is faced with the challenge of securing workers due to a shrinking labor force, and for physical inspection of structures in the infrastructure sector. And, its applications continue to expand.



SmartCloud® DevaaS 2.0

This cloud service provides a comprehensive, location-free environment for software development. It shortens the software release cycle and raises the efficiency of the development process to provide robust, flexible support for the deployment and use of DevOps by clients.



SmartCloud® Phone

This service provides cloud-based PBX functions, including internal line calling, main number routing and various types of forwarding. It enables not only conventional landlines but also smartphones to be used as internal line phones to provide a communications environment for remote work and telecommuting.



Help Desk BOT

This chatbot responds to questions in a text chat format and is available anytime, anywhere and for any number of times 24 hours a day, 365 days a year. It helps customers be able to answer their own questions, and the more questions it receives, the faster it arrives at an answer.



Hikari BOX+

Hikari BOX+ is a HEMS controller with functions for visually rendering home electricity consumption and controlling air conditioners and other home appliances. It can turn one's television into a smart TV and makes available entertainment content like movies and the Internet.



Dropo

Dropo is a drone data management service for managing such data as drone units, operators, and photo data, the information needed when drones are utilized. The service supports the use of drones in infrastructure inspections and other areas where a shortage of maintenance workers has become a pressing issue.

* Deeptector, SmartCloud, the SmartCloud logo, DevaaS, Shanaing, the Shanaing logo are the registered trademarks of NTT COMWARE CORPORATION.
* Hikari BOX is the trademark of NIPPON TELEGRAPH AND TELEPHONE EAST CORPORATION and NIPPON TELEGRAPH AND TELEPHONE WEST CORPORATION.
* Dropo is the trademark of NTT COMWARE CORPORATION.
* In some cases other listed company names, product names, etc., are the trademarks or registered trademarks of their respective companies.

CSR: Our Commitment and Contribution to Society

CSR Policy

To continue to contribute to society and its sustainability, the NTT COMWARE Group carries out multifaceted CSR activities on a united front while keeping a close watch on the changes taking place in society.

Reflecting recent revisions made by the NTT Group to its CSR Charter, NTT COMWARE has partially revised its CSR policy as of June 2019.

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

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.



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.



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.



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.



Two perspectives supporting our CSR activities

Our CSR activities are planned and practiced with an emphasis on two key perspectives for demonstrating our strengths as a corporate group while maintaining a constant focus on meeting society's expectations.

NTT Group United in CSR

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 (previous page) that reflects its business activities and guided by this policy works to resolve societal issues.

NTT Group CSR Charter



NTT Group CSR Charter: https://www.ntt.co.jp/csr_e/groupcsr/csr_policy.html

Affirming and Promoting the UN's Sustainable Development Goals

In fiscal 2016, the NTT Group formally announced its agreement with the United Nations' Sustainable Development Goals (SDGs).

Based on this, as a member of the NTT Group, we have promoted initiatives to achieve the SDGs since that time.

In 2017, we clarified how our four CSR themes are connected to the SDGs, and we have since also actively linked individual solutions and services to those SDGs to which they specifically contribute. Through our various activities, we will continue working to help achieve these goals.



Endless Innovation for a Better Future



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Our ultimate goal at NTT COMWARE is to help bring about a world where people everywhere can live progressive, comfortable lives into the future. Establishing sustainable, resilient social infrastructure for all through innovation is a global challenge. Companies in developed countries in particular are expected to actively contribute to this cycle of innovation.

CSR Theme 1

Enrich Society

Improve quality

Utilize ICT



Continuously raise customer satisfaction

The NTT COMWARE Group has accumulated exceptional technological capabilities and frontline expertise in pursuit of its important mission of developing and providing solutions that contribute to the stable development of society, particularly in light of the increasing role ICT has come to play in people's daily lives. In addition, with the solutions clients expect growing larger in scale and more complex, we are focused on providing high-quality, high-reliability services through solutions and technologies.

Examples of Initiatives Contributing to SDG 9

- Facilitating economic activity and addressing social issues with Deeptector®, our AI-based image recognition solution
- Deployment of advanced technology in public infrastructure
- Promotion of health care and wellness via IoT

Our Aim Is a Comfortable Future with Greater Convenience

— Supporting innovation for society through the power of ICT

Case 01

Deeptector® Tackling a Societal Challenge on the Manufacturing Frontlines

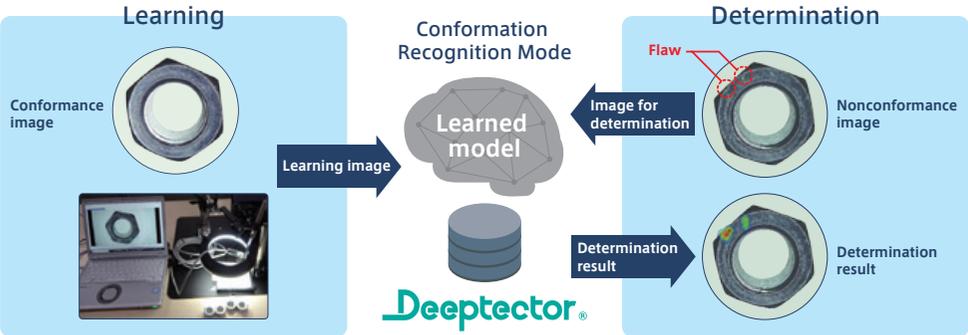
Innovation using digital technologies has been making rapid progress at manufacturing plants in recent years. In developed countries in particular, aging, low birthrates and overall population declines have become major issues, and how to address labor shortages has become an increasingly important issue.

NTT COMWARE's Deeptector® is an image recognition AI that uses deep learning. Taking the place of the human eye in inspections and conformance checks, the solution is used for conformance inspections in the manufacturing industry, which is faced with the challenge of securing workers due to a shrinking labor force, and in the infrastructure sector for physical inspections of various structures; and its applications continue to expand.

There are two main ways of utilizing Deeptector® in inspections and conformance checks. The first is detection mode in which Deeptector® studies numerous images of non-conforming products and raises its differentiation precision through trial and error. The second is conformance recognition mode in which the solution studies a small number of images of conforming products and detects all non-conforming products, including defects that can't be anticipated in advance. Conformance recognition mode can be used with products for which images of non-conformance cannot be readily produced, even though such images are normally needed to utilize AI. Examples include small lot, wide variety production and cases in which non-conformance occurs at a low frequency. Our solution increases the opportunity for the manufacturing industry to utilize AI because it can be used in place of conventional image processing devices to maintain production stability.

* Deeptector® is the registered trademark of NTT COMWARE CORPORATION.

Conformation Recognition Mode



Case 02

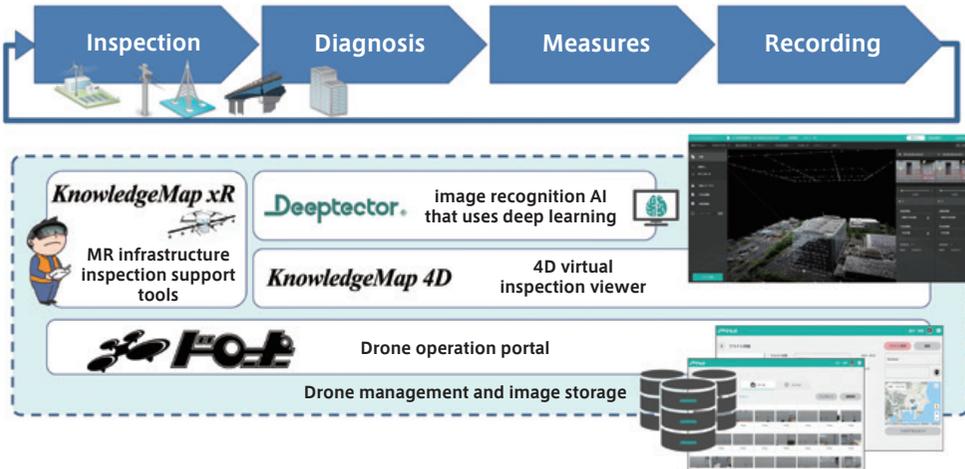
Social Infrastructure Maintenance with Dropto and Our Other Drone Operating Solutions

The NTT Group possesses extensive communications infrastructure, including many transmission towers and power poles. Reliably maintaining these structures to maintain and improve high-quality communication services is an important mission of the NTT Group. Diagnosing deterioration in infrastructure, however, is reliant in large part on the experience and knowledge of veteran engineers, and transmitting their expertise to a new generation of specialists has been an issue. Such work also often takes place in high or confined spaces, so making it possible to perform remotely, mechanically and automatically is also an issue.

To raise the efficiency of inspection work on communications and other social infrastructure, NTT COMWARE has developed Dropto, a portal system that provides integrated management of information that is needed when drones are utilized, including photo data and information on drone units and operators, and KnowledgeMap® 4D, which performs 3D modeling of photographs, sensor data and other information acquired through drone operations. Both tools have been available since the end of fiscal 2018. We are currently working to expand the scope of applications for these solutions by combining them with Deeptector® and other tools, and through them, we will contribute to the digital transformation of social infrastructure maintenance and management.

* KnowledgeMap® is the registered trademark of NTT COMWARE CORPORATION.
* Dropto is the trademark of NTT COMWARE CORPORATION.

Drone Operation Solutions in Line with Infrastructure Maintenance Cycle



Drawing on Humanity's Strengths to Tackle Global Warming

13 CLIMATE ACTION



The problem of global warming is the common concern of all of humanity, but efforts thus far have not been effective. With extreme weather events occurring in succession around the globe, society in general is increasingly calling for more to be done. ICT companies have come under harsh scrutiny and are being called on to reduce their energy consumption, which is a considerable amount due to the nature of their business, and make substantial efforts to convert to low carbon products, services and processes.

CSR Theme 2

Protect Environment

Low-carbon society

Recycling-based society



Biodiversity

As a leading ICT company, the NTT COMWARE Group has taken "Green by ICT" as its slogan and set specific targets as it continues to conduct activities that reduce its own and its clients' environmental impact. These activities are conducted on three pillars: realization of a low-carbon society, formation of a recycling-based society, and protection of biodiversity. Among them, in realizing a low-carbon society, the NTT Group has set quantitative targets and is actively carrying out initiatives across the Group.

Examples of Initiatives Contributing to SDG 13

- Data center services with exceptional environmental performance
- IoT solutions that promote the transition to low carbon society
- Promotion of low carbon business models internally at the company

Leaving the Earth Peaceful and Abundant

— Creating a low-carbon society for future generations

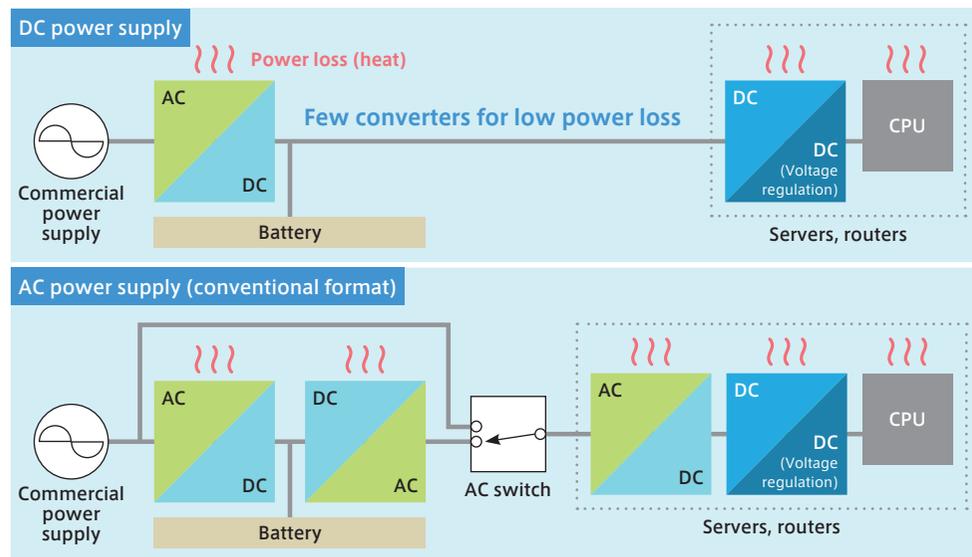
Case 03 Ongoing Initiatives to Reduce Our Own Environmental Impact

The NTT COMWARE Group actively conducts initiatives on an ongoing basis at both its data centers and offices to reduce environmental impact via ICT.

In fiscal 2018, we took energy-saving measures in response to new facilities established to meet increasing data center demand, including actively installing high-voltage direct current (HVDC) systems and upgrading to high-efficiency air conditioning. HVDC systems are a proven technology for reducing heat loss from power supply equipment, an issue faced by ICT facilities, and we actively install the systems when establishing or upgrading facilities, an initiative that has produced steady results. To save energy at offices, we have installed energy-efficient thin client terminals and also LED lighting (LED rate currently around 86%) while working to optimize brightness with a dimmer function. Installing LED lights and using dimmers have resulted in energy savings of around 1.5%.

As a result of these measures, electricity consumption was 114.6 million kilowatt-hours, below our target for fiscal 2018 of 124.0 million kilowatt-hours.

Comparison of DC and AC Power Supplies



Case 04 “Everyday Eco” at Offices and Data Centers Fostering Participatory Awareness through “Facility Greening”

Measures to address the heat island effect in urban areas are now widespread in Japan. Individuals and corporations alike take these “everyday eco” steps while creatively leveraging the characteristics of their organizations. The NTT COMWARE Group for its part has conducted various activities at its offices and data centers that include planting rooftop gardens and sprinkling water. At the Hiroshima Building of our West Japan branch in particular, employees have been especially proactive in their efforts, creating an extensive rooftop garden and green walls that draw on the characteristics of a variety of plant life, including sweet potatoes, morning glories and SunPatiens. Regular temperature readings are taken of the greened areas and improvements are made each year to overall effectiveness. The initiative has been lauded in the community as well, and the office was awarded the highest honor in the 2018 Green Curtain Competition sponsored by Hiroshima City.

These activities play a large role in fostering environmental awareness at the level of individual employees, and the NTT COMWARE Group recognizes their significance from the standpoint of promoting CSR with full participation. We will continue to promote these employee-driven environmental protection activities at offices throughout the Group.

Rooftop garden, green wall, and award certificate



Making Infrastructure Sophisticated and Sustainable

11 SUSTAINABLE CITIES AND COMMUNITIES



Infrastructure development with the benefit of ICT brings with it a host of new challenges for our society. Data centers can go down due to an unforeseen accident or malicious attack. Networks can be cut off by a natural disaster. To avoid such a turn of events to the full extent possible, infrastructure must be made resilient against contingencies and highly amendable to recovery. The mission of ICT companies is only increasing in importance.

CSR Theme 3

Safety and Security

Stability and reliability

Reinforce information security



Security personnel training

With the evolution of ICT technologies, we have become increasingly responsible for safety and security and not simply financial gain. As a member of the NTT Group, which provides information infrastructure, the NTT COMWARE Group has established business systems for ensuring smooth operations and maintenance. In addition, we actively develop and deploy highly reliable technologies to counter new security risks, which continue to emerge. Going forward, we will continue to fulfill our responsibilities to society from the dual standpoint of stable, high-reliability services and in-house security while always monitoring technological advances.

Examples of Initiatives Contributing to SDG 11

- Data center services with exceptional durability and security
- Solutions that contribute to city disaster preparedness plans
- Security and maintenance services for public and corporate systems
- Internal business continuity planning and rigorous information security

Protection Today, Protection Tomorrow

— Continuing to provide robust value for the safety and security of social infrastructure

Case
05

FSC24® Continuously Supports the ICT Society 24 Hours a Day, 365 Days a Year

FSC24® is a 24-hour-a-day, year-round outsourcing service that operates and monitors information and communication systems to prevent public services and businesses from ever being interrupted. The NTT COMWARE Group has an extensive track record and many years of experience in the development and operation of monitoring and information systems used in communications, primarily in connection with the NTT Group. This service condenses all of our know-how to support resilient, highly stable system construction. We undertake system operations, make proposals for improvements based on the latest developments and provide services in line with the entire information system lifecycle.

The service establishes business management methods in conformance with ITIL®, an international framework that compiles best practices for IT service management, and names an “FSC24 officer,” the person responsible for integrated coordination of cross-unit processes, who takes appropriate measures in all circumstances. It provides continuous protection for ICT infrastructure operations, from regular interruptions to major failure caused by natural disasters. Fiscal 2018 saw a series of natural disasters across various regions, from earthquakes and torrential rains to enormous typhoons, but the service held steady, supporting monitoring and quick recovery to communication and other systems at sites nationwide.

* FSC24® is a registered trademark of NTT COMWARE CORPORATION.
* ITIL® is a registered trademark of AXELOS Limited.

FSC24®



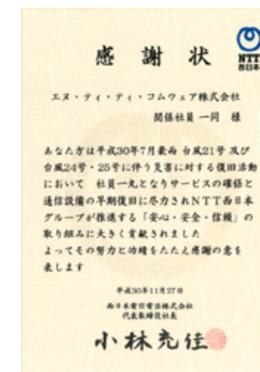
Case
06

Group-Wide Emergency Response and Communications Restoration in a Year of Recurring Natural Disasters

Japan in fiscal 2018 was hit by earthquakes, torrential rains, major typhoons and other natural disasters across various regions of the country, including earthquakes in northern Osaka in June and in eastern Iburi, Hokkaido in September as well as heavy rainfall in western Japan. The facilities of the country's communication companies also sustained damage that affected services. In response to these events, NTT COMWARE rapidly developed measures in coordination with the NTT Group, with FSC24® playing the role of control tower. When large-scale disasters occur, a multitude of issues must be quickly considered and actions taken, including surveying the impact of damage, establishing restoration methods for services and facilities, procuring supplies and responding to individual problems locally. With damage conditions changing moment by moment, we were able to avoid major degradation in communication service quality to the full extent possible immediately after disaster occurrence while simultaneously quickly launching restoration work in affected regions as a result of meticulously predicting risks in advance and rigorously taking preparatory measures to secure resources and keep up maintenance systems through Group-wide coordination. In addition, with restoration work underway, we strengthened measures for major improvements in efficiency and speed for onsite work going forward. This included drafting and implementing procedures for the first time nationwide for reducing operations in water-damaged areas of communications buildings and assuredly restoring those operations in a short period of time.

These efforts were recognized for their contribution to the rapid restoration of communication services, and in November 2018, at the NTT West Group's KAIZEN Promotion Conference, we were honored with a certificate of appreciation from NTT West President Kobayashi.

Receiving a certificate of appreciation at the 2018 KAIZEN Promotion Conference



For a Society Where Everyone Can Excel Regardless of Gender



5 GENDER EQUALITY



We provide opportunities for employees to demonstrate their abilities regardless of personal attributes like gender. Achieving gender equality is currently a global challenge. Unfortunately, Japan has still not produced adequate results in this area. In the World Economic Forum's Global Gender Gap Report 2018, which measures differences in social advancement between men and women, Japan ranked 110th out of 149 countries, so further effort is needed.

United NTT

Responsible action

Diversity and equal opportunity



Health and safety

Social contribution activities

The NTT COMWARE Group works to maintain a balance formed of business management to ensure the continuing trust of clients and the general public through sustainable business activities. We comply with all laws and regulations as a matter of course and also promote various activities centered on employee health and safety, respect for diversity, contribution to local communities, and other areas. These activities are conducted on a "United NTT" basis across the NTT Group. We are particularly focused currently on women's empowerment and will continue seeking additional ways to contribute to the realization of a society where diversity is respected and everyone can live vibrant, dynamic lives.

Examples of Initiatives Contributing to SDG 5

- Empowering women and work style reforms
- Provision of ICT solutions contributing to women's empowerment

NTT COMWARE Initiatives to Promote Women's Empowerment and Gender Equality

We work to create systems for thinking and acting on behalf of gender diversity.

Diversity Promotion Initiatives

The NTT COMWARE Group positions respect for diversity as an important management strategy and strives to raise awareness and create empowering workplaces that enable diverse personnel to participate and excel without regard to gender, sexual orientation, gender identity, age or disability.



Activity Highlights 2: Women's empowerment

Proactive initiatives through WAVE

The NTT COMWARE Group has targeted 6.0% for its ratio of female managers by fiscal 2020, and to promote the target's achievement, activities are conducted through WAVE*, our women's empowerment promotion network.

WAVE's members consist primarily of leader-level employees at each workplace (women employees a step before manager level). The members carry out activities while enlisting the people around them with the goal of helping establish a workplace environment where women can energetically excel while also striving to further their own careers.

In fiscal 2018, the network's many activities included holding a seminar on balancing work and nursing care responsibilities, conducting interviews on job satisfaction with department managers and board directors selected by members for their energetic work performance, and communicating the findings on the company intranet. The merit of these activities were recognized, and we were awarded a three-star Eruboshi rating by the Minister of Health, Labour and Welfare for being a company that fulfills all five indicators based on the Act on Promotion of Women's Participation and Advancement in the Workplace and is rated as excellent in implementation of initiatives related to women's empowerment.

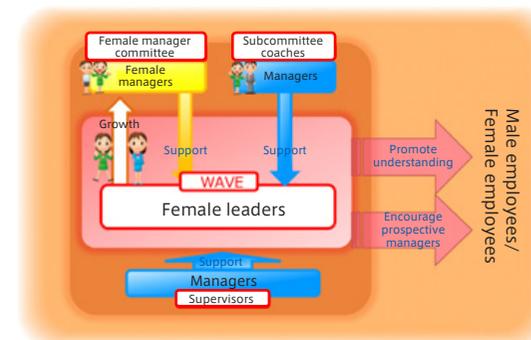
* An abbreviation for "Woman Action Variety Enjoy." The name reflects the network's intention to generate various ideas from the perspective of women, joyfully take action and create a wave that engulfs colleagues.

Activity Highlights 1: Promotion of LGBT initiatives

The NTT COMWARE Group first created a page related to LGBT and sexual minorities on the company intranet in April 2016 and worked to promote the understanding of employees through various training sessions and other measures. The scope of our benefit programs was expanded to include same-sex partners starting in 2018, and we participate in the Tokyo Rainbow Pride parade, a public event in which the NTT Group is involved, as well as conduct a variety of other activities. These activities have been officially recognized: In the PRIDE Index, a performance indicator administered by the non-profit group work with Pride*, we received a score of five out of five in five indicators and were awarded Gold status.

* work with Pride is a nonprofit group that helps corporations and other organizations establish and promote diversity management related to sexual minorities, including lesbian, gay, bisexual and transgender (LGBT) individuals.

WAVE System & Activities



Fiscal 2018 Targets and Results

NTT COMWARE has set new activity targets as of fiscal 2017 based on previous activities and their outcomes.

| Priority Activities | FY2018 CSR Quantitative Indicators / Targets | FY2018 Results |
|---|---|--|
| I. Enrich Society | | |
| Contribute to society through ICT | <ul style="list-style-type: none"> New services provided related to 2020 and regional revitalization (track performance) | <ul style="list-style-type: none"> Services provided: 3 (2 ongoing) |
| Improve ICT access | <ul style="list-style-type: none"> Number of UD-capable products and services provided (track performance) Activities related to overseas projects (track performance) | <ul style="list-style-type: none"> Services provided: 3 (ongoing) Contribution to global business primarily through NTT Group: ¥1.1 billion |
| Pursue customer satisfaction | <ul style="list-style-type: none"> Contribution to cost reductions for efficient business operations: ¥32.5 billion | <ul style="list-style-type: none"> Contribution to cost reductions for efficient business operations: ¥32.9 billion |
| II. Protect Environment | | |
| Use ICT to contribute to the environment | <ul style="list-style-type: none"> Electricity consumption: 124.0 million kWh or less (reduction of 12.0 million kWh or more) | <ul style="list-style-type: none"> Electricity consumption: 114.6 million kWh (reduction of 13.0 million kWh) |
| Reduce the environmental impact of business operations | <ul style="list-style-type: none"> Purchased paper: 5,107 boxes or less (year-on-year reduction of 5%) Paper use per employee: 1,035 sheets or less | <ul style="list-style-type: none"> Purchased paper: 4,877 boxes (year-on-year reduction of 5%) Paper use per employee: 837 sheets |
| Effectively use resources | <ul style="list-style-type: none"> Waste recycling rate: 99% or higher | <ul style="list-style-type: none"> Waste recycling rate: 99.91% |
| III. Safety and Security | | |
| Protect personal information | <ul style="list-style-type: none"> Number of incidents of personal information leaks: 0 | <ul style="list-style-type: none"> Number of incidents of personal information leaks: 0 |
| Reinforcing information security | <ul style="list-style-type: none"> Secure security experts (track performance) | <ul style="list-style-type: none"> Upper level: 1/Intermediate level: 290/Lower level: 1,812 |
| Ensure stability and reliability of communications services | <ul style="list-style-type: none"> Conduct disaster preparedness drills | <ul style="list-style-type: none"> Conduct COMWARE disaster preparedness drill (Nov. 1, 2018) |
| IV. United NTT | | |
| Promote diversity | <ul style="list-style-type: none"> Ratio of female managers (track performance) *Training managers to meet 6.0% target by fiscal 2020 Companies employing zero people with disabilities: 0 (among companies with over 45.5 employees) Employment rate of people with disabilities: 2.2% or higher | <ul style="list-style-type: none"> Ratio of female managers: 5.47% (as of April 1, 2019) Companies employing zero people with disabilities: 0 Employment rate of people with disabilities (as of June 1, 2018): NTT COMWARE 2.29%, NTT INTERNET 1.95% |
| Respect human rights | <ul style="list-style-type: none"> Number of confirmed human rights violations: 0 Percentage of participation in training concerning human rights: 100% | <ul style="list-style-type: none"> Number of confirmed human rights violations: 0 Percentage of participation in training concerning human rights: 100% |
| Reinforce value chain management | <ul style="list-style-type: none"> Number of confirmed high-risk suppliers: 0 | <ul style="list-style-type: none"> Number of confirmed high-risk suppliers: 0 |
| Promotion and assessment of safety, health and welfare | <ul style="list-style-type: none"> Number of industrial accidents (with absence): 0 Implementation rate of specified health guidance: 25% | <ul style="list-style-type: none"> Number of industrial accidents (with absence): 1 Implementation rate of specified health guidance: 73.9% |
| Create attractive workplaces | <ul style="list-style-type: none"> Employee satisfaction: Higher than previous fiscal year (3.88) | <ul style="list-style-type: none"> Employee satisfaction: 3.94 |
| Promote a united Group effort on social contribution activities | <ul style="list-style-type: none"> Participation rate: 30% or higher Times participating per employee: 2 or more | <ul style="list-style-type: none"> Participation rate: 33.6% Times participating per employee: 3.56 |

More information on quantitative CSR indicators and targets for fiscal 2019 is provided in the detailed edition of this report. (Japanese only)

CSR Information

About the NTT COMWARE Group

NTT COMWARE has been providing optimal solutions to our clients with the passion to support and improve the telecommunication infrastructure in Japan for people's better lifestyles.

Accelerating our transition from system integrator to business integrator.

We will pursue quality and credibility in 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

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.

Corporate Message

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.

Profile

| | |
|--------------|---|
| Company Name | NTT COMWARE CORPORATION (NTT COMWARE) |
| Head office | NTT Shinagawa TWINS Annex Bldg., 1-9-1 Konan, Minato-ku, Tokyo 108-8019 |
| Capital | 20 billion yen |
| Stockholder | Nippon Telegraph and Telephone Corporation |
| Established | September 1, 1997 |

Group Companies

NTT INTERNET INC.
COMWARE FINANCIAL SYSTEMS CORPORATION

Corporate Data

Gross sales

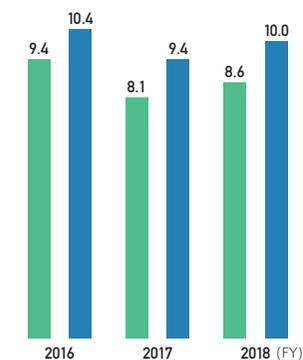
(Billions of yen)



■ NTT COMWARE (parent)
■ NTT COMWARE Group

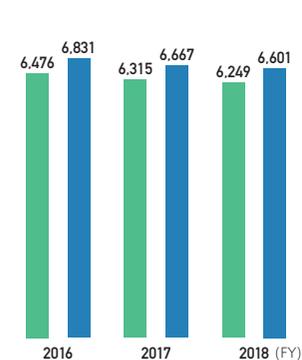
Operating profit

(Billions of yen)



■ NTT COMWARE (parent)
■ NTT COMWARE Group

Employees



■ NTT COMWARE (parent)
■ NTT COMWARE Group

About the Report

The NTT COMWARE Group has issued the NTT COMWARE CSR Report since fiscal 2007 to communicate its corporate social responsibility activities to all stakeholders. The report has been published in two editions since fiscal 2013 and this year's version continues this format. The "Highlights" edition features themes that have a major impact on society in general and that are of particular importance to the NTT COMWARE Group. The "Detailed" edition provides more detailed information on these and other topics.

The report is organized with reference to the CSR activities of the NTT Group as a whole and makes specific reference to the NTT Group CSR Charter.

The report is intended to convey with clarity the CSR activities of the NTT COMWARE Group so as to facilitate productive communication with stakeholders.

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

Report Scope

The report generally applies to the initiatives of the entire NTT COMWARE Group. When there are initiatives specific to NTT COMWARE or one or more Group companies, the names of the companies are indicated.

Reporting Period

April 1, 2018 to March 31, 2019 (fiscal 2018)
(Certain activities after March 31, 2019 are also included.)

Reference Guideline

GRI Standards (Global Reporting Initiative)

Issue Date

November 2019 (previous report issued November 2018)

* Honorifics omitted from names (of individuals, groups, public bodies, etc.) in principle.
* Names of companies, products and services are the trademarks or registered trademarks of their respective companies.

Inquiries

NTT COMWARE CORPORATION

CSR Office, General Affairs and Personnel Department
NTT Shinagawa TWINS Annex Bldg.,
1-9-1 Konan, Minato-ku,
Tokyo 108-8019
Tel: 81-3-5463-5756
Fax: 81-3-5479-9218
E-mail: csr@nttcom.co.jp



Eco ICT Logo

The Eco ICT Logo was created by the ICT Ecology Guideline Council. Telecommunications service providers appropriately evaluate their own initiatives to reduce carbon dioxide emissions and depending on the level of those initiatives receive the right to display the logo and publicize their commitment to the environment.

NTT COMWARE is committed to reducing carbon dioxide emissions as a telecommunications service provider.