



NTT Communications Corporation Sustainability Report 2023

Contents

Message from the President & CEO

Business Strategies

Our Vision of the Future

Feature

Overcoming Social Challenges through Our Business

NTT Communications Group Sustainability



Society



Environment



Human Resources



Governance

Independent Assurance Statement

Corporate Information



Toru Maruoka

Representative Member of the Board
President & CEO
NTT Communications Corporation

We will co-create with our customers by providing the three “X” values to contribute to the creation of a sustainable society.

Under the DOCOMO Group’s “docomo business” brand, NTT Communications provides a one-stop shop for total solutions to customers nationwide by combining its fixed-network, cloud, and data center services with DOCOMO’s 5G IoT and COMWARE’s software development capabilities.

We are committed to providing the three values of digital transformation (DX), green transformation (GX), and customer experience (CX) to realize a “strong, vibrant, and sustainable society.”

We will implement initiatives in eight areas for creating a Smart World, a future in which solutions to social issues are realized through the use of digital technology. We will also improve productivity through IoT solutions, use robots and drones to address regional issues and local development, and create business models by utilizing data. Through these efforts, we will promote DX in society and industry.

To realize a decarbonized society through GX, we will provide services that support carbon neutrality, such as achieving ultra-low power consumption using IOWN® technology and providing the green ICT platform Green Nexcenter™. We will also advance our own GX initiatives.

Executing these initiatives will depend upon improving CX, which provides customers with new experiences and services that they continue to choose. We will realize a comfortable customer experience by providing next-generation ICT solutions, such as docomo business RINK™, an integrated network service that enhances the resilience of the ICT environment for all points of contact with customers.

To realize a new society, we would like to promote co-creation initiatives with our customers and partners, such as building sustainable business models that both reduce environmental impact and increase the profits. Based on its mission of “creating communication methods that open up new possibilities for people and our world,” the DOCOMO Group will work as one to contribute to creating a sustainable society for the purpose of “changing worlds with you.”