

### Maximizing Positive Impact

- ◆ Enhance stakeholder engagement
- ◆ Reinforce collaboration with NTT Group companies



- ◆ Hire and educate diverse human resources



- ◆ Pursue social contribution activities that leverage the Group's business characteristics



- ◆ Strengthen partnerships with suppliers



- ◆ Plan business from the perspectives of the customer and social issues



- ◆ Generate creative and innovative services



- ◆ Construct flexible and optimized networks



- ◆ Provide quick, reliable maintenance and operation



- ◆ Maintain and enhance customer satisfaction



- ◆ Provide DX solutions that address social issues faced by society, local communities, and industries
- ◆ Provide DX solutions that help balance work and personal life
- ◆ Provide DX solutions that realize global business



- ◆ Provide services using ICT technology that contribute to biodiversity conservation activities
- ◆ Provide services that contribute to reducing greenhouse gas emissions across society
- ◆ Provide services that contribute to society's resource issues



### Procurement

### Marketing and Planning

### Service Development

### Construction and Operation (Equipment, Networks, and Solutions)

### Provision of Services

### Disposal and Recycling of Equipment

- ◆ Collaborate with suppliers to ensure thorough sustainability and green procurement



- ◆ Design robust, highly reliable and secure ICT services



- ◆ Promote the use of renewable energy



- ◆ Build highly reliable disaster-resilient networks by bolstering ICT infrastructure
- ◆ Construct safe and secure systems for cyber security
- ◆ Offer prompt, reliable responses to security risks
- ◆ Limit the frequency of incidents
- ◆ Thoroughly and effectively manage personal information



- ◆ Build equipment with due consideration for biodiversity



- ◆ Eliminate the digital divide by improving convenience and accessibility



- ◆ Promote decarbonization in business activities



- ◆ Stringently practice the 3Rs in business operations



- ◆ Promote the recycling of plastics



- ◆ Respect for human rights



- ◆ Thorough compliance



- ◆ Thorough risk management



- ◆ Continuously reinforce security management
- ◆ Develop security specialists



- ◆ Promote work-life balance
- ◆ Thoroughly implement occupational safety and health and health management for employees



### Minimizing Negative Impact