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Society

A Better Future Characterized by Innovation and Abundant Vigor, in Which Sustainable Development Is Achieved through Value Creation

As a leading ICT company spearheading DX across society, the NTT DOCOMO BUSINESS Group works to resolve diverse social issues through initiatives, including the realization of a Smart World that connects society and the future, ICT Transformation, and promotion of advanced innovation, with the intention of developing a sustainable future. We will venture beyond our corporate boundaries and continuously take on challenges to co-create and drive the emergence of new value and demonstrate our commitment. Furthermore, as a corporate citizen, we engage in business activities deeply rooted in the local community to bring about a better future that is resilient, safe, and secure, while constantly pursuing opportunities to contribute to society through ICT.

Targeted SDGs



Priority Activities

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Promotion of DX to Connect Society with the Future

Our Approach

Our goal is to facilitate DX that will lead customers to create new businesses and bolster their competitiveness and to realize a Smart World through the utilization of ICT. By accumulating a broad array of data and reusing it to improve existing formats and develop and introduce new systems, technologies, and services, we will resolve a number of the issues facing society and create better ICT environments.

We will contribute to addressing social challenges by promoting DX through collaboration among Group companies and with our partners to address the issues faced by clients developing global business, various industries, and society as a whole. The NTT DOCOMO BUSINESS Group will also provide solutions for promoting DX to connect society with the future, such as realizing a world in which every worker can choose an optimal workstyle and demonstrate their talents.

Main Achievements in Fiscal 2024 and Goals for the Coming Years

We are engaged in projects and co-creation initiatives that demonstrate the Smart World, and the business co-creation program, OPEN HUB for Smart World, has created more than 1,000 projects. In addition, we actively promote DX that contributes to revitalizing local communities and small and medium-sized enterprises (SMEs) as part of our efforts toward sustainable regional development. As a result, we nearly achieved our fiscal 2024 indicators for integrated solution revenue and revenue ratio, while also meeting targets for growth in regional collaboration businesses and the deployment of global DX solutions. Although we achieved our NPI target for customer engagement rates, we fell short of our NPS target. For fiscal 2025, we will set targets for improving customer engagement, particularly by increasing the quantity and quality of proposals and further strengthening our follow-up to improve NPS, and for growing regional co-creation businesses. We will also promote DX across social and industrial sectors as well as work and lifestyle domains. In July 2025, NTT Communications Corporation changed its name to NTT DOCOMO BUSINESS, Inc. As the provider of comprehensive ICT services, NTT DOCOMO BUSINESS will represent the NTT Group in providing valuable one-stop solutions to all corporate customers. We intend to leverage technology and innovation to become a platform provider for industrial and regional DX, supporting an autonomous, decentralized society where businesses and regions can achieve sustainably.

Risks and Opportunities

NTT DOCOMO BUSINESS aspires to be a platform provider for industrial and regional DX that addresses social issues. There is a risk that our market competitiveness may decline should it become difficult to continue responding quickly and flexibly to changes in the market and increasingly diversifying values.

We see an opportunity in offering a wide range of services and solutions through co-creation with our partners and collaboration with NTT Group companies, who have a variety of strengths in telecommunications and IoT. By applying DX to address social, regional, and industrial challenges, from the perspective of customers, we can drive corporate growth.

In response to this potential risk and opportunity, NTT DOCOMO BUSINESS is focusing on AI, IoT, Digital BPO®, and regional, small, and medium-sized DX as priorities and accordingly strengthening each service and business. In addition, in the course of business operations, we will gather customer feedback through VOC surveys and other means while monitoring customer engagement metrics as non-financial indicators for improving CX.



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Promoting DX in Society, Industry, Workstyles, and Lifestyles

Pursuing Our Mission to Realize a Smart World



For more information on a Smart World, see: <https://www.ntt.com/business/dx/smart.html> (in Japanese only)

The NTT DOCOMO BUSINESS Group aims to realize a Smart World, which achieves sustainable growth by overcoming the various challenges facing companies and society through DX. We are focusing on seven areas, including cities, mobility, and education, to take action comprehensively, from identifying social issues to data utilization and the development of new technologies and systems. The Group will impact society in ways that no single company can do alone, by combining the value and assets that each enterprise has built up. We will connect our business co-creation efforts to create new value toward achieving a future society in which everyone can live safely and securely.

Smart City | Data-Driven City Development

Collecting and analyzing information on urban populations and characteristics to support the realization of safe, secure, and sustainable cities

We intend to create more livable cities for everyone and apply ICT technologies to resolve social issues and improve convenience while also addressing problems faced by residents, visitors, workers, and operators by offering a data integration platform (Smart Data Platform for City), advanced services (smart services), and the effective use of data. We are also strengthening our initiatives with the Digital Implementation Community for deploying digital technologies in real-world settings across academia, governments, and industries, and in the Master System Integrator (MSI), which delivers unified support for digital planning and implementation.

Smart Mobility | Establishing an ICT infrastructure for a New Mobility Society

Developing networks, security, and robot control platforms to support connected cars

We will advance vehicle technologies, including robotics, and new mobility businesses by creating vehicle security operation center services to defend connected cars from cyberattacks; developing mobile IoT platforms for automobiles, construction machinery, drones, and other applications; and offering autonomous vehicle control services to help companies deploy and fully leverage robots.

Smart Education | Digital Transformation of Learning and Education

Addressing current and future education issues by establishing a data distribution business platform through the GIGA School Initiative

We address a wide range of educational challenges, such as personalized learning and reskilling through DX and liberal arts, to contribute to the realization of a society where everyone can learn and work in their own way.

Smart Healthcare | Healthcare Data Platform

Driving innovation in medical processes through the added value of safe, secure data management

We deliver new types of healthcare services by collecting, storing, analyzing, and utilizing data at every stage of prevention, treatment, and care, thereby supporting medical process innovation through the added value of effective data management.

Smart Industry | Solving Common Challenges across Industry Sectors

Addressing supply chain challenges faced by companies and industries, such as carbon neutrality

We offer a wide range of solutions to achieve GX throughout our customers' industry supply chains, strengthen supply chain resilience, and implement smart manufacturing processes using AI. These solutions contribute to resolving social issues such as decarbonization and resource recycling while strengthening industrial capabilities.

Smart Worksite | Digital Transformation in the Construction Industry

Meeting challenges and creating new value in the construction industry through co-creation with a range of partners

We partner with civil engineering and architectural companies in the integration of cutting-edge technologies while leveraging data to improve construction site efficiency and encouraging the adoption of DX in the industry to create safe, productive worksites.

Generative AI | Creating New Value Using Generative AI

Developing and deploying industry solutions that leverage AI in order to create new industry and customer value

We build on our extensive track record, from telecommunications and security technologies to the latest generative AI solutions, to deliver the most effective solutions for customer challenges while offering support from proposal to implementation and operation.



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Increasing the Use of Cloud Services Essential for DX/AI, and Changing the Requirements for Corporate ICT

To respond to a constantly changing social environment, including workstyle reform, digital transformation, and the AI revolution, companies have been rapidly increasing their use of cloud services, which have become indispensable to their business operations. Now, as the use of these services has become common, the nature of the challenges for corporate ICT infrastructure is changing. The operation and management of corporate ICT must urgently address issues such as increased data traffic, growing security threats, and complex account management associated with the use of cloud services. NTT DOCOMO BUSINESS's docomo business RINK® is an integrated network and security service that enables companies to use cloud services safely and comfortably while advancing digitalization and the use of AI.

In addition to a variety of network access options tailored for specific locations, such as the office, home, and store, the service also offers remote access that enables employees to connect securely to the resources they need from anywhere while ensuring cloud-based security, such as an Internet gateway with advanced UTM*1 functions and IDaaS for integrated management of SaaS and other IDs. Our services enable customers to use the optimal ICT environment by combining these functions in accordance with their needs.

"docomo business RINK®" takes full advantage of software-defined technology*2 to facilitate on-demand service subscriptions, bandwidth adjustments, and Internet breakout settings via a web portal. This approach delivers a faster, more optimal ICT environment than

traditional network services for adapting to changes in the business environment. On-site activation requires simply turning the router on, which allows for use of the service without requiring any specialized knowledge to configure the equipment. The service's immediacy and flexibility reduce the total cost and lead time for building a company's ICT environment.

In 2024, we launched an integrated ID management service as an IDaaS that centrally manages IDs for cloud services and internal systems and incorporates multi-factor authentication and access restrictions to prevent unauthorized access and information leaks. Single sign-on is also expected to improve user convenience.

In 2025, we launched a new WAN security service that detects and blocks threats on the network side. This supports early action against security threats and

minimizes damage (patented business model). We will continue to provide customers with ICT environments that strengthen their business continuity by continuously expanding our service capabilities.

*1 Unified Threat Management: Consolidates security functions, such as firewall, antivirus, web filtering, and IDS/IPS, into a single system.

*2 Technology that virtualizes networks to achieve high levels of flexibility.

[docomo business RINK®]





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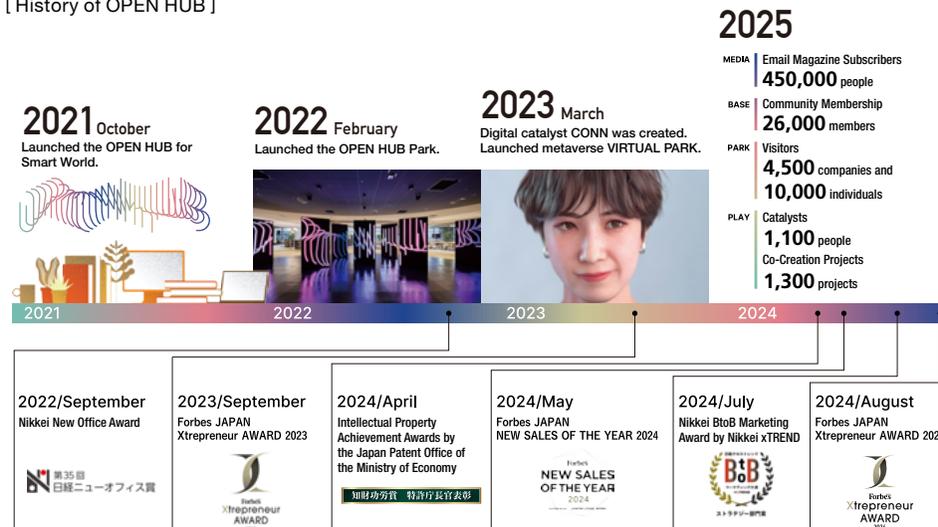
Business Co-Creation Initiatives

▶ OPEN HUB for Smart World, a Business Co-Creation Program

A Business Co-Creation Program Launched in 2021 to Address Increasingly Complex Social Issues The OPEN HUB for Smart World program provides customers and partners with four functions: owned media, community, co-creation space, and program catalyst. The OPEN HUB Base community has more than 20,000 registered members, and the co-creation space, OPEN HUB Park, has been visited by 4,500 companies and 10,000 individuals. The number of internal and external experts who lead co-creation businesses, whom we call “catalysts,” has increased to 1,100 since fiscal 2024, with expanded expertise into areas such as AI and smart cities. As a result, more than 1,300 co-creation projects have been started in the first four years. The program has received various awards in recognition of its efforts and achievements, including the Nikkei Cross Trend BtoB Marketing Award in the Strategy Category and the Intellectual Property Merit Award from the Ministry of Economy, Trade and Industry.



[History of OPEN HUB]



▶ Xtrepeneur AWARD to Accelerate Social Innovation

In 2023, we established the Xtrepeneur AWARD with Forbes JAPAN to recognize co-creation projects that tackle social issues. Out of over 200 entries to date, we recognized award-winning projects that address various social issues, including carbon neutrality and the declining birthrate and aging population, in Japan and around the world. By creating our own co-creation projects and also recognizing outstanding projects from other companies that are tackling social issues, we disseminate information and build momentum throughout Japanese society to realize a sustainable future.



Business Co-Creation Projects to Tackle Social Issues

CASE ① Creating J-Credits by Extending the Midsummer Drainage Period of Paddy Rice Cultivation

In Japan, 45% of methane gas, a greenhouse gas, is generated from paddy fields. Together with Yanmar Marché Co., Ltd., we visualized data on methane gas emissions curbed by extending the midsummer drainage period to create carbon credits.

CASE ② Value Add Femtech Community to Create a Well-Being Society for All Women

As part of our support for women's advancement in society and addressing the declining birthrate, the Value Add Femtech Community develops and provides products and services suited to individual women across companies that address women's specific health concerns.

CASE ③ Brain Health Check to Connect Family Ties in an Aging Society through Telephone and AI

To create a society where fewer dementia patients, their families, and businesses experience anxiety about dementia, NTT DOCOMO BUSINESS has combined its telephone service assets with Nippontect Systems' AI technology to provide a service in which AI checks the health of participants' brains via phone calls.

P.008 ▶ See also: CASE 01: Addressing Dementia through Simple Brain Health Checks in this report.

CASE ④ Morikachi, a Forest Value Creation Platform

We aim to increase forest value through the use of forest credits, address challenges in Japan's forestry industry, and revitalize local economies. We collaborated with Sumitomo Forestry, an expert in forest management, to jointly develop and provide a platform that streamlines credit creation and stimulates trading.

P.025 ▶ See also: Feature: How Morikati Maximizes the Value of Forests in this report.



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Realizing Sustainable Local Communities by Promoting DX

The NTT DOCOMO BUSINESS Group leverages the synergies of the NTT DOCOMO Group to work on regional revitalization with customers and local governments nationwide. Facing worsening labor shortages due to aging and population decline, local communities are adopting DX to enhance operational efficiency. We are responding as an industrial and regional DX platform provider by drawing upon our nationwide network and implementation track record to offer tailored support to each region and industry across a wide range of fields, including agriculture, fisheries, healthcare, transportation, and education, which will ultimately help lead to a sustainable society. Furthermore, as a partner supporting the future of local communities, we direct the power of ICT to create new value for the region.

Regional Initiatives for Co-Creation Businesses that Respond to Society

- We signed a collaboration agreement with Tokorozawa City, Hanno City, Sayama City, and Hidaka City to promote regional decarbonization and advance integrated regional and corporate initiatives through the app: Green Program® for Employee.



For more information, see:

<https://www.ntt.com/about-us/press-releases/news/article/2024/0822.html> (in Japanese only)

- We successfully conducted a pilot demonstration in Showa Village, Fukushima Prefecture, using the Skydio X10 autonomous flying drone equipped with a thermal camera and spotlight along with the low-orbit satellite Starlink Business to detect people at night.



For more information, see:

<https://www.ntt.com/about-us/press-releases/news/article/2024/1204.html> (in Japanese only)

- Under a comprehensive partnership agreement concluded with Ishikawa Prefecture, we are promoting the Noto HAPS Partner Program to create solutions and use cases leveraging HAPS in Noto, Ishikawa Prefecture.



For more information, see:

<https://www.ntt.com/about-us/press-releases/news/article/2025/0303.html> (in Japanese only)

<https://www.ntt.com/about-us/press-releases/news/article/2024/1126.html> (in Japanese only)

- We launched a pilot elderly care service in Aizuwakamatsu City that incorporates the brain health check.



For more information, see:

<https://www.ntt.com/about-us/area-info/article/20241129.html> (in Japanese only)

- In Arao City, Kumamoto Prefecture, we began rolling out a child monitoring service using educational tablets.



For more information, see:

<https://www.ntt.com/about-us/area-info/article/20241009.html> (in Japanese only)

- To strengthen disaster-response medical systems in Tokushima Prefecture, we participated in a pilot project through a consortium established by the NTT DATA INSTITUTE OF MANAGEMENT CONSULTING, Inc. to enhance the disaster medical system using real-time video transmission.



For more information, see:

<https://www.ntt.com/about-us/area-info/article/20241119.html> (in Japanese only)

- To build a sustainable, regionally circular agricultural model originating from the Nagaoka region, we launched an initiative for improving the profits of rice producers and revitalizing local industries through rice husk charcoal bio-compost pellets and J-Credits.



For more information, see:

<https://www.ntt.com/about-us/area-info/article/20240830.html> (in Japanese only)

- In Ibigawa Town, Gifu Prefecture, we conducted a pilot demonstration to improve the forestry industry's working environments by introducing new telecommunications technologies and ICT tools into forestry operations, thereby enhancing the safety and sense of security of those working in mountainous areas.



For more information, see:

<https://www.ntt.com/about-us/area-info/article/20250221.html> (in Japanese only)

- In Kyogoku Town, Hokkaido Prefecture, we began providing the Kyogoku Town Official App, a digital service for distributing information to town residents so that everyone can play a leading role in community development.



For more information, see:

<https://www.ntt.com/about-us/area-info/article/20250303.html> (in Japanese only)



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Our Approach

Under our mission of “Creating communications methods that open up new possibilities for people and our world,” we aspire to connect the world by providing advanced technologies and services that generate new social value.

We will pursue innovations unshackled by conventional wisdom. To generate creative innovations, we will apply new ideas to establish businesses and engage in new business development such as Smart X and business co-creation with our customers. We will also develop a new framework for generating innovations within the Group through internal reforms and the Open Innovation Program.

Main Achievements in Fiscal 2024 and Goals for the Coming Years

In fiscal 2024, we pursued innovation by setting “driving creative innovation” as a main initiative and using the number of patent applications filed on key intellectual property themes that support the sustainability of innovative businesses. As a result, we achieved our target of ten or more applications filed per year for each theme.

- Smart World-related theme: 20 applications filed per year
- Integrated network service (docomo business RINK®)-related theme: 58 applications per year
- Generative AI-related theme: 60 applications filed
- IOWN®-related theme: 11 applications filed

Services created as a result of various technical and business verifications won international awards. In addition, service provision cases emerged from the docomo STARTUP new business creation program.

In fiscal 2025, we will continue the same initiatives, using the number of patent applications on key intellectual property themes, including Smart World, financial DX, generative AI, and IOWN®. In addition, we will actively encourage innovation through internal and external collaboration to create new businesses.

Risks and Opportunities

The challenges facing society are becoming increasingly complex, requiring flexible and creative responses. Adhering to conventional thinking and processes amid rapid social and industrial change may present risks, such as stagnation in innovation and declining competitiveness.

We see an opportunity to deliver cutting-edge technologies and services to create new value for society by stimulating more creative innovation.

To respond to potential risks and opportunities, we will seek to innovate beyond existing frameworks. To sustain innovative businesses, we will strive to secure competitive advantages through patent applications and other measures, and will create new businesses from fresh ideas through new ventures such as Smart X and co-creation with customers.

Driving Creative Innovation

NTT DOCOMO BUSINESS established the Innovation Center to drive creative innovation for realizing a Smart World and contributing to the DX of our customers.

Innovation Center

NTT DOCOMO BUSINESS established the Innovation Center in 2020 to create new businesses, generate shared knowledge, and drive internal innovation—key pillars of its future business. The center comprises the following divisions: the Technology Strategy Division, which focuses



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on achieving technological superiority; the Design Division, which promotes customer-oriented management; the Technology Division, which drives the entire Company with cutting-edge technologies; the Produce Division, which leads the development of new businesses; and the IOWN Promotion Office, responsible for developing and verifying technology, planning and executing promotion strategies, and promoting demonstration experiments for the early deployment of the next-generation information infrastructure IOWN® across society.

Creating New Businesses

The Innovation Center has been creating a number of new businesses. The WideAngle professional service, OsecT, which visualizes and detects security risks in control systems for production lines in plants, was launched as a commercial service in 2022. To expand the scope of its application, we conducted technical and business verifications, and in fiscal 2023 we supported CC-Link, an OT protocol originating in Japan. In 2024, this service won awards in five categories at the Global InfoSec Awards 2024*, hosted by Cyber Defense Magazine, a U.S. security magazine. We have also developed and validated a range of products and services, including Droppin, an instant search and reservation service for workspaces that best suit the needs of users, in partnership with various coworking spaces and private work booths to support flexible workstyles. Some of our next business projects under discussion from a mid- to long-term perspective are remote-controlled robotics and space-related businesses. We will continue to create new added value

to bring about change and drive creative innovation and new businesses for realizing a Smart World.

* International award that recognizes innovative and unique products and services in the information security field. Through a rigorous screening process by experts in the information and telecommunications field, the winners are selected from among companies around the world.

Promoting Creative Innovation through Internal and External Collaboration

We believe that promoting internal innovation and cocreation and collaboration with external parties are essential for generating innovation and new businesses to resolve social issues. With this in mind, we are developing mechanisms for encouraging innovation.

The NTT DOCOMO Group runs the docomo STARTUP new business creation program to drive employee-led innovation and develop the human resources and culture to support it. As an initiative that delivers new value to society, this program supports employee efforts through three tracks: COLLEGE (gaining the specialized knowledge and mindsets for creating new businesses), CHALLENGE (competing in new business idea contests), and GROWTH (supporting commercialization and company formation).

As one way to encourage co-creation with other companies, we hold the ExTorch open innovation program for co-creation of new value by drawing upon NTT DOCOMO BUSINESS' extensive resources, including services, technologies, infrastructure, and data. ExTorch connects startups and partner companies with our various internal departments to create new businesses.

 **P008** For more information on the Brain Health Check service from docomo STARTUP, see CASE 01: Brain Health Check: Easily Prevent Dementia in this report.

 For more information, see: <https://startup.docomo.ne.jp/> (in Japanese only)

 For more information on the open innovation program ExTorch, see: <https://www.ntt.com/business/lp/extorch.html> (in Japanese only)



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Our Approach

As the IoT society evolves, economic and social damage caused by emergency telecommunication breakdowns is becoming incalculably severe. As we are entrusted with managing networks and vital data associated with the globalization of many companies, we are absolutely required to fulfill our responsibility to maintain network connections at all times.

As a corporate group that provides global telecommunications services by leveraging the network technologies and maintenance systems that underpin advanced ICT societies, we focus on the Disaster Policy Fundamentals to put into place a communication environment that allows for the confident use of networks even in the event of a disaster or other emergencies. Through the consistent strengthening of ICT infrastructure equipment to prevent telecommunication breakdowns in the event of emergency, we will maintain the network as vital infrastructure and provide highly reliable ICT services that are safe, secure, and resilient to natural disasters. We will also develop and provide cutting-edge ICT services, such as flexible and optimal network services and robust information security services, thereby contributing to the realization of sustainable living environments and economic and social activities.

NTT DOCOMO BUSINESS Disaster Policy Fundamentals

1. Improving Network Reliability

We are working to improve reliability so that partial damage to telecommunications systems does not have a great effect on others.

2. Ensuring Crucial Communications

We have secured means of communication to allow important communications in a disaster situation.

3. Quickly Restoring Communications Services

We will restore to service damaged telecommunications equipment as soon as possible.



For more information on the Disaster Policy Fundamentals, see:

<https://www.ntt.com/about-us/cs/saitai.html>
(in Japanese only)

Main Achievements in Fiscal 2024 and Goals for the Coming Years

In fiscal 2024, we thoroughly prepared to protect telecommunications equipment and ensure a swift, precise incident response in preparation for visits by foreign dignitaries to Japan for the Osaka-Kansai Expo the following fiscal year. These thorough preparations contributed to the event's smooth opening.

We also set evaluation criteria based on the required roles, aptitudes, and skills for disaster-response personnel and are continuing to certify employees who have high levels of expertise and can serve as role models. This will clarify our desired direction and career paths for upgrading competencies while promoting the development of highly specialized human resources.

In addition, we developed and offered new ICT service options across a wide range of fields. In network services, we added new offerings for the docomo business RINK® service and launched the local 5G service Type D. In security services, we expanded our managed SOAR-compatible product line. We also promoted the provision of managed, voice, and application services, achieving our fiscal 2024 targets in all these areas.

Going forward, we will use the number of accidents in lifestyle infrastructure services and zero serious accidents as KPIs to ensure the provision of safe, secure ICT services that are highly reliable and resilient to natural disasters.



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We will also continue to track the number of services developed and provided as indicators of our progress as we offer cutting-edge ICT services that advance ICT transformation.

Risks and Opportunities

As society evolves, the economic and social damage associated with information and communications network outages or disruptions is becoming increasingly severe. In our role as custodians of networks and critical data, we bear strong responsibility for maintaining connectivity at all times. Disruptions in communications and services not only suspend business activities but also impact the entire social infrastructure, posing a risk to our credibility as an ICT provider.

We see an opportunity in helping customers create the ICT environments they need by providing highly reliable, safe, secure, and advanced ICT services that are resilient to natural disasters. Specifically, we have established the Disaster Policy Fundamentals in the provision of network services, IoT, information and cybersecurity, managed services, and communication and application services so that customers can confidently rely on our services even in the event of a disaster or disruption.

Ensuring Highly Reliable, Disaster-Resilient ICT Services

Development of Disaster-Resilient Networks

▶ Keeping Networks Reliable Following Disasters

NTT DOCOMO BUSINESS implements disaster prevention measures under its Disaster Policy Fundamentals to maintain mission-critical communications and swiftly restore any disrupted services.

In September 2024, heavy rains struck the Noto Peninsula, bring record-breaking torrential rainfall mainly to the Oku-Noto region (northern Noto Peninsula) of Ishikawa Prefecture, where the effects of the 2024 Noto Peninsula Earthquake were still evident. Although our communications facilities were not damaged, the rainfall caused widespread and prolonged impact to access lines. We worked with related telecommunications carriers to quickly restore the affected customer lines.

Furthermore, we work every day to raise awareness about disasters among our employees and those of partner companies so they can rapidly respond to disasters. Specifically, we conduct training that makes use of the Biz Safety Confirmation and Notification service, offered by NTT DOCOMO BUSINESS, and also regular training exercises that simulate large-scale natural disasters.



For more information on our disaster response, see:

<https://www.ntt.com/about-us/cs/saitai.html>
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▶ Subsea Cable-Laying Ship *Kizuna* with Cutting-Edge Features

Receiving favorable evaluations for the effectiveness of ships used in restoring telecom equipment during disasters, we are examining various ways of using ships not only for NTT DOCOMO BUSINESS but also throughout the NTT Group.

The subsea cable-laying ship *Kizuna* carries disaster recovery equipment, six 20-foot containers, aerial work platforms, and a mobile base station, which enables the NTT Group to transport emergency supplies and vehicles used for disaster reconstruction. *Kizuna* supported the rapid restoration of the telecommunications network during recovery work following the 2018 Hokkaido Eastern Iburu Earthquake, the 2024 Noto Peninsula Earthquake, by transporting supplies and vehicles to the nearest ports.

Kizuna also has an onboard emergency mobile base station with dynamic positioning functions. This allows it to set up temporary regional telephone services disabled during a disaster. The ship's upper bridge has enough space for numerous parabolic antennas that keep satellite communications from being impeded. This design allows for the installation of more telecom equipment during a disaster. In addition, the ship features unique living quarters that can be equipped with lodging and support equipment (including meal provision) for disaster relief workers. It is also equipped with switchboards and water intake ports that enable ship-to-shore energy and water supply.

In response to the Noto Peninsula Earthquake, which occurred in January 2024, the cable-laying ship *Kizuna* rushed to the coast of Wajima City carrying DOCOMO and KDDI mobile phone base stations, in accordance with the Social Contribution Partnership Agreement concluded

between NTT and KDDI Corporation in 2020. The ship supported the operation of the onboard base stations for two weeks to ensure mobile communications in Wajima City, where land routes had been cut off and restoration had been delayed. The ship also transported and provided about 7 tonnes of emergency food and other relief supplies from its home port in Nagasaki City, Nagasaki Prefecture, to Ishikawa Prefecture.

In fiscal 2021, high-speed maritime broadband service JSATMarine provided by SKY Perfect JSAT was introduced to *Kizuna* to make it possible to use the same business and communication tools on land and at sea. Thanks to the significant increase in communication capacity, we can now exchange large files with our clients when conducting cable work and other projects, allowing us to better manage business operations. In addition, program updates for special construction equipment manufactured overseas can now be performed remotely, so technicians from overseas are not required in person.

[Onboard equipment and disaster recovery support on *Kizuna*]



▶ Replacing Lubricating Oil in Emergency Power Generators

In January 2024, when the Noto Peninsula Earthquake occurred, NTT Anode Energy Corporation requested lubricating oil replacement for generators that were running continuously at the telephone facilities and on mobile emergency power generators due to power outages in the affected areas. In response to this request, NTT World Engineering Marine Corporation's maintenance team for emergency power generation engines worked on the task for about a month in various locations on the Noto Peninsula, thereby contributing to secure telecommunications.

● Schedule

2024

- January 2** Received a deployment request; prepared lubrication oil and equipment
- January 3** Traveled from Yokohama to Kanazawa
- January 4** Began replacement work
Details of Work Performed*
 - Telephone Exchange Facility: 1 location
Lubrication oil replaced a total of 5 times (Wajima Building)
 - Emergency Power Vehicles: 8 units
Lubrication oil replaced a total of 17 times (7 units for NTT West, 1 unit for DOCOMO)
 - Portable Generators: 5 units
Lubrication oil replaced a total of 7 times
 - Total Lubrication Oil Replaced: Approximately 578 liters (with a total of 2 additional supplies transported from Yokohama during the process)
- * Managed by a team of 2 people on-site at all times for a total of 29 days (total of 6 members rotated)
- February 1** Replacement work completed.
- February 2** Returned to Yokohama



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[Emergency power generator in the telephone facility]



[NTT West's emergency power supply vehicle]



[DOCOMO's mobile emergency power generator]



[Replacing lubricating oil]



Providing Advanced ICT Services

Delivering Advanced, Flexible Network Services

NTT DOCOMO BUSINESS offers corporate ICT services, including networks, cloud, and security. Our core network services establish the foundation for corporate growth and transformation, with a diverse service lineup that includes VPN, Internet, and mobile. Looking ahead, we will continue to further enhance our services and functions

to provide more advanced and flexible network services.

Our integrated network service, docomo business RINK®, enables users to quickly and affordably realize optimal network environments and zero-trust security measures tailored to their workplaces, free from the constraints of fixed office locations. In fiscal 2024, we launched Guaranteed Access, a high-quality, bandwidth-assured fixed line, to expand the service's access menu options based on site size and importance. We also introduced docomo business RINK IDaaS, a cloud-based ID management service that streamlines corporate ID and password management and strengthens authentication security, and we launched vUTM2, a cloud-based secure Internet gateway service. In addition, we started offering docomo business Private 5G, a comprehensive 5G consulting service for companies that provide optimal 5G networks tailored to each customer's needs and environment, as well as a secure, flexible network with closed domain connection options. We also released Local 5G Service Type D, which uses DOCOMO's carrier communications equipment to achieve redundancy and high maintainability at low cost.

NTT DOCOMO Business' network services will continue to evolve as a foundation that supports corporate DX and value creation.

P.031 For more information on docomo business RINK®, see **Increasing the Use of Cloud Services Essential for DX/ AI, and Changing the Requirements for Corporate ICT in this report.**

Provision of Advanced and Robust Information and Cybersecurity

Monitoring Enterprise Network Security

We have been addressing cyberthreats for about 20 years and have expanded our services by providing security operation services for enterprises through our Security Operation Center (SOC) and globally through the comprehensive security risk management service WideAngle for over a decade.

While DX presents business opportunities for companies, it also poses challenges for centralized security governance as each business division within a company increasingly uses ICT independently and on a global scale. To address this, we launched Attack Surface Management (ASM) in fiscal 2024. ASM identifies ICT devices connected to the Internet that a company's information security department may not be aware of. It then determines whether cyberattackers could exploit vulnerabilities in those devices and facilitates a rapid response to reduce the risk of attack.

In addition, as cyberattacks increase in number and sophistication, fewer security engineers are able to prevent and restore damaged equipment. To address this, we recently began offering Managed SOAR using SOAR* technology, and we expanded the range of compatible products to support more companies. Furthermore, the scale of damage caused by ransomware attacks, which not only encrypt data but also steal and expose confidential and personal information, continues to grow. In response, we expanded the range of products we offer in Managed Security Service ID Security, which detects abnormal behavior in authentication systems. We will continue to



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contribute to customer DX by providing solutions for safely using data and generating new value.

* Security Orchestration, Automation and Response: A solution for streamlining and automating security operations by consolidating and analyzing data from various products, platforms, and external sources, and by taking action through pre-defined processes

▶ Countering the Growing Social Problem of Cyberattacks

In 2025, we began offering docomo business RINK[®] features that incorporate security functions into the carrier network facilities to detect threats and block cyberattacks without requiring system integration (patented business model) for more robust security, even for IoT and OT devices that have been difficult to protect in the past.

▶ Toward the Sustainable Development of an ICT Society and Improving Customer Value

NTT DOCOMO BUSINESS offers a variety of services and solutions that address customer challenges and needs across a wide range of industries and businesses, including network and security, operations, telephone, and video solutions. Moreover, we are continuously expanding our service lines.

X Managed[®] is a total managed service for fully outsourcing ICT monitoring, operation, and maintenance 24 hours a day, 365 days a year. It provides an end-to-end service, from design to delivery and operation, and through the standard monitoring platform, X ManagedPlatform[®], it delivers comprehensive support for such functions as IT monitoring, automation, and security management. In fiscal 2024, we expanded the service, a key feature of which is the ability to select and assemble services and options tailored to service levels.

In addition, we began providing new voice application-related services, including Arcstar IP Voice, a high-quality IP telephone service that can be used with a variety of services provided by NTT DOCOMO BUSINESS, such as Arcstar Universal One and OCN; Arcstar IP Voice Connect, a cloud-connected voice service that connects to various SaaS services for users of Cloud PBX and the Cloud Contact Center; and Business d Series, which supports the digitalization and efficiency of a variety of business scenarios.

We will continue to provide cutting-edge ICT services to achieve the sustainable development of an ICT society and improve the value we provide to our customers.



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Priority Activities

Promotion of Corporate Citizenship

Our Approach

Guided by our Social Action Principles, the NTT DOCOMO BUSINESS Group promotes activities for realizing a prosperous society by designating six pillars of social contribution: Preservation of the Natural Environment, Social Welfare, Promotion of Education and Culture, Regional Development and Exchange, International Exchange, and Promotion of Sports. Companies are increasingly expected to play a role through their social contribution activities to support the development of diverse communities grouped by region, generation, and so forth. In addition to community development, we intend to actively participate as a corporate citizen by also developing community engagement activities with an understanding of the SDGs as well as ways to achieve their targets. These efforts will have a significant effect on expanding a sustainability mindset throughout the Group and encourage each company to contribute to the creation of a sustainable society as a member of the NTT DOCOMO BUSINESS Group.

Social Action Principles	
Sustainability	We conduct lean but sustainable activities over the long term.
Efficiency	We engage in cost-effective activities to ensure continuity.
Due Diligence	We carefully assess the relative benefit to society of prospective donations.
Global Perspective	We contribute to Japan and the international community.
Skills Gained in Those Markets for the Benefit of Society	We utilize services developed for information distribution markets as well as employee abilities.

Main Achievements in Fiscal 2024 and Goals for the Coming Years

We conduct social contribution activities that support a sustainable future.

In fiscal 2024, we added as a key indicator our expanding opportunities for participation in social contribution activities. We dispatched disaster volunteers following the 2024 Noto Peninsula Earthquake and the 2024 Oku-Noto Heavy Rains and established the DOCOMO BUSINESS Co-Creation Forest for tree-planting activities that help conserve biodiversity and water source environments.

Going forward, while continuing our current activities, we intend to reinforce employee skills for addressing social issues and pursue social contribution initiatives based on NTT DOCOMO BUSINESS's strength.

Risks and Opportunities

As corporate citizens, we are expected to actively fulfill our responsibilities through social contribution efforts as well as our business operations. Falling short of these expectations could raise such risks as weakening trust with local communities and impairing our reputation for corporate social responsibility.

There is an opportunity for us to leverage our business strengths in ICT services for corporate and local government customers to strengthen social contribution initiatives and collaborate with customers and local communities toward achieving a prosperous society.

To realize a sustainable society, NTT DOCOMO BUSINESS pursues various social contribution activities conducted by its Group companies and the NTT DOCOMO Group as a whole. These efforts help develop the abilities of each employee as they address social issues and further enhance our corporate value.

Serving Local Communities

The NTT DOCOMO BUSINESS Group promotes activities to serve local communities by designating six pillars of social contribution: Preservation of the Natural Environment, Social Welfare, Promotion of Education and Culture, Regional Development and Exchange, International Exchange, and Promotion of Sports.

In fiscal 2024, 2,893 employees participated in 152 social contribution activities.



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[Social Contribution Activities in Fiscal 2024]

	Number of Projects	Number of Participant	Activity Expenditure (Yen)
Preservation of the Natural Environment	49	1,635	21,700,069
Social Welfare	30	602	3,162,871
Promotion of Education and Culture	12	13	342,474
Regional Development and Exchange	49	569	84,812,064
Promotion of Sports	5	13	846,510
Others	7	61	2,546,807
Total	152	2,893	113,410,795

Disaster Relief for the 2024 Noto Peninsula Earthquake and the 2024 Oku-Noto Heavy Rains

The 2024 Noto Peninsula Earthquake and the 2024 Oku-Noto Heavy Rains caused devastating damage, mainly in Ishikawa Prefecture. As a member of the NTT DOCOMO Group, the NTT DOCOMO BUSINESS Group recruited volunteers from its employees nationwide to support the quick recovery and reconstruction of the affected areas.

Approximately 260 employees participated in this effort between November and December 2024, including 150 from the NTT DOCOMO BUSINESS Group. Their primary activities included removing mud from buildings into which sediment had flowed in Wajima City, Ishikawa Prefecture, and other efforts tailored to the specific needs of each locality.

All volunteer slots were filled within about two days of opening recruitment, demonstrating the strong interest and enthusiasm of employees for supporting the disaster-

affected areas. In addition, volunteers remarked on the importance of supporting the strong local determination for recovery, even though they felt their contributions were limited time. They also appreciated the extra motivation of participating as a part of a company initiative, beyond personal interest. Comments like these offered valuable insights into how the Company should plan and promote future social contribution activities.

At NTT DOCOMO BUSINESS, our employees will steadfastly contribute to society while deepening their connections with the local community, and we will continue aiding in the recovery and reconstruction of disaster-affected areas.

Participation in the DOCOMO Group's Employee Fundraising Program to Support Disaster Recovery and the Creation of a Sustainable Society

The Employee Fundraising Program to Support Disaster Recovery and the Creation of a Sustainable Society, a new version of the NTT DOCOMO Group's employee donation program, which was originally launched to support the recovery efforts for the Great East Japan Earthquake, began in fiscal 2023 with a participation of the NTT DOCOMO BUSINESS Group. Employees can choose a social issue area (e.g., disaster recovery, environment, people with disabilities, children, next generation development, diversity) and raise money with d-payment. In addition, to encourage cooperation between employees and the company in donation efforts that contribute to society, the company matches the amount raised by employees and donates the total to disaster-affected municipalities, NPOs, and others. In fiscal 2024, a total of 184 employees participated in the program, donating to

municipalities affected by the Noto Peninsula Earthquake and the Great East Japan Earthquake and organizations working to address social issues.

Other Initiatives

NTT DOCOMO BUSINESS engages in various other social contribution activities as well.

As an environmental protection initiative, we have participated in cleanup campaigns in Tokyo's Chiyoda Ward since 2008 (suspended during the COVID-19 pandemic). Employees and partner employees working at our headquarters also pick up empty cans and cigarette butts dumped around the building each morning on their way to work to keep the area clean.

We also hold regular events to sell sweets made by people from extended employment support offices. Through the simple action of purchasing delicious snacks, we support the independence of people with disabilities and foster employee awareness of social welfare. This initiative has been in place since fiscal 2003, and even amid the spread of COVID-19, we continued to hold the events by considering sales methods such as assigning staff to facilities for people with disabilities and switching to sales by order.



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Social Contribution Activities at Group Companies

For some time, we have been encouraging Group companies to develop their own social contribution activities and, as a result, each has been actively doing so based on their own policies. These include environmental conservation activities, donations, and contributions. As a corporate citizen, we will continue to promote low-profile yet meaningful activities that help communities.

[Major Social Contribution Activities at Group Companies in Fiscal 2024]

Company Name	Activities
NTT DOCOMO BUSINESS ENGINEERING, Inc.	Initiative for addressing social issues in Nepal and Malawi in collaboration with NPO Colorbath (SDGs Action Program)
NTTCom Online Marketing Solutions Corporation	Participation in Osaki Full of Flowers (a community flower-planting activity)
NTT DOCOMO BUSINESS CHEO, Inc.	Collecting and recycling disposable hand warmers (in support of a general incorporated association engaged in global environmental protection such as water purification and soil improvement through the recycling of collected items)
NTT Com DD Corporation	Sending Christmas cards and gifts to children via World Vision's Child Sponsorship Program
NTT Smart Trade Inc.	Donating via its own service: Chocom e-Money
NTTTPC Communications, Inc.	Donating blood as a group
NTT DOCOMO BUSINESS SOLUTIONS, Inc.	Participation in regular community cleanups and beautification activities (in Kyoto, Shiga, and Wakayama); promoting Satoyama conservation activities, including rice planting, bamboo cutting, and rice harvesting
N.F.Laboratories Inc.	Providing free lectures on security to academic institutions such as technical colleges and universities; sponsoring security-related events
NTT BizLink, Inc.	Live streaming by deploying the company's video streaming technology for parents who could not attend Sports Day because admission had been limited due to the COVID-19 pandemic
NTT Com Asia Limited	Volunteer activities to reduce food waste; hosting a charity workshop for making Christmas gifts
NTT WORLD ENGINEERING MARINE, Inc.	Collecting eco-caps
NTT DOCOMO BUSINESS Group	Dispatching volunteers during the 2024 Noto Peninsula Earthquake and 2024 Oku-Noto Heavy Rains
	Participation in woodland preservation projects, including one organized by Shiroy Kankyo Juku
	Cleanup campaigns in Tokyo's Chiyoda Ward
	Holding a sale of sweets made by those at a continuous employment support office
	Employee Fundraising Program to Support Disaster Recovery and the Creation of a Sustainable Society