Multifaceted Contributions to a Sustainable Future and Value Creation

Continuing to contribute to the development of a sustainable society and creating value for society naturally requires companies to anticipate economic, social and environmental circumstances while attempting to mitigate any negative effects. As we endeavor to achieve the NTT Communications Business Vision, we are guided by our belief that management and CSR are inseparable. To promote CSR activities throughout the Group, we have created the Fundamental CSR Policy, which is shared with all NTT Communications Group employees. In addition, we have reviewed our Group-wide priority issues (materiality) under this policy to consistently implement PDCA cycles.

Fundamental CSR Policy

As a partner that links the present to the future, the NTT Communications Group contributes to the realization of a safe, comfortable and abundant society by working to solve social issues and create new value for society on a global scale through ICT.

Contributions to Society

We shall contribute to the resolution of social issues in Japan and overseas through the development and provision of innovative ICT, while providing highly reliable services for the sustained development of society. As a group of companies that provides key infrastructure that supports society and protects our lifestyles, we shall provide secure environments for communications that are fortified against cybersecurity threats and resilient to natural disasters.

Respect for Human Resources

We shall create work environments that invigorate each and every employee, while respecting the diversity of our employees and other stakeholders. Moreover, we shall contribute to the creation of an abundant society by changing ourselves for the better and seeking to break free from our own limitations.

Contributions to the Global Environment

We shall endeavor to solve environmental problems on a global scale through initiatives to use ICT to reduce the impact of society on the environment, while lightening the environmental burden of our business activities as a Group.

Our Goals

Our Goals

Our Goals for Society

Identification and Improvement of Materiality

Continuous Efforts on Materiality

Contributions to Society

Contributions to the Global Environment

Respect for Human Resources

Continuous Strengthening of Corporate Governance

NTT Communications CSR

NTT Communications CSR Report 2018

Expanded Version

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Our Goals for Society

The NTT Communications Group is committed to addressing social issues through ICT. We believe that identifying the diverse potential risks inherent within the global society and striving to avoid or mitigate such risks are an essential part of our business activities. While we prepare for global risks as the responsibility of an ICT company that is sustained by stakeholders around the world, we also view this responsibility as an opportunity to focus on the four priority issues for realizing our goals for society.

Global Risks

- Water crisis
- Food crisis
- Large-scale involuntary migration
- Cyber attacks
- Unauthorized use of data
- Abnormal weather
- Natural disasters
- Failure to mitigate or adapt to climate change
- Destruction of biodiversity and ecosystems
- Environmental disasters associated with human activity

Contributions to Society

- A society where everyone is connected through ICT
  - A society unrestricted by time, distance or language
  - A society with always secure and fast networks
- A society in harmony with nature, preserving the planet’s abundance
  - A low-carbon society with a light environmental footprint that thoroughly recycles resources
  - A society that respects biodiversity and protects abundant natural resources

Contributions to the Global Environment

- A society where everyone acknowledges and lifts each other higher
  - A society where diversity is respected in terms of individuality, attributes and ideology
  - A society where people can use their abilities to the fullest

Respect for Human Resources

- A society built on coexistence and mutual trust between stakeholders and companies
  - A society where corporate actions are completely in line with laws, regulations and ethics
  - A society that benefits from corporate activities and daily dialog with stakeholders

Continuous Strengthening of Corporate Governance

- Supporting the UN’s SDGs as the NTT Group
  - In fiscal 2016, the NTT Group announced its support for the UN’s Sustainable Development Goals (SDGs). Consequently, we will also be promoting efforts to contribute to the SDGs as a member of the NTT Group from fiscal 2016 onward. We are currently raising employee awareness of the SDGs through training and CSR-related activities. Moreover, we have linked our CSR Priority Activities to the SDGs to confirm and evaluate the validity of our KPIs.
Identification and Improvement of Materiality

As economic and social conditions continue to evolve, we will engage in CSR activities that meet society's expectations by inviting outside experts to regularly verify and update priority areas and activities under the Fundamental CSR Policy. In fiscal 2017, based on the relevant SDGs for each priority area, we identified actions that could contribute to the realization of each goal while promoting PDCA cycles in each priority activity.
Continuous Efforts on Materiality

Establishment of Priority Activities in Line with the Fundamental CSR Policy

Having decided on the medium-term targets and guidelines to steadily disseminate and put into practice the Fundamental CSR Policy, NTT Communications has been stipulating CSR Priority Activities based on an analysis of their importance and deploying PDCA activities since 2011. Specifically, in line with the four priority areas tied in with the Fundamental CSR Policy, NTT Communications set CSR KPIs as specific targets and worked on continuous improvements. For the revisions implemented in fiscal 2015, we made reference to a variety of guidance and a number of initiatives, such as the UN Global Compact and SDGs, ISO 26000, GRI Guidelines, and question themes received from research companies, and we also conducted reviews with external experts. Since fiscal 2016, we have been implementing activities that are in line with the new indexes.

In recent years, there has been strong demand for a commitment to a sustainable society on a global scale. This includes the adoption of the SDGs and the Paris Agreement. The NTT Group has therefore revised the NTT Group CSR Priority Activities that represent key issues (materiality) for promoting CSR through the united effort of every Group company, and it has formulated the NTT Group CSR Charter in May 2016. Applying the NTT Group CSR Charter, the NTT Communications Group is engaged in resolving social issues on an ongoing and Group-wide basis.

In fiscal 2017, we pursued our Priority Activities with due consideration for the SDGs. Specifically, we summarized the results of activities with external experts from the spring to the summer. We began by examining the fiscal targets and results for each Priority Activity and received opinions from stakeholders with regard to the activities from fiscal 2017 onward. At the same time, concerning the efforts in line with the SDGs, we first identified the SDGs that give consideration to priority initiatives. We then examined the possibility of adding to the quantitative and qualitative targets.

Going forward, on the basis of these results, we will extract the business cases (pilot programs) that are closely related to the SDGs for each priority area, and in its position as the hub, the CSR Committee will gauge effectiveness. We will also give consideration to adding to our quantitative and qualitative targets from fiscal 2018 onward.

Summary of Priority Activities with Experts

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Meeting of external experts and CSR practitioners in August 2017

Participating External Experts and Specialists

Kazui Kajitani, Executive Director CSO Network Japan (back right)
Tsuji Yamao, Senior Director Cross Insight, Inc. (front right)

Promoting CSR throughout the Entire Group

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NTT Group CSR Committee

In fiscal 2015, the NTT Group established the NTT Group CSR Committee, chaired by the chairperson of NTT’s CSR Committee (a representative director and senior executive vice president) and comprising the chief CSR executives (senior executive vice presidents and executive vice presidents) from the eight main NTT Group companies, and is working toward adopting CSR management across the Group.

Participation in NTT Group CSR Conferences

Working to deepen employee CSR awareness by sharing the NTT Group’s best practice CSR-related measures, NTT Communications has been participating in the NTT Group CSR Conference since the first one in fiscal 2013, with the aim of giving consideration to the forms CSR and social responsibility should take in the years to come. NTT Communications received awards at the conference in fiscal 2016 and fiscal 2017.