



## NTT Communications Corporation CSR Report 2020

### Expanded Version

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# Corporate Overview (as of March 31, 2020)

<b>Company Name</b>	NTT Communications Corporation
<b>Headquarters</b>	OTEMACHI PLACE WEST TOWER, 2-3-1 Otemachi, Chiyoda-ku, Tokyo 100-8019, Japan
<b>Date established</b>	July 1, 1999
<b>Paid-in Capital</b>	230.9 billion yen
<b>Operating Revenues* (IFRS)</b>	794.6 billion yen
<b>Operating Income* (IFRS)</b>	96.2 billion yen
<b>Number of employees</b>	5,500 (NTT Communications Group: 11,500)
<b>Business</b>	Domestic and international telecommunications services

### Group Companies in Japan (as of October 1, 2020)

- NTT Com Engineering Corporation
- NTT Com Online Marketing Solutions Corporation
- NTT Com Solutions Corporation
- NTT Com CHEO Corporation
- NTT Com DD Corporation
- NTT Com Marketing Corporation
- NTT Smart Trade Inc.
- NTTPC Communications, Inc.
- NTT World Engineering Marine Corporation
- N. F. Laboratories, Inc.
- NTT BizLink, Inc.
- NTT Resonant Inc.
- X-LISTING Co., Ltd.
- CodeTakt Inc.
- Phone Appli Inc.

\*Actual results for FY2019 (figures for the NTT Com Group that reflect the integration of global operations).

### Editorial Policy

The NTT Communications Group is committed to creating new value for society and addressing social issues. In the NTT Communications Group CSR Report 2020, Toru Maruoka, our newly appointed president and CEO, conveys the Group's future vision in his message. The expanded version seeks to clearly define the scope and direction of Group initiatives for solving social issues by grasping the impact of our business activities on society and the environment along the entire length of our value chain and clarifying how each initiative relates to specific SDG targets. We also provide a comprehensive report on the progress of our CSR Priority Activities and information on our CSR activities together with in-depth data arranged by the Priority Areas of our Fundamental CSR Policy—Contributions to Society, Contributions to the Global Environment, Respect for Employees and Continuous Strengthening of Corporate Governance.

#### ◆ Scope of the Report

This report covers the activities of NTT Communications Corporation and its Group companies, unless otherwise indicated.

As part of integrating the NTT Group's international operations, NTT Communications transferred its overseas operations to the NTT Ltd. Group. This report therefore provides information concerning our activities in Japan.

#### ◆ Period Covered

Fiscal 2019: April 1, 2019 to March 31, 2020  
(also contains information on activities conducted before or after this timeframe)

#### ◆ Issue Date Information

This report: October 2020  
(previous report: October 2019; next report scheduled for October 2021)

#### ◆ Reference Guidelines

GRI Sustainability Reporting Standards 2016/2018  
Ministry of the Environment "Environmental Reporting Guidelines 2018"  
Ministry of the Environment "Environmental Accounting Guidelines 2005"  
ISO 26000: 2010 Guidelines on Social Responsibility



> For more information on our editorial policy, see:

<https://www.ntt.com/en/about-us/csr/profile.html>



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# Providing a Wide Range of Services that Sustain Society

As a DX Enabler™ helping customers accomplish their digital transformation (DX), we endeavor to deliver management solutions and to realize the Smart Society through ICT.

We enhanced our lineup of supportive services and expanded the areas we serve by integrating our global operations in July 2019. Our system and solutions have been upgraded to support our customers' global businesses.

## Global Tier 1 Provider\*1

As a world-leading provider, we want to deliver the world's highest level of infrastructure.

## Global Network Services

**190+** Countries/Regions  
(as of March 31, 2020)

We provide global network services that extend across 190 countries and regions worldwide.

## Global Business Support

**70+** Countries/Regions  
(as of March 31, 2020)

We support our customers' global businesses through bases in over 70 countries and regions.

## Managed Service for Centralized Control of the Entire ICT Environment

## Managed Services

Our managed service enables centralized control over not only the services offered by NTT Communications but also those by other companies and the existing systems, realizing a one-stop service for managing the operation of the entire ICT environment.

## Personal Services

**7,153,000**

OCN Members  
(as of March 31, 2020)

We provide the largest Internet connection service in Japan and promote society's conversion to ICT.

## Global Data Center Service Offering the Highest Levels of Quality

**20+** Countries/Regions **500,000m<sup>2</sup>+** Server Room Space

Our Nexcenter brand provides high-quality data center services across the globe by operating over 300 facilities based on unified standards, with more than 500,000 m<sup>2</sup> of server room space. We seek to unify our service specifications further, in collaboration with Group companies, in order to realize even greater customer convenience. Moreover, we are expanding our data center business, primarily in the United States, Europe, and the Asia-Pacific region including Japan, to respond more flexibly to the scope and speed of service that customers require.

## Recognition for Our Global Network Services

**Leaders**\*2  
Gartner Magic Quadrant for Network Services, Global

Our one-stop global network services exist because of our advanced technological capabilities and wealth of know-how unique to a telecommunications carrier. NTT Communications was ranked among global leaders in the 2020 Magic Quadrant for Network Services, Global, chosen by U.S.-based Gartner Inc.

\*1 Tier 1 Provider: An Internet service provider that controls its own worldwide broadband IP backbone and is capable of ensuring the quality of its network without depending on an upper tier provider.

\*2 : Gartner Magic Quadrant for Network Services, Global, Neil Rickard, Bjarne Munch, Danellie Young, February 20, 2020.

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