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Helping More People around the World Connect Seamlessly with ICT in Their Daily Lives

New information and communications technologies (ICT) arise every day, and the paradigm of economic activities continues to evolve.

As a leader in social and industrial digital transformation (DX), the NTT Communications Group handles its work every day with an emphasis on helping to resolve social issues by providing a highly reliable and high-quality communications infrastructure and delivering cutting-edge technologies to customers and society in general.

In addition, we constantly seek ways to contribute to society through the utilization of ICT. By developing multifaceted activities with these aspects as the pillars of our efforts, we are contributing to a better future while prospering along with various communities.

CSR Priority Activities

- 027 Innovation that supports a networked society
- 030 Ensuring stable and reliable services as mission-critical infrastructure
- 032 Robust network security for customers
- 034 Continuous improvement in customer satisfaction
- 036 Collaboration with suppliers
- 038 Social contribution and fostering of communities



Society

Contributions to Society



Hidemune Sugahara
 Senior Executive Vice President

NTT Communications formulated its business vision Re-connect X with an eye on the future during and after the COVID-19 pandemic. The vision shows a sustainable future in which the Company will safely, securely, and flexibly connect everything, including consumers, businesses, and society, and use the data obtained from that connectivity to address a number of social issues. To realize this vision, we have been focusing on providing creative solutions based on the Smart Data Platform, a next-generation data utilization platform, and reinforcing the resilience of our ICT infrastructure in response to a remote-based decentralized society. A series of our initiatives were tested on the significant occasion of the Tokyo 2020 Olympic and Paralympic Games, and I believe that we were able to fulfill our great responsibility by providing the world's highest level of telecommunications services.

In line with the revision of the Fundamental Sustainability Policy in May 2021, we reviewed our sustainability priority activities based on the new priority area of society. While maintaining the major direction of resolving social issues through ICT, priority activities also emphasize the promotion of DX in society as a whole to realize a Smart World and calls for pursuing innovation that breaks through limitations by realizing the IOWN concept. As a member of the new DOCOMO Group, we will continue to expand our potential to contribute to a sustainable future while developing open innovation in and outside the Company.

*NTT Communications is a Gold Partner of the Tokyo 2020 Olympic and Paralympic Games in the telecommunication services category.

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Fiscal 2020 Activity Results

Actions Implemented in Line with CSR KPIs

We have been pursuing the sustainable development of society by providing stable and highly reliable services while also offering secure environments for communication with robust disaster countermeasures and information security. As a result of these efforts, we were able to attain our targets in the following five out of six areas of the Sustainability Priority Activities: innovation that supports a networked society, ensuring stable and reliable services as mission-critical infrastructure, robust network security for customers, collaboration with suppliers, and social contributions and fostering of communities.

With the increase in teleworking during the COVID-19 pandemic, the volume of Internet communications increased, and we expanded the functions of our OCN service to improve its convenience, such as by promoting IPoE to make communications more comfortable. In addition, to ensure the success of the Tokyo 2020 Olympic and Paralympic Games, we worked to improve our disaster response and information transmission capabilities. Moreover, the Shining Arcs corporate rugby team engaged in various initiatives for addressing social issues, such as by organizing rugby classes at elementary and junior-high schools and participating in classes promoting the Tokyo 2020 Olympic and Paralympic Games in the LEAD TO THE OCEAN to protect marine resources for a better future.

◆ Fiscal 2020 Activity Results and Fiscal 2021 Targets

Initiatives	Medium-term Targets (Form We Want to Take in Five Years)	Fiscal 2020				Boundary		
		Targets	Specific Activities	Quantitative Results	Assessment	Within the Organization	Outside the Organization	Scope

CSR Priority Activities | Innovation that Supports a Networked Society Relevant SDGs ▶ **9** **11**

Provision of new value that contributes to business transformation	Utilize IoT and cloud technologies to develop and seamlessly deploy a range of global services that meet the business needs of corporate customers	Contribute to realizing a Smart World by providing customers with valuable IoT solutions in combination with Smart Data Platform services that serve as an IoT infrastructure. To do so, we will create new IoT applications through value proposals that address customers' operational issues and continuously expand the capabilities of the Things Partner® Program	<ul style="list-style-type: none"> Implemented a combined proposal to promote DX for customers by combining Things Cloud®, an IoT-PF, and Wasabi, a Smart Data Platform Promoted the expansion of the Things Partner® Program by conducting online events as well as discussions on sector-specific areas for applying IoT during the coronavirus pandemic 	<ul style="list-style-type: none"> Expanded participation in the Things Partner® Program to 41 companies (as of March 2021) In FY2020, two companies advanced from "Ready" to "Connected," resulting in a total of 30 Ready companies and 11 Connected companies Disseminated information to partners through two online events and worked to create new value offerings Things Cloud® won the 2020 Japan IoT Service Provider of the Year award at the 2020 Frost & Sullivan Asia Pacific Best Practices Awards Vehicle Manager® won the Screening Committee Award in the IoT category at the 14th ASPIC IoT/AI/Cloud Awards 2020 and received external recognition for our corporate efforts 	★★	●	●	Domestic Group
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*NTT Communications is a Gold Partner of the Tokyo 2020 Olympic and Paralympic Games in the telecommunication services category.

Achievement levels based on self-assessment ★★★: Target achieved ★★: Target almost achieved ★: Target only partially achieved

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Initiatives	Medium-term Targets (Form We Want to Take in Five Years)	Fiscal 2020				Boundary		
		Targets	Specific Activities	Quantitative Results	Assessment	Within the Organization	Outside the Organization	Scope
Realization of safe and secure daily lifestyles; bridging the digital divide	Bridge the digital divide, develop accessibility-enhanced services for individual users and a framework for delivering them	<ul style="list-style-type: none"> Launch new services for improving OCN and continuously implement functional enhancements Continue to implement support measures to respond to changes in network usage due to the COVID-19 pandemic 	<ul style="list-style-type: none"> Free 10 GB of OCN Mobile One data capacity for U25 customers: April 2020 Customer support such as the extended deadline for bill payment in response to the spread of COVID-19 (a collaboration among NTT Group companies): From April 2020 Standardized IPoE connection (v4overv6) function for the OCN fiber-optic service: Since June 2020 3-month free trial of Amazon Music Unlimited and a monthly discount of 100 yen for OCN users (eligible for packet count free): From July 2020 Provided the OCN Mobile ONE voice-enabled SIM with the OCN unlimited call option and 1,000 yen per month campaign for up to 12 months: Since February 2021 Reduced packet loss during congestion and improved QoE by upgrading the mobile traffic control system: Since March 2021 Promoted center DX for customers (Chatbot, Web, IVR, remote work) to improve the sophistication and efficiency of customer support, and promoted BCP to continue customer support even during the suspension of center functions: Year-round 	7 activities	★★★	●	●	Domestic Group

CSR Priority Activities | Ensuring Stable and Reliable Services as Mission-critical Infrastructure

Relevant SDGs ▶ **9** **11**

Initiatives	Medium-term Targets (Form We Want to Take in Five Years)	Fiscal 2020				Boundary		
		Targets	Specific Activities	Quantitative Results	Assessment	Within the Organization	Outside the Organization	Scope
Development of disaster-resilient networks	Preventing the loss of communications during disasters by constantly developing resilient ICT infrastructure (buildings, steel towers, electricity, power lines/ public works)	<ul style="list-style-type: none"> Flood prevention and seismic reinforcement <ul style="list-style-type: none"> Start work on flood prevention: 5 buildings Start work on seismic reinforcement and removal: 1 building Improve the reliability of power receiving equipment and engines <ul style="list-style-type: none"> Decide on new buildings Upgrade power receiving equipment at 6 buildings Upgrade 9 engines Communication routes: allocate materials for relieving route interruptions Transmission equipment: create BCPs to flexibly procure materials and bases for allocating alternative equipment Internal surveillance network: reinforce security (introduce system for detecting abnormal transmissions) Formulate a maintenance grand design: Assess vulnerability level of existing routes and incorporate results in an upgrade policy for nationwide DSM (dedicated service handling module) cables 	<ul style="list-style-type: none"> Flood prevention and seismic reinforcement <ul style="list-style-type: none"> Started work on flood prevention: 5 buildings Started work on seismic reinforcement and removal: 2 buildings Improved the reliability of power receiving equipment and engines → Addressed upgrades for power receiving equipment and engines at a decision making meeting and began construction work Communication routes: In anticipation of the long-term disconnection of NTT Com fiber cables that occurred during the July 2020 torrential rains, we decided in March 2021 to purchase spare materials that could be used for a WDM detour and delivered it in August 2021 Transmission equipment <ul style="list-style-type: none"> In addition to allocating path detour alternative materials, the path materials inventory (3 months) to respond to demand was organized (June 2020) to use them flexibly BCPs for bases (Kanto and Kansai) for allocating alternative equipment for WDM path detour materials and intra-station optical cables were created (June 2020) Internal surveillance network: Completed the installation of the abnormal transmission detection system (NDR) (March 2020) and started operations (April 1, 2021) Formulated a maintenance grand design: Assessed vulnerability nationwide. As a result, determined that more detailed information was necessary and therefore input detailed local data in disaster-hit Kyushu. Decided that since it would be difficult for people to conduct a nationwide assessment, considered building a system for assessing vulnerability. 	<ul style="list-style-type: none"> Flood prevention and seismic reinforcement <ul style="list-style-type: none"> Started work on flood prevention: 5 buildings Started work on seismic reinforcement and removal: 2 buildings Improved the reliability of power receiving equipment and engines <ul style="list-style-type: none"> Power receiving equipment: discussed and approved upgrades for 6 buildings at a decision making meeting Engines: discussed and approved upgrades for 5 engines at a decision making meeting 	★★★ ★	●	Domestic Group	

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		Targets	Specific Activities	Quantitative Results	Assessment	Within the Organization	Outside the Organization	Scope
Measures to address major natural disasters	<ul style="list-style-type: none"> Continuous strengthening of the planned response for hypothetical earthquakes in the Nankai Trough and directly under the Tokyo metropolitan area, and enhancing disaster preparedness exercises by using a blind drill format (not made known to participants) Gathering disaster information for liaising with government and municipal bodies and making reporting processes faster and more operationally entrenched Enhance liaison within the NTT Communications Group 	<ul style="list-style-type: none"> Reconfirm the process of basic actions to be taken for a hypothetical earthquake in the Nankai Trough; confirm the operational process for the new Disaster Response Headquarters Confirm the response procedures in anticipation of a natural disaster during a large-scale national event Upgrade the system to bolster information gathering ability and simplify the disaster response process (including response to infectious diseases such as COVID-19) 	<ul style="list-style-type: none"> Conducted a Groupwide disaster prevention drill to reconfirm the process of basic actions to be taken for a hypothetical earthquake in the Nankai Trough and confirmed a new operational process by the Disaster Response Headquarters in a remote environment during the coronavirus pandemic when teleworking or home standby has become the basic practice (October 2020) Based on the assumption that the Tokyo 2020 Olympic and Paralympic Games would be held during the coronavirus pandemic, we built an information communication system in a remote environment and conducted a Groupwide breakdown exercise to establish and master the flow of coordination between the Olympic Operation Team (in-house) and the Disaster Response Headquarters (in-house) in the event of a large-scale natural disaster (March 2021) Collaborated with the government's verification team for natural disasters, including typhoons No. 15 and No. 19 in 2019; identified, compiled, and implemented improvements based on various standpoints and perspectives (March 2020) <p>http://www.bousai.go.jp/kaigirep/r1typhoon/index.html (in Japanese)</p>	<ul style="list-style-type: none"> Newly organized the concept of where to set up the Disaster Response Headquarters and how to gather employees during the spread of infections; developed a recovery response process in a remote environment. Confirmed the effectiveness of the process through responses to large-scale disasters that occurred during FY2020 and a Groupwide disaster drill. Confirmed improvements in our disaster response capabilities and information transmission speed through a review of actual cases of natural disasters and the strengthening of cooperation between the internal operating team for the Tokyo 2020 Olympic and Paralympic Games and the Disaster Response Headquarters through exercises and drills 	★★★	●		Domestic Group

CSR Priority Activities | ERobust Network Security for Customers

Relevant SDGs ▶ **9** **11**

Network surveillance 24 hours a day, 365 days a year	<ul style="list-style-type: none"> Constantly monitor customer services, including networks, Internet, cloud, email, hosting, and voice-based services Construct a framework to monitor seamless global networks Ongoing reduction in the number of long-term malfunctions 	<ul style="list-style-type: none"> While FY2019 targets were achieved in all services, the following targets have been set for long-term malfunctions exceeding 1 hour to firmly establish the effort: <ul style="list-style-type: none"> - DNW: 1,303 lines/month - CL: 12 incidents/year - A&C: 46 incidents/year - Voice: 16 incidents/year Maintain and enhance the quality of service and operations by taking into consideration remote network monitoring and associated operation systems to prepare for an outbreak of disease such as COVID-19 	<ul style="list-style-type: none"> Managed long-term malfunctions on a monthly basis and took action to analyze their causes and prevent recurrent malfunctions Built remote network monitoring and associated operation systems as planned to prepare for the spread of COVID-19 and achieved maintenance and improvement of the quality of service and operations with a minimum number of personnel 	Number of long-term malfunctions exceeding 1 hour for each service: <ul style="list-style-type: none"> - DNW: 814 lines/month - CL: 12 incidents/year - A&C: 8 incidents/year - Voice: 20 incidents/year 	★★★	●	●	Domestic Group
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		Targets	Specific Activities	Quantitative Results	Assessment	Within the Organization	Outside the Organization	Scope
Strengthening vulnerability response functions	Develop measures for both domestic and overseas Group companies to strengthen their vulnerability response functions	Integrate vulnerability assessment with system audits and apply throughout the Company	<ul style="list-style-type: none"> Conducted information security audits and system audits for NTT Com Group companies Conducted agile audits in collaboration with the Legal Affairs and Internal Auditing (Internal Auditing) 	<ul style="list-style-type: none"> Conducted and followed up on information security audits and system audits within the NTT Communications' organization (Digital Transformation, Application Services, West Japan Sales Division, etc.) and NTT Communications' Group companies (NTTCom Online Marketing Solutions Corporation, NTT Com Solutions Corporation, PHONE APPLI Inc., NTT Smart Trade Inc.) 	★★★	●		Domestic Group
Rapid and reliable responses to security threats	Continuously enhance and strengthen services that contribute to safe and secure corporate and national information systems	Expand security measures for cloud gateways, end points, and IoT/OT to strengthen the ICT environment based on the zero trust model and workstyle reform	<ul style="list-style-type: none"> As for cloud gateways, began offering Cloud Diagnosis Solution (CASB), a service designed to reduce shadow IT, insider fraud, and information leakage by using the cloud. Also started providing Cloud Gateway Security (Email) and Cloud Gateway Security (Proxy) to reduce threats through advanced analysis of email and proxy logs. For endpoints, began offering CrowdStrike, which supports Mac, Linux, and Windows For IoT/OT, started offering OT Security (SilentDefense) and OT Security (Guardian), which provide 24-hour monitoring of mission-critical factory networks by SOC 	<ul style="list-style-type: none"> Number of new services: 6 <ul style="list-style-type: none"> - Services in the cloud gateway field: 3 - Service in the end point field: 1 - Services in the IoT/OT field: 2 	★★★	●	●	Domestic Group

CSR Priority Activities | Continuous Improvement in Customer Satisfaction

Relevant SDGs ▶ **8**

Ongoing CS surveys	Continuous improvements in customer satisfaction level scores	<ul style="list-style-type: none"> Review survey questions and conduct advanced analysis of survey results to clearly identify topics with higher impact on customer satisfaction Particularly during the COVID-19 pandemic in FY2020, raise customer satisfaction by grasping their needs and issues and working on sales activities and service improvements 	<ul style="list-style-type: none"> Added a question asking respondents to compare their level of satisfaction over successive years to measure the effectiveness of actions taken in FY2020 (PDCA) Newly added LoBs and small and medium-sized customers to targeted individuals to understand the needs of a wide range of customers Conducted a new interview survey with CXOs Conducted multiple correlation analyses to clarify items for improvement that have a high impact on customer satisfaction Formulated action plans based on survey results; plans are being implemented at each relevant organization Prepared questions on the trend of customer efforts to promote DX and reviewed the IT environment in the "new normal" era to understand customer needs in a timely manner 	<ul style="list-style-type: none"> LoB respondents: an increase of 177 from FY2020 Small and medium-sized corporate respondents (new): 122 CXO customer interviews (new): 34 Extracted improvement items with a high impact on customer loyalty: Approx. 100 items Prepared a simple white paper summarizing the intentions of DX promotion in the "new normal" era 	★★★	●	●	Domestic Group
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CSR Priority Activities Collaboration with Suppliers Relevant SDGs ▶ 8								
Dissemination of CSR and green procurement	<ul style="list-style-type: none"> Promoting the procurement of environmentally sound products through measures such as having individual suppliers assess products Preventing complicity in anti-social behavior across the supply chain by, for example, addressing the conflict minerals issue 	Continue to conduct the annual supplier survey on promoting CSR procurement	<ul style="list-style-type: none"> Continued to conduct the annual supplier survey on promoting CSR procurement Shared the basic approach for procuring environmentally friendly parts and products and requirements for suppliers Regarding human rights due diligence, we asked the entire value chain to comply with the NTT Guidelines for CSR in Supply Chain and held direct dialogue with key suppliers 	<ul style="list-style-type: none"> 19 companies Conducted individual briefings on: <ul style="list-style-type: none"> Reduction of plastic packaging: 2 companies Paper reduction (electronic contracts): 50 companies 	★★★	●	●	The Company only
CSR Priority Activities Social Contribution and Fostering of Communities Relevant SDGs ▶ 4								
Contributions to communities	Promoting social contribution activities in a variety of fields according to the social contribution principles, such as sustainability, efficiency, due diligence, global perspective, and skills	<ul style="list-style-type: none"> Continue local cleanup activities Continue holding events with sales of breads, snacks, and other items in cooperation with local organizations supporting persons with disabilities *Reconsider schedule of events due to the spread of COVID-19	<ul style="list-style-type: none"> To prevent the spread of COVID-19, cancelled a cleanup activity around the head office, which had been conducted in previous years Held sales events by delivery. Other bases and Group companies also held their own sales events. 	<ul style="list-style-type: none"> Sales events by delivery: Held twice in total in February and March, with gross sales of 124,500 yen. Employees of other locations who were unable to participate in the events in the head office building were able to purchase products. (Three orders were made from outside the Kanto region.) 	★	●	●	Domestic Group
Fostering communities and the next generation	Developing a strategic social contribution framework that leverages the Group's business characteristics to support communities and foster the next generation	<ul style="list-style-type: none"> Continue promoting initiatives for the sound development of children by providing social education opportunities such as workplace visits that offer firsthand experience of cutting-edge AI and IoT technologies Earnestly engage with SDG activities* through sports based on various perspectives to address social issues and continue building a team rooted in the local community by contributing to the region *Reconsider schedule of events due to the spread of COVID-19	<ul style="list-style-type: none"> Participated in the LTO (LEADS TO THE OCEAN Following the Sea Project), co-sponsored by the NPO Umisakura and The Nippon Foundation since 2015. https://www.ntt.com/rugby/news/2020/200807.html (Japanese only) Held the online event "Let's learn about Tonga" with JICA https://www.ntt.com/rugby/news/2020/200522.html (Japanese only) Held a 1TRY x 1TOY event to give the number of tries x toys for nursery school children in Urayasu City in December 2020 https://www.ntt.com/rugby/news/2020/201201_03.html (Japanese only) Cooperated in project activities to support the independence of children in long-term care https://www.ntt.com/rugby/news/2020/210129.html (Japanese only) Started an initiative in support of the #WidenTheCircleOfThanks project advocated by the Ministry of Health, Labor and Welfare https://www.ntt.com/rugby/news/2020/210331.html (Japanese only) Organized classes educating on the Tokyo 2020 Olympic and Paralympic Games (since 2018) Held Family Day and a beach cleanup (every year) 	<ul style="list-style-type: none"> 1st event: 4 times between October 24 and November 21 JICA online event https://www.ntt.com/rugby/news/2020/200611.html (Japanese only) Three gifts for three tries at the three practice games starting on December 5 (one was cancelled due to opponent circumstances) Together with the Urayasu City-based soccer team Briobecca Urayasu, agreed with the philosophy of Being ALIVE Japan, a non-profit organization, and started supporting activities for children in long-term care and to cooperate in public relations. Held the first event online on January 31. Posted on social media with the hashtag #WidenTheCircleOfThanks Suginami Ward Amanuma Elementary School (November 5), Itabashi Ward Dai-hichi Elementary School (November 12), Oshima Town Tsubaki Elementary School (December 21), Oshima Town Dai-ichi Junior High School (December 22) Cancelled Family Day and a beach cleanup to prevent the spread of COVID-19 	★★★	●	●	Domestic Group

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Innovation that Supports a Networked Society

Our Approach

As the pace of ICT and digital technologies quickens, we are also seeing ever wider opportunities that will enable us to contribute to society through innovative ICT products and services.

The use of cloud services has spread to general applications for daily lives and business, and the development of various types of cloud services and the advances being made in data center service networks have become a major thread in the contributions we have made through our businesses over the past few years.

With AI (artificial intelligence) and IoT (Internet of Things) also having rapidly gained attention in recent years, we are actively facing the challenges of developing innovative ICT services to provide secure and convenient everyday lifestyles to people in all walks of society.

We believe SDG 9 “Industry, Innovation and Infrastructure” holds great significance for our stance and activities in these areas. Going forward, we will examine CSR targets based on this while continuously seeking to contribute by bringing to fruition innovative products and services.

Primary Concept

The CSR Committee reviews activities under the Sustainability Priority Activity of innovation that supports a networked society, verifies achievements, and pursues initiatives for further improving activities in conjunction with the department charged with implementing each initiative. The Sustainability Priority Activity is closely connected to our growth strategies.

Under our mission of “Creating communications methods that open up new possibilities for people and our world,” we aspire to generate new social value by providing advanced technologies and services and, at the same time, to connect the world by implementing CSR that leverages our business characteristics and strengths.

Main Achievements in Fiscal 2020 and Goals for the Coming Years

In fiscal 2020, we further expanded the Things Partner® Program, which promotes the spread of IoT, and the number of participating companies consequently increased to 41. We will contribute to realizing a Smart World by creating new areas for applying IoT through this program, which offers one-stop support for everything from consideration of IoT introduction to design, maintenance, and operations. In addition, we enhanced the Smart Data Platform, which provides a one-stop service for data collection, storage, analysis, and return, to include functions anticipating a post-COVID world, such as a system that allows remote access to Flexible InterConnect.

Moreover, with the rapid expansion of remote work during the coronavirus pandemic, we will continue supporting measures in response to changes in network usage, such as adding services to make the use of OCN more comfortable, while also promoting the provision of services that utilize innovative technologies to help address social issues through our business.

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Providing Services that Help Advance the Evolution of an ICT Society

Pursuing Our Mission to Realize a Smart World

The NTT Communications Group intends to facilitate the digital transformation (DX) that will lead customers to create new businesses and bolster their competitiveness and to realize a Smart World in which social issues are resolved through the utilization of ICT. Effective use of digital data is one of the key factors for achieving DX. Through our Smart Data Platform (SDPF)*, which enables customers to make full use of data, we will encourage our customers to promote DX in order to resolve social issues and achieve sustainable growth, which in turn will lead to generating new value through DX.

*Smart Data Platform: A one-stop service that integrates and organizes corporate data dispersed in the cloud or on-premise into a secure environment on a single platform and provides all the functions required for customers' data-based businesses.

 For more information on the Smart Data Platform, see:
<https://www.ntt.com/business/sdpf/>
 (Japanese only)

Promoting Digital Transformation to Create Value through the Use of IoT

NTT Communications is actively promoting value creation and business co-creation through innovation with customers based on the concept of design and use of IoT.

In fiscal 2020, to continue to provide customers with valuable IoT solutions combined with Smart Data Platform services, we made value proposals for their business operation challenges and expand the capabilities of the Things Partner® Program.

The number of participating companies in the Things Partner® Program increased to 41 as of March 2021 through online events and discussions on sector-specific areas for applying IoT during the coronavirus pandemic. Things Cloud® won the 2020 Japan IoT Service Provider of the Year award at the 2020 Frost & Sullivan Asia Pacific Best Practices Awards, and Vehicle Manager® won the Screening Committee Award in the IoT category at the 14th ASPIC IoT/AI/Cloud Awards 2020, and we received other external recognition as well.

In fiscal 2021, we launched a new 5G/IoT Task Force to deepen collaboration with networks such as IoT Connect Mobile® and local 5G. IoT Connect Mobile® Type S released a closed connectivity feature from mobile networks to various clouds such as Things Cloud® via Flexible InterConnect.

In order to accelerate customer businesses, Things Cloud® will also provide streaming functions that can execute real-time, high-performance processing, and its functions will be expanded to realize data-driven DX through IoT.

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Providing Services that Enable Secure Access to Internal Systems

The “new normal” social environment, where remote work has become common, requires an environment that allows secure access from anywhere to internal business systems and SaaS^{*1} scattered across on-premises^{*2} and public clouds^{*3}.

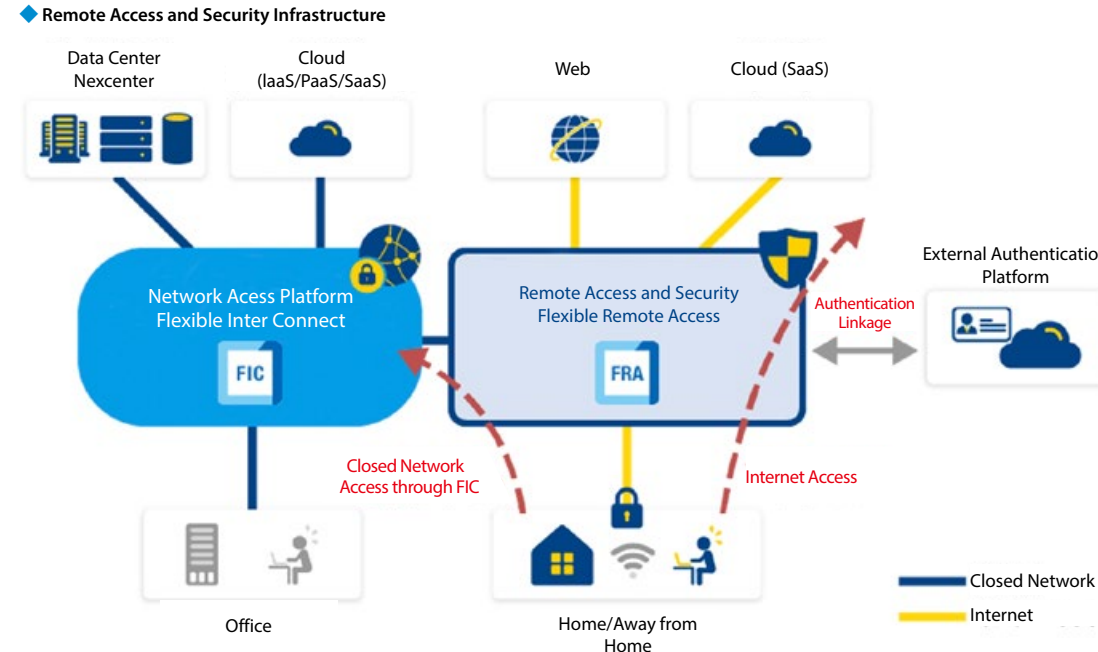
In April 2021, NTT Communications launched Flexible Remote Access, a remote access service that allows employees to connect to these resources from anywhere. The service enables secure access through various security and authentication functions and prevents intrusion into the Company network from external sources.

Going forward, we will add access functions from mobile devices to create an ICT environment that allows customers to access the necessary resources safely and securely from anywhere and according to their needs.

*1 Software as a Service: Software or a software platform that is provided in the cloud and can be used as a service with necessary functions in the required quantities

*2 On-premise: In-house operation of information systems such as servers

*3 Public cloud: An open form of cloud computing environment that is provided to an unspecified number of companies or individuals



Providing the Benefits of ICT to All

As ICT gains importance as social infrastructure, the bridging of the digital divide, which will allow people all over the world to benefit from its use free of any constraints in the areas in which they live, their age and economic standards, is being looked at closely as a challenge confronting the entire human race. While collaborating with Group and partner companies and deploying high-quality communications networks across the globe, we will continue to build systems that provide highly convenient services at reasonable prices and contribute to the elimination of the digital divide.

NTT Communications is promoting universal design* to provide products and services easy to use by all customers, regardless of age, gender, or physical abilities.

In fiscal 2020, the AI chatbot COTOHA Chat & FAQ[®], which uses a unique semantic search engine to read the intent of questions and provide highly accurate answers, was made compatible with the universal design.

*Products and services, including functional enhancements, that can be used by the elderly, children, people with disabilities, and foreign visitors to Japan who experience language barriers.

For more information on COTOHA Chat & FAQ[®], see: <https://www.ntt.com/business/services/application/ai/cotoha-cf.html> (Japanese only)

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Ensuring Stable and Reliable Services as Mission-Critical Infrastructure

Our Approach

In tandem with the evolution of IoT society, economic and social damage caused by telecommunication breakdowns in the event of emergency is becoming incalculably serious. 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 utilizing the network technologies and maintenance systems that underpin advanced ICT societies, we have set the ensuring of stable and reliable services as mission-critical infrastructure as a key initiative for the essential CSR area of contributions to society. We are making constant efforts to improve the communication environment that allows for the confident use of networks even in the event of a disaster or other emergencies. Specifically, we have been expanding the capacity and enhancing the reliability of our communication routes, ensuring redundant and decentralized equipment and facilities, and maintaining year-round, 24-hour monitoring throughout the network while also pursuing initiatives throughout the Group. We will further develop our approach from the added perspective of contributing to continual expansion and improvement in ensuring access to high-quality, sustainable living environments emphasized by SDG 11 "Sustainable Cities and Communities."

Primary Concept

Activities based on the Sustainability Priority Activity of ensuring stable and reliable services as mission-critical infrastructure involve implementing reviews and setting CSR targets on the basis of internal and external circumstances, while the CSR and Environmental Protection Promotion and departments responsible for each activity cooperate with each other.

With natural disasters occurring with increasing frequency in Japan and elsewhere, it has become more important to maintain and strengthen accurate emergency response systems with the aim of steadily implementing countermeasures. From this standpoint, we focus on the Three Disaster Policy Fundamentals to address disasters and are taking steps to thoroughly apply this throughout the Group.

Three 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 disaster-affected telecommunications equipment and services as soon as possible.

 For more information on the Three Disaster Policy Fundamentals, see: <http://www.ntt.com/about-us/cs/saitai.html> (Japanese only)

Main Achievements in Fiscal 2020 and Goals for the Coming Years

All CSR activities based on the Sustainability Priority Activity of ensuring stable and reliable services as mission-critical infrastructure are configured in a variety of ways relating to making information infrastructure more disaster resilient. They include the development of disaster-resilient networks and measures to address major natural disasters.

In fiscal 2020, with the Tokyo 2020 Olympic and Paralympic Games* coming up in the following fiscal year, we repeatedly conducted exercises simulating the occurrence of incidents during the large-scale event to confirm the effectiveness of countermeasures and improvements (KAIZEN) we have implemented so far.

In addition, in preparation for a large-scale event in the midst of the COVID-19 pandemic, we improved the information coordination flow and environment in response to headquarters to support event management in remote environments.

We were able to either achieve or nearly achieve each initial target. In fiscal 2021, we will continue to promote activities set as ongoing targets.

*NTT Communications is a Gold Partner (communications services category) of the Tokyo 2020 Olympic and Paralympic Games.

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Development of Disaster-resilient Networks

Keeping Networks Reliable Following Disasters

NTT Communications works under the three basic guidelines for disaster prevention measures to maintain mission-critical communications and swiftly restore disrupted communication services.

In July 2020, the torrential rain of July 2020 caused extensive damage in Kumamoto Prefecture and other parts of Kyushu, the Chubu region, and other places in Japan. Multiple backbone relay cables between Kumamoto and Kagoshima and between Gifu and Toyama were damaged due to collapsed roads and bridges caused by the torrential rain. In the Kumamoto area, in particular where a prolonged disaster was expected due to flooding of the Kuma River, we built a new relay transmission line that largely bypassed the affected area within ten days of the outset of the disaster.

We work daily 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 Communications, and also regular training exercises that simulate large-scale natural disasters.



For more information on disaster response, see:
<https://www.ntt.com/about-us/cs/saitai.html>
 (Japanese Only)

Providing Services that Underpin Corporate Business Continuity

Offering a range of services to respond to such crises as major earthquakes and pandemics, NTT Communications supports the continuity of its customers' businesses. For example, earthquake early-warning information is provided through a service and includes details about seismic intensity and arrival time before the tremors are felt. As the service enables initial damage prevention and ensures personal safety, it is considered effective for formulating a business continuity plan (BCP), since business restoration can be expected soon after an earthquake. A service that simultaneously reports personal safety confirmations both verifies and gathers information on the safety of employees during times of natural disaster, including outbreaks of news strains of influenza and earthquakes. Available on a routine basis via communications networks, the service is also effective in confirming the safety of school contact networks and elderly persons as well as for simultaneously contacting employees dispatched to client companies.

Moreover, we are expanding services to our overseas bases on the SDPF Cloud/Server service (former Enterprise Cloud service), which consists of highly reliable, disaster-resilient data centers for companies that leverage outstanding technological capabilities as telecommunications carriers, and we connect high-quality, high-volume networks between Japan and overseas bases. Consequently, this optimal service provides BCP measures that ensure the timely backup of data at remote locations.

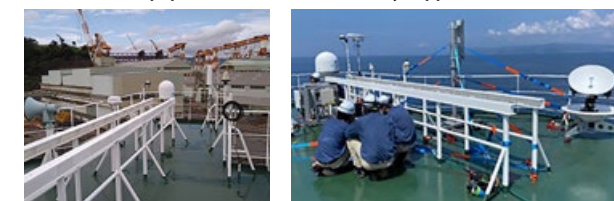
Subsea Cable-laying Ship Kizuna with Cutting-Edge Features

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 Communications 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 Hokkaido Eastern Iburi Earthquake and Typhoon No. 24 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.

◆ Onboard equipment and disaster recovery support on Kizuna



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CSR
Priority
Activities

Robust Network Security for Customers

Our Approach

As the adoption of ICT becomes more widespread and more information on companies and individuals is accumulated on networks, we are responsible as an ICT services provider for ensuring that the information we receive from customers remains confidential and for securely retaining and managing that information. Focusing on SDG 11 “Sustainable Cities and Communities,” the realization of advanced, safe, secure, and sustainable living environments is a management issue closely connected to ICT.

To meet society’s expectations for the development of “Industry, Innovation and Infrastructure,” as stated in SDG 9, we continue to enhance our efforts toward robust network security for our customers. In compliance with the set of security regulations maintained and shared by the entire Group, we are advancing the continuous monitoring and operational systems of the ICT systems and networks entrusted to us by our customers, to make them more robust while enhancing their vulnerability response functions with regard to unknown threats. We regard these issues as Sustainability Priority Activities and are working to further strengthen and promote the system of our initiatives.

Primary Concept

Regarding the Sustainability Priority Activity of robust network security for customers, we are undertaking measures positioned as important initiatives that include network surveillance 24 hours a day, 365 days a year, strengthening our vulnerability response functions, and developing rapid and reliable responses to security threats. Given these, we implement reviews and set CSR targets on the basis of current problems and issues of social concern, while the CSR and Environmental Protection Promotion and departments responsible for each activity cooperate with each other.

These multifaceted activities are all necessary for steadily building on and implementing robust security systems. Positioning our NTT Communications Security Declaration as a Sustainability Priority Activity common to all these initiatives, we will take steps to implement them thoroughly.

◆ NTT Communications Security Declaration

At NTT Communications, we believe that our most important mission is to provide our customers with services which they can use with the assurance that their critical information is being protected and to contribute to improving the security of our customers. We view security as the single most important issue to be addressed in providing services, and we pledge to work together with our customers to provide the best in security for their needs. To achieve this end, we do our utmost to ensure security throughout all aspects of the value chain, from the development of technologies and services to the construction and operation of systems. As ICT professionals, all of us at NTT Communications are committed to improving our capabilities to respond to security issues.

Main Achievements in Fiscal 2020 and Goals for the Coming Years

CSR activities based on the Sustainability Priority Activity of robust network security for customers are intended to protect customer networks against certain threats, including security risks and various disasters, with network surveillance 24 hours a day, 365 days a year, strengthened vulnerability response functions, and the provision of developing rapid and reliable responses to security threats.

In fiscal 2020, the shift to the zero trust*1 era accelerated with the rapid transition to remote work during the COVID pandemic. In response to the shift to cloudification in customer ICT environments.

Specifically, we worked to provide services that meet customer expectations for safety by enhancing security services function in response to the shift to ICT environments in which customers use SaaS*2 cloud service, in addition to Cloud GW Security Mail, which strengthens the security of customer cloud-based email services.

We will continue to strengthen security by promoting advanced and robust information as well as cyber security services in fiscal 2021.

*1 A concept underlying security measures based on the premise that trust is not given to anything (zero)

*2 Software as a Service: Software provided in the cloud

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Around-the-clock Efforts to Protect Customer ICT Systems

Providing Stable Enterprise System, Network Surveillance, and Operating Services

The Management Solutions Center (Sapporo) has constantly monitored and stably operated ICT system networks since June 2008. Not only does it monitor and operate customer ICT systems all year round, but it is also responsible for customer inquiries, malfunction rectifications, and BCP management support.

ICT systems and operation centers as the core of their stable operation have recently become essential to business continuity, so they must be highly reliable as the underlying infrastructure protecting customer ICT systems. Some distance from Tokyo, Sapporo and its surroundings are not ordinarily hit by lightning strikes or large-scale natural disasters such as earthquakes and typhoons. It is therefore unlikely that the center would be severely affected by a wide-area disaster or pandemic, making it suitable to stand in for any of the operation centers in the Tokyo area.

The center adopted an IT Service Management System (ITSMS), which is based on ITIL**, and worked to establish it in order to enhance service quality, increase added value for customers, and boost their satisfaction levels while improving efficiency and productivity. As a result, the center acquired ISO 20000 certification, the international standard for ITSMS, in December 2009.

Customer systems are undergoing major changes in terms of the technology and content of operations as they have been configured using cloud and other services. The center will keep pace with these changes and continue providing

high-quality, effective continuous operation services at a low cost to further increase customer satisfaction.

*U.K.-formulated systematic guidelines compiled in multiple volumes covering the operation and management of computer systems. ITIL® (IT Infrastructure Library) is a registered trademark of the Office of Government Commerce (OGC) of the UK.

Rapid and Reliable Responses to Security Threats

Monitoring Enterprise Network Security

While digital transformation presents business opportunities for companies, it also signifies the start of an era of zero trust in an ICT environment where business expansion leads to assimilation into the Internet, thereby increasing cyber risks. Under these circumstances, safeguarding business continuity in the face of both foreseeable and unforeseeable risks, as well as risks associated with external attacks or internal foul play, has become a major management concern. We have been addressing cyber threats 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 ten years. Over the course of these periods, experts from all fields of security have protected customer ICT environments from increasingly sophisticated cyber-attacks.

In fiscal 2020, the shift to the zero-trust era was accelerated mainly by the rapid transition to remote work due to the COVID pandemic. In response to the shift to cloudification in customer ICT environments, we provided Cloud GW Security Mail, which strengthens the security of cloud-based email services, and expanded the functions of the Cloud Diagnostics

Solution (CASB) and Cloud GW Security to enhance security in response to the increased use of SaaS due to cloudification and teleworking. We will continue to contribute to our customers' DX by providing solutions that enable them to safely use data and create new value.

Countering Malware, a Growing Social Problem

In February 2016, NTT Communications became the first internet service provider (ISP) in Japan to provide free of charge the Malware Unauthorized Communication Blocking Service, which blocks communications to unauthorized access destinations (C&C servers*). Since then, the list of unauthorized access destinations has been constantly updated to provide a safe and secure network.

*Servers managed by a malicious third party that issues remote commands to infected terminals

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CSR Priority Activities

Continuous Improvement in Customer Satisfaction

Our Approach

Our business encompasses a wide range of areas, from IT infrastructure such as communications networks and data center services to cloud computing including various application services, as well as solutions to help customers overcome challenges.

We are also working to provide new added value to communities and industries through the collection, storage, analysis, and utilization of data.

Listening carefully to the opinions of our diverse customers and developing and strengthening systems to flexibly apply their opinions is a key responsibility that directly leads to ongoing improvement of customer satisfaction. It also guides us in our efforts to create a sustainable society by making innovation happen through co-creation with our customers.

We believe that these efforts will contribute to an increase of the high added value and improved productivity in the global economy, as well as sustainable economic growth, in alignment with SDG 8 “Decent Work and Economic Growth.” Therefore, we will continue to strengthen and revamp the mechanisms in place that permit us to reflect those opinions, of a wide range of stakeholders, on our businesses.

Primary Concept

Our goal is to enhance service quality and raise customer satisfaction by accurately addressing customer needs, requests, and expectations while continuously assessing and improving all our operations.

Accordingly, the Corporate Planning and the sales, service, and operation organizations together conduct Companywide customer satisfaction surveys on a regular basis. By analyzing survey results, understanding customer needs and areas for improvement in our services, as well as thoroughly implementing measures to address issues, we are continuously improving customer satisfaction every day to provide services that satisfy our customers and to remain a trusted partner.

Main Achievements in Fiscal 2020 and Goals for the Coming Years

We are engaged in multifaceted activities with a primary focus on continuous customer satisfaction surveys. In fiscal 2020, we revised the methodology of our Voice of Customer (VOC) survey. In the relational survey, which focuses on customer needs, requests, and expectations, we increased the number of CXO^{*1} and LoB^{*2} department personnel to be surveyed so as to gain a better understanding of customer business strategies and issues.

In response to survey results, we identified priority issues from the customer perspective and reviewed the process for quickly improving these issues.

In fiscal 2021, we will conduct a survey to understand customer needs and issues in the “new normal” era and figure out what customers, who are addressing social issues such as decarbonization and the circular economy, want from ICT providers in order to improve our sales activities and service development.

*1 Chief × Officer, a generic term for a person responsible for corporate operations and functions

*2 Line of Business, a generic term for line departments directly linked to corporate performance

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Ongoing Customer Satisfaction Surveys

Efforts to Incorporate Feedback from Corporate Customers

In order to remain the service provider of choice for customers around the world, daily contact with customers cannot be limited to sales personnel. All employees consider customer interaction as a top priority and make every effort to increase customer satisfaction through innovative services and daily improvement efforts. One such initiative is the annual VOC survey on customer satisfaction. We take the comments seriously and are working diligently to make improvements.

In fiscal 2020, we conducted the VOC survey to understand the trends and issues in DX initiatives during the “new normal” era, in addition to the level of overall satisfaction with NTT Communications as well as its service and sales activities. We also significantly increased the number of CXOs by several dozen and LoB department staff by several hundred as survey targets. Our in-depth interviews, in particular with CXOs, enabled us to accurately grasp customer business strategies and trends.

Looking ahead, we will continue to pay close attention to what our customers have to say as we strive to make permanent improvements to ensure their satisfaction.

Efforts to Incorporate Feedback from Individual Customers

Operation of the Customers’ Front for Individual Customers

Under the OCN provider service, the Customers’ Front, as a point of contact, receives questions and requests from individual OCN members on matters related to undertaking various kinds of support work.

We place priority on establishing a meticulous customer support system so that customers can securely and comfortably use the ISP service. Consequently, contact center staff including those who telecommute have been assigned to respond to inquiries on a daily basis. In addition, we are focusing on operator training and continuing our efforts to realize high-quality support, for example by mandating both Web-based and practical training.

Improvements Based on OCN Customer Feedback

We have set up the dedicated OCN Customer Feedback website and are working to improve our OCN service to further raise the quality of the service.

The website receives numerous comments and requests from customers about the OCN service, and we incorporate them to constantly improve and enhance the quality of the service.

The website will continue to help enrich and improve our service so that we can propose a comfortable Internet experience to customers as well as to enhance the OCN service based on customer feedback.



To post on OCN Customer Feedback, see:
<https://support.ntt.com/common/inquiry/detail/pid22000004xs>
 (Japanese Only)

In fiscal 2020, we improved and delivered the following services based on comments received through OCN Customer Feedback.



I want to pay less for OCN Mobile One.

Improvement example

We reviewed the price while maintaining the quality of the service to make it more affordable.
<https://www.ntt.com/personal/services/mobile/one.html>
 (Japanese Only)



I want to play games, telework, and watch videos more comfortably.

Improvement example

We launched the IPoE Advance, which has less lag and is resistant to delays, as an optional service that can be added on to OCN Hikari.
<https://www.ntt.com/personal/services/internet/hikari/ipoadvance.html>
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CSR Priority Activities

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Our Approach

In recent years, there have been calls for companies to implement CSR activities along their entire supply chains. Naturally this has necessitated not only Groupwide CSR activities but also the building of honest, sustainable relationships with suppliers. These initiatives are indispensable for realizing fair trade practices and decent labor practices globally, which are in line with the basic premise of achieving SDG 8: Decent Work and Economic Growth.

As a responsible international ICT company, we established the Guidelines for CSR in Supply Chain and focus on developing mutual understanding and relationships of trust with our suppliers. At the same time, we are developing a procurement system based on the concept of CSR procurement, which extends beyond environmental issues, with thorough consideration of humanitarian and social issues as well.

 For more information on Guidelines for CSR in Supply Chain, see: <https://www.ntt.com/en/about-us/procurement/csr.html>

Primary Concept

Maintaining a focus on value creation through business, we need to procure high-quality services and products in an economical and timely manner. We have therefore defined our procurement policies and apply our Guidelines for CSR in Supply Chain when engaging in procurement activities from the perspective of the broad global marketplace to bolster our Group management competitiveness. Groupwide CSR procurement is conducted through collaboration with each organization under the supervision of the Procurement & Billing.

◆ Summary of Guidelines for CSR in Supply Chain

Procurement Policies

1. NTT Communications will strive to provide competitive opportunities with fairness to both domestic and foreign suppliers, and to build mutual trust and understanding.
2. NTT Communications will conduct economically rational procurement of competitive goods and services that meet its business needs, deciding suppliers based on quality, price, delivery times and stable supply in a comprehensive manner.
3. NTT Communications will conduct procurement in a manner that follows laws and regulations as well as social norms, and takes the environment, human rights and other issues into account to contribute to society.

- | | |
|------------------------------|--|
| Human Rights, Labor | •Prohibition of forced labor and child labor
•Respect for the right to organize and conduct collective bargaining |
| Health and Safety | •Workplace safety measures
•Measures targeting occupational injury and illnesses |
| Environment | •Management of hazardous chemicals
•Effective use of resources and energy |
| Fair Trade and Ethics | •Prevention of corruption and bribery
•Respect for intellectual property rights |
| Quality and Safety | •Ensuring product safety
•Creation of a quality management system |
| Information Security | •Prohibition of leaks of personal information
•Information system protection measures |
| Business Continuity | •Business continuity management system
•Preparedness for the risk of supply disruptions |

Main Achievements in Fiscal 2020 and Goals for the Coming Years

In order to realize the CSR procurement concept, we will thoroughly promote the procurement of products with minimal impact on the environment by conducting product assessments with the cooperation of suppliers. Also, we will encourage the worldwide adoption of supply chains that do not engage in the trade of conflict minerals or in any way intensify social and humanitarian problems. Under this concept, we have continued to have suppliers complete CSR procurement promotion surveys, which began in fiscal 2016, and we also strive to identify the related risks. Moreover, we are focused on more clearly stating our accountability to companies with consideration for NTT Communications as a supplier.

And we have been providing supplier information to EcoVadis*, an international sustainability rating organization. In fiscal 2021, we will continue to build on the supplier surveys while simultaneously taking steps to promote the exchange of opinions with suppliers and increase information disclosure.

*An organization that evaluates supply chain sustainability. Providing platforms for evaluating the sustainability of companies related to policy, measures, and achievements, EcoVadis conducts surveys and evaluations of suppliers in 110 countries and 150 industries from the perspective of four areas: the environment, labor conditions, business activities, and the supply chain.

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CSR and Green Procurement

Promoting CSR Procurement

We have formulated the Guidelines for CSR in Supply Chain, which encourage procurement policies for respecting human rights and protecting the environment, ensure the quality and safety of products and services, and recognize the overall needs of society. When selecting and entering into agreements with new business partners, we seek compliance with our CSR policy in addition to credit screening criteria, which include confirming corporate initiatives on human rights and labor issues. We also incorporated a clause requiring compliance with the Guidelines for CSR in Supply Chain into each order form, which suppliers are obligated to use. When we determine that a company has failed to meet our criteria and thus represents a risk, we do not trade with them.

To promote CSR procurement, we conduct a survey that targets suppliers designated by Nippon Telegraph and Telephone Corporation (NTT), our parent company, from among 135 major suppliers to the NTT Group with the intention of confirming the management status of the Guidelines for CSR in Supply Chain. After the compiled results are analyzed, we consider means of improvement for dealing with high risk concerns. In fiscal 2020, we received responses from all 19 companies. As a result, we found no high-risk issues. Looking ahead, we will continue to work with our suppliers to promote CSR procurement.

 For more information on the Guidelines for CSR in Supply Chain, see: <https://www.ntt.com/en/about-us/procurement.html>

 For more information on green procurement, see: Contributions to the Global Environment. **P.049**


Developing Procurement Professionals

In maintaining sound Group management, we uphold our CSR procurement policy, which thoroughly establishes and enhances our CSR through efforts that also involve suppliers. We encourage our employees to obtain the Certified Procurement Professional (CPP) qualification, designated by the All Japan Federation of Management Organizations, so they can have specialized knowledge in purchasing and procurement. As of March 31, 2021, a total of 109 employees have been certified (Grade A: 40, Grade B: 69), including transferred employees and excluding those certified while working in other organizations. Looking ahead, we will continue nurturing human resources in each area to practice sustainable and responsible procurement.

UK Modern Slavery Act Statement

The NTT Communications Group has released a statement on slave labor and human trafficking in accordance with the UK Modern Slavery Act 2015. We report on initiatives for preventing slave labor and human trafficking that are being implemented by the Company and throughout its supply chain. As an enterprise with a base in the U.K., we strive to procure high-quality services and products and prevent slave labor and human trafficking as we develop honest and sustainable relationships with a broad range of suppliers in and outside of Japan. Looking ahead, we will focus on further strengthening our system of cooperation with our suppliers, implement human rights impact assessments, and determine the risks and current status regarding human rights violations.

 For more information on the NTT Communications Modern Slavery Statement, see: <https://www.ntt.com/en/about-us/csr/modernslavery>

 For more on human rights efforts in the value chain, see Continuous Strengthening of Corporate Governance. **P.097**

Response to Conflict Minerals

The NTT Communications Group will conduct procurement activities in accordance with the NTT Group's Response to Conflict Minerals. The response to conflict minerals by major suppliers is confirmed in the questionnaire survey to check the operational status of the Guidelines for CSR in Supply Chain.

Disclosure of Supply Chain through EcoVadis

Rising public expectations for CSR activities that also encompass the supply chain have increased the importance of companies knowing the status of their suppliers' CSR activities and disclosing that information to clients. Since fiscal 2016, we have registered supply chain information with EcoVadis. We have also been proactively disclosing information to our clients and to companies considering doing business with us. We received a Silver rating in 2021 as a result. Our stance on the environment in particular was highly evaluated for setting quantitative targets for multiple related issues. We will continue to work to improve our CSR performance in the areas of the environment, fair labor and human rights, ethics, and sustainable procurement.

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Our Approach

NTT Communications has been implementing social contribution activities across a number of fields, encompassing international cooperation, environmental conservation, health, medical and welfare, and regional development toward realizing a prosperous society. In areas affected by the Great East Japan Earthquake, we are continuing our support to reconnect the bonds in those regions and do all we can to assist in rebuilding lives.

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. We will broaden the scope of our social contribution activities with an emphasis on developing such various communities.

◆ 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	We utilize services developed for information distribution markets as well as employee abilities gained in those markets for the benefit of society.

Serving Local Communities

The NTT Communications 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 2020, 990 employees participated in 56 social contribution activities, some of which were cancelled or reduced due to the spread of COVID-19.

On the other hand, we implemented new initiatives such as One School, which allows teachers and staff to use the videos of classes and printed materials provided by local governments and schools nationwide on the cloud-based education platform Manabi (Learning) Pocket so that children and students can learn from home free of charge. As a result, our total expenditure on social contribution activities was 1,146,145,500 yen.

◆ Social Contribution Activities in Fiscal 2020

	Number of Projects	Number of Participants	Activity Expenditure (Yen)
Preservation of the Natural Environment	17	577	2,191,600
Social Welfare	24	249	1,593,800
Promotion of Education and Culture	11	142	1,141,356,800
Regional Development and Exchange	4	22	1,003,300
Total	56	990	1,146,145,500

Cleanup Activities

NTT Communications has participated in cleanup campaigns in Tokyo's Chiyoda Ward since 2008. Although the campaigns were cancelled in fiscal 2020 to prevent the spread of COVID-19, we will continue our cleanup activities.

Moreover, players from the Shining Arcs corporate rugby team have been leading cleanup activities mainly in Urayasu City, Chiba Prefecture, where they are headquartered. Since fiscal 2020, the team has been involved in a variety of activities by joining in the Leads to the Ocean project, a joint initiative between the NPO Umisakura and Nippon Foundation for addressing environmental issues related to the ocean.

In fiscal 2020, we conducted four activities with the people of Urayasu City. We will continue to work with them to expand these activities.

Providing Nationwide Opportunities to Work from Home

NTT Com CHEO engages in businesses centered on technical support, including that for users of the OCN ISP service; contact centers offering support via telephone, email, chat, and PC remote control; on-site support for setting up ICT devices such as PCs and routers and providing operating instructions; and the operational management of corporate ICT equipment. These businesses actively provide opportunities for people in different regions of Japan to work from home.

Our contact centers and on-site support visits across Japan are staffed by those working from home, from Hokkaido in the north to Okinawa in the south. As part of this drive, we are also pursuing initiatives for developing women's careers, revitalizing regional communities, and offering new

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employment opportunities. Since we had already built and operated a platform that enables home-based staff across the country to work and operate remotely during normal times, we were able to continue our business while maintaining operational efficiency and service quality even during the COVID-19 pandemic.

In addition, we have been participating in Japan's Telework Days campaign since 2017. This initiative implements and promotes telework as part of the workstyle reforms being pursued through a collaborative effort by the national government, Tokyo Metropolitan Government, and relevant organizations. In fiscal 2021, we also worked as a supporting organization to provide telework know-how and solutions.

Over the years, we have received numerous awards in and outside of Japan that recognize our contributions to developing women's careers, rebuilding local communities, and supporting employment. These include the Gold Award in the Best Home/Remote Agent Program category of the Contact Center World Awards 2019.

Social Contribution Activities at Group Companies

For some time, we have been encouraging Group companies to develop their own social contribution activities, and each company has been actively doing so as a result. These include environmental conservation activities, such as natural woodland preservation, and donations of emergency food supplies. As a corporate citizen, we will continue to promote low-profile yet meaningful activities that help communities. In addition to these efforts, including those overseas, we are

working with local education bureaus and NPOs to provide learning opportunities through the power of ICT to children in the Philippines who have been unable to attend school for various reasons. In fiscal 2020, when schools were closed due to COVID-19, we worked to provide and reuse 296 terminals no longer in use within the Company to provide the necessary terminals for online classes. In line with SDG 4, "Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all," we will continue our efforts to deploy ICT for local students to maintain access to learning and create opportunities to participate in classes.

◆ Major Social Contribution Activities at Group Companies in Fiscal 2020

Company Name	Activity
NTT Com Solutions	While the activity for preserving the Shiroi natural woodlands in the Hiratsuka Area of Shiroi City, Chiba Prefecture was cancelled due to the COVID-19 pandemic, its preparation cost was covered.
NTT Com Engineering	Collection of used books (donation to the international NGO Room to Read for the amount of books sold by the Company and its employees)
NTT Com Solutions	Support through donation of emergency stockpiles as relief supplies to food banks for those facing hunger overseas
NTT Com Marketing	
NTT BizLink, Inc.	Live streaming for parents, other relatives, and current students who had not been able to attend their graduation ceremonies due to the COVID pandemic
NTT Communications Group	Actions for clearing obstacles to learning
	Participation in the activities of the paddy future support team to plant rice
	A project to support the independence of children who need long-term care, through sports to help them fully experience years as children

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Activities of the Corporate Rugby Team

Youth Development

NTT Communication's rugby team, the Shining Arcs, is actively promoting the sound development of youth and engaging with local communities through sports. The team relocated its headquarters to Urayasu City, Chiba Prefecture in April 2018 and has been organizing rugby classes in elementary schools and engaging in other community-oriented initiatives aimed at boosting the health of city residents under a mutual cooperation and support agreement.

As part of these initiatives, we formulated the ShiningArcs Youth Development Plan to envision the future, develop the youths, and provide a new way of engaging in sports. This plan targets elementary and junior high school students and addresses such issues as visualization of performance using ICT, provision of programs to develop not only athletic expertise but also diverse abilities, support for the performance of female athletes, and provision and maintenance of a playing environment for junior high school students, which has been a concern in the rugby world. Since there are few rugby competitions with rankings for elementary school students, we host the Shining Arcs Cup to boost the level of competitiveness.

Going forward, we will continue our contribution to educate the public on rugby as a sport with cultural value as well as the sound development of the next generation of youth.

◆ Fifth Shining Arcs Cup (2019)



Participation in the LEAD TO THE OCEAN

NTT Communications has supported LTO (LEADS TO THE OCEAN), a project co-hosted by the NPO Umisakura and Nippon Foundation since 2015, as a first initiative in the Japanese rugby world and is participating with the hope of helping to improve the marine environment through the power of sports.

Urayasu City, home to the NTT Communications rugby team, Shining Arcs, has enjoyed, since ancient times, abundant marine resources such as seaweed and clams and has evolved through its history with the sea. To protect these blessed marine resources and pass them on to the future with the rugby spirit of "One For ALL, ALL for One," our rugby team will continue to work together with the community to reduce trash from the city and rivers and protect the precious ocean for the future.

In fiscal 2021, we continued to conduct the deleteC and 1TRY x 1TOY activities that provide preschool children with a toy for each try. We also worked on new sustainability activities, such as a local co-creation project using the alter-go robot OriHime and support for children with disabilities.

