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Human Resources

Undertaking Business with Respect to Employees While Enabling Them to Succeed

The source of competitiveness of NTT Communications is the power of its people. Employees drive the operations of the Company as partners who grow with it as they pursue their own happiness and personal development.

Management that draws strength from diversity has recently been gaining attention around the world. In this context, the NTT Communications Group aspires to grow with its employees by implementing advanced initiatives for human resource development to ensure their well-being.

By emphasizing actions for turning diversity into a competitive edge, we have taken on the challenges of multifaceted programs that promote human resource development and workstyle reform as well as the expansion of diverse forms of employment. We want to develop a sustainable society by actively applying the knowledge and skills accumulated in the course of our efforts as our contribution to society.

Targeted
SDGs



Priority
Activities

▶ 071 Development of Human Resources

▶ 078 Promotion of Diversity and Inclusion

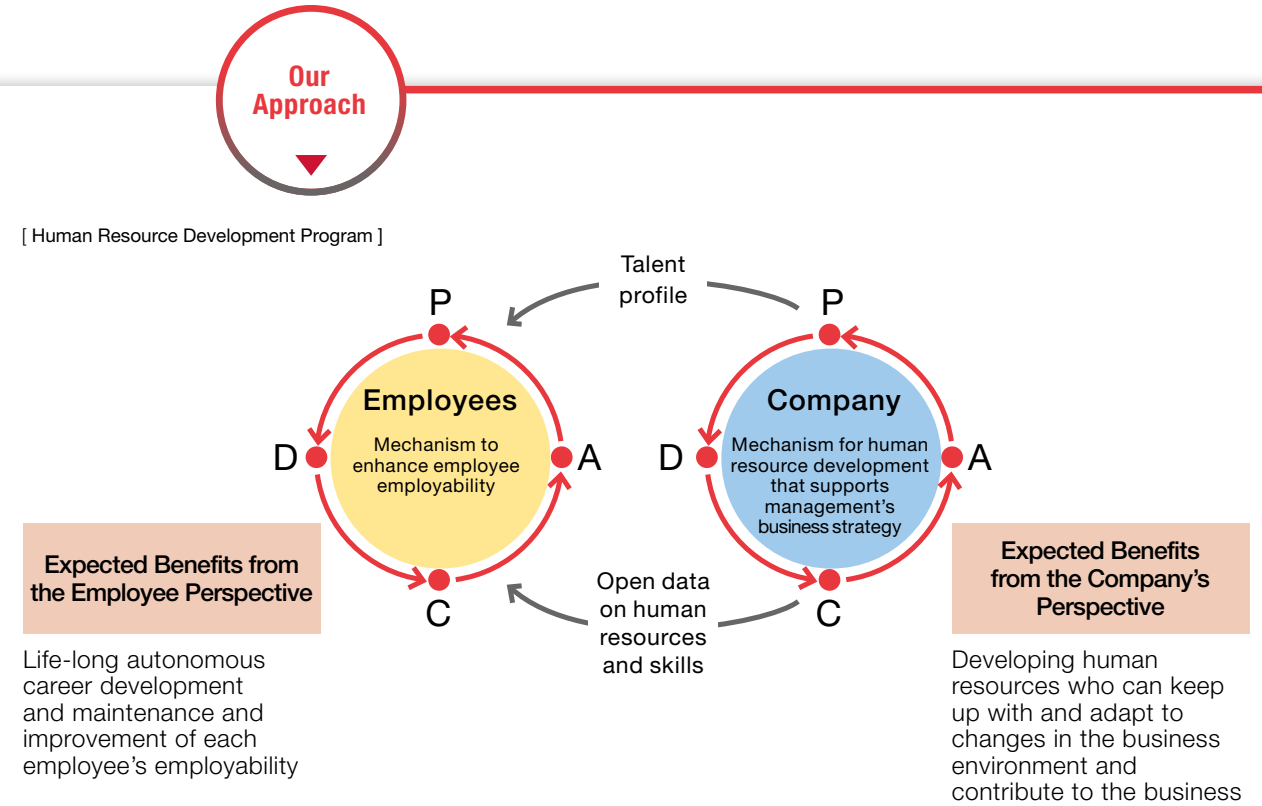
▶ 089 Respect for Human Rights

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Priority Activities Development of Human Resources

Our basic policy is to promote human resource development from the perspective of achieving growth for both employees and the business, thereby creating a virtuous cycle of mutual growth. We are particularly preparing for intensified competition following the acceleration of digital transformation (DX), by promoting measures that emphasize the development of personnel capable of driving DX, such as the ODYSSEY open platform for training new employees. We will seek to strengthen sustainable, mutually beneficial relationships with employees by establishing an autonomous learning environment that encourages proactive self-investment by them.

[Human Resource Development Program]



Three Concepts	
1. Talent	By visualizing the skills of employees and the image of human resources needed in each business field through common indicators (talent profiles and skills), employees can set clear goals for improving their skills, and the Company can efficiently take action with limited resources.
2. Open	By disclosing the skills and past experiences of other individuals, employees can learn from and be inspired by, and also gain opportunities for growth through, collaboration and community building.
3. Active	By using common indicators for assigning work, offering jobs, and recruiting internally, employees are encouraged to grow on their own through self-reflection while gaining opportunities to take on challenges and achieve growth based on their results.

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As we believe that the Group's sustainable growth depends on providing workplaces that increase every employee's motivation, we support self-driven career development over the lifetime of each of them and for maintaining and improving employability.

Our employee development program, ODYSSEY, sets a Talent Profile that defines who would be able to execute our business strategies in a changing business environment. Employees are supported in their efforts to meet the criteria for the designated levels of skills. We have also enhanced our initiatives for employees seeking to raise their level of expertise under the Career Development Plan (CDP). A skill check is implemented as needed to select the right training from a broad range of options. As we restructure our business strategies and business models to respond to changes in the internal and external environment, we have positioned areas with particularly large human resource gaps as opportunities for enhancement and formulated a plan to strategically fill human resource gaps through training (skill shifting), from a medium- to long-term perspective. Under this plan for developing human resources that require enhancement across the Group, we also expanded measures for developing human resources in specialized areas within Center of Excellence (CoE) organizations.

[Talent Profiles of Ideal Employees]

Talent Profiles		
Sales consulting	01	Consulting sales specialists
	02	Inside sales specialists
	03	Sales enablers
	04	CIO advisors
	05	Customer managers
	06	Solution consultants
Business development and marketing	07	Marketing researchers
	08	Business producers
	09	Business planners
	10	Product managers
Design	11	Business designers
	12	UX designers
	13	UI designers
	14	Design researchers
Engineering and project management	15	Solution architects
	16	IT architects
	21	Delivery managers
	22	Project managers
	23	Service managers
	24	Front-end engineers
	25	Server-side engineers
	26	IT infrastructure engineers
	27	IoT engineers
	28	Network infrastructure engineers
	29	Facility engineers

Talent Profiles		
Engineering and project management	47	Construction management engineers
	48	AI researchers
	49	Visual communication engineers
	50	BBX and DX project managers
Data application	17	Business translators
	18	Data engineers
	19	Data analysts
Security	20	Data scientists
	30	Security managers
	31	Security operators
Service operations	32	Security engineers
	33	Quality managers
	34	Operation managers
Staff	35	Field service engineers
	36	Data center operators
	37	Billing managers
	38	Intellectual property specialists
	46	Risk and crisis managers
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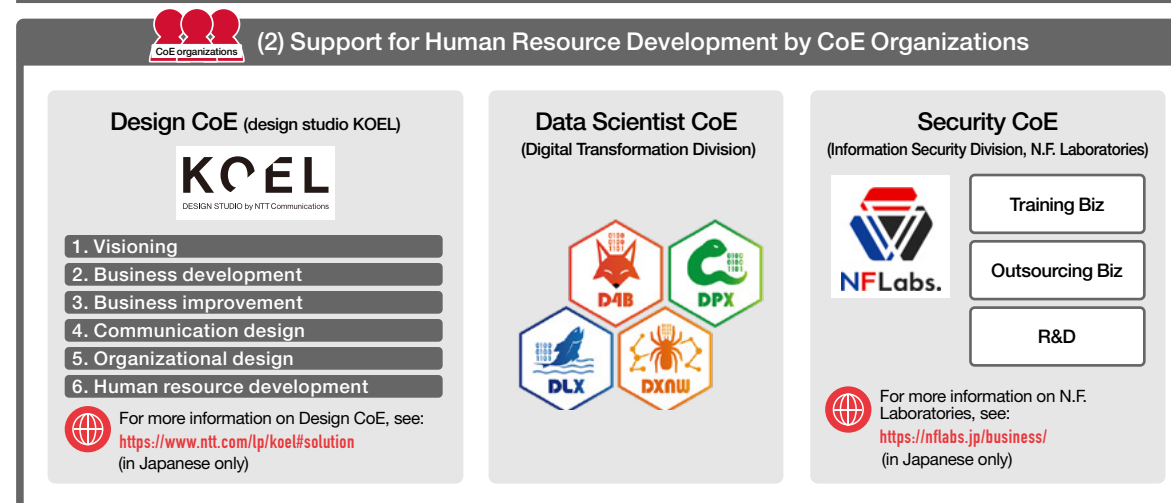
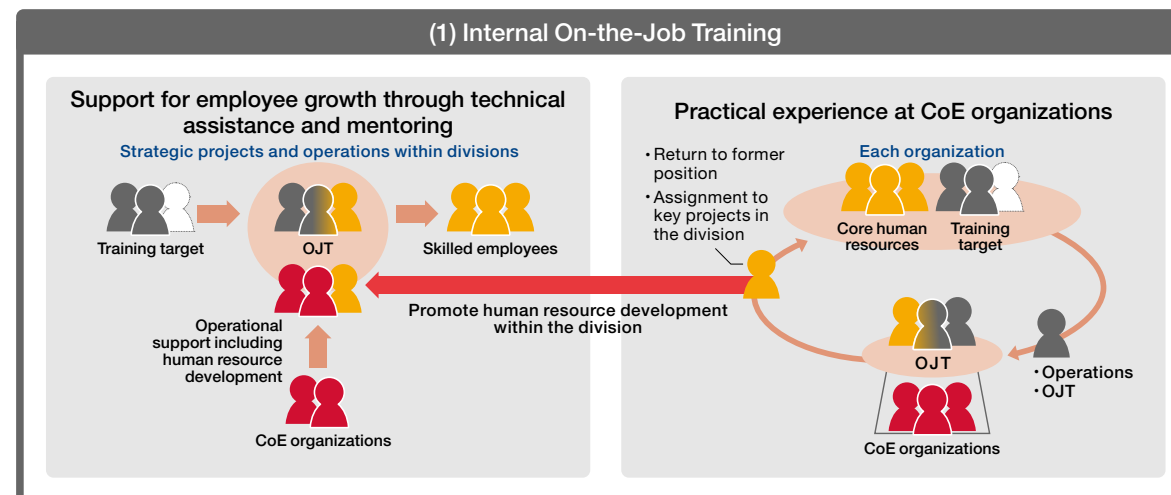


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Human Resources Development of Human Resources

▶ Main Achievements in Fiscal 2021 and Goals for the Coming Years

[Main Measures for Human Resource Development in Groupwide Enhancement Areas]



(3) Support for Human Resource Development by Technical Advisors



Target categories for human resource enhancement

Incubation and design

Consulting

Engineering (agile/software)

Data application

Security

Systems for Human Resource Development and Evaluation

Education and Training Systems

We provide a range of training programs designed to support employee skill development and encourage appropriate career path choices.

The new training program covers not only NTT Communications Group strategies and systems but also business conduct and attitudes. This helps to deepen employee understanding of the value and importance of always seeing and acting from the customer's perspective. To form the foundation for improving the basic skills of our employees and for autonomy in their careers, we also have learning management systems and provide practical training through experience-based learning cycles that improve self-management.

All employees gain hands-on experience in accordance with the career development plans they formulated and choose suitable training courses in consultation with their supervisors. With the ODYSSEY program, we are creating a system that will enable employees to become aware of and improve their employability by applying a plan-do-check-act cycle in their daily work, starting with CDP, as well as by disclosing their skills and collaborating with each other through mutual learning.

To reinforce our software development capabilities and firmly establish modern product development methods, we invited three external technical advisors to speak in the autumn of 2019. We have been

developing our skills through wide-ranging support, from regular study groups to technical assistance for individual projects and support for organizational reform. Each advisor offers superior technical guidance and advice backed by ample knowledge and experience, providing valuable, useful input for employees.

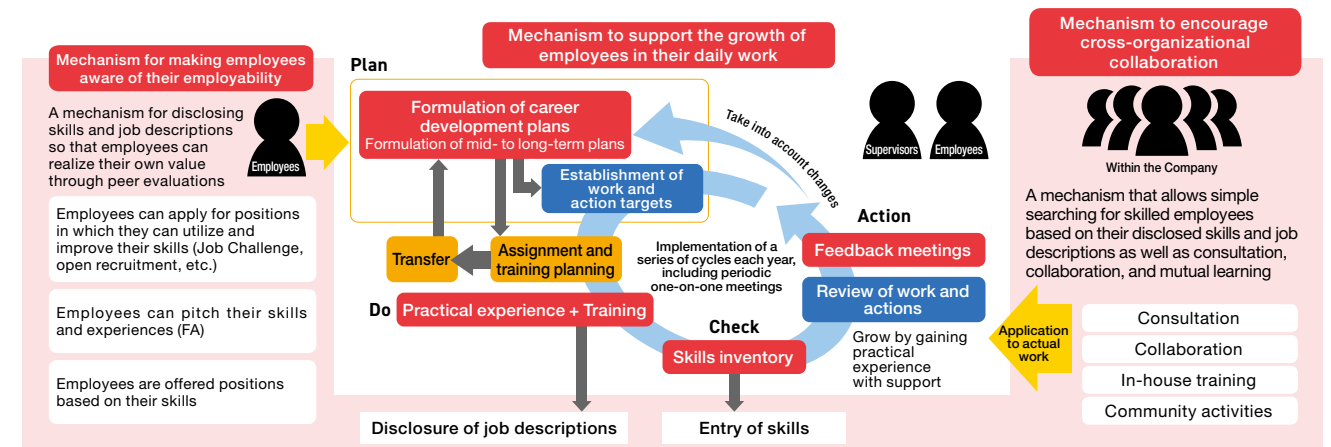
In fiscal 2021, the average training cost was 202,000 yen for an average of 22 hours per employee. Due in part to the expansion of online training options, investment in human resource development has increased by approximately 2.3 times over the previous fiscal year, which was affected by the COVID-19 pandemic, and by about 1.5 times over fiscal 2019, prior to the pandemic. Employee-driven training, however, has been stagnant, accounting for only about 10% of the total, compared to planned training led by organizations and other Company initiatives. In our current era of VUCA (volatility, uncertainty, complexity,

and ambiguity), the required technical and professional skills are becoming increasingly diverse, deeper, and shorter-lived amidst intense environmental change. To address these developments and cope with the disruptive change associated with remote workstyles, we believe it is necessary to emphasize more autonomous employee-driven learning and career development than Company-led training and personnel transfers. We plan to further strengthen schemes to support autonomous learning and measures that contribute to open learning among employees.

For more information on external technical advisors, see https://www.ntt.com/shines/posts/b-t_20200625.html (in Japanese only)

For more information on new measures for supporting autonomous learning, see: https://www.ntt.com/shines/posts/p-c_20221107.html (in Japanese only)

[Human Resource and Career Development]



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Global Human Resource Development Program

NTT Communications has implemented an overseas secondment program to develop globally competitive human resources. The program's scope was expanded in fiscal 2011 to include younger employees. Under the program, employees are sent overseas for one year to undergo on-the-job training and acquire global communications skills through firsthand experience. Although we temporarily suspended the program in fiscal 2020 due to the pandemic, we resumed accepting applications in fiscal 2021 and dispatched 22 employees overseas. In fiscal 2022, we have begun the process to send 24 new participants.

Internal Job Posting System

We have implemented an internal job posting system to expand the possibility of transfers from the employee's standpoint and to provide personnel with a wide range of challenging opportunities. The system is extensively used by employees of all ages, with job postings from within the NTT Communications Group and NTT Group.

In parallel with the internal job posting systems of the NTT Group as a whole, we developed JobBoard and FreeAgent within the NTT Communications Group, which are unique recruitment systems based on the employee's standpoint.

JobBoard is an internal system that allows for employees to voluntarily apply for positions required by the organization (employee-oriented approach),

while FreeAgent is an internal scouting system through which employees who apply to the program are offered positions by the organization (organization-oriented approach). We are developing measures based on this two-way approach to offer more employees opportunities to move into the positions of their choice.

In fiscal 2021, approximately 60 employees were assigned to departments of their choice within the NTT Communications Group and NTT Group. We will continue to use the internal job posting system actively in order to facilitate career advancement and revitalize the organization while also creating job postings in specific focus areas associated with achieving our business vision.

Focus Areas for Human Resource Development

- Business for small and medium-sized enterprises
- Global business
- Security-related services
- Upper layer-type services
- New areas including design, data science, and business creation
- Human resources capable of bolstering Group companies toward the maximization of total Group power

Personnel Evaluation

NTT Communications intends to motivate employees to take on new challenges and perform at their highest level. While we value fairness and transparency, we have also implemented promotion and compensation systems based on results and performance. These systems vitally depend on the accurate assessment of

the employee's willingness and courage to engage in rapid transformation with top priority on the customer's perspective as well as their level of performance against their goals. We therefore pay attention to the execution of tasks and take action to maintain rational processes. For example, we encourage each employee to take ownership of creating their own goals and reviewing progress against these goals, and we also create opportunities for employees to discuss their performance with their superiors at least twice a year. In addition, to increase the fairness of evaluation for employees in managerial positions, we conduct 360-degree feedback, in which their supervisors, colleagues, and subordinates all provide feedback, as well as third-party assessment.

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[Employee Data]

			FY2017	FY2018	FY2019	FY2020	FY2021	
Number of employees*1	Non-consolidated		6,261	6,142	5,523	5,533	6,760	
		Male	5,256	5,122	4,590	4,552	5,550	
		Female	1,005	1,020	933	981	1,210	
	Consolidated		22,055	23,337	11,494	11,602	11,846	
Ratio of basic salary and remuneration per employee by gender*2	Managerial positions	Base salary	–	–	–	1:1.02	1:1.01	
		Total remuneration	–	–	–	1:1.03	1:1.01	
	General positions	Base salary	–	–	–	1:1.17	1:1.16	
		Total remuneration	–	–	–	1:1.17	1:1.17	
Percentage of women in managerial positions (%)*3			5.4	6.1	6.7	7.2	8.3	
Turnover rate (%)*4			3.2	4.1	3.6	2.4	2.6	
New employees*5			203 (16)	237 (10)	203 (7)	203 (5)	257 (8)	
			Male	136 (9)	163 (7)	137 (4)	137 (2)	176 (4)
			Female	67 (7)	74 (3)	66 (3)	66 (3)	81 (4)
			Percentage of women (%)	33.0	31.2	32.5	32.5	31.5
Number of experienced personnel hires			19	60	50	76	79	
Percentage of experienced personnel hires among new hires (%)			8.6	20.2	19.8	27.2	23.5	
Number of rehires*5			45	57	57	47	113	
Ratio of employees with disabilities (%)*6	Non-consolidated		2.21	2.19	2.39	2.41	2.38	
	Non-consolidated and domestic Group companies*7		2.17	2.11	2.27	2.23	2.34	

*1 As of March 31 for each fiscal year

*2 Same salary structure applied to both male and female employees; differences are due to age structure, grade structure, etc., and the ratio is female to male

*3 As of March 31 for each fiscal year, scope: NTT Communications Corporation, including seconded employees

*4 As of March 31 for each fiscal year, scope: NTT Communications Corporation, excluding seconded employees

*5 As of April 1 for each fiscal year, scope: NTT Communications Corporation

*6 As of June 1 of the following year for each fiscal year

*7 NTT Communications Corporation and 9 domestic Group companies

Maintaining and Improving Motivation

Ongoing Employee Satisfaction Surveys

We have been conducting employee satisfaction surveys since fiscal 2011 and implementing measures to address issues identified in the results to improve employee job satisfaction and productivity. In fiscal 2021, we revised the survey questions to create an employee engagement survey for obtaining quantitative data on employee engagement, expectations toward the Company and workplace, and employee sentiment. We are establishing a cycle in which survey results are fed back to formulate and implement measures that lead to action. The survey also enables us to make comparisons with external benchmarks and understand the factors that contribute to employee engagement. We have disclosed the results on an internal dashboard to create an environment in which survey results can be freely reviewed.

[Outline of Survey]

Period conducted: February 2022

Survey targets: NTT Communications Group employees, contract workers, etc., in Japan

Number of respondents: 14,596 (response rate: 89.5%)

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Enhancing Employee Motivation through the New Business Creation Contest (ZERO ONE DRIVE)

To expand its future horizons, the NTT Communications Group actively invites employees to submit ideas for new businesses and services. As part of this, the DigiCom contest for new business creation was launched in 2016 for the development of new ideas for the next pillar of NTT Com's business. The seventh DigiCom contest was held in 2021. In fiscal 2022, the scope was expanded to include the DOCOMO Group, and the contest was relaunched under the new name of ZERO ONE DRIVE. Planned and managed jointly by NTT DOCOMO, NTT Communications, and NTT COMWARE, the event expanded in scope and attracted participants from across the DOCOMO Group, with 427 ideas submitted and 522 people involved. The top five teams presented their business ideas on Demoday in November 2022. Even after the contest ended, the teams continued to pursue the commercialization of their ideas. Several projects have progressed to the point of conducting demonstration tests with local governments and partner companies, as well as actually providing services to our customers.

ZERO ONE DRIVE personifies the DOCOMO Group's new action principles of "Ask why," "Take the first step," and "Mix it up," which encourage employees to go beyond the boundaries of their normal duties and create new businesses based on their own ideas. As the scope of participation was expanded to include the entire DOCOMO Group, cross-Company teams were formed, resulting in the creation of a wide variety

of ideas. The contest also provides an opportunity to foster the spirit of challenge as a mindset and corporate culture and to discover and develop human resources. We will continue to promote initiatives not only to develop new businesses and services but also to also maintain and enhance employee motivation.

[ZERO ONE DRIVE]



Labor-management Relations

We value active dialogue based upon independent and responsible labor-management relations. Any issues related to employment, working conditions, or other operational management matters are vigorously discussed toward reaching mutual understanding before taking any action toward remediation.

Priority Activities

Promotion of Diversity and Inclusion

Our Approach

Promotion of Diversity Fundamental Policy

- Foster a corporate culture that leverages employee diversity to achieve targets stated in management strategies.
- Create an environment that enables employees to maximize their own individuality by mutually recognizing diverse values and leading the way in realizing employee well-being and addressing social issues.

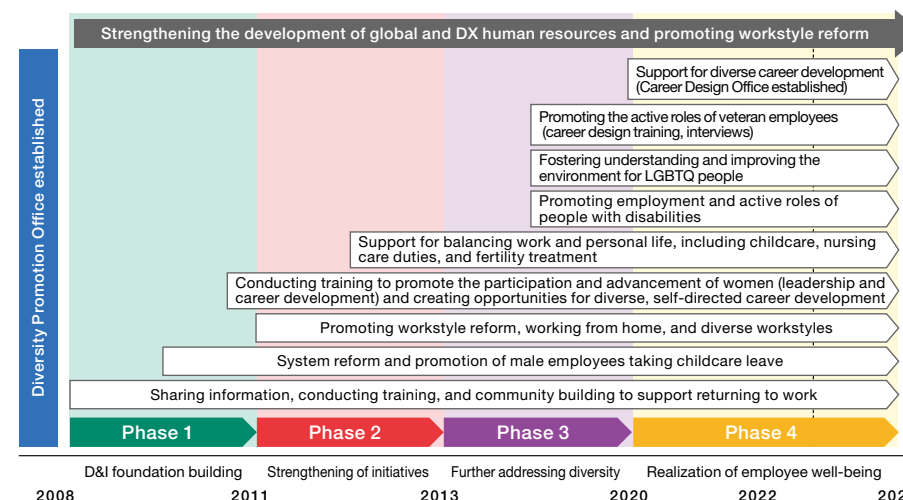
To create more satisfying workplaces and help employees improve their “work-in-life” (work as an important part of life), our Work-Life Committee,

comprised of management and employee representatives, serves as the core organization continually striving to implement a range of measures for realizing workstyles that are more efficient and productive while also ensuring that duties are carried out in an effective and thorough manner. In October 2020, we abolished core hours (10:00 A.M. to 3:00 P.M.) under the flextime system to ease working hour restrictions. In addition, we revised our remote work system in July 2022 to allow employees to live anywhere in Japan.

Under our Promotion of Diversity Fundamental Policy, NTT Communications is committed to creating workplaces and implementing hiring activities that allow personnel with diverse backgrounds to work to the best of their ability, regardless of gender, sexual orientation or sexual identity, age, birthplace, nationality, or disability. To stimulate new innovation and respond to diversifying customer needs, as well as to help employees realize their well-being, we are creating a working environment that encourages employees with different personalities and backgrounds to work together with mutual respect and maximize their strengths in their own way.

With the firm belief that promoting diversity is essential for the sustainable development of our business, we are promoting diversity and inclusion through our medium-term vision, which upholds goals such as creating working environments that make it easier for employees to design their life plans; fostering a corporate culture that encourages both men and women to take childcare leave; developing systems that enable employees to work with vigor, regardless of where they work, while boosting motivation and vitality; and thoroughly implementing occupational safety and health as well as employee health management.

[Diversity and Inclusion Initiatives]



Priority Initiatives Going Forward

- Encouraging male employees to take childcare leaves
- Increasing support for balancing work with family life (childcare, fertility treatment, nursing care, illness)
- Appointing women to managerial positions by taking advantage of diversity, promoting the active roles of women
- Exploring workstyles that allow employees to choose where to work

Principal External Evaluations



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▶ Our Approach

In principle, transfers and assignments away from family have been eliminated, giving employees greater freedom in terms of where they live.

Looking ahead, we will promote the highly flexible, hybrid workstyle, in which employees autonomously combine face-to-face and remote communication according to the nature of their work and needs of the team.

[Review of Remote Work System]

	Past	July 2022
Definition	Work is basically performed at the business site	Work is basically performed through remote work
Work location	Business site	Home
Procedures for implementing remote work	Required an application by the employee and approval by a supervisor	Does not require application* by the employee *Application and approval are required when working in a location other than the home

In fiscal 2021, we further promoted the Hybrid Workstyle, which is not restricted by the place or time of work, to establish an environment in which diverse personnel can demonstrate their unique talents. We also provided opportunities and fostered a corporate culture to develop diverse managers who succeed in their careers by balancing life and work. As a result of these efforts, the ratio of female managers rose to 8.3% in fiscal 2021, and we achieved our 25% target for the percentage of men taking childcare leave. Going forward, we will promote a variety of efforts, including initiatives and individual follow-ups, to achieve the targets for the percentage of newly appointed female managers as a key indicator of the NTT Group Global Sustainability Charter, and the percentage of men taking maternity leave, a social concern.

We are also making progress in controlling the number of working hours per employee, reducing the total to 1,956 hours in fiscal 2021 from 1,980, which had represented a year-on-year increase in fiscal 2020. However, since the total number of working hours per employee remains high, we will re-examine the ideal workstyles and find ways to continue to bring this number down.

In addition, we have focused on reducing the number of workplace accidents as a key measure in pursuing thorough implementation of

Main Achievements in Fiscal 2021 and Goals for the Coming Years

occupational safety and health. We endeavored to raise awareness of workplace accidents and promoted preventive measures, resulting in one incident, which was the same as in the previous year. Combined with a health checkup rate of 99.9%, we have more or less met our goal for this year. Going forward, we will continue with our efforts to maintain and improve employee health across all our workplaces.

[Total Number of Working Hours]

	FY2017	FY2018	FY2019	FY2020	FY2021
Total number of working hours	1,895	1,904	1,885	1,980	1,956

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Employment, Training, and Promotion of Diverse Human Resources


Promoting Women's Participation and Advancement

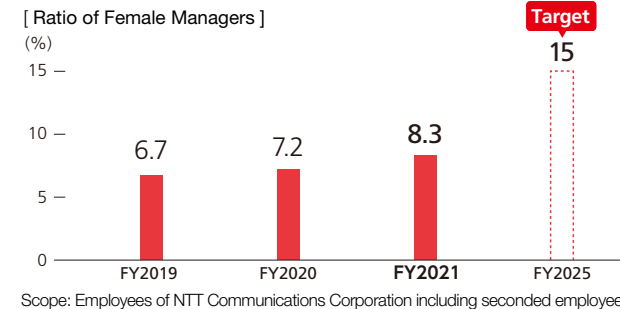
In line with the NTT Group's declaration to double the number of female managers in its organization, the NTT Communications Group supports employees at various stages of their career development and actively recruits female employees to increase opportunities for engaging diverse human resources. In 2016, we received the highest order of certification for Eruboshi from the Minister of Health, Labour and Welfare based on the Act of Promotion of Women's Participation and Advancement in the Workplace*. Since then, we have continued to provide support for career development that leads to more women in managerial positions and measures for employees facing life events, in accordance with their needs. We have formulated an action plan through fiscal 2025, based on the Act of Promotion of Women's Participation and Advancement in the Workplace, and achieved a female manager ratio of 8.3% in fiscal 2021 (female executives ratio: 8.7%). This came about as we presented images of diverse managers and their workstyles, implemented leadership training, and offered opportunities for employees to take on new career challenges of their own choice, enabling many employees, regardless of gender, to pursue autonomous career development.

To help employees visualize their career options as managers at an early stage, the senior vice president of Human Resources disseminates information internally and externally, and we present role models in our internal newsletters and on the diversity website and conduct

interviews and hearings of pre-leadership level employees by in-house career consultants. Through these measures, we hope to change the mentality of our employees and foster their mindsets. We will continue to promote women's careers toward our goal of raising the ratio of female managers to 15% by 2025.

*In light of the rapidly decreasing population and anticipated labor shortages, this act was established to promote women's participation in the workplace. It is intended to create an environment in which women can choose how they work, demonstrate their abilities, and succeed in their professional lives. From April 1, 2022, companies with over 100 employees are obligated to draw up action plans to encourage the active participation of female employees.

 For more on information disseminated by the (former) senior vice president of Human Resources, see:
<https://newspicks.com/movie-series/84?movieId=1336>
(in Japanese only)



Employing Persons with Disabilities

Under the concept of normalization, when employing persons with disabilities NTT Communications confirms their desires in relation to type of work and working environment so that everyone can make the most of their skills. It also gives due consideration to their suitability in certain roles and when determining their job descriptions.

As of June 1, 2022, the NTT Communications' rate of employees with disabilities is 2.38%. We hire new graduates as well as experienced personnel through employment agencies. In addition, we have retention programs to ensure these employees stay with the Company. Employees are positioned and actively contributing in various parts of our organization including sales and engineering.

Alternative Career Designs

NTT Communications offers a variety of employment options to meet the career aspirations of its employees, including those who wish to pursue careers in a wide range of fields and those who wish to make use of their specialized skills. Membership-type employment is a form of employment for those who wish to gain work experience and improve their expertise in a wide range of business fields and job categories, and it is based on a conventional, Japanese-style lifetime employment. On the other hand, job-type employment is for those who wish to focus mainly on increasing their expertise in a specific field and, in principle, their job content stays unchanged (no personnel transfer), and such employees are referred to as specialists at the Company.

We have introduced a continued employment system that allows employees reaching the mandatory retirement age of 60 to continue working, if they wish, until they reach 65. Our employment system is designed to meet the needs of each workstyle, including work arrangements that allow employees to make the most of the skills they have cultivated prior to retirement to achieve the same high level of performance as before, alternative work days,

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and short working hours.

In April 2021, we introduced a system that allows employees to continue to work beyond the age of 65 and up to the age of 70, as long as their work is required by the Company. In addition to supporting the career aspirations of the working-age population, by providing seasoned employees with opportunities to play active roles, we expect the system to enhance their willingness to take on challenges and continue demonstrating high levels of performance. We promote initiatives to develop career designs that keep them motivated regardless of age.

Home-based Contact Center Operations and Home Visit Support Operations Provide Employment Opportunities for Human Resources Nationwide

Since its establishment in 2002, NTT Com CHEO has pioneered the introduction of a teleworking model in Japan that utilizes home-based staff. It is highly regarded by society as a powerful means for creating new employment opportunities and realizing diverse workstyles.

Under the slogan of “Changing The Way You Work,” the Company continues to promote the dissemination and development of the teleworking model to coexist with society. At the same time, we are developing and expanding across a wide range of businesses beyond technical support by utilizing the human resources and know-how cultivated through our technical support services. Representative ventures include the Contact Center Business, which responds to inquiries about products and services, and the Field Service Business, which dispatches technical staff to perform tasks at

designated locations. NTT Com CHEO’s home-based contact center operates at a very high standard in terms of service level and customer satisfaction. It passed the audit for the COPC® Customer Experience Standard certification, an international standard for contact center operations, and became the first work-from-home contact center in the Asia-Pacific region to obtain certification. In addition, as a group of professionals in the call center business, many of its employees have been certified as a COPC CSP Implementation Leader from the perspective of human resource development. The active promotion of DX has made it possible to conduct all processes from hiring to training and business management from home, thereby providing flexible employment opportunities to those unable to work full-time for reasons such as moving, childbirth, childcare, or nursing care. As a result, we were able to make a smooth transition while maintaining operational efficiency and service quality even during the COVID-19 pandemic. As it celebrates the 20th anniversary of its founding in November 2022, NTT Com CHEO sees this year as a milestone for advancing into the future. Moreover, it will continue to contribute to society while further accelerating its founding spirit of “Changing The Way You Work.”

 For more information on NTT Com CHEO’s initiatives on telework, see:
<https://www.nttcheo.com/corporate/telework/>
(in Japanese only)

Initiatives for LGBTQ Issues

We are actively raising awareness of LGBTQ and other sexual minorities across our organization and implementing policies to support them.

To create an inclusive working environment based on an accurate understanding of those who identify as LGBTQ, we have included these topics in our standard human rights training curriculum, which targets all full-time and temporary employees. We also took part in the RAINBOW CROSSING TOKYO career development forum, which focuses on diversity including LGBTQ concerns, and organized a get-together for those who have declared themselves as allies across the NTT Group.

While face-to-face interaction among employees is decreasing due to the pandemic, we have been developing an environment in which LGBTQ employees can engage in their work with a sense of security, by distributing a virtual background to allies to show their support publicly during remote meetings. We also set up a helpdesk where employees can discuss their sexual orientation, sexual identity, and other related matters. Furthermore, most of our life-event-related benefits, such as special leave, condolence, and congratulation money, are also applied to same-sex partners.

These efforts have been recognized by the nonprofit organization “work with Pride,” which evaluates corporate efforts to foster inclusiveness. In fiscal 2021, we were awarded the Gold rating, the highest in its PRIDE Index, for the fifth consecutive year since receiving the rating for the first time in fiscal 2016.

[Virtual Background Distributed to Allies] [PRIDE Index]



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Work-In-Life (Work as an Important Part of Life)

To enable employees to balance work with childcare, nursing care, illness, and other life events, NTT Communications promotes flexible and diverse workstyles that are not restricted by time or location, provides information to employees, and conducts career interviews. We also implement measures to increase understanding of supervisors and team members. We will continue to create a work-in-life environment in which employees can work with vigor.

Supporting the Balance between Career and Child-raising/Nursing Care—Total Support from Before Childbirth to Reinstatement

In 2017, we obtained the Platinum Kurumin certification from the Ministry of Health, Labour and Welfare for formulating and actively promoting the Fifth Action Plan under the Act on Advancement of Measures to Support Raising Next-Generation Children*. The curriculums of our prenatal seminars and return-to-work seminars incorporate a variety of information, roundtable discussions by experienced participants, and career development programs. These seminars are open to participants regardless of gender or position, including mother's partners, supervisors, and other young employees, and they have led to fostering a corporate culture that supports balancing life and work. In fiscal 2022, we have been encouraging male employees in particular to participate in childcare by delivering messages from the senior vice president of Human Resources and presenting "Ikupapa Leave" (a pattern of male childcare leave) to establish an environment in which male employees can easily apply for leave with the support of their supervisors. We have also started creating a supportive community for employees during childcare leave and have established a system that provides total care from before childbirth to after they return to work.

*This act was established to encourage actions to support raising the next generation of children. Its initiatives are not completely led by the government; companies with over 100 employees are obligated to draw up action plans that support employees who are raising young children.

Support for Balancing Work with Fertility Treatment and Nursing Care

To balance work with fertility treatment, employees must obtain information at an early stage and gain understanding and support in the workplace. To that end, we held a seminar on how to balance work and fertility treatment to provide correct information, and we presented a panel discussion by experienced participants. The seminar not only provided knowledge to those engaged in or considering such treatments but also deepened understanding among those in the workplace and ideal forms of support. Assuming that even more employees will be involved in nursing care in the future, we have conducted seminars on balancing work and nursing care in order to prevent employees from having to take long-term leaves of absence or leave their jobs altogether due to nursing care. We will continue to provide support by disseminating information on our internal website and offering follow-ups through our consultation service to foster a culture in which everyone can continue to work in their own way.

[Platinum Kurumin Logo]



[Eruboshi Logo]



[Tomonin Logo]



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Human Resources Promotion of Diversity and Inclusion

[Changes in the Number of Employees Who Took Maternity, Childcare, or Nursing-care Leave in Fiscal 2021]

		FY2017	FY2018	FY2019	FY2020	FY2021
Maternity leave (persons)		84	63	55	54	34
Childcare leave (persons)		89	173	121	98	84
	Female	84	161	111	92	46
	Male	5	12	11	6	38
Total number of reinstated employees from childcare leave (persons)		64	82	70	77	76
	Female	58	72	61	60	48
	Male	6	10	9	17	28
Total number of employees who were still with the Company as of 12 months after reinstatement from childcare leave (persons)		64	78	67	74	70*1
	Female	58	68	59	58	54
	Male	6	10	8	16	16
Reinstatement rate (%) and retention rate (%) of employees after childcare leave						
	Reinstatement rate					
	Female	100.0	96.0	96.8	96.8	100.0*2
	Male	100.0	90.9	100.0	100.0	100.0*2
	Retention rate					
	Female	100.0	94.4	96.7	96.7	90.0*3
	Male	100.0	100.0	88.9	94.1	94.1*3
Number of employees using the shorter working hour system for childcare (persons)		—	—	—	—	111
Nursing care leave (persons)		4	4	8	8	5
	Female	2	3	5	4	3
	Male	2	1	3	4	2
Number of employees registered for re-employment*4 (Number of employees re-employed for reasons related to childcare, transfer, or nursing care)(persons)		—	—	—	—	22 (1)
Average number of paid leave days taken (days)		17.4	17.7	16.2	14.0	16.4
Average paid leave acquisition rate (%)		87	89	81	70	82
Resignation without reinstatement (persons)		0	4	2	2	0
	Female	0	3	2	2	0
	Male	0	1	0	0	0

*1 Number of reinstated employees after childcare leave in fiscal 2020 that were still with the Company 12 months later

*2 Number of reinstated employees in fiscal 2021 ÷ (Number of reinstated employees in fiscal 2021 + Number of employees who resigned without reinstatement from childcare leave in fiscal 2021)

*3 Number of employees who were still with the Company as of 12 months after reinstatement from childcare leave in fiscal 2020 ÷ Number of reinstated employees from childcare leave in fiscal 2020

*4 As of March 31 for each fiscal year

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Promotion of Workstyle Reform

In line with our principles of taking the initiative in taking actions, mutual enhancement, and meeting the needs of society, NTT Communications has been organizing and promoting workstyle reform focused on three areas: policies and rules, environment and tools, and awareness and culture.

[Three Key Areas of Reform]



Since the pilot introduction of remote work in 2002, we have promoted reform using ICT and data, as evidenced by the participation of 6,350 employees in Telework Days from 2018 to 2019. As the pandemic started to accelerate in February 2020, we were quick to make the decision to shift to Companywide remote work. From that year to the present, we have maintained a remote work rate of above 80%.



Through our transition to remote work, we have reaffirmed our goal of offering each and every employee the opportunity to choose a workstyle that allows them to fully demonstrate their capabilities and continued our reform to address issues and situations that have newly emerged amidst the accelerating pace of changes.

Policies and Rules

We are working to introduce flexible systems that cater to individual circumstances and operations. These include the abolition of rules limiting eligibility for working from home, which is intended to support balancing work and family needs, and remote working, which allows for a more effective use of time. We also share examples of employees using these and the flextime system.

Through these efforts, we have created an environment in which employees facing a variety of challenges, including childcare and nursing care, can continue to play active roles. As a result, the percentage of employees working shorter hours has declined from 2.4% in fiscal 2019 to 1.7% in fiscal 2020 and 1.3% in fiscal 2021, significantly raising the number of employees returning to full-time work.

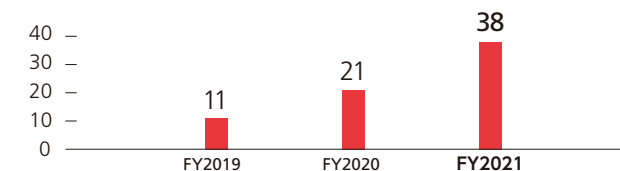
We will continue to support our employees facing the difficulty of balancing childcare and work by helping them to make better use of the systems and reduce commuting time through remote work.

[Percentage of Employees Working Shorter Hours]

(Unit: %)

FY2019	FY2020	FY2021
2.4	1.7	1.3

[Number of Employees Who Returned to Work Full-Time]



Environment and Tools

Although we asked all of our employees to work from home during the pandemic as a general rule, there were still certain situations that required them to come to the office, such as to fill out paper applications and sign contracts. This was an issue that needed to be addressed in order to promote a new way of working. To create a new workstyle tailored to the “new normal,” we reviewed our entire business process, including digitization and moving online. In addition, we rolled out secure computers throughout the Company in addition to thin clients*1 and BYOD*2 that had been introduced to enable speedy startup of computers and realize a working environment using fat terminals that are unaffected by the network environment. Introducing Companywide application software has eliminated the need to install servers for each organization, thereby reducing the workload of the Information Systems Department. About 98% of employees expressed positive opinions about secure computers, and the department has begun to take on new challenges including data utilization. Looking ahead, we will continue to pursue automation and higher efficiency through DX.

*1 Specialized terminals without storage media that are used in virtual desktop environments

*2 Bring Your Own Device: A policy under which employees are permitted to use their personal mobile devices at work

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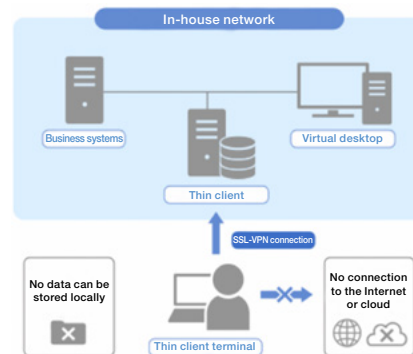


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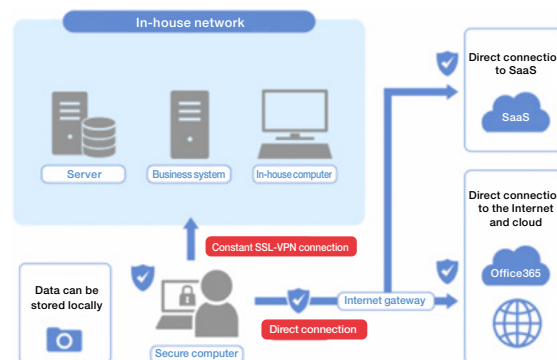
Human Resources Promotion of Diversity and Inclusion

[New Working Environment]

Before Previous Office ICT Environment



After Office ICT Environment with Secure Computers



Raising Awareness and Corporate Culture

While we have established an environment for remote work, we have taken both top-down and bottom-up approaches, recognizing the necessity of creating a culture and atmosphere where employees do not feel alienated or anxious given the situation where they are unable to easily see how each other is doing.

Executives took the initiative in working from home, such as by holding executive meetings remotely, and top management itself promoted the workstyle reform. In addition, the senior vice president of Human Resources devised an open communication style, such as “5-Minute HR,” a video presentation giving a brief explanation of HR initiatives and the HR system to the entire Company.

In addition, we conducted one-on-one meetings between supervisors and subordinates to ensure there were no inconsistencies in information sharing or communication within the team of employees and make sure they were on the same page. At the same time, we supported employee growth and provided physical and mental health care to foster a sense of trust between the Company and employees. Furthermore, a Companywide “Thanks” tool has been introduced to foster a culture of appreciation and praise with the aim of revitalizing communication among employees, increasing motivation, building trust, and fostering a sense of unity in the organization through the open sharing of gratitude.

As a result of these efforts, and despite the general tendency to feel alienated and anxious when working in a remote working environment, the percentage of employees who responded positively in the employee engagement survey in fiscal 2021 to questions in

the “cooperative structure” and “communication” categories rose to 70%. We will continue our efforts to further implement these initiatives.



Positive response to questions on “cooperative structure” and “communication”

70%

Cafeteria Plan

NTT Communications offers various benefits to its employees at different points of their careers, based on their needs and lifestyles. Specifically, we have implemented the Cafeteria Plan system, which allows employees to choose from 18 wide-ranging benefit options that match their respective lifestyles within the limit of points assigned to them in advance. And we provide 23 benefits that can be chosen regardless of points. We offer a wide-ranging lineup that includes a package of general benefits that also apply to employees’ families in areas such as healthcare, childcare, and nursing care, as well as an option that enables employees to choose from four major physical fitness clubs and use the facilities for 500 yen (plus tax) per session.

In the last few years, we have been reviewing the options to focus on health maintenance and promotion, and we offer health activity promotion options through the dHealthcare smartphone application, which can be used freely at any time.

We plan to offer more options in future so as to provide a system that overall is even more beneficial to employees.

Encouraging Employees to Take Various Leaves

As part of our work-life balance initiatives, we encourage employees to take their entitled leaves. We strive to establish working environments that support them by raising awareness of entitled leaves and encouraging them to schedule their leaves to coincide with long national holidays. In fiscal 2021, 16.4 paid leave days were used per person, on average.

We are also promoting the use of our Life Plan Leave system, which entitles employees to a certain number of leave days for the purpose of lifecycle-related downtime, nursing of family members, volunteer activities, recurrent training, and childcare.

[Support for Employee Leave]

	Main Support
Support for maternity and childcare	<p>We support employees expecting or raising children to balance work and family life through the following systems and measures.</p> <ul style="list-style-type: none"> • Maternity leave (6 weeks before and 8 weeks after the date of birth) • Childcare leave (until the child turns 3) • Shorter working hours for childcare (choose from 4, 5, or 6 hours per day until the child reaches the third grade of elementary school) • Restrictions on overtime and late-night work • Issuance of discount coupons for childcare services
Support for nursing care	<p>We support employees caring for a family member to balance work and family life through the following systems and measures.</p> <ul style="list-style-type: none"> • Short-term leave system for nursing care • Nursing care leave (up to 1 year and 6 months) • Shorter working hours for nursing care (choose from 4, 5, or 6 hours per day) • Restrictions on overtime and late-night work • Issuance of discount coupons for nursing care services
Support for continued employment	<ul style="list-style-type: none"> • We have established a system that allows employees forced to resign due to their partner's transfer or to focus on childcare or nursing care to be rehired within 6 years of resignation (3 years for childcare or nursing care reasons) under certain requirements. • We have also introduced a continuous employment system that allows those who wish to continue working until the age of 65 (or 70 if necessary) after reaching the mandatory retirement age of 60.
Support for balancing work and family life in case of illness	<ul style="list-style-type: none"> • Employees are entitled to a certain period of leave when they are injured or become ill. • They can also take sick leave after the period of sick leave has elapsed, depending on their condition and based on the approval of their medical doctor (maximum period of sick leave: 3 years).
Support for LGBTQ and other sexual minority employees	<p>Some of the systems related to life events (special leave, congratulatory and condolence payments, etc.) are available to same-sex partners.</p>
Others	<p>We offer leave systems to meet a variety of needs, including volunteer activities and recurrent learning.</p> <ul style="list-style-type: none"> • Life plan leave (5 days granted for every 5 years of service, which can be set aside as part of annual leave)

Thorough Occupational Safety and Health Management

NTT Communications has a safety and health management system in place at each of its business sites. A health manager, safety manager, and industrial physician are assigned to offices that have 50 or more workers on a regular basis, and a general health and safety supervisor is assigned additionally to offices that have 100 or more workers on a regular basis. At offices with 50 or more workers, we have set up a Health and Safety Committee. The committee strives to achieve a 100% health checkup implementation rate and implements measures to ensure a healthier workplace environment, prevent occupational accidents, and reduce long working hours. In fiscal 2021, our discussions focused on health issues in remote working environments, and we deployed related measures in each building. Also, we are promoting and deploying safety measures aimed at eliminating personal injury accidents so that employees engaged in network facility construction work can perform their duties safely. We hold safety meetings to discuss safety measures on a regular basis, share cautionary points for different situations, and distribute safety video content to improve safety management and safety awareness among construction workers, including those at our suppliers.

[Number of Workplace Accidents (Occupational Accidents)]

FY2017	FY2018	FY2019	FY2020	FY2021
4	5	2	1	1

Scope: NTT Communications on a non-consolidated basis (excluding the rugby activities of the Symbol Team)

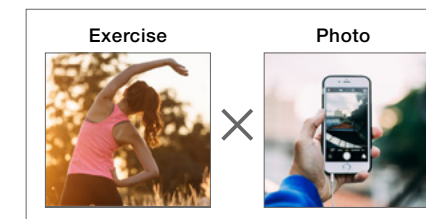
Health Management

Improving Employee Health

As well as ensuring the safety of our working environments, we are committed to creating places where employees can lead healthy and fulfilling work lives. A number of actions have been implemented to achieve that goal.

Recently we have emphasized certain measures for maintaining physical health. In fiscal 2021, the Com-Walk campaign for all employees, which had been held in autumn until last year, was expanded to two campaigns: one in spring and the other in autumn. In spring we added a campaign to enjoy communication by sharing photos taken while walking (Com-Photo), and in autumn we held a campaign to perform radio calisthenics (Com-Taiso) at the same time every day, as a way for eliminating the lack of opportunities for everyday physical exercise. In addition to providing a program that allows those with lifestyle-related diseases to receive the necessary health guidance via a smartphone app, we have also developed a follow-up program in collaboration with Rizap Group, Inc. to raise employee awareness and improve lifestyle habits. As a result of these efforts, the percentage of employees receiving the health guidance in fiscal 2021 was maintained at 80%, while the completion rate expanded from 40% to nearly 70%. We will continue to encourage employees to receive health checkups to achieve a 100% checkup rate.

[Health Challenge 2021 Featuring Com-Walk, Com-Photo, and Com-Taiso Campaigns]



For staff in their first to third years, we offer one-on-one counseling on an ongoing basis as well as other types of support (555 participants in fiscal 2021). Other measures for further expanding our support include setting up consultation desks, both in and outside the organization, and counseling programs for employees being sent on overseas assignments.

These efforts resulted in our being recognized in March 2022 as an outstanding enterprise under the White 500 Recognition for Excellence in Health and Productivity Management by the Ministry of Economy, Trade and Industry and Nippon Kenko Kaigi. We will continue to implement measures across all Group companies in Japan toward maintaining healthy and comfortable working environments and further strengthening the capability of those providing mental health care at each workplace.

[Health and Productivity Management Health Management Certification Logo]



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Measures for Mental Health

We have established several consultation services both in and outside the Company to help employees with various types of mental health issues. Employees seeking advice on mental and physical health can consult with their organization’s physician or public health nurse, while those who wish to seek advice on a wide range of matters, including private issues such as childcare and nursing care, can contact the Mental Condition Support Desk, staffed by clinical psychologists and other specialists.

In addition, we conduct group analysis of the results of the annual stress check for each workplace and hold three-way discussions among labor (union), management (Company), and health (health management center) on issues and future measures that can be applied to improve the workplace.

In fiscal 2021, we conducted the mental keeper training course for 131 employees (total number of certified employees: 3,332) to further enhance line care in the workplace. We also conducted team management training for 144 supervisors of employees with mental illnesses. Participants learned how to provide support by involving team members in creating a support system and environment. They also learned how to prevent the recurrence of mental and physical illnesses. In addition, we organized self-care seminars for 324 employees who had undergone changes in their working conditions, such as personnel transfers, which are considered to have high potential risk for mental health problems. At the same time, we conducted a pulse survey every month to ensure that we are not missing any signs of changes in employees even in a remote working environment and to facilitate smooth communication between superiors and subordinates, leading to appropriate line care and other support.

[Types of Consultation Services]

	Work-related concerns, communication issues with superiors, colleagues, etc.	Personal issues, health problems, marriage, childbirth, childcare, education, second career, nursing care, etc.	Human rights and harassment
Line care: Supervisors (senior managers and directors), trainers, and organizational managers	○	○	○
Care by health staff	○	○	—
Mental Condition Support Desk (EAP)	○	○	○
Face-to-face counseling by professional counselors	○	○	○
M3PSP* (AskDoctors option)	—	○	—
Human Rights Office	—	—	○
Harassment Hotline	—	—	○

*A service providing medical information to employees using AskDoctors, one of the largest physician consultation sites in Japan

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Priority Activities

Respect for Human Rights

Our Approach

To enrich corporate culture founded on respect for human rights, NTT Communications has been promoting human rights education by establishing a Basic Policy on Human Rights Education.

Given the broad recognition of the importance of addressing human rights risks that arise across the value chain, companies have recently been subject to growing public demand for establishing human rights protection frameworks that are closely aligned with the nature of each business and addressing diverse human rights risks. NTT Communications has been working to ensure respect for human rights by establishing the Rules for Preventing Harassment under its Basic Policy. In addition to providing training for all full-time and temporary employees, we have set up contact points for reporting human rights issues and are conducting human rights due diligence. We intend to establish a corporate constitution that does not tolerate any form of discrimination and to create bright and vibrant workplaces by pursuing such proactive human rights education activities.

Main Achievements in Fiscal 2021 and Goals for the Coming Years

We are proactively promoting human rights awareness activities by increasing the rate of participation in human rights training and conducting human rights due diligence. In fiscal 2021, we were able to increase attendance in human rights training from the previous year to 18,155 (participation rate: 96.3%), and we will continue our efforts in fiscal 2022 toward the goal of raising participation to 100%. For new employees of NTT Communications, we conducted startup training and other programs to provide opportunities for staff to think for themselves about topics such as preventing all forms of discrimination and harassment, business and human rights, the SDGs, and LGBTQ issues.

In addition to our various training programs, we invite entries on human rights and compliance slogans as an opportunity for each employee to consider the importance of human rights. In fiscal 2021, we received 6,544 entries from 3,562 people, comprising full-time and temporary employees at all Group companies, and their family members.

On the other hand, we were unable to meet our goal of zero cases of human rights violations. Looking ahead, we will continue strengthening our initiatives for raising human rights awareness.

Promoting Human Rights Education

The NTT Group recognizes that respect for human rights is an important corporate social responsibility and strives to correctly understand and acknowledge the laws and regulations of each country and region and their cultures, religions, and values. We aim to realize a safe, secure, and prosperous, sustainable society by fulfilling this responsibility. To that end, we have established the new NTT Group Human Rights Policy by incorporating our existing Human Rights Charter into the NTT Group Global Sustainability Charter.

Under the policy, we respect the Universal Declaration of Human Rights and other internationally recognized human rights in all our corporate activities. We strive to ensure that we are not directly or indirectly involved in discrimination or other human rights violations. In the unlikely event of any negative impact on human rights, we take appropriate action.

When negative impacts on human rights by business partners are directly related to the NTT Group's relationships, products or services, the NTT Group requires these partners to respect human rights and not violate them. To fulfill this responsibility, we respect all stakeholders' human rights. We review and improve business operations and other aspects as necessary from the perspective of respecting human rights and reflect this in our business activities to establish a corporate structure that respects human rights.

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NTT Communications has been promoting human rights education by establishing its own Basic Policy on Human Rights Education in accordance with the principles of the NTT Group Policy so as to create a rich corporate culture founded on respect for human rights and resolve human rights issues.

NTT Group Global Human Rights Policy

(1) Addressing to International Norms

The NTT Group discloses its global human rights policies both internally and externally, in addition to meeting the requirements* of international laws and evaluation organizations.
*International laws: International conventions and treaties adopted from a global perspective, including the “Universal Declaration of Human Rights”

(2) Addressing Critically Important Human Rights Issues

The NTT Group will identify critically important human rights issues and take action on these priority themes through the following:

1. Promotion of “Diversity & Inclusion” (prohibition of discrimination, respect for freedom and rights, fairness in the workplace, economic disparities and poverty)
2. Promotion of “Technology based on high ethical standards” (technology, data bias, privacy, personal data protection, and security)
3. Promotion of “Healthy Work in Daily Life (Health Management)” (diverse work styles, prohibition of forced labor and child labor, workplace safety, freedom of association and the right to organize, living wage, enhanced benefits)
4. Promotion of “appropriate expressions, speech, and other presentations” with consideration for human rights (freedom of expression and respect for human rights in advertising and other presentations)

(3) Scope of application

This policy applies to all employees and officers of the NTT Group. We also ask our suppliers and business partners to support this policy and strive to respect human rights.

(4) Due Diligence

Based on the UN Guiding Principles of Business and Human Rights, we will use the human rights due diligence process to identify, prevent, mitigate, and correct human rights issues globally. And we will strive to improve human rights awareness and human rights management throughout the NTT Group. In addition, due diligence will be conducted among the stakeholders in the entire business value chain, and a direct dialogue will be the basis of our efforts, especially with major suppliers. The status will be disclosed on our website, in our Sustainability Report, and in our Human Rights Report to evaluate and improve the process continuously.

(5) Accusation and Remedy

The NTT Group has established internal and external contact points for whistle-blowing at each Group company to prevent human rights violations. We promise to protect whistle-blowers from unfair personnel actions (e.g., dismissal, demotion) or other disadvantages resulting from their reporting. In addition, consultations and reports received at the contact points will be reported to the Board of Directors appropriately to ensure transparency. We will take sincere measures to resolve problems.



For more information on the NTT Group Human Rights Policy, see:
<https://group.ntt/en/newsrelease/2021/11/10/211110c.html>

Corporate Constitution that Respects Human Rights

Placing the utmost importance on human rights, we seek to establish a corporate constitution that does not tolerate any form of discrimination and is intended to establish bright and vibrant workplaces.

Specifically, we set up the Human Rights Education Promotion Committee, which reports on human rights enlightenment activities and considers measures for promoting human rights education. We have also implemented measures for preventing workplace harassment based on the Rules for Preventing Harassment, established in May 2020 and in accordance with the NTT Communications Group’s Basic Policy on Human Rights Education.

[NTT Communications Group Framework for Promoting Human Rights Education]

Human Rights Education Promotion Committee

Human Rights Education Promotion Executive Committee

Human Rights Education Department

Respective Responsibilities in the Promotion Framework

Human Rights Education Promotion Committee: Consists of the chairperson (senior executive vice president), heads of each unit, and presidents of each Group company. Formulates basic policies, action plans, and measures for initiatives pursued by the NTT Communications Group and reports on activities.

Human Rights Education Promotion Executive Committee: Responsible for executing the actions determined by the Human Rights Education Promotion Committee

Human Rights Education Department: Serves as the secretariat for the Human Rights Education Promotion Committee and Human Rights Education Promotion Executive Committee, responsible for the Groupwide deployment of initiatives. Also submits an agenda and reports on key human rights issues to the Executive Council.

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Human Resources Respect for Human Rights

Human Rights Due Diligence

In accordance with the United Nations Guiding Principles on Business and Human Rights, we will use the human rights due diligence process to identify, prevent, mitigate, and correct human rights issues on a global scale, and strive to raise awareness of human rights and improve human rights management throughout the Group. In addition, due diligence will be conducted throughout the entire value chain, and we require that our suppliers make an effort to comply with the separately established NTT Group Guidelines for Sustainability in Supply Chain. Direct dialogue will be the basis of our efforts, especially with important suppliers.

Measures for Raising Human Rights Awareness

Human Rights Education Training

Companies have recently been subject to growing public demand for establishing human rights protection frameworks closely aligned with the nature of each business.

A diverse array of full-time and temporary employees participates in NTT Communications' business operations. Accordingly, we promote respect for human rights with due consideration for diversity. Every year, we organize Human Rights Education Training sessions for all full-time and temporary employees of the NTT Communications Group with the aim of preventing all forms of discrimination by fostering a heightened sense of awareness in each and every employee. In fiscal 2021, we sought to develop

a broad understanding of harassment, the diverse nature of human rights, and the relationship between corporate activity and human rights. We also seek to raise awareness and deepen understanding of human rights among employees and others by encouraging them to frequently study the NTT Group Global Human Rights Policy established in November 2021 and the NTT Communications Group's Basic Policy on Human Rights Education, and by widely disseminating information on our multiple contact points for consultation.

During these training sessions, we assess the level of understanding and also conduct surveys on potential human rights issues in the workplace, the nature of such issues, and the use of contact points for consultation, and we also gather comments. The results are reported to the Human Rights Education Promotion Committee and are used to consider, implement, and evaluate our efforts to promote human rights education.

[Overview of Human Rights Education Training in Fiscal 2021]

	Overview
Major topics	Business and Human Rights <ul style="list-style-type: none"> Definition of human rights UN Guiding Principles on Business and Human Rights Global developments on human rights due diligence Japan's National Action Plan on Business and Human Rights Diverse Nature of Human Rights <ul style="list-style-type: none"> Regulatory processes related to the workplace Harassment in the workplace Examples of internal consultation cases Discrimination Persons with disabilities LGBTQ and other sexual minorities Basic Policy on Human Rights Education <ul style="list-style-type: none"> NTT Group's Human Rights Policy NTT Communications Group's Basic Policy on Human Rights Education
Target	Full-time and temporary employees of the NTT Communications Group
Attendance	18,155

[Attendance of Human Rights Education Training]

(Unit: %)

	FY2017	FY2018	FY2019	FY2020	FY2021
Attendance	90	88	89	87	96

Scope: NTT Communications Group

Human Rights Education Initiatives and Training Programs

For new employees of NTT Communications, we conducted startup training with the aim of creating worker-friendly environments, based on the content of our annual All-Employee Human Rights Education Training sessions. The program covered topics such as preventing all forms of discrimination and harassment and the relationship between business and human rights and the SDGs, and it provides an opportunity for employees to consider LGBTQ issues. In fiscal 2021, 259 employees participated in this training.

Human Rights and Compliance Slogans

In addition to our various training programs, we invite entries on human rights and compliance slogans as an opportunity for each employee to consider the importance of this public concern. In fiscal 2021, we received 6,544 entries from 3,562 people, comprising full-time and temporary employees at all Group companies. The best slogans were chosen by online voting across the Group. The grand prize and special prize from the chairperson of the Human Rights Education Promotion Committee were presented, and the results announced, on the Group portal site.

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Examples of Best Slogans for FY2021

Human Rights Category

Grand Prize	Teleworking connects our hearts through gratitude
Special prize from the chairperson of the Human Rights Education Promotion Committee	Sustainable communities and society are created by a heartfelt sympathy for the children of tomorrow

Compliance Category

Grand Prize	Beware of assumptions; mistakes arise from habit rather than from unfamiliarity
Special Prize from the chairperson of the Compliance Committee	If something seems strange, don't leave it, report it

Looking ahead, we will continue to engage in various educational measures and foster respect for diversity and acceptance of differences toward creating brighter, more vibrant workplaces.

Contact Points for Human Rights Issues

NTT Communications has set up internal and external contact points for all full-time and temporary employees as well as the staff of business partners to consult on issues and concerns related to human rights and harassment. The Human Rights Education Department and counseling system for workplace issues serve as internal contact points, and we provide external contact points through a law firm and the Consultation Hotline. The contact points are absolutely committed to confidentiality and protecting the rights of individuals who seek consultation.

These contact points appropriately respond for the purpose of resolving issues and alleviating concerns while taking due care to protect the privacy of individuals seeking consultation and the interests of the whistleblower. In particular, the external contact points offer consultation with counsellors at specialized institutions outside the Company.