Sustainability Policy

The NTT Communications Group aims to realize a sustainable future. As Your Value Partner, we will take initiatives to overcome social challenges and drive the emergence of new value by creating a new way of communication that will open the door to possibilities for people and the world.

Priority Areas in the Sustainability Policy and Our Vision of the Future

Society

A better future characterized by innovation, vitality, resilience, safety, and security, in which sustainable development is achieved through value creation.

For more details, see: P.029

Environment

An eco-friendly future characterized by carbon neutrality, closed-loop recycling, and harmonious coexistence with nature based on the preservation of biodiversity.

For more details, see: P.044

Human Resources

A future rich in diversity based on mutual respect and enhancement and where everyone can shine in their own way and play a valuable role in society.

For more details, see: P.082

Governance

A future in which the Company is trusted for its lofty ethics and solid governance and develops a sustainable society for the future based on diverse co-creation.

For more details, see: P.113

Supporting the SDGs as the NTT Group

SUSTAINABLE DEVELOPMENT GOALS

In fiscal 2016, the NTT Group announced its support for the UN's Sustainable Development Goals (SDGs). As a member of the NTT Group, we also began promoting efforts to contribute to the SDGs in fiscal 2016. We have been training employees to raise awareness of sustainability, and we will seek to achieve these goals through business activities, including the Sustainability Priority Activities linked to them.

Evolving into a Corporate Group that Creates a Sustainable Future

In May 2021, the NTT Communications Group established the Sustainability Policy by reframing its Fundamental CSR Policy in response to the increasingly worsening climate change situation, trends in Japan and overseas in relation to the SDGs and ESG, and subsequent changes underway in the business environment, as well as trends in cutting-edge technologies that will support a future society.

The Sustainability Policy is composed of the four Priority Areas of "society," "the environment," "human resources," and "governance." Each area embodies our Vision of the Future, and to realize this vision, we have set 12 Sustainability Priority Activities, related main initiatives, targets such as achieving carbon neutrality by 2030 (Scopes 1 and 2), and KPIs.

Through efforts to promote these priorities and pursue sustainability management by following the PDCA cycle, while co-creating with various stakeholders including customers and business partners, we will work strategically and appropriately to create business and growth opportunities and reduce risks. We intend to further reinforce the positive impact of our business activities on society across the value chain and minimize negative risk and impact. By building on these efforts, we will overcome all hurdles, and in addition to the promotion of DX, WX*, GX, and SX for society as a whole, we will promote CX with an eye to the future of BtoB, to sustainably increase corporate value and contribute to achieving the SDGs in our efforts to realize a sustainable future.

* Workstyle transformation

Priority Areas in the Sustainability Policy and Our Vision of the Future

Society

A better future characterized by innovation, vitality, resilience, safety, and security, in which sustainable development is achieved through value creation.

Priority Activities
- Promotion of DX to Connect Society with the Future
- Promotion of Innovations that Break through Limits
- ICT Transformation
- Promotion of Corporate Citizenship

Environment

An eco-friendly future characterized by carbon neutrality, closed-loop recycling, and harmonious coexistence with nature based on the preservation of biodiversity.

Priority Activities
- Promotion of a Decarbonized Society
- Development of a Closed-Loop Society

Human Resources

A future rich in diversity based on mutual respect and enhancement and where everyone can shine in their own way and play a valuable role in society.

Priority Activities
- Development of Human Resources
- Promotion of Diversity, Equity, and Inclusion
- Respect for Human Rights

Governance

A future rich in diversity based on mutual respect and enhancement and where everyone can shine in their own way and play a valuable role in society.

Priority Activities
- Thorough Compliance and Risk Management
- Enhanced Value Chain Partnerships
- Continuously Strengthening Information Security

Building a sustainable, well-being society as an ICT company that elicits surprise and excitement

Yuji Sasaki
Executive Vice President, In charge of Sustainability

The issue of sustainability is directly connected to our future daily lives and related to global environmental concerns and the medium- to long-term state of the world. NTT Communications, as a member of the NTT Group and DOCOMO Group, has set 12 Priority Activities (materiality) in the four Priority Areas of "society," "the environment," "human resources," and "governance," as stated in the Sustainability Policy, under its mission of "creating communication methods that open up new possibilities for people and our world." All of our employees have been working in concert to achieve 41 specific KPIs in these areas.

DX and GX are viewed as pillars of Japan's future economic growth, and NTT Communications is already providing services that utilize low-power IOWN®, which includes opto-electronic fusion technology, as well as tsuzumi, a small, low-power AI. We are also advancing GX in cutting-edge technologies and will soon launch Green Nexcenter® to support power-saving liquid-cooled servers for data centers, which are expected to consume an enormous amount of power in the AI era.

Meanwhile, NTT Communications is co-creating a sustainable digital society with its customers, partners, and other stakeholders. Through the OPEN HUB as a co-

creation platform, we have developed more than 1,000 new projects in the three years since its establishment, including comprehensive infrastructure management JCLaaS, digital BPO, land-based aquaculture, and Morikati, which generates forest value. In addition to DX solutions such as Smart World and the Smart Data Platform, which are provided using cutting-edge technologies, we have launched a guaranteed bandwidth service for docomo business RINK®, a network service that can be configured securely and flexibly with zero trust. Moreover, we are collaborating with our stakeholders to establish a sustainable society.

These initiatives can be achieved if every employee consistently demonstrates their capabilities and plays an active individual role in response to the needs of society. NTT Communications values autonomous career development and is enhancing internal and external training programs, as well as developing BoostPark to support individual human resource development through AI. We are also advancing a diverse and inclusive human resources strategy, including women's empowerment, and establishing a resilient and secure governance system through respect for human rights, creating a corporate culture with sound corporate ethics and dialogue with stakeholders.

In 2024, we revised our KPIs to further strengthen the

pathway for a sustainable future society. In the Priority Area of "society," we included engagement (NPI, NPS) for customers to which we offered digital solutions. For "the environment," we expanded to Scope 3 for the Net-Zero by 2040 initiative for GHG emissions reduction and will green the electricity used in our data centers. For "human resources," the percentage of female executives was added to the existing indicator for percentage of newly appointed female managers as part of our diversity, equity, and inclusion efforts. For "governance," we expanded the scope of dialogue with stakeholders to include NPOs.

By pursuing activities in the four Priority Areas and conducting sustainability management through the PDCA cycle, we will open up new business and growth opportunities while minimizing risks. Since last fiscal year, we have been linking particularly important KPIs, such as GHG emissions and customer engagement rate, to the compensation of all managers to firmly support these activities.

To meet expectations worldwide, NTT Communications will continue to work as an ICT company together with our stakeholders through our business activities toward establishing a sustainable well-being society that elicits surprise and excitement.