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A Better Future Characterized by Innovation and Abundant Vigor, in Which Sustainable Development Is Achieved through Value Creation



Society

As a leading ICT company spearheading DX across society, the NTT Communications Group works to resolve diverse social issues through initiatives, including the realization of a Smart World that connects society and the future, ICT Transformation, and promotion of advanced innovation, with the intention of developing a sustainable future. We will venture beyond our corporate boundaries and continuously take on challenges to co-create and drive the emergence of new value and demonstrate our commitment. Furthermore, as a corporate citizen, we will engage in business activities deeply rooted in the local community to bring about a better future that is resilient, safe, and secure while constantly pursuing opportunities to contribute to society through ICT.

Targeted SDGs



Priority Activities

- ▶ 030 Promotion of DX to Connect Society with the Future
- ▶ 034 Promotion of Innovations that Break through Limits
- ▶ 036 ICT Transformation
- ▶ 041 Promotion of Corporate Citizenship

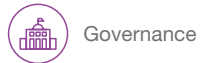
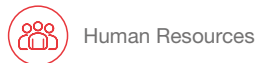


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Priority Activities

Promotion of DX to Connect Society with the Future

Our Approach

Our goal is to facilitate DX that will lead customers to create new businesses and bolster their competitiveness and to realize a Smart World through the utilization of ICT. By accumulating a broad array of data and reusing it to improve existing formats and develop and introduce new systems, technologies, and services, we will resolve a number of the issues facing society and create better ICT environments.

We will contribute to addressing social challenges by promoting DX in collaboration among Group companies and with our partners to address the issues faced by clients developing global business, various industries, and society as a whole. The NTT Communications Group will also provide solutions for promoting DX to connect society with the future, such as realizing a world in which every worker can choose an optimal workstyle and demonstrate their talents.

Main Achievements in Fiscal 2023 and Goals for the Coming Years

Our focus for the docomo business brand continued to be on the projects and co-creation that demonstrate the Smart World in fiscal 2023. The business co-creation program, OPEN HUB for Smart World, created more than 1,000 projects and the Xtreprenuer Award, established in collaboration with Forbes JAPAN staff, increased momentum for social innovation throughout society. In addition, we supported DX for revitalizing local communities and small and medium-sized enterprises (SMEs) to realize sustainable local communities. We also promoted docomo business Rink, Arcstar IP Voice Wireless, and Business d App as services that improve the way we work and live, while also focusing on providing global DX solutions that utilize IoT, AI, and other technologies.

We will continue to promote DX across society, industry, work/lifestyles, and global businesses, guided by progress toward achieving integrated solutions and in regional business collaborations, and with customer engagement rates as indicators.

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 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. To address issues that we see emerging throughout society, from urban development, construction, and customer experience to education, industry, medical/healthcare, mobility, and workstyles, we are pursuing digital transformation, including the utilization of data and development of new technologies and systems. By doing so, we will resolve social issues and achieve sustainable growth, which in turn will lead to generating new value.

Promoting the Realization of Sustainable Local Communities

Our docomo business brand uses mobile and IoT technologies and other synergies of the DOCOMO Group to help revitalize local communities together with our customers and local governments nationwide. A major challenge facing local communities is a shortage of workers due to an aging and decreasing population, which calls for greater efficiency through DX. We will contribute across a wide range of sectors, including agriculture, fisheries, healthcare, transportation, and education, to addressing the challenges faced by each community and industry with the most effective solutions, thereby contributing to the realization of sustainable local communities.



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Providing Services that Enable Secure Access to Internal Systems

Today's social environment, where remote and hybrid work has become common, requires an environment that allows flexible access from anywhere to internal systems, SaaS*1, and websites scattered across on-premises*2 and public clouds*3. However, many companies have been concerned about the cost, lead time, and operation required to introduce an ICT environment that addresses alternative working styles and new security threats.

In December 2023, NTT Communications launched docomo business RINK®, a new security-integrated network service that offers a secure ICT environment based on the Zero Trust*4 security model and supports diverse working styles.

In addition to a variety of network access options tailored for specific locations, such as the office, home, and store, the service also offers remote access that enables employees to connect securely to the resources they need from anywhere while ensuring cloud-based security, such as an Internet gateway with advanced UTM functions. By combining these functions according to need, customers can set up the ideal ICT environment.

While similar conventional network services can take up to a month to be activated, docomo business RINK® allows customers to apply for services and change settings through a dedicated web portal, making it possible to quickly establish an optimal ICT environment. The service for mobile phone access can be activated in as few as 10 business days after the application has been submitted. The only required on-site work is to turn on the power, so the service can be started without having to possess the specialized knowledge needed

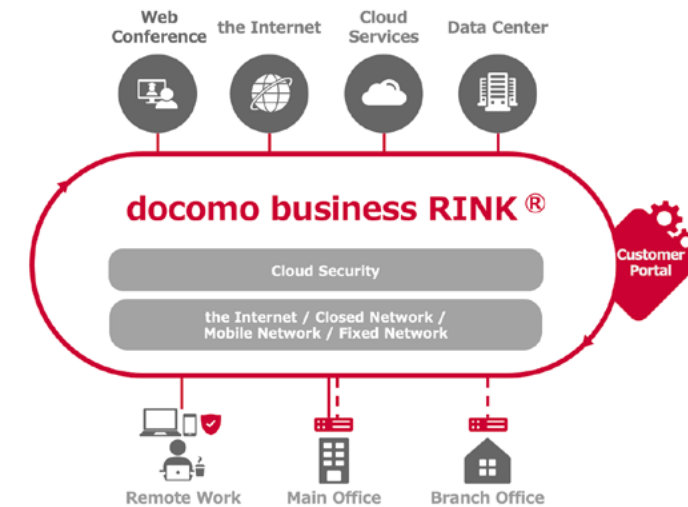
for configuring the equipment. This enables companies to reduce the total cost and lead time of building an ICT environment. Furthermore, by fully utilizing software-defined technology, which is at the forefront of the global market, the service can be configured on demand through a web portal to increase or decrease communication bandwidth and Internet breakouts. These functions allow users to set up a comfortable work environment even under heavy communication loads, such as when multiple employees are participating in a web conference from their office desks. We plan to start offering an integrated ID management function (IDaaS) by the end of fiscal 2024. This will facilitate centralized management of IDs for cloud services and internal systems and provides multi-factor authentication and access restrictions to prevent unauthorized access and information leaks. It is also

expected to improve user convenience through single sign-on.

Going forward, we plan to provide a function to counter risks to IoT devices, which are otherwise considered difficult to secure. By detecting and blocking threats on the network side, the service will proactively minimize damage (business model patent has been obtained). By continually expanding service functions, we will ensure the secure operation of ICT environments that strengthen the business continuity of our customers.

*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 In-house operation of information systems such as servers
 *3 An open form of cloud computing environment that is provided to an unspecified number of companies or individuals
 *4 Concept of security measures to be taken based on the premise of "trusting nothing"

[docomo business RINK®]



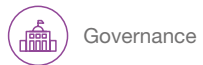


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Promotion of DX in Workstyles and Lifestyles

In fiscal 2023, we continued to offer a variety of new services supporting DX at work and in daily life. The rise of diverse workstyles and growing interest in business continuity planning is driving the need for creating highly flexible voice communications environments. In order to provide the DX of an optimal voice communication environment with greater location flexibility than ever before, we began offering Arcstar IP Voice Wireless, which eliminates the location restrictions and installation work required for fixed telephone lines by connecting them with telecommunications carriers and subscribers' wireless services. Furthermore, in order to contribute to the sustainable operation and development of small and medium-sized enterprises, we provided Business d App as a comprehensive portal for enterprises that allows employees to easily use services that enhance work efficiency and employee satisfaction and lead to the resolution of enterprise issues. It also supports employee benefits, and Business d Prepaid, a prepaid card for enterprises, which facilitates cashless payment of expenses. We are also supporting the implementation of DX in working styles and lifestyles by providing services related to wellness solutions, disaster prevention, and healthcare.

Safety and Security for Everyone through DX

Now that ICT has become an indispensable social infrastructure, we are working with our Group companies and partners to realize DX across society and industry to resolve the issues facing our world today. This includes bridging the digital divide, allowing people all over the world to enjoy the benefits of ICT without any constraints related to where they live, their age, or economic standards. For example, in IoT we are working to create use cases that contribute to resolving such social issues as watching over children, preventing crime in public areas, and assisting the elderly and physically challenged with mobility issues.

NTT Communications is promoting universal design* to provide products and services easy to use by all customers, regardless of age, gender, or physical abilities. For example, our 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 universal design. The ability of the service to provide multilingual customer support with only Japanese FAQs and Japanese-speaking operators has been well received.

* 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/cotoha-cf.html> (in Japanese only)

Promotion of DX in Our Global Businesses

Following the reorganization of the global business operations of the NTT Group and NTT DOCOMO Group, NTT Communications is expanding its global reach together with its subsidiaries NTT Com Asia Limited, NTT Communications China, Shanghai NTT Telecommunications Engineering, and Mobile Innovation. To fuel the global expansion of our docomo business brand, Mobile Innovation in Thailand has set up a its Customer Experience Center as a showroom where visitors can try out some of our 5G and IoT solutions currently offered in Japan. In collaboration with the other NTT Group companies involved, we will continue to contribute to DX in our global businesses by proposing and introducing our docomo business brand to a wide range of customers.



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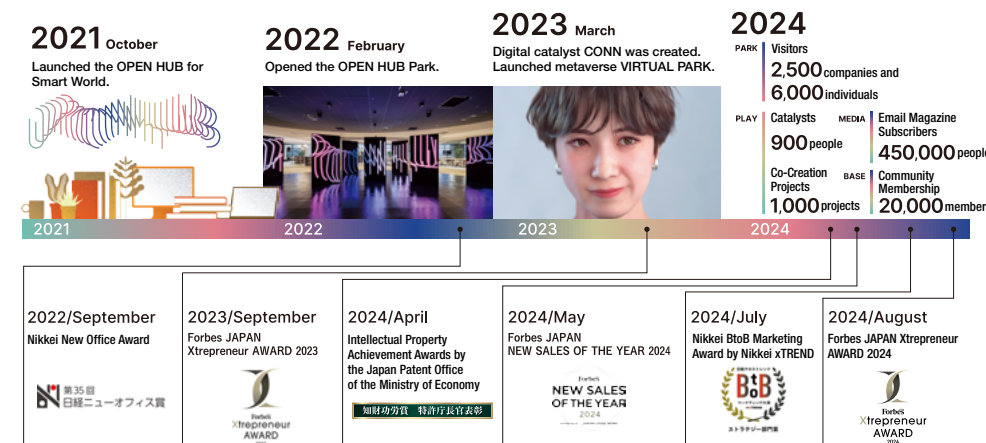
Business Co-Creation Initiatives

OPEN HUB for Smart World, a Business Co-Creation Program



A Business Co-Creation Program Launched in 2021 to Address Increasingly Complex Social Issues The OPEN HUB for Smart World program provides customers and partners with four functions: owned media, community, co-creation space, and program catalyst. The OPEN HUB Base community has more than 20,000 registered members, and the co-creation space, OPEN HUB Park, has been visited by 2,500 companies and 6,000 individuals. The number of internal and external experts who lead co-creation businesses, whom we call “catalysts,” increased to 900 in fiscal 2024, with expanded expertise into areas such as AI and smart cities. As a result, more than 1,000 co-creation projects have been started in the first three years. The program has received various awards in recognition of its efforts and achievements, including the Nikkei Cross Trend BtoB Marketing Award in the Strategy Category and the Intellectual Property Merit Award from the Ministry of Economy, Trade and Industry.

[History of OPEN HUB]



Xtrepeneur AWARD to Accelerate Social Innovation



In 2023, we established the Xtrepeneur AWARD with Forbes JAPAN to recognize co-creation projects that tackle social issues.

In 2024, out of over 100 entries, we recognized six award-winning projects that address social issues, including carbon neutrality and circular economy, in Japan and around the world. By creating our own co-creation projects and also recognizing outstanding projects from other companies that are tackling social issues, we disseminate information and build momentum throughout Japanese society to realize a sustainable future.

Business Co-Creation Projects to Tackle Social Issues

CASE 1 Creating J-Credits by Extending the Midsummer Drainage Period of Paddy Rice Cultivation

In Japan, 45% of methane gas, a greenhouse gas, is generated from paddy fields. Together with Yanmar Marché Co., Ltd., we visualized data on methane gas emissions curbed by extending the midsummer drainage period to create carbon credits.

See also "CASE 01: Supporting the Creation and Use of J-Credits through Collaboration with Companies and Local Communities" in this report.

CASE 2 Value Add Femtech Community to Create a Well-Being Society for All Women

As part of our support for women's advancement in society and addressing the declining birthrate, the Value Add Femtech Community develops and provides products and services suited to individual women across companies that address women's specific health concerns. The number of participating companies has increased from 12 at the time of establishment to 45 (as of November 2024).

CASE 3 Brain Health Check to Connect Family Ties in an Aging Society through Telephone and AI

To create a society where fewer dementia patients, their families, and businesses experience anxiety about dementia, NTT Communications has combined its telephone service assets with Nippontect Systems' AI technology to provide a service in which AI checks the health of participants' brains via phone calls.

CASE 4 JCLaaS Business to Realize a Society Where People Can Live in Perpetual Affluence through Infrastructure Management

The deterioration of social infrastructure facilities and equipment and increasingly severe disasters must be addressed. We therefore jointly launched a comprehensive infrastructure management business for local governments with the West Japan Railway Company, which supports infrastructure including railroads, and four banks, to foster industry from a financial perspective.

CASE 5 Digital Hub on the Road to Be Realized by Co-Creating the Future of City Planning

We work with Stanley Electric Co., Ltd. and KAGA FEI Co., Ltd. to make streetlights a smarter social infrastructure by using AI cameras to address social issues including regional traffic problems. This project has also been selected by the Ministry of Internal Affairs and Communications for the FY2023 Regional Digital Infrastructure Utilization Promotion Project.



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Our Approach

Under our mission of “Creating communications methods that open up new possibilities for people and our world,” we aspire to connect the world by providing advanced technologies and services that generate new social value.

We will pursue innovations unshackled by conventional wisdom. To generate creative innovations, we will apply new ideas to establish businesses and engage in new business development such as Smart X and business co-creation with our customers. We will also develop a new framework for generating innovations within the Group through internal reforms and the Open Innovation Program.

Main Achievements in Fiscal 2023 and Goals for the Coming Years

As in the previous fiscal year, we continued to actively promote the development and demonstration of new businesses in fiscal 2023. We also promoted the commercialization of developed functions and services. For example, OsecT, which visualizes and detects security risks in OT systems in factories, was developed to support OT protocols originating in Japan. Moreover, we also generating value and demonstrating new businesses with medium- to long-term prospects.

We actively promoted innovation management in collaboration with internal and external parties. In addition, we expanded the scope of a new business creation content launched in 2016 for generating new businesses originating from employees, to include the DOCOMO Group. Starting in fiscal 2023, the contest has been held under the docomo STARTUP brand.

We are pursuing further innovation by setting “driving creative innovation” as a main initiative and using patent applications on key intellectual property themes that support the sustainability of innovative businesses, such as Smart World, as an indicator.

Driving Creative Innovation

NTT Communications established the Innovation Center to drive creative innovation for realizing a Smart World and contributing to the DX of our customers.

Promoting Creative and Innovative Smart X

● **Innovation Center**

NTT Communications established the Innovation Center in 2020 to create new businesses and common knowledge as pillars of its future business. The center was comprised of four divisions: the Technology Strategy Division, which works to gain technological superiority; the Design Division, which promotes customer-oriented management; the Technology Division, which drives the entire company with cutting-edge technologies; and the Produce Division, which leads the development of new businesses. In April 2023, the IOWN Promotion Office was added to these four divisions to be responsible for developing and verifying technology, planning and executing promotion strategies, and promoting demonstration experiments for the early deployment of the next-generation information infrastructure IOWN® across society.

● **Creating New Businesses**

The Innovation Center has been creating a number of new businesses. The WideAngle professional service, OsecT, which visualizes and detects security risks in control systems for production lines in plants, was launched as a commercial service in April 2022. To expand the scope of its application, we conducted technical and business



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verifications, and in fiscal 2023 we supported CC-Link, an OT protocol originating in Japan. Up until now, we have developed and demonstrated Droppin, an instant search and reservation service for workspaces that best suit the needs of users, in partnership with various coworking spaces and private work booths to support flexible workstyles, as well as Home Currency Anywhere, a foreign currency exchange platform with guaranteed rates that dramatically accelerates and improves cross-border business. Some of our next business projects under discussion from a mid- to long-term perspective are remote-controlled robotics and space-related businesses. We will continue to create new added value to bring about change and drive creative innovation and new businesses for realizing a Smart World.

Promotion of Innovation Management

Promoting Creative Innovation through Internal and External Collaboration

We believe that promoting internal innovation and co-creation and collaboration with external parties are essential for generating innovation and new businesses to resolve social issues. With this in mind, we are developing mechanisms for encouraging innovation.

DigiCom was originally started in 2016 to encourage employees to innovate and to develop human resources and a corporate culture conducive for driving innovation. In fiscal 2023, it was relaunched as the docomo STARTUP Challenge, a new business creation contest for docomo STARTUP, a program that all Docomo Group employees can participate in to commercialize their ideas. As one

way to encourage co-creation with other companies, we hold the ExTorch open innovation program for co-creation of new value by drawing upon NTT Communications' extensive resources, including services, technologies, infrastructure, and data. ExTorch connects startup companies with our various internal departments to create new businesses.



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Our Approach

As the IoT society evolves, economic and social damage caused by emergency telecommunication breakdowns is becoming incalculably severe. 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 focus on the Three Disaster Policy Fundamentals to put into place a communication environment that allows for the confident use of networks even in the event of a disaster or other emergencies. Through the consistent strengthening of ICT infrastructure equipment to prevent telecommunication breakdowns in the event of emergency, we will maintain the network as vital infrastructure, resolve customer security issues as a security advisor for the “new normal” era, and provide advanced services that integrate Group technologies such as local 5G and edge computing to realize flexible and optimal network environments for our customers.

As an ICT services provider, we are responsible for ensuring the confidentiality, secure retention, and management of information we receive from customers. We believe that fulfilling this responsibility is essential for realizing advanced, safe, secure, and sustainable living environments and economic and social activities.

Furthermore, we are working to provide advanced and robust information and cybersecurity. We have established a set of security regulations necessary for the NTT Communications Group as a whole to meet public expectations, and we apply them to the ongoing monitoring and operation of the ICT systems and networks entrusted to us by customers to ensure they are robust while enhancing their vulnerability response to unknown threats.

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 to service damaged telecommunications equipment as soon as possible.



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



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Main Achievements in Fiscal 2023 and Goals for the Coming Years

In preparation for the arrival in Japan of diplomats from various countries for the G7 Hiroshima Summit in fiscal 2023, we took every precaution to ensure that our telecommunications facilities were properly protected and that we were ready to act quickly and effectively in the event of any incidents. These special security and maintenance efforts contributed to a successful, problem-free event.

In addition, we have established evaluation criteria based on the required roles, competencies, and skills of employees in charge of disaster response, and are continuing our efforts to certify employees who possess a high level of know-how and can serve as role models. Through these efforts, we will develop highly specialized human resources by indicating the direction and roadmap for improving their skills.

We also strengthened our security services to combat increasingly sophisticated cyberattacks, such as emerging threats from the spread of remote work caused by the COVID-19 pandemic as well as persistent, malicious ransomware attacks. Furthermore, we started offering a new security service that is affordable and easy to introduce, considering the growing number of cyberattacks affecting not only large but also small and medium-sized enterprises.

We specifically focused on offering services that meet the expectations of our customers for

security. These included support for our highly secure and scalable Internet gateway service, Distributed Secure Internet GateWay (DSIGW)*1, expansion of products for EDR log analysis*2, risk scoring to visualize corporate security risks for SMEs, and security education and email training that combines security education and phishing email training.

In fiscal 2023, we will continue to strengthen our network security by promoting advanced and robust information and cybersecurity services, and we will expand our service lineup to meet the security needs of all customers, in light of the increasing prevalence of security incidents in IT as well as OT environments, regardless of enterprise scale.

*1 A service that provides UTM security and proxy functions (an intermediary system for accessing the Internet) necessary for secure Internet connections outside the company. It allows the resource size (specifications) to be adjusted on demand based on the customer situation and needs.

*2 Obtaining log information from endpoints (PCs, servers, and other devices) connected to the organization's network and analyzing them for any suspicious activities or traces of them.

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 January 2024, the Noto Peninsula Earthquake occurred with a maximum seismic intensity of 7 in Wajima City, Ishikawa Prefecture and Shika Town, Hakui County, causing extensive damage. While the earthquake did not damage our communications facilities, it had a widespread and long-lasting impact on access lines. We worked with related telecommunications carriers to quickly restore the affected customer lines.

We work every day 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.



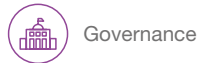
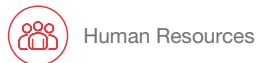
For more information on disaster response, see: <https://www.ntt.com/about-us/cs/saitai.html> (in Japanese only)



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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. Safety Confirmation and Simultaneous Alert Service verifies and gathers information on the safety of employees during a pandemic or natural disaster. Available on a routine basis via communications networks, it 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.

In addition to these services to protect the personal safety of customers, we offer highly reliable ICT infrastructure services that will keep customer businesses and operations running uninterrupted even in times of disaster. For example, Nexcenter, a data center service with excellent disaster resistance, and SDPF Cloud/Server service (formerly the Enterprise Cloud service), a cloud service for companies that leverage outstanding technological capabilities as telecommunications carriers, are both connected via high-quality, high-volume networks between bases and therefore provide BCP capabilities that ensure the timely backup of data at remote locations.

Furthermore, DOCOMO IoT Managed Service began offering a one-stop solution for multi-carrier redundancy in

December 2022 to enable companies that use IoT in their business development to construct robust networks.

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 2018 Hokkaido Eastern Iwuri Earthquake, the 2024 Noto Peninsula Earthquake, 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.

In response to the Noto Peninsula Earthquake, which

occurred in January 2024, the cable-laying ship Kizuna rushed to the coast of Wajima City carrying DOCOMO and KDDI mobile phone base stations, in accordance with the Social Contribution Partnership Agreement concluded between NTT and KDDI Corporation in 2020. The ship supported the operation of the onboard base stations for two weeks to ensure mobile communications in Wajima City, where land routes had been cut off and restoration had been delayed. The ship also transported and provided about 7 tonnes of emergency food and other relief supplies from its home port in Nagasaki City, Nagasaki Prefecture, to Ishikawa Prefecture.

In fiscal 2021, high-speed maritime broadband service JSATMarine provided by SKY Perfect JSAT was introduced to the Kizuna to make it possible to use the same business and communication tools on land and at sea. Thanks to the significant increase in communication capacity, we can now exchange large files with our clients when conducting cable work and other projects, allowing us to better manage business operations. In addition, program updates for special construction equipment manufactured overseas can now be performed remotely, so technicians from overseas are not required in person.

[Onboard equipment and disaster recovery support on Kizuna]





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Replacing Lubricating Oil in Emergency Power Generators

In January 2024, when the Noto Peninsula Earthquake occurred, NTT Anode Energy Corporation requested lubricating oil replacement for generators that were running continuously at the telephone facilities and on mobile emergency power generators due to power outages in the affected areas. In response to this request, NTT World Engineering Marine Corporation's maintenance team for emergency power generation engines worked on the task for about a month in various locations on the Noto Peninsula, thereby contributing to secure telecommunications.

Process

2024

- January 2** Received a deployment request; prepared lubrication oil and equipment
- January 3** Traveled from Yokohama to Kanazawa
- January 4** Began replacement work
[Details of Work Performed*]
 - Telephone Exchange Facility: 1 location
Lubrication oil replaced a total of 5 times (Wajima Building)
 - Emergency Power Vehicles: 8 units
Lubrication oil replaced a total of 17 times (7 units for NTT West, 1 unit for DOCOMO)
 - Portable Generators: 5 units
Lubrication oil replaced a total of 7 times
 - Total Lubrication Oil Replaced: Approximately 578 liters (with a total of 2 additional supplies transported from Yokohama during the process)
- *Managed by a team of 2 people on-site at all times for a total of 29 days (total of 6 members rotated)
- February 1** Replacement work completed.
- February 2** February 2: Returned to Yokohama

[Emergency power generator in the telephone facility]



[NTT West's emergency power supply vehicle]



[DOCOMO's mobile emergency power generator]



[Replacing lubricating oil]



Provision of Advanced and Robust Information and Cybersecurity

Monitoring Enterprise Network Security

We have been addressing cyberthreats 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.

While DX 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. In addition, with the increasing number and sophistication of cyberattacks, there are fewer security engineers who can prevent and restore damaged equipment. To address this, we recently began offering Managed SOAR using SOAR*1 technology, which enables automatic response and recovery when a threat is detected, allowing for a rapid response to cyberattacks, as well as standardizing and enhancing responses regardless of the availability of skilled engineers, thereby systematically improving security.

In fiscal 2023, in addition to ransomware that encrypts data, damage caused by ransomware attacks that steal and expose confidential and personal information has become prominent. This damage is magnified when attackers exploit authentication functions within the ICT environment of the compromised company. In response, we developed and provided Managed Security Service ID Security to detect abnormal behavior of authentication systems. To counter new threats arising from the shift to the cloud, we started offering Managed CSPM*2 to provide enhanced cloud security for customers in fiscal 2022 by visualizing the status of IaaS*3 misconfigurations and compliance, and we have added CWPP*4 as a new function to audit vulnerabilities. Furthermore, with the rising volume of logs to be analyzed to detect sophisticated cyberattacks, we have boosted the capacity of the



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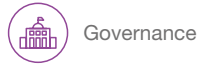
- Promotion of DX to Connect Society with the Future
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Managed Security Service, a monitoring service by SOC, to handle large-volume log analysis. We will continue to contribute to customer DX by providing solutions for safely using data and generating new value.

- *1 Security Orchestration, Automation and Response: A solution to streamline and automate security operations by consolidating and analyzing data from various products, platforms, and external sources, and by taking action through pre-defined processes
- *2 Cloud Security Posture Management: A solution that automatically assesses and monitors various settings in a cloud environment to ensure compliance with security policies
- *3 Infrastructure as a Service: A business model that delivers IT infrastructure such as computing, storage, and network resources via the Internet
- *4 Cloud Workload Protection Platform: Used to investigate potential threats or vulnerabilities in VMs and containers

Countering Malware, a Growing Social Problem

In February 2016, NTT Communications became the first Internet service provider 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.

* Command and Control servers: Servers managed by a malicious third party that issues remote commands to infected terminals



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Priority Activities

Promotion of Corporate Citizenship

Our Approach

Guided by our Social Action Principles, the NTT Communications Group promotes activities for realizing a prosperous society 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. 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. In addition to community development, we intend to actively participate as a corporate citizen by also developing community engagement activities with an understanding of the SDGs as well as ways to achieve their targets. These efforts will have a significant effect on expanding a sustainability mindset throughout the Group and encourage each company to contribute to the creation of a sustainable society as a member of the NTT Communications Group.

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 Gained in Those Markets for the Benefit of Society	We utilize services developed for information distribution markets as well as employee abilities.

Main Achievements in Fiscal 2023 and Goals for the Coming Years

We conduct social contribution activities that support a sustainable future. In fiscal 2023, we set the goal of expanding opportunities to participate in community engagement projects as an indicator. Specifically, we conducted new social contribution activities, including the NTT Communications Group's own pro bono project and the DOCOMO Group's Employee Fundraising Program to Support Disaster Recovery and the Creation of a Sustainable Society. We will continue to provide an environment that encourages more employees to take part in social contribution and volunteer activities, and we will expand these opportunities.

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 2023, 3,283 employees participated in 165 social contribution activities, some of which were canceled or reduced to contain the spread of COVID-19.

[Social Contribution Activities in Fiscal 2023]

	Number of Projects	Number of Participants	Activity Expenditure (Yen)
Preservation of the Natural Environment	42	461	4,241,580
Social Welfare	52	419	2,807,006
Promotion of Education and Culture	14	25	526,500
Regional Development and Exchange	35	2,049	16,045,851
Promotion of Sports	3	45	962,667
Others	19	284	8,603,426
Total	165	3,283	33,187,030

Pro Bono Activities

The NTT Communications Group promotes pro bono activities that apply the expertise of its employees.

In fiscal 2023, the NTT Communications Group organized a pro bono project with the participation of 13 members and provided support for the activities of



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three NPOs for approximately three months starting in February 2024. We specifically focused on sorting out issues in the management of the organizations, making recommendations for their future management, developing materials to introduce their activities to companies and corporations that were potential funders, and producing video resources, including an update manual so that the materials could be used on an ongoing basis. Participating in this project not only contributed to addressing social issues but also provided an opportunity for participants to experience the diverse philosophies, creative approaches to operations, and challenges faced by these NPOs firsthand, and also to gain insights into improving their skills and developing their careers by working with diverse members who do not usually interact in their day-to-day work.

Since 2022, NTT Com Engineering Corporation has had the opportunity to give a special lecture, Diversity Management Initiatives in the Information and Communication Technology Industry, for Chuo University's Diversity Management Course. After the lecture, many students ask questions about diversity, equity, and inclusion in organizational and team management, displaying a different level of enthusiasm and inquisitiveness compared to those in internships and the like.

We believe that engaging in pro bono activities as a way to contribute to society creates a virtuous cycle in which employees can develop their careers and achieve personal growth while also generating new value through business and addressing social issues. NTT Communications will continue to actively engage in pro bono activities.

Participation in the DOCOMO Group's Employee Fundraising Program to Support Disaster Recovery and the Creation of a Sustainable Society

The Employee Fundraising Program to Support Disaster Recovery and the Creation of a Sustainable Society, a new version of the DOCOMO Group's employee donation program, which was originally launched to support the recovery efforts for the Great East Japan Earthquake, began in fiscal 2023 with a participation of the NTT Communications Group. Employees can choose a social issue area (e.g., disaster recovery, environment, people with disabilities, children, next generation development, diversity) and raise money with d-payment. In addition, to encourage cooperation between employees and the company in donation efforts that contribute to society, the company matches the amount raised by employees and donates the total to disaster-affected municipalities, NPOs, and others. In fiscal 2023, a total of 1,508 employees participated in the program, donating to municipalities affected by the Noto Peninsula Earthquake and the Great East Japan Earthquake and organizations working to address social issues.

Other Initiatives

NTT Communications engages in a variety of social contribution activities in addition to pro bono efforts and the employee fund-raising program.

In fiscal 2023, we welcomed junior high school students to visit our company. Under the school trip program for junior high schools in the Tohoku and Chubu regions,

we introduced our company and sustainability initiatives, hosted tours of our offices and cable tunnel facilities, and arranged discussions led by our employees. We intend to continue this activity to educate younger generations as future leaders.

As an environmental protection initiative, we have participated in cleanup campaigns in Tokyo's Chiyoda Ward since 2008. These events were suspended to prevent the spread of COVID-19 and then resumed in November 2021. Employees and partner employees working at our headquarters also pick up empty cans and cigarette butts dumped around the building each morning on their way to work to keep the area clean.

We also hold regular events to sell sweets made by people from extended employment support offices. Through the simple action of purchasing delicious snacks, we support the independence of people with disabilities and foster employee awareness of social welfare. This initiative has been in place since fiscal 2003, and even amid the spread of COVID-19, we continued to hold the events by considering sales methods such as assigning staff to facilities for people with disabilities and switching to sales by order.



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Social Contribution Activities at Group Companies

For some time, we have been encouraging Group companies to develop their own social contribution activities and, as a result, each has been actively doing so based on their own policies. These include environmental conservation activities, donations, and contributions. As a corporate citizen, we will continue to promote low-profile yet meaningful activities that help communities.

[Major Social Contribution Activities at Group Companies in Fiscal 2023]

Company Name	Activity
NTT Com Engineering	Free lecture entitled "Diversity Management Initiatives in the Information and Communication Technology Industry" at Chuo University
NTTCom Online Marketing Solutions	Participation in Osaki Full of Flowers (a community flower-planting activity)
NTT Com CHEO	Donating emergency food supplies to the Street Corner Food Pantry in Itabashi Ward, Tokyo, following the closure of Narimasu Office operations
NTT Com DD	Sending Christmas cards and gifts to children via World Vision's Child Sponsorship Program
NTT Smart Trade	Donating surplus calendars to facilities in Chiyoda Ward
NTT PC Communications	Reducing food loss by donating disaster prevention foods
Comware Financial Systems	Donating books (Book Baton Project)
DOCOMO Business Solutions	Selling used books collected from employees and donating the proceeds to support the education of girls in developing countries; promoting Satoyama conservation activities, including rice planting, bamboo cutting, and rice harvesting
N.F. Laboratories	Providing free lectures on security to academic institutions such as technical colleges and universities; sponsoring security-related events
NTT BizLink	Live streaming of a chorus competition by deploying the company's video streaming technology for those unable to attend, including family and other relations, and current students, during the COVID-19 pandemic, and live streaming for parents who could not attend Sports Day because admission had been limited due to the pandemic
NTT Com Asia Limited	Participation in the UNICEF Charity Run
Phone Appli	Participation in the NIPPON IT Charity Relay Road Race
NTT Communications Group	Participation in woodland preservation projects, including the one organized by Shiroy Kankyo Juku
	Donating PCs to social welfare organizations such as NPOs, etc.
	Cleanup campaigns in Tokyo's Chiyoda Ward
	Holding a sale of sweets made where people with disabilities are on the staff
	Employee Fundraising Program to Support Disaster Recovery and the Creation of a Sustainable Society