



- Contents
- Message from the President & CEO
- Business Strategies
- Our Vision of the Future

NTT Communications Group Sustainability

Sustainability Management

- Sustainability Promotion Structure and Governance, Risk Management, Strategy, Indicators, and Targets
- KPIs, Targets, and Outcome of Activities
- NTT Communications Group's Value Chain for Service Provision
- Relationship with the NTT Group / Relationship with External Entities

Overcoming Social Challenges through Our Business

- Society
- Environment
- Human Resources
- Governance

Independent Assurance Statement

Corporate Information

KPIs, Targets, and Outcome of Activities

The following tables show the Priority Areas (society, the environment, human resources, and governance) of the Sustainability Policy, the main initiatives, key performance indicators (KPIs) and targets for fiscal 2023 for the Priority Activities, and the outcome of these activities (review, assessment, and targets) as well as the main initiatives, KPIs, and targets for fiscal 2024.



Our Vision of the Future We envision a better future characterized by innovation, vitality, resilience, safety and security, in which sustainable development is achieved through value creation.



	FY2023		
Main Initiatives	KPIs	Review	Assessment
<b>Priority Activity   Promotion of DX to connect society with the future</b>			
Promote DX in society and industry	<b>Qualitative</b> Promote Smart World projects based on BBX strategy	<b>Qualitative</b> 60 BBX-related external announcements	○
Promote DX in workstyles and lifestyles	<b>Qualitative</b> Promote the realization of sustainable local communities by promoting DX  <b>Quantitative</b> Number of service projects: 5	<b>Qualitative</b> <ul style="list-style-type: none"> <li>Promoted the revitalization of local communities and small and medium-sized enterprises by supporting the customer approach and DX to key regional industries in cooperation with branch offices</li> <li>Started creating market-in proposal models that lead to resolving issues in each region and industry, such as the data utilization business</li> </ul> <b>Quantitative</b> Number of service projects: 7  <ul style="list-style-type: none"> <li>4 services, including Arcstar IP Voice Wireless, which digitally transforms the voice communication environment by integrating mobile and fixed networks</li> <li>3 services, including Regional Alert Direct</li> </ul>	
Promote DX in global business	<b>Qualitative</b> Develop global DX solutions	Won an order to build a global IoT platform for a major foreign manufacturing company	○

	FY2024	
Main Initiatives	KPIs	
Promote DX in society, industry, workstyles, and lifestyles	<b>Quantitative</b> <b>New</b> Integrated solutions Revenues and revenue ratio	
Realize sustainable local communities by promoting DX	<b>Quantitative</b> <b>New</b> Customer engagement (NPI, NPS) *For companies with up to 1,000 employees	
Promote DX in global business	<b>Quantitative</b> <b>New</b> Growth of regional collaborative business (year-on-year increase)	
Promote DX in global business	<b>Qualitative</b> Develop global DX solutions	

Achievement levels based on self-assessment ○: Achieved △: Partially achieved x: Unachieved



- Contents
- Message from the President & CEO
- Business Strategies
- Our Vision of the Future

NTT Communications Group Sustainability

Sustainability Management

- Sustainability Promotion Structure and Governance, Risk Management, Strategy, Indicators, and Targets
- KPIs, Targets, and Outcome of Activities
- NTT Communications Group's Value Chain for Service Provision
- Relationship with the NTT Group / Relationship with External Entities
- Overcoming Social Challenges through Our Business



Society



Environment



Human Resources



Governance

Independent Assurance Statement

Corporate Information

FY2023			
Main Initiatives	KPIs	Review	Assessment
<b>Priority Activity   Promotion of innovations that break through limits</b>			
Generate creative innovations	<b>Qualitative</b> Promote creative and innovative SmartX projects	<ul style="list-style-type: none"> <li>Promoted the wind platform service developed at the Innovation Center</li> <li>Started to provide the OsecT service for partners, which visualizes security risks in control systems</li> </ul>	○
Promote innovation management	<b>Qualitative</b> Promote unique innovations in collaboration with internal and external members	<ul style="list-style-type: none"> <li>Planned and ran new business creation programs such as the new DigiCom business creation contest (now docomo STARTUP CHALLENGE)</li> </ul>	○
<b>Priority Activity   ICT transformation</b>			
Provide ICT services that are resistant against natural disaster, highly reliable, safe, and secure	<b>Quantitative</b> Stable service provision rate: 99.99% <ul style="list-style-type: none"> <li>Voice service</li> <li>Corporate network service</li> <li>Cloud service</li> </ul>	<ul style="list-style-type: none"> <li>99.99% achieved</li> <li>Completed migration of voice services (inter-prefecture and intra-prefecture telephone services, international telephone services) and cloud service (ECL1.0)</li> </ul>	○
Provide advanced and robust information and cybersecurity	<b>Quantitative</b> Develop advanced, robust security services and add to the menu: 3 services	<ul style="list-style-type: none"> <li>ID security (tenable/CrowdStrike)</li> <li>Managed CSPM (CWPP)</li> <li>WideAngle MSS service size (log volume size)</li> </ul>	○
Provide managed services to help customers have a safe and secure transformation	<b>Quantitative</b> Develop managed services to support the sustainable development of a safe and secure ICT society and add to the menu: 2 services	<ul style="list-style-type: none"> <li>Linked with XmPF experience quality monitoring</li> <li>Provided ZABICOM terms of use type (menu selection type)</li> </ul>	○

FY2024	
Main Initiatives	KPIs
Generate creative innovations	<b>Quantitative</b> <b>New</b> Patent applications on key intellectual property themes that support the sustainability of innovative businesses (10-99 patent applications per theme per year) Themes: <ul style="list-style-type: none"> <li>Smart World</li> <li>Integrated Network Service (RINK)</li> <li>Generative AI</li> <li>IOWN</li> </ul>
Provide ICT services that are resistant against natural disaster, highly reliable, safe, and secure	<b>Quantitative</b> <b>New</b> Number of serious accidents: 0
Provide advanced ICT services	<b>Quantitative</b> Develop advanced, robust security services and add to the menu: 3 services
	<b>Quantitative</b> Develop managed services to support the sustainable development of a safe and secure ICT society and add to the menu: 2 services
	<b>Quantitative</b> <b>New</b> Provide new voice application services focused on value provided to customers and add to the menu: 3 services

Achievement levels based on self-assessment ○: Achieved △: Partially achieved x: Unachieved



- Contents
- Message from the President & CEO
- Business Strategies
- Our Vision of the Future

NTT Communications Group Sustainability

● Sustainability Management

- Sustainability Promotion Structure and Governance, Risk Management, Strategy, Indicators, and Targets
- KPIs, Targets, and Outcome of Activities
- NTT Communications Group's Value Chain for Service Provision
- Relationship with the NTT Group / Relationship with External Entities

Overcoming Social Challenges through Our Business

- Society
- Environment
- Human Resources
- Governance

Independent Assurance Statement

Corporate Information

FY2023			
Main Initiatives	KPIs	Review	Assessment
Provide advanced and flexible network services	<b>Quantitative</b> Number of services: 4	Number of services: 4 ● Phase 1 of docomo business RINK® ● APN dedicated line plan powered by IOWN® ● IoT Connect Mobile active multi-access SIM ● IoT Connect Gateway virtual connection functionality added, etc.	○
<b>Priority Activity   Promotion of corporate citizenship</b>			
Promote social contribution activities that are beneficial to a sustainable future	<b>Qualitative</b> Expand opportunities for participating in community service activities	Implemented the following new initiatives: ● NTT Communications Group's own pro bono project (10 employees participated in 3 supported NPOs) ● Employee Fundraising Program to Support Disaster Recovery and the Creation of a Sustainable Society (1,508 employees participated, raising 7,908,000 yen)	○

FY2024	
Main Initiatives	KPIs
Provide advanced ICT services	<b>Quantitative</b> Provide advanced and flexible network services: 4
Promote social contribution activities that are beneficial to a sustainable future	<b>Quantitative</b> <b>New</b> Implement new social contribution activities: 2

Achievement levels based on self-assessment ○: Achieved △: Partially achieved x: Unachieved