## NTT Communications Group Sustainability

## NTT Communications Corporation Sustainability Report

2023

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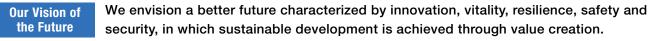
Independent Assurance Statement



## 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 2022 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 2023.

Society





022

FY2022				FY2023		
Main Initiatives	KPIs	Review	Assessment	Targets	Main Initiatives	KPIs

## Priority Activity | Promotion of DX to connect society with the future

Promote DX in society and industry Promote DX in workstyles and lifestyles	Qualitative Promote Smart World projects based on BBX strategy* Quantitative Number of service projects: 8	Qualitative         44 BBX-related external announcements         Quantitative         Number of service projects: 8         Launched various services to help customers promote         DX, including SDPF cloud services/servers CO2         emissions forecasting and visualization functions, and the         COTOHA 1on1 Assistant, which uses Al to help improve         supervisors' one-on-one skills	0	Further promote Smart World through BBX strategy by leveraging DOCOMO Group synergies	Promote DX in society and industry Promote DX in workstyles and lifestyles	Qualitative         Promote Smart World projects based on BBX strategy         Qualitative       New         Promote the realization of sustainable local communities by promoting DX         Quantitative         Number of service projects: 5
Promote DX in global business	Qualitative Develop global DX solutions	Established a Custom Experience Center (CEC) in Thailand to develop business activities	0	Develop business activities at the CEC in Thailand and also continue to develop global solutions through NTT Com China's new security operation center	Promote DX in global business	Qualitative Develop global DX solutions

\*Promote B2B2X (B2B2B/B2B2C, etc.) business through co-creation

Achievement levels based on self-assessment O: Achieved riangle: Partially achieved imes: Unachieved

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#### FY2022 FY2023 Main Initiatives KPIs Review **Main Initiatives KPIs** Assessment Targets Promotion of innovations that break through limits Priority Activity Generate creative Implemented new business development and a Generate creative Qualitative Qualitative demonstration through xTech for a new customer innovations innovations Promote creative and Promote creative and experience innovative SmartX projects innovative SmartX projects Continue to promote Currently conducting value creation/demonstration the development of new for new businesses from a medium- to long-term businesses perspective, such as a remotely operated robot Provide monitoring functions business (Telepresence), space-related business for OsecT that are suitable for (SpaceTech), and wind data business use in the factory environment Developed OsecT to visualize control system security of small- and medium-sized risks, conducted demonstration tests and started Japanese manufacturers commercial provision of WideAngle professional (started offering in July 2023) service OsecT in April 2022, and currently conducting technology and business PoC with multiple companies to develop B2B2X services Promote innovation Qualitative <u>The ExTorch Open Innovation Program</u> connects Promote innovation Qualitative Starting in FY2023, the new startup companies with various departments within the management management Promote unique innovations in business creation contest will Promote unique innovations in Company and is carrying out activities to create new collaboration with internal and collaboration with internal and be called "docomo STARTUP" businesses through co-creation external members external members and the entire DOCOMO Group In commercially providing the AI plant operation support 0 will work together to promote it solution, we made available the AI development Continue to promote the support tool Node-AI and the JIT algorithm system that creation of the data utilization optimizes AI in response to environmental changes, to business using the B2B2X promote the creation of a data utilization business using model the B2B2X model

## Priority Activity | ICT transformation

Enhance network infrastructures that are resistant against natural disaster, highly reliable, safe, and secure Quantitative Stable service provision rate: 99.99% • Voice service • Corporate network service • Cloud service	<ul> <li>Stable service provision rate: 99.99% achieved (average of 3 services)</li> </ul>	0	<ul> <li>Strengthen service quality and systems to provide highly reliable, safe, and secure services</li> </ul>	Enhance network infrastructures that are resistant against natural disaster, highly reliable, safe, and secure	Quantitative         Stable service provision         99.99%         Voice service         Corporate network se         Cloud service
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Achievement levels based on self-assessment O: Achieved A: Partially achieved X: Unachieved

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## **NTT Communications Group Sustainability**

Main Initiatives

Provide advanced and

robust information and

cyber security

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	FY2022			FY	2023
KPIs	Review	Assessment	Targets	Main Initiatives	KPIs
Quantitative Develop security services and add the menu: 3 services	Managed CSPM     Reliable Mobile Security for Business	0	<ul> <li>Develop services, taking into account the creation of a menu for small and medium-sized businesses</li> </ul>	Provide advanced and robust information and cyber security	Quantitative Develop advanced, robust security services and add to the menu 2 consider

		Number of services: 7		<ul> <li>Plan to focus on the X.</li> <li>Managed Platform service</li> </ul>		
Provide managed services to help customers have a safe and secure transformation	Quantitative Develop managed services to support the sustainable development of a safe and secure ICT society and add to the menu: 2 services	Number of new options: 2 Created basic and optional functions required for managed services by incorporating customer needs based on actual projects, and added to the menu • Cloud (AWS/ECL2.0) added to the menu • Global Delivery added to the menu	0	<ul> <li>Promote the development of new functions unique to the carrier, such as data accumulation, analysis, simple security diagnosis, traffic prediction, and detection</li> </ul>	Provide managed services to help customers have a safe and secure transformation	Quantitative Develop managed services to support the sustainable development of a safe and secure ICT society and add to the menu: 2 services
Provide advanced and flexible network services	Quantitative Number of services: 2	Number of services: 2 • Active Multi-access SIM* • Enhanced the functions of <u>IoT Connect Gateway</u>	0	Expand value-added functions to promote the development of customer IoT systems/services	Provide advanced and flexible network services	QuantitativeReinforceNumber of service projects: 4

## Priority Activity | Promotion of corporate citizenship

omote social ontribution activities at are beneficial to a Istainable future	Quantitative Number of times participated in local community contribution activities (year-on- year increase)	10 cases (last fiscal year: 10 cases) Also started supporting NPOs through pro bono activities in FY2022	0	In addition to the frequency of participation, we plan to create an environment where more employees can easily participate in social contribution and volunteer activities to increase overall participation	Promote social contribution activities that are beneficial to a sustainable future	Quantitative New Expand opportunities for participating in community service activities
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\*NTT Communications' proprietary technology (patent pending) has enabled the development of a new SIM for the IoT that can autonomously detect communication failures and switch to a backup carrier using only one SIM.

Managed SOAR and other services

the menu: 3 services

Achievement levels based on self-assessment

○: Achieved △: Partially achieved ×: Unachieved