



NTT Communications Corporation Sustainability Report 2023

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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.



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.



FY2022				
Main Initiatives	KPIs	Review	Assessment	Targets

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

Promote DX in society and industry	Qualitative Promote Smart World projects based on BBX strategy*	Qualitative 44 BBX-related external announcements	○	● Further promote Smart World through BBX strategy by leveraging DOCOMO Group synergies
	Quantitative Number of service projects: 8	Quantitative Number of service projects: 8		
Promote DX in workstyles and lifestyles		Launched various services to help customers promote DX, including SDPF cloud services/servers CO ₂ emissions forecasting and visualization functions, and the COTOHA 1on1 Assistant, which uses AI to help improve supervisors' one-on-one skills	○	
Promote DX in global business	Qualitative Develop global DX solutions	Established a Custom Experience Center (CEC) in Thailand to develop business activities	○	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 B2B2X (B2B2B/B2B2C, etc.) business through co-creation

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

FY2023	
Main Initiatives	KPIs

Promote DX in society and industry	Qualitative Promote Smart World projects based on BBX strategy
	Qualitative New Promote the realization of sustainable local communities by promoting DX
Promote DX in workstyles and lifestyles	Quantitative Number of service projects: 5
Promote DX in global business	Qualitative Develop global DX solutions



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FY2022				
Main Initiatives	KPIs	Review	Assessment	Targets

Priority Activity | Promotion of innovations that break through limits

<p>Generate creative innovations</p>	<p>Qualitative Promote creative and innovative SmartX projects</p>	<p>Implemented new business development and a demonstration through xTech for a new customer experience</p> <ul style="list-style-type: none"> Currently conducting value creation/demonstration for new businesses from a medium- to long-term perspective, such as a remotely operated robot business (Telepresence), space-related business (SpaceTech), and wind data business Developed OsecT to visualize control system security risks, conducted demonstration tests and started commercial provision of WideAngle professional service OsecT in April 2022, and currently conducting technology and business PoC with multiple companies to develop B2B2X services 		<ul style="list-style-type: none"> Continue to promote the development of new businesses Provide monitoring functions for OsecT that are suitable for use in the factory environment of small- and medium-sized Japanese manufacturers (started offering in July 2023)
<p>Promote innovation management</p>	<p>Qualitative Promote unique innovations in collaboration with internal and external members</p>	<ul style="list-style-type: none"> The ExTorch Open Innovation Program connects startup companies with various departments within the Company and is carrying out activities to create new businesses through co-creation In commercially providing the AI plant operation support solution, we made available the AI development support tool Node-AI and the JIT algorithm system that optimizes AI in response to environmental changes, to promote the creation of a data utilization business using the B2B2X model 		<ul style="list-style-type: none"> Starting in FY2023, the new business creation contest will be called "docomo STARTUP" and the entire DOCOMO Group will work together to promote it Continue to promote the creation of the data utilization business using the B2B2X model

Priority Activity | ICT transformation

<p>Enhance network infrastructures that are resistant against natural disaster, highly reliable, safe, and secure</p>	<p>Quantitative Stable service provision rate: 99.99%</p> <ul style="list-style-type: none"> Voice service Corporate network service Cloud service 	<ul style="list-style-type: none"> Stable service provision rate: 99.99% achieved (average of 3 services) 		<ul style="list-style-type: none"> Strengthen service quality and systems to provide highly reliable, safe, and secure services
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FY2023	
Main Initiatives	KPIs

<p>Generate creative innovations</p>	<p>Qualitative Promote creative and innovative SmartX projects</p>
<p>Promote innovation management</p>	<p>Qualitative Promote unique innovations in collaboration with internal and external members</p>

<p>Enhance network infrastructures that are resistant against natural disaster, highly reliable, safe, and secure</p>	<p>Quantitative Stable service provision rate: 99.99%</p> <ul style="list-style-type: none"> Voice service Corporate network service Cloud service
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Achievement levels based on self-assessment ○: Achieved △: Partially achieved ×: Unachieved



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FY2022				
Main Initiatives	KPIs	Review	Assessment	Targets
Provide advanced and robust information and cyber security	Quantitative Develop security services and add the menu: 3 services	<ul style="list-style-type: none"> ● Managed CSPM ● Reliable Mobile Security for Business ● Managed SOAR and other services Number of services: 7	○	<ul style="list-style-type: none"> ● Develop services, taking into account the creation of a menu for small and medium-sized businesses ● Plan to focus on the X Managed Platform service
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 <ul style="list-style-type: none"> ● Cloud (AWS/ECL2.0) added to the menu ● Global Delivery added to the menu 	○	<ul style="list-style-type: none"> ● Promote the development of new functions unique to the carrier, such as data accumulation, analysis, simple security diagnosis, traffic prediction, and detection
Provide advanced and flexible network services	Quantitative Number of services: 2	Number of services: 2 <ul style="list-style-type: none"> ● Active Multi-access SIM* ● Enhanced the functions of IoT Connect Gateway 	○	Expand value-added functions to promote the development of customer IoT systems/services
Promote social contribution activities that are beneficial to a sustainable 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	○	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

Priority Activity | Promotion of corporate citizenship

*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.

FY2023	
Main Initiatives	KPIs
Provide advanced and robust information and cyber security	Quantitative Develop advanced, robust security services and add to the menu: 3 services
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 Reinforce Number of service projects: 4
Promote social contribution activities that are beneficial to a sustainable future	Quantitative New Expand opportunities for participating in community service activities

Achievement levels based on self-assessment
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