

# UK and Ireland Responsible Business Report

FY22/23



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# 1

# Introduction

We live in an ever-changing world. A world that faces a series of complex challenges, from economic inequality to climate change. By doing the right thing and contributing to society, we hope to earn the trust we need to continue to grow and make long term, sustainable contributions to our world. This is key to achieving our purpose of 'making the world more sustainable by building trust in society through innovation'.

Being a responsible business is at the heart of everything we do. It drives how we do business and how we deliver for our people, our customers, society and the planet.

## Message from Anwen Owen, Head of Fujitsu UK, and Tony O'Malley, Head of Fujitsu Ireland

***"Fujitsu's purpose is to make the world more sustainable by building trust in society through innovation. We build new possibilities by connecting people, technology and ideas to create a more sustainable world. We do this in accordance with our values of trust, empathy and aspiration, and our code of conduct. We call this the Fujitsu Way. The Fujitsu Way is about who we are and how we work. It unites our people and our operations around the world and is brought to life through our Responsible Business Strategy. This strategy is focused on enabling initiatives that contribute to achieving the targets of the United Nations Sustainability Development Goals (UN SDGs). The role of information and digital technology is essential in everyday life, from transport and energy to healthcare and education. Fujitsu is committed to making a positive impact to the society in which we operate. This commitment to responsible business, embodied in our ongoing Responsible Business Programme, is at the heart of our long-term strategy."***

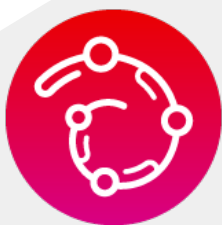


# 1.1 Social Value and Global Responsible Business

We have been delivering Social Value in contracts since 2021 when changes in the Government Public Policy Note (Reference PPN06/20) came into effect. This means that every procurement is assessed in terms of its impact on promoting new jobs and skills, encouraging economic growth and prosperity, improving wellbeing, and driving equal opportunity throughout the UK. A minimum of 10% of the evaluation weighting is now aligned to Social Value. In our competitive market, this is a key differentiator and can be the difference between winning and losing.

Being a responsible business has long been at our core. Our company purpose is ***'to make the world more sustainable by building trust in society through innovation'*** and therefore the delivery of societal impact is at the heart of what we are targeting to deliver as a business. Our long-standing responsible business pillars of Environment; Human Rights, Diversity, Equity, and Inclusion; Supply Chain; Well-being (formerly Wellbeing and Occupational Health and Safety); Community Involvement and Development and Compliance are already very much aligned to the Social Value Model's target outcomes.

## GRB (Global Responsible Business)



Human Rights and DE&I



Well-being



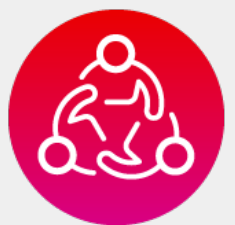
Environment



Compliance



Supply Chain



Community

Over the past 12 months, we have focused our efforts on delivering the greatest societal impact in a manner that is meaningful to our customers. With this in mind, we have focused on three principal activities:

1. **Measurement:** we have been recognised by TechMarketView as the first IT Services business to partner with Social Value Portal, who are the authors of the National Themes, Outcomes and Measures (TOMs) and are the market leaders in Social Value capture, measurement, monitoring and reporting.
2. **Our customers priorities:** focusing on those activities that are most relevant to our customers to enable us to develop socially impactful and relevant solutions and services that deliver real value.
3. **Reimagining our business activities and service solutions:** in the context of contract alignment, geographically specific and customer relevant solutions.

To achieve this in a consistent and controlled manner, over the past 12 months, we have invested in people, processes, and systems to empower our teams to deliver real value from a Social Value perspective. This has included:

- **Raising awareness throughout the business:** through a series of business-wide training programmes focused on ensuring that everyone is aware of what Social Value is, how to build customer focused Social Value propositions and ensure successful achievement through delivery.
- **Building the Fujitsu specific Themes, Outcomes and Measures (TOMs):** developed with support from Social Value Portal to provide a suite of 48 individual TOMs that enable us to express our Social Value in financial terms, drawing on a wide range of data sources such as the Office of National Statistics (ONS) and the Unit Cost Database.
- **The development of immediately deployable Social Value propositions:** leveraging our corporate capabilities and approaches to deliver tangible impact for specific customers, in targeted geographies to realise significant impact.

We are part of the National Social Value Taskforce (NSVT) which is an open network of 50 organisations committed to building collective knowledge of how we can support communities by working together through the effective implementation of social value across the Public Sector.

The NSVT was set up to provide insight, initiatives and impetus to support the change needed to push social value up everyone's agenda. We have provided thought leadership and contributed to the ['Social Value Roadmap - Delivering a Social Value Economy'](#) which was published in 2023. This roadmap sets out the standards to drive the future for social value; between business, public sector, civil society and individuals who want to make social value happen and create a social value economy.

We are committed to social value and delivering benefit to our community and will continue to support our customers by creating solutions which are sustainable by design and consider social value throughout the entire lifecycle.



2

# Our people



Human Rights, Diversity, Equity & Inclusion (HRDEI) and Wellbeing are two of the pillars in our Global Responsible Business framework. Our activities in these areas help improve awareness of key issues that impact our people and drive positive change across our organisation to build a diverse, open workplace where everyone can succeed.



# 2.1 Human Rights

## 2.1.1 The Fujitsu Way

With over 7,000 people employed by Fujitsu UK, we are proud to have a diverse, inclusive, and enabled workforce who are united by embracing the Fujitsu Way.

The Fujitsu Way is comprised of three parts:

- **Our purpose** – indicating why Fujitsu exists in society
- **Our values** – aspiration, trust, and empathy
- **Code of Conduct**

The Code of Conduct states that all our employees must respect human rights, and will not discriminate based on race, colour, religion, creed, sex, age, social status, family origin, physical or mental disability or sexual orientation, nor will we commit other violations of human rights. Discrimination is not tolerated within our organisation, and our people seek to uphold human rights by their actions.

## 2.1.2 Whistleblowing

We strongly encourage reporting of suspected or actual misconduct and do not tolerate retaliation for reporting. The protection of whistleblowers is of the highest priority at Fujitsu and governed by our Global Business Standards. Many countries in which we operate also have laws to protect whistleblowers and to punish individuals who commit retaliatory acts against whistleblowers. Retaliations against anyone reporting in good faith or assisting the investigation will be treated as a serious disciplinary matter.

For raising concerns as a Whistleblower, we have established the Fujitsu Alert tool, where Whistleblowers are treated with confidentiality and potential breaches are investigated. We have additionally implemented the requirements under EU Directive 2019/1937 on Whistleblowing ('Directive'), which shall encourage whistleblowing and increase protection of Whistleblowers.

## 2.1.3 Modern Slavery

The continued prevalence of forced labour and human trafficking is a serious global issue with millions of victims, and we will not tolerate this within our organisation or within our supply chain. We are committed to ensuring we minimise the risk associated with forced labour, modern slavery, and human trafficking.

To find out more about our commitment, refer to our [Modern Slavery Statement](#).



#### **2.1.4 Case study: Digital Age Assurance**

PASS operates the UK's National Proof of Age Accreditation Scheme and is endorsed by the UK Home Office. In early 2023, PASS appointed Fujitsu to design, build, and operate the UK's National Digital Proof of Age Standards Scheme after completing an exhaustive evaluation process and consulting with industry peers. The National Digital Proof of Age Standards Scheme will enable a registered member of the public to generate an approved digital age certificate on their mobile phone that can be accepted by licensed businesses that are members of the PASS Scheme.

This technology protects the basic human right to work in a safe environment, by drastically reducing conflict and potential violence towards retail colleagues. The burden of staff needing to make assumptions around a customer's age is removed by this ground-breaking technology.

A photograph of a man with a shaved head, wearing a light blue denim jacket, looking out of a window. The background shows a modern office interior with wooden paneling and large windows. The image is partially obscured by an orange graphic overlay on the left side.

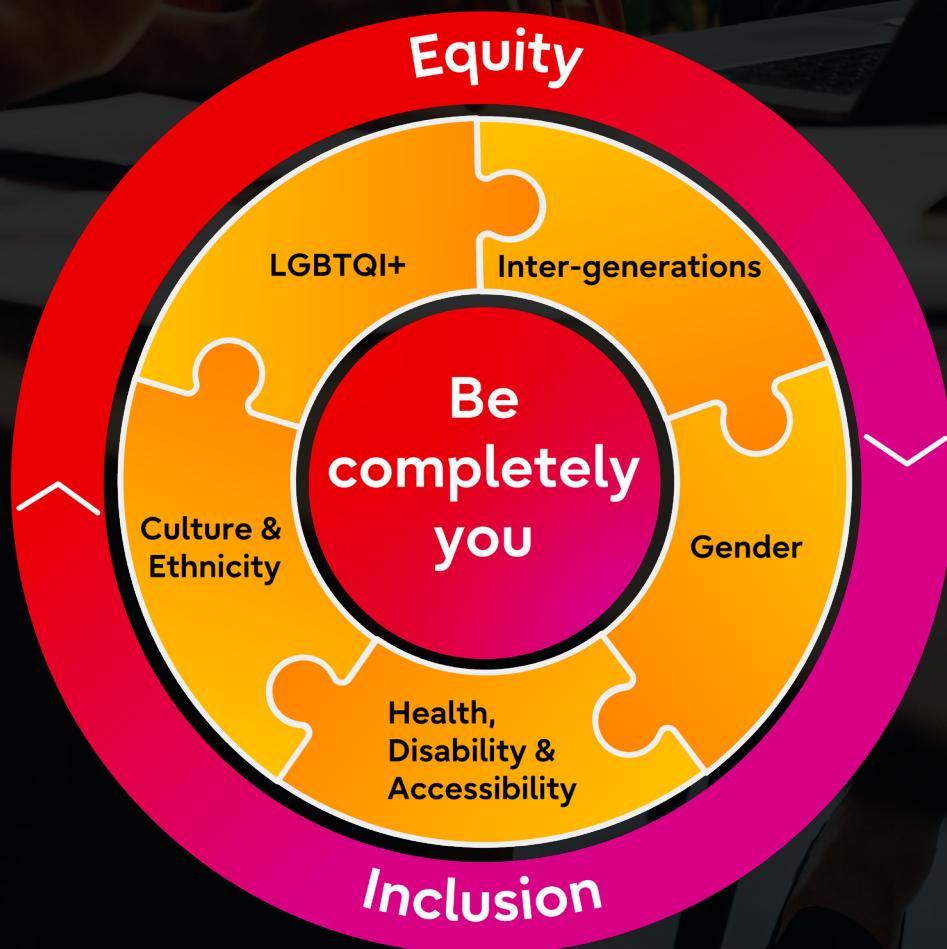
## 2.2 Diversity, Equity & Inclusion

We are committed to developing a diverse culture and drawing our workforce from the widest talent pools. We promote respect for people and equal opportunities for all. This encompasses age, disability, ethnicity, gender, gender identity and expression, religion or belief, sexual orientation, background, working style, and many other personal characteristics.

In a globalised, hyper-connected and multi-cultural society, diversity and inclusion are key drivers of employee engagement and productivity, talent acquisition, innovation, and growth. We want to create an environment where diversity and inclusion becomes self-evident in all levels across the organisation, in all business activity, and in the way we collaborate with each other, customers and partners.

During 2022, we launched our new global Diversity & Inclusion strategy which puts equity at its heart and sets out our five focus areas to ensure all our people belong and can be completely themselves at work.

We call this commitment **#BeCompletelyYou**.



In the UK, our Inclusive Community brings together all our inclusion and wellbeing networks. These networks are led by passionate Co-Chairs and Executive Sponsors, with the support of Champions from all areas of the business. By working together to recognise intersectionality, each of the networks plays an important part in making our company a place where all our people feel recognised and that they belong at work. Below is a flavour of what our inclusion networks have done during the past year.



Our **Cultural Diversity Network** exists to celebrate and enhance the cultural diversity our people bring to Fujitsu. The network hosts monthly coffee mornings, bringing together people to discuss a range of topical issues – such as talking about religion at work; educating people about Ramadan; recognising the experiences of women of colour; and many more. These are well-attended, safe spaces for people to learn more about each other and to contribute ideas to enhance belonging for all. The network and its Champions play a key role in supporting our Ethnicity Action Plan, which aims to ensure that people of all ethnicities can thrive at Fujitsu, that we represent the society we serve and that we eradicate our Ethnicity Pay Gap by 2030. With the support of the network, we were shortlisted as top employer at the Black in Tech Achievement awards 2023, plus colleagues were shortlisted for awards for Social Good and Ally of the Year.

**Fujitsu Pride** is a global network, comprising local networks within many countries. Within the UK, the network has helped to achieve top 50 accreditation in the Stonewall Workplace Equality Index, rising 26 spaces in the past 12 months. This is a great recognition of our LGBTQI+ inclusion, with us having been recognised in the top 100 UK employers for the past 8 years. The Pride community ideas' campaign generated insight from members about activities they suggest to increase LGBTQI+ inclusion. Outcomes include recognising HIV Awareness Week, with information, a testing awareness campaign and providing free HIV testing kits across our UK offices. In addition, the LGBTQI+ rights history webinar, as part of LGBTQI+ history month, educated our people about rights across the world and different cultures.

The **Women's Business Network** connects women across Fujitsu, to get the support they need to be the best they can be, in support of our company strategic growth.

The network plays a key role in contributing to our gender balance action plan, which has led to a reduction of our gender pay gap from **17.9%** in 2017 to **10.0%** in 2022.

This initiative hosts regular leader stories, with female leaders sharing their personal career journeys with the aim of inspiring others and breaking down barriers. Community members have been shortlisted for various awards, including women in Channel and Northern Power Futures List. We also had a finalist in the top large employer for gender equality award at the Northern Power Awards.

For International Women's Day, the network collaborated with the Cultural Diversity Network to explore the question: ***'Do women of colour feel they are treated equitably by society and our organisation?'*** This event was attended by over 80 colleagues, with great feedback and reconfirming the importance of focusing on intersectionality!

The **Ability Matters** network supports people of all abilities at Fujitsu. In January 2023, in collaboration with the network, we launched the 'Be Completely You' Passport which encourages everyone to start a positive and open conversation with their manager about adjustments they need, to remove barriers within the workplace. The network raises awareness for many topics relating to disability inclusion, such as digital accessibility with its '20 days of accessibility' challenge providing practical tips to help everyone use technology in an accessible way. We offer digital accessibility training for all our employees as well as practical guidance on how to ensure accessibility when using Microsoft 365. In addition to lighting up our offices and virtual spaces purple, during International Day of Persons with Disabilities 2022, the network hosted two webcasts for people across Europe, with Paralympic Gold medallist, Kadeena Cox and Mark Ormrod, former Royal Marine, and Invictus Games medallist. To keep members engaged, Ability Matters hosted a poetry competition for poems of inclusion and members wrote and starred in plays focused on disabilities and caring needs. These thought-provoking events raised awareness of accessibility in the workplace.

Turning to physical accessibility, the network influenced our Group Properties' team to create a standard for how all company workspaces should be designed to ensure they are accessible for our people. These guidelines include considerations such as sit-stand desks, quiet zones and accessible meeting spaces, to remove barriers in the workplace.

Ability Matters is passionate about the power of storytelling and provides a platform for our people across the globe to share their stories. The 'Be Completely You Story Telling Campaign' contains personal accounts shared by our colleagues about their disabilities, impairments and care giving responsibilities. This type of disclosure promotes Fujitsu as being a safe place where people can be their true selves.





## 2.2.1 Fujitsu Ireland: achievements in Diversity, Equity & Inclusion

### 2.2.1.1 Elevate pledge

One of the most exciting initiatives we have been involved with in Ireland recently is the Elevate pledge run by Business In The Community. This commitment is the result of leading companies in Ireland coming together to tackle critical challenges, which continue to hold back the full potential of society. In 2021, Fujitsu Ireland CEO Tony O'Malley first signed the Elevate pledge, and 2022 saw a renewed set of commitments.

Renewing this pledge is our commitment to continuing to promote inclusivity measures such as providing disability confidence training and developing gender pay gap analyses. Building workplace inclusivity isn't easy, it requires planning and empathy on top of good intentions. It requires a benchmark to measure progress against companies of a similar size. Therefore, we're delighted to be a part of a process that helps us record and track our progress in this area, as well as enables us to collaborate with other key organisations in Irish business to learn and create solutions for social impact.

The ultimate ambition of this initiative is to have a workforce that is representative of all members of Irish society.

### 2.2.1.2 Business Working Responsibly Mark

Established in 2010, the Business Working Responsibly Mark ('the Mark') is the leading standard for sustainability that fosters a culture of continuous improvement, ongoing accountability, and leadership.

The Mark is a strategic management assessment framework which facilitates internal collaboration and supports the integration of environmental and social imperatives into core business practices. Fujitsu Ireland currently holds the Business Working Responsibly Mark accreditation.

### 2.2.1.3 CIO and IT Awards

In March 2022, our Ireland team were delighted to announce that they were awarded for 'Outstanding Contribution to Championing Diversity, Inclusion and Belonging in the Industry' at the CIO and IT Awards. These awards recognise achievement in technology innovation and leadership, celebrating change-makers and disruptors in the industry. This award was received for outstanding work in our STEM Education programme which is positively influencing a diverse talent pipeline of the future, sharing the technical skills of our people with the next generation of pupils from all educational, under-represented and diverse backgrounds.



## 2.3 Wellbeing

We care about the wellbeing of all our people. We are focused on connecting everything we do in both inclusion and wellbeing to help our people bring their full selves to work.

An overall sense of wellbeing involves keeping our minds strong, remaining physically healthy, and seeking personal financial stability both in the short and long term. Being in a position where we have access to advice and support regarding caring for loved ones as well as ourselves is also critical to supporting our overall wellbeing.

### That is why our wellbeing strategy focuses on four areas:

#### Mental wellbeing

It is important to us that our culture supports positive mental wellbeing and normalises talking about mental health. We are signatories of the Mental Health at Work Commitment and in addition to celebrating individual dates in the wellbeing calendar, we create a regular programme of activities to promote open conversations about mental health. We also have MHFA England trained Mental Health First Aiders available to support all our people across the UK.

#### Financial wellbeing

We believe every employee should take control of their finances and make informed decisions. Fujitsu provides several financial benefits, including pensions and insurances to support employees in financial management. We also provide financial education to employees in the format of webinars and online learning.

#### Physical wellbeing

We recognise that physical activity can promote positive mental wellbeing in addition to other health benefits.

#### Social wellbeing

We understand the power of building a positive social environment and culture at work, and we do this by creating a connected and inclusive environment where everyone can be themselves. We believe that managing each of these effectively is critical to supporting our overall wellbeing. Our managers play an important role in supporting the wellbeing of our people. We provide additional support and training for managers to enable them to spot and deal with any issues which may negatively impact our people's wellbeing and happiness.



## Fujitsu wellbeing resources

- Wellbeing Hour
- Open Mental Health Culture
- Menopause Support
- Employee Assistance Programme
- Eye Tests
- Workday Meditation
- Onsite Health Checks
- Occupational Health
- Best Doctors®
- Wellbeing Charter
- DEI Events Calendar
- My Healthy Adventure app
- Bereavement Support
- Domestic Abuse Support
- Virtual GP Service
- Mental Health First Aiders
- Flexible Benefits
- Financial Wellbeing
- LinkedIn Learning
- Health Assessment
- Mortgage Services
- Wellbeing Champions
- Webinars
- Perks at Work
- Will Writing
- Inclusive Communities
- Work Your Way
- Work Your Way podcasts
- Workplace Assessment
- Cycle to Work
- Coaching

## 2.3.1 Our Wellbeing Community

Our Wellbeing Community, which is part of our Inclusive Community, consists of Wellbeing Champions who support with driving and embedding a positive wellbeing culture across the business. During FY22/23, the Wellbeing Community worked to put in place the following initiatives:

### Wellbeing webinars

We have hosted webinars for all employees on a variety of different topics including:

- Financial wellbeing webinars on topics such as savings and investments, budgeting, and debt management
- Mental Wellbeing Webinars such as Becoming Mentally Fit, Banishing Burnout and Creating Positive Relationships
- Physical wellbeing – Nutrition

Over 2,000 employees globally have attended these webinars.

### Men Talk!

Men Talk! was formed in 2022 following the success of roundtables which took place in celebration of International Men's Day in 2021. Men Talk! is a voluntary, people-led group which enables men to come together regularly to talk about the many and varied issues which may be affecting them. Sessions take place monthly and focus on different topics, selected by the community. The sessions are informal, creating a safe space to take some time out of the day to connect with others and perhaps learn something too.

### Wellbeing podcasts

In conjunction with our Junior Talent and Learning and Development teams, we have released podcasts on wide ranging topics including mental health, breast cancer, exercise, and loneliness.

Our Sound Investment podcast series has focused on topics to support people managers such as creating safe spaces, empathy, and boundary setting.

### Menopause friendly accreditation

We achieved the Menopause Friendly Accreditation in December 2023. This is a recognised standard of achievement, assessed by an independent panel, which shows that as an organisation, we have a clear understanding of how menopause can affect people at work, and we provide support to people experiencing the symptoms of menopause. It also reinforces our commitment to the wellbeing of our people and fostering an open, inclusive culture where everyone can be at their best.

The network has hosted Menopause Awareness events, leading to a set of activities to improve the support available for women experiencing menopause and to Fujitsu gaining Menopause Friendly Accreditation in November 2022. The network also collaborated with our Men Talk network to host discussions about menopause for men.



## Physical health checks

During 2022, we ran over 350 health checks onsite at our hub locations. The health checks consisted of:

- Blood pressure check
- Height
- Weight
- BMI
- Waist measurement
- Waist to height ratio
- Full cholesterol check
- Diabetes blood test
- 12 months access to Bupa Be.Me wellness app

At the end of the health check, the individual had their results explained and within 24 hours received a report of the results. The Health Advisor provided a GP letter for any abnormal results for individuals to follow up with their own GP if required.

Our Wellbeing Champions were available on site during the health check days to talk to colleagues about the health benefits offered to everyone at Fujitsu.

## Domestic abuse awareness

We are a Beacon Member of the Employers Initiative on Domestic Abuse. We have had domestic abuse support and guidance for employees and managers in place for two years and in 2022, we built on this further and ran an awareness campaign. The aim of this was to highlight how employees can access support if affected by domestic abuse, and to provide managers with guidance on how they can support team members. We placed posters on the back of toilet cubicle doors which provided details of the National Domestic Abuse helpline support available through Fujitsu and facilitated awareness sessions for employees and line managers.



## Launch of Smart Health Virtual GP

In July 2022, we launched a Virtual GP Service to enable our employees to access a GP 24 hours a day, 7 days a week. In addition to the virtual GP, Smart Health also offers:

- Fitness plans and advice
- Nutrition plans and advice
- Mental health support and counselling
- Health check
- Second opinion from Best Doctors®

A poster for the National Domestic Abuse Helpline. The top section features a blue background with the Fujitsu logo and the text 'Do you need support?'. Below this, the poster is divided into several sections: 'Domestic abuse comes in many forms:' with three questions; 'Domestic Abuse Helpline' with the website and phone number; 'You are not alone' with a QR code and app information; 'Employee Assistance Programme' with contact details and a QR code; and a bottom section with a repeating pattern of the helpline number '0800 2000 247'. The poster also includes a small copyright notice '© Fujitsu 2022 05/04/21'.

## Work Your Way

Having a flexible approach to working patterns facilitates us to build an inclusive and supportive culture that will enable wellbeing. Work Your Way is our approach to Flexible Working and encompasses several components:

- Flexible bank holidays
- Flexible cross border locations
- Hybrid working
- Flexible hours
- Focus time
- A wellbeing hour

The flexibility we offer is key to helping us build and maintain a diverse workforce. Flexibility is highlighted as a key criterion for joining Fujitsu as well as a key component to our engagement scores.

***"I work flexible hours so that I can fit in a morning gym session before starting my work meetings at 10am."***



***"I choose to work flexible working hours to help with the cost of childcare and support my partner with their career by sharing the responsibilities of both being working parents."***



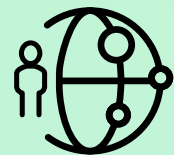
*"My team have all decided to use Wednesday, 2-4pm, to have collective focus time. Having the same time agreed means we will not be scheduling meetings to clash with it."*



*"I work in a global role across different time zones and so I flex my working pattern to suit my customer and the teams I work with."*



*"My parents have retired to Spain. My Mum had a planned operation and needed help with her recovery so I made use of the Remote Cross Border Working flexibility to work from their home for 2 weeks whilst I helped her recuperate."*



*"I use my wellbeing hour to learn Spanish."*



## 2.4 Occupational Health & Safety

As part of the Fujitsu Group, we have a duty of care to provide and maintain a safe and comfortable working environment and promote employees' mental and physical health in every workplace.

### **Our ultimate aims are to:**

- Create a culture which is intolerant of accidents, incidents, and poor safety performance
- Ensure safety is a core business value
- Make safety important and personal to influence people's decisions and behaviours
- Eliminate all preventative illnesses, injuries, and business losses due to unplanned events throughout our operations and premises.







### 2.4.1 ISO 45001

ISO 45001 is an international standard for management systems for Occupational Health & Safety (OH&S). The goal of this standard is the reduction of occupational injuries and diseases, including promoting and protecting physical and mental health. We maintained our ISO 45001 certification in 2022.

#### Other certifications

We hold and maintain our safety certifications with Safe Contractor, the Railway Industry Supplier Qualification Scheme (RISQS), the Contractor Health and Safety Assessment Scheme (CHAS) and the Utility Vendor Database Scheme (UVDB).



## 2.4.2 Collaboration with IOSH – Institute for Occupational Safety and Health



Our Head of International Occupational Health and Safety is a Chartered Fellow of the Institute for Occupational Safety and Health (IOSH) and works closely with them to share and collaborate on safety strategies, and most recently the 'Catch the Wave' programmes to better understand why occupational safety, health and wellbeing is fundamental to social sustainability.

## 2.4.3 General Safety Awareness training

In 2022, we released mandated General Safety Awareness training for all our employees in the UK. This training included the Safety Awareness World and Fujitsu City Safety Challenge, exploring different work environments from across the world to understand Occupational Health and Safety risks, whilst promoting the supporting tools available to employees. The Fujitsu City Safety Challenge includes gamification elements to introduce friendly competition within teams and countries, to bring safety training to life. 86.7% of our employees achieved either 'Risk Master' or 'Risk Manager' status.

## 2.4.4 Webinars

Internal webinar sessions were hosted and facilitated throughout the year covering important safety topics on:

- Ask Safety – Supporting tools for employees; for incidents / workplace assessments and adjustments
- Slips, trips, and electrical safety
- Psychological risks and mental wellbeing
- Home safety
- Influenza and COVID-19

## 2.4.5 Workplace assessments

The use of workstation equipment should not cause the user unnecessary stress or fatigue and should not present any significant risk of causing accidents, injuries, or ill health. All colleagues are asked to complete regular workplace assessments on our Ask Safety system, and these assessments capture OH&S standards to support our employees working both in the office, and in their remote working environments. 5,019 workplace assessments had been completed for our UK employees in 2022.

## 2.4.6 Workplace adjustments

We want to build a company where individuals with disabilities, neurodiversity, health conditions, mental health conditions and long-term injuries come to thrive and succeed.

We want to remove any potential barriers our people may have. That is why we have a workplace adjustment request system, and this can also feed down from referred individual workplace assessments.

In 2022, 593 workplace adjustments were executed, with ergonomic specialist equipment being the biggest adjustment made. 106 ergonomic specialist third party assessments were completed by Posturite.

Specialist third party assessments are also completed with our strategic partner Diversity and Ability (D&A), who are a disability led social enterprise. In 2022, we referred 20 people into D&A for workplace needs assessments. D&A also provided over 40 hours assistive technology training, and 54 hours of strategy and mentoring coaching for our people.

We were honoured to be invited to the first Diversity and Ability conference in December 2022, to celebrate inclusion, with Paul Brown (Executive Sponsor for Responsible Business) presenting at the conference alongside other organisations from across the UK. Our partnership with D&A continues to grow by creating a culture shift and working environment where everyone can be completely themselves.

## 2.4.7 Occupational Health & Safety Awards

Finally, we are delighted to announce that we are a RoSPA Gold Award winner for the third time in a row! The RoSPA Awards scheme is the longest running of its kind in the UK, receiving entries from organisations across the globe, making it one of the most sought-after achievement awards for health and safety. In receiving this award, we have been recognised as a world leader in health and safety practice. Every year, nearly 2,000 entrants aim to achieve the highest possible accolade in what is the UK's longest running OH&S industry awards.



3

# Society

We believe that a profitable and successful business is sustainable only when we are creating shared value for our stakeholders. We cannot operate without healthy, prosperous communities and a vibrant economy. We tackle social issues both locally and globally, using our core skills to ensure people are benefiting from technology and thriving.

Running a smart, sustainable business that respects the communities it serves means taking decisions that are inclusive and holistic. We align and combine our activities so that we can accomplish all our goals, not just those that seem most immediately profitable or philanthropic.



# 3.1 Science, Technology, Engineering and Maths

## 3.1.1 WorkX

Our aim is to embrace young people through school engagement and Science, Technology, Engineering and Mathematics (STEM) programmes. We do this to increase the opportunity for young people to join the IT / Digital Sector as their preferred career choice, promoting diversity in the future generations of tech talent, regardless of geographical location or cultural background. Our ambition is to create a more diverse workforce, removing barriers to a career within our industry.

Our WorkX programme offers free, accessible work experience for school students and is imperative in supporting talent diversity and social mobility in the tech industry. Work experience provides invaluable practical skills, industry experience, and a head start for students at the end of their school careers.

To deliver the programme, we partner with [Springpod](#), an established online student work experience platform. Springpod manages the recruitment process on our behalf and helps us to ensure that safeguarding and General Data Protection Regulation (GDPR) requirements are met.

Subject matter experts from across Fujitsu collaborate to ensure that the students have the most engaging introduction to the IT industry possible and gain a practical understanding of how technology impacts society.

In 2022/23, over 2,500 students completed the WorkX training programme. With no number restrictions in any cohort, this is a great opportunity for us to inspire the next generation of students across the UK and shape the digital workforce of the future.



### 3.1.2 Fujitsu School Engagement Ambassadors

In June 2022, we launched a campaign to support Fujitsu's School Engagement Strategy, recruiting our first cohort of School Engagement Ambassadors (SEAs). The aim of the team of ambassadors is to set up successful relationships with local schools, which are linked with our main hub locations in the UK. Working with teachers and students, the main objective of the ambassadors is to influence the pipeline of talent into the technology industry; thus, ensuring tomorrow's workforce has the right skills, behaviours, and attitude to succeed in their careers.

We currently have thirteen SEAs assigned to seven schools positioned locally to our sites in Solihull, Wakefield, Stevenage, Derry, Manchester and Warrington. Between the launch of the programme in June, and the end of the financial year, 16 individual activities have taken place, amounting to over 75 hours of Fujitsu employee engagement. Students from years 7 to 13 have been inspired by the sessions, with over 1,200 students and teachers participating. Career advice, digital skills, speed networking, CV workshops, robotics clubs, and mock interviews are just some of the many subjects covered by our ambassadors.

Additionally, our Defence and National Security business continue to work with two schools within communities local to our offices in the Basingstoke and Bracknell area: The Vyne Community School in Basingstoke; and Easthampstead Community School in Bracknell. Both are large mixed secondary modern schools serving students from a wide range of backgrounds.

Key to our success is the continued commitment and dedication of colleagues across our Defence and National Security business. Each of our events provide opportunities for everyone to get involved and by doing so help inspire young people.

### 3.1.3 Defence & National Security: People Like Us (PLU)

'People Like Us' is our STEM (Science, Technology, Engineering, and Mathematics) programme, developed to create an emotional impact between young people and the jobs they could be doing when they begin their future careers. It aims to show how the skills learnt in the classroom are translated into the world of work; and to change perceptions, create ambition and to prove that the world of STEM is open to everybody.

The platform aims to highlight young adults who have come from ordinary or troubled backgrounds and gone on to develop successful STEM careers. The professionals featured were carefully selected to provoke curiosity and showcase aspirational STEM jobs that were beyond the normal perceptions of young adults. Yet the relatable nature of the experience would demonstrate that such careers were realistically attainable to people like them.

Delivered as an online experience, accessible across a range of mobile devices or as a group activity in classrooms, 'People Like Us' aims to engage and connect with young people on their level. It includes lots of fun, interactive videos, and a game to stimulate engagement.

On average, the PLU site is being used by just over 500 school children, and they are loving it. The analytics show that users are highly engaged, spending an average of 12 minutes on each session, with a total time of 22 and a half minutes per user. This year we have built more resources to enable easier use within the classroom, such as Teacher worksheets, slide packs for lesson planning, and curriculum mapping.



### 3.1.4 Fujitsu Ireland: school engagement with BITCI

In 2011, together with St. Joseph's Secondary School, Rush, we became part of Business in the Community Ireland's (BITCI) Schools' Business Partnership Programme. Over the last 12 years, over 300 students have directly benefitted from this partnership through the Skills at Work and World of Work programmes. The Skills at Work programme focuses on preparing Senior Cycle students for the working world and providing them with an insight into STEM career opportunities. In 2021, we recognised the importance of exposing students to STEM careers at a younger age and commenced the World of Work Programme Plus for 2<sup>nd</sup> year students also. The more exposed they are to women succeeding in STEM careers, the more likely they are to follow in their footsteps.



## 3.2 CV and interview skills workshops

We are proud to have a long-standing history of working with organisations such as The Prince's Trust and the Department for Work & Pensions (DWP) to deliver CV & Interview Skills Workshops. The workshops aim to assist jobseekers of all ages develop an understanding of the importance of a quality curriculum vitae, and provides them with advice, guidance, and materials in support of successful job applications and interviews. These workshops make a tangible difference to the lives of those who attend, with feedback consistently being that participants felt empowered to apply for a new role. There have also been numerous instances of attendees successfully applying for and gaining employment at Fujitsu. Zara has been a Service Desk Agent on our HMRC Account since 2022, and this is her story.

### 3.2.1 Zara's story

From the age of 16, Zara had to learn to live independently, and had to take responsibility for her younger siblings following the breakup of her family.

Whilst Zara was able to leave school with some GCSE qualifications, she was unable to enter further education due to her difficult domestic situation. Being too young to be able to claim state benefits, Zara found herself living under adverse possession (also known as Squatter's Rights) for six months. After this period, she was given a support worker who was able to help her become a legal tenant, claim parental responsibility for her siblings, and claim the financial support she needed to survive.

Living through such difficult circumstances meant that Zara had little in the way of work experience but had engaged with the DWP and was connected to a job coach. Through her job coach, Zara became aware of an open day at Fujitsu. Despite feeling a little reluctant and nervous, Zara attended the open day due to her interest in working in an office environment. Even though her expectations were low, during the day Zara participated in a mock interview, resulting in an offer of three days of work experience, which she happily accepted.

Following those three days, Zara was offered a role working on the HMRC Service Desk. Now thriving in her new career and enjoying her newly found financial freedom, Zara has grasped the opportunity with both hands.



Her Line Manager Mark Overend states:

***"Despite Zara's very limited experience in an office environment, especially a busy one like ours, she has done incredibly well; not just in learning to do the job with limited IT experience, but also adapting to working with a large team in a corporate setting. Zara is always working hard to improve, and it is lovely to see."***

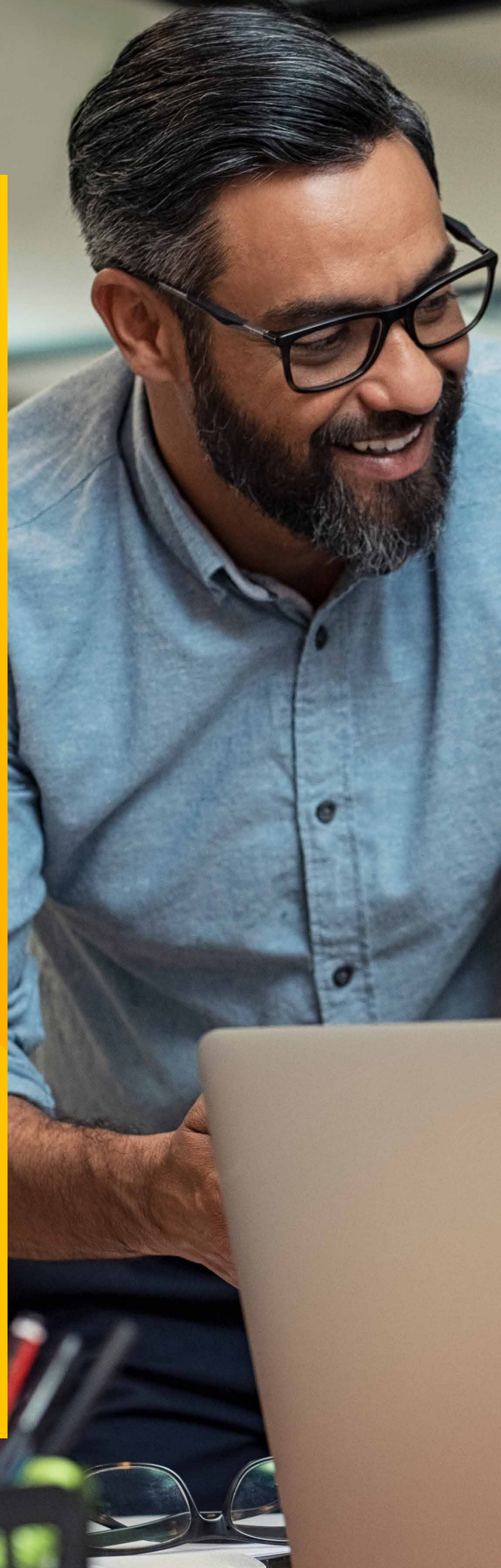
## 3.3 University ecosystem

Academia can bring insight into our customer challenges, future portfolio, and prioritised business areas. Working with academic institutions is socially responsible and allows alignment with mutual values as respective organisations. This alignment allows us to have a different and more valuable conversation with our customers. From a university perspective, impact in industry and business is crucial, and can have a direct influence on the levels of funding they receive.

We have seen the benefit of working not only with academics, but also with the students. We have involved students in our research projects and co-creation conversations with our customers, which we see has a plethora of benefits.

To name a few:

- Customers benefit by engaging with their potential 'Customer of the future'
- We benefit by engaging with the students, and demonstrating we value all opinions, hopefully encouraging students to consider applying to work for us in the future
- The universities benefit as engaging with industry can attract more students for future cohorts
- Lastly, students can benefit through skills development and exposure to real business challenges, better equipping them to enter the workplace.





# 3.4 Charity partnerships

## 3.4.1 Farewell to Autistica

In 2022, after four years, our corporate charity partnership with Autistica came to an end. This partnership has enabled Autistica to create evidence-based resources, which have enabled autistic people and their families to thrive, and to fund ground-breaking research in the areas of the most pressing need for them. As well as raising awareness of Autism and neurodiversity amongst our people, the partnership extended beyond the traditional fundraising initiatives through pro bono support, strategic project sponsorships, and skilled volunteering opportunities. In turn, Autistica have assisted us with recruiting and retaining Autistic talent, as well as creating an inclusive and supportive workplace for our neurodiverse people.

In four years, the partnership raised approximately £300,000 which was only possible through the exceptional support and creativity of our people. The partnership has been a key contributor to Autistica's goal of doubling employment rates for Autistic people by 2030, raising awareness in the corporate sector of the benefits of recruiting autistic talent.

It is a testament to Autistica that the standard two year partnership became a four year one, and we wish them every success in the future.

## 3.4.2 Corporate charity partnership 2023-2024

Our work with a selected charity partner is the flagship programme within the Responsible Business Strategy on community engagement.

In May 2022, we launched our most recent campaign to select a new charity partner, with the relationship beginning in January 2023, and running for two years. This opportunity was to provide the selected charity with step-changing support that enables them to have a transformational impact on society.

Through our charity partnership programme, we seek a partner who desires a strategic relationship with a technology company. In turn, we look for a partnership that can offer exciting engagement opportunities for our colleagues, that could capitalise on our core expertise, as well as helping us to demonstrate how we operate as a responsible member of the UK's business community.

Following an overwhelming response and a strict selection process, the following five charities were shortlisted and entered into an employee vote:

- Breaking Barriers
- Cancer Research UK
- Leonard Cheshire
- The Trussell Trust
- YMCA



Following three weeks of voting, and over 1,500 employees expressing their preference, it was announced that Cancer Research UK was the selected charity to partner with us between January 2023 and December 2025, with a landslide **49%** of the votes.

This partnership between Cancer Research UK and Fujitsu will support Cancer Research UK's mission to bring about a world where everybody can lead longer, better lives, free from the fear of cancer.

This collaboration can be summarised through four main partnership goals:

- 1 - Use our IT and digital expertise to help Cancer Research UK in their mission to bring about a world where everybody lives longer, better lives, free from the fear of Cancer
- 2 - Work together to help empower employees across the UK to take positive action for their health
- 3 - Help engage colleagues in fundraising, raising vital funds for research
- 4 - Share skills and knowledge across all areas.

### 3.4.3 SSAFA: The Armed Forces Charity (The Soldiers, Sailors, Airmen and Families Association)

#### 3.4.3.1 Supporting Armed Forces veterans and their families

Our longstanding affiliation with the British Armed Forces comprises a major part of our responsible business drive, with a particular focus on veterans and their families. Since 2007, our Defence and National Security business has been a corporate friend of SSAFA, the national charity committed to helping and supporting 66,000 Armed Forces personnel each year, those who have previously served, and the families of both. The Corporate Friends Programme aims to provide a mutually beneficial framework that helps defence companies form links within industry, while helping SSAFA to raise crucial funds and awareness.

Over the past 16 years, Fujitsu has supported SSAFA extensively, both by sponsoring events and through employee fundraising, raising well over £473,500 in the process. These funds have allowed SSAFA to alleviate suffering and hardship amongst serving personnel, veterans, and families.

#### 3.4.3.2 Bringing festive cheer to SSAFA's Gildea House at Christmas

For the fourth year, we have partnered with SSAFA, the Armed Forces charity to provide a memorable Christmas for the women and children living at Gildea House. SSAFA's Gildea House, a Stepping-Stone Home that provides help and support for women and their children who find themselves estranged, widowed, or have fled the family home due to domestic abuse. Our colleagues have provided Christmas gifts for the women and children living at the home.

We were matched with a resident at Gildea House and put together over 25 tailored gift boxes which were beautifully wrapped ready to be delivered in time for Christmas. Gifts were also given to all the dedicated staff working at the house and additional donations received by the generous team at Fujitsu.

#### 3.4.3.3 Fundraising in FY22

##### Fujitsu branded clothing sale

As we moved to new colour branding in 2021, our Defence and National Security marketing team were left with surplus clothing, so to raise funds for SSAFA, these were advertised and sold to employees which raised **£830.50**.

##### Armed Forces Week

Throughout Armed Forces Week, colleagues in our Defence and National Security business ran a Treasure Hunt and Hockey Match and collectively raised nearly £1,000 for SSAFA. Our Treasure Hunt saw 98 Treasure Hunt Boxes sold. Prizes included Brian Wood books, champagne, Fujitsu water bottles, rugby balls and clothing.

Colleagues in our Defence and National Security business played against our friends at Royal Navy Hockey; it was a fantastic teambuilding event and Fujitsu even won! Players and spectators donated money in the buckets provided.





### 3.4.4 Fujitsu Ireland: Tech4Good Community Award

In November 2022, our team in Ireland were delighted to be recognised at the Tech4Good awards, winning the Community Award for their work with The Alzheimer Society of Ireland (ASI). Beginning a two year long charity partnership in October 2020, Fujitsu Ireland and ASI worked together to create the Virtual Dementia Hub, creating a 'one stop Dementia space' for both people living with Dementia, and their families. Over 64,000 people live with Dementia in Ireland, and the Virtual Dementia Hub was specifically designed for this often-overlooked community and delivered to them when they needed it most.





## 3.5 Supply chain and wider society


### 3.5.1 Responsible Procurement Charter

Our Global Supply Chain Unit (GSCU) has adopted a responsible procurement approach. This approach expects the GSCU's internal stakeholders and suppliers to support its efforts in this area by embracing the ethos of the Responsible Business Alliance Code of Conduct. The Responsible Procurement Charter has been developed to support suppliers, small and medium-sized enterprises (SMEs), and internal business units in their progress and improvement efforts. The Charter, which has more than 5,700 signatories across our Europe supply base, outlines standards for Labour, Health & Safety, and the Environment as well as standards relating to business ethics, with the aim of promoting greater collaboration in the supply chain.

### 3.5.2 Working with small and medium enterprises

To improve access channels with small / medium enterprises (SMEs), we are hugely proud of our SME Engagement Programme. The programme was born in 2013 and has dedicated resource who are committed to finding innovative and meaningful ways of engaging with SMEs. The journey started with the creation of the SME Charter, which has paved the way for:

- The Responsible Procurement Charter: based on the Responsible Business Alliance Code of Conduct, this Charter has been written with our SME suppliers specifically in mind. It supports SMEs in their development efforts particularly in the areas of labour, health and safety, the environment, and business ethics.
- SME Collaboration Metaverse events, giving SMEs a direct link into Fujitsu
- Being one of the first 15 organisations to become signatories of the BITC Access Pledge
- A fast track onboarding process, allowing low risk SMEs to sign up to a 'Code of Conduct' rather than going through the full Due Diligence process
- A direct point of contact for SMEs into Fujitsu by clicking on the 'SME Enquires' button on our external website.



### 3.5.2.1 SME ecosystems

Small and Medium Enterprises make up a large proportion of our current supply chain, and we are always looking to add new SMEs to our ecosystem and grow strategic collaborations. Our Start-up and Discovery Management Team work tirelessly to partner with SMEs to ensure our offerings are agile, innovative and create long term business value.

Throughout 2022, the team ran several 'cross sector' partner selection projects to meet our business requirements, for example one such requirement was to find and work with best of breed SMEs to prevent Financial Crime. Once the requirements are understood, a short list of suitable partner organisations is drawn up from known companies and scouting activities by the start-up and discovery team. Appropriate due diligence is carried out by the Supply Chain Unit, who also put in place mutual non-disclosure agreements. The potential partners are then invited to present to a Fujitsu panel, and we will score consistently and fairly using standard interview questions and scorecards. Out of a possible six partners, two were selected to partner with us on this opportunity.

### 3.5.3 Supplier ownership diversity questionnaire

For us, being a responsible business is key to becoming a sustainable organisation. It drives how we do business and how we deliver for our people, our customers, society and the environment. Part of this is our commitment to the diversity of those with whom we do business. To get an understanding of the diversity of our supply base, this year we invited our UK suppliers to complete a supplier ownership diversity questionnaire, encouraging them to carry out a similar exercise with their supply base. What suppliers told us allowed us to measure current diversity within the chain, helping us to set continuous improvement goals and ultimately co-create a truly inclusive environment for all of us. Of those suppliers who responded to the questionnaire, **25%** reported that they are majority-owned by an underrepresented group, **18%** stated that they operate in the VCSE sector with **78%** affirming that they have their own diversity policy, strategy, or similar report.

### 3.5.4 Post-contract Supplier Management

During this financial year, we developed the Supplier Management Process which describes how we manage our ongoing relationship with external suppliers in Europe where a contractual relationship exists. Upon implementation, the objective is to ensure that our suppliers continue to operate within the terms of our contractual relationship and to identify and implement improvement activities that are deemed beneficial to either or both organisations, thereby continuing our ethos of 'partnership'. In addition, specific topics are reviewed on an annual basis with our suppliers including Human Rights, DE&I, Wellbeing, Environment, Community, Compliance, Supply Chain, Occupational Health & Safety and 'Social Value' for public service contracts.





4

# Environment

Our planet is the foundation of a sustainable future. As well as limiting our own impact on the environment, we partner with others to drive decarbonisation and create innovative solutions to environmental issues.

# 4.1 Our global commitment to achieve net zero emissions

The 'Fujitsu Climate and Energy Vision' sets out our goals to bring CO<sub>2</sub> emissions across the global Fujitsu Group to zero, contribute to the decarbonisation of society and help society adapt to climate change through the provision of technology. Our purpose is to: make the world more sustainable by building trust in society through innovation.

Our European environmental management accreditation was re-certified in 2021 as meeting the requirements of ISO14001:2015 by Bureau Veritas and has been reviewed during 2022 to ensure continual improvement. Fujitsu has been included in the Carbon Disclosure Project (CDP) A List for climate change for the past six years, and water security for the past four years.

Across Europe, environmentally friendly office spaces are creating modern, flexible, sustainable places for our people to work. Since 2017 we have reduced our overall footprint by **53%**, and **98.2%** of the energy we use is renewable. In the UK, our new HQ building is EPC A rated; and all our energy is **100% renewable**, backed by REGO's and RGGO's (except back-up generators).

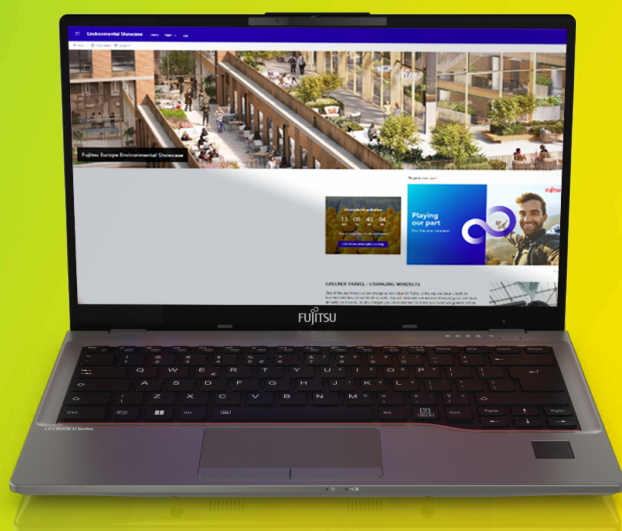


Country	HQ location	Historical sqm	Revised sqm	% reduction
Belgium	Brussels	3,573	1,371	62
Denmark	Copenhagen	3,846	2,363	39
England	London	4,748	1,033	78
Estonia	Tallinn	3,682	1,411	62
Finland	Helsinki	20,139	8,934	56
France	Paris	3,187	1,858	42
Germany	Munich	28,379	12,800	55
Netherlands	De Meern	4,953	3,605	27
Scotland	Edinburgh	2,917	697	76
Spain	Madrid	8,000	4,200	47
Sweden	Stockholm	4,033	3,261	19
<b>Total</b>		<b>87,457</b>	<b>41,533</b>	<b>53</b>



## 4.2 Employee awareness

In 2022 we launched a new Environmental and Sustainability Training via e-learning, which **95%** of employees across Europe have completed. To further raise awareness, we celebrated World Clean Up Day and Earth Hour across Europe. We have created a Dashboard to share with employees our data on our environmental impact; and a showcase to share good news stories and case studies to inspire them further.

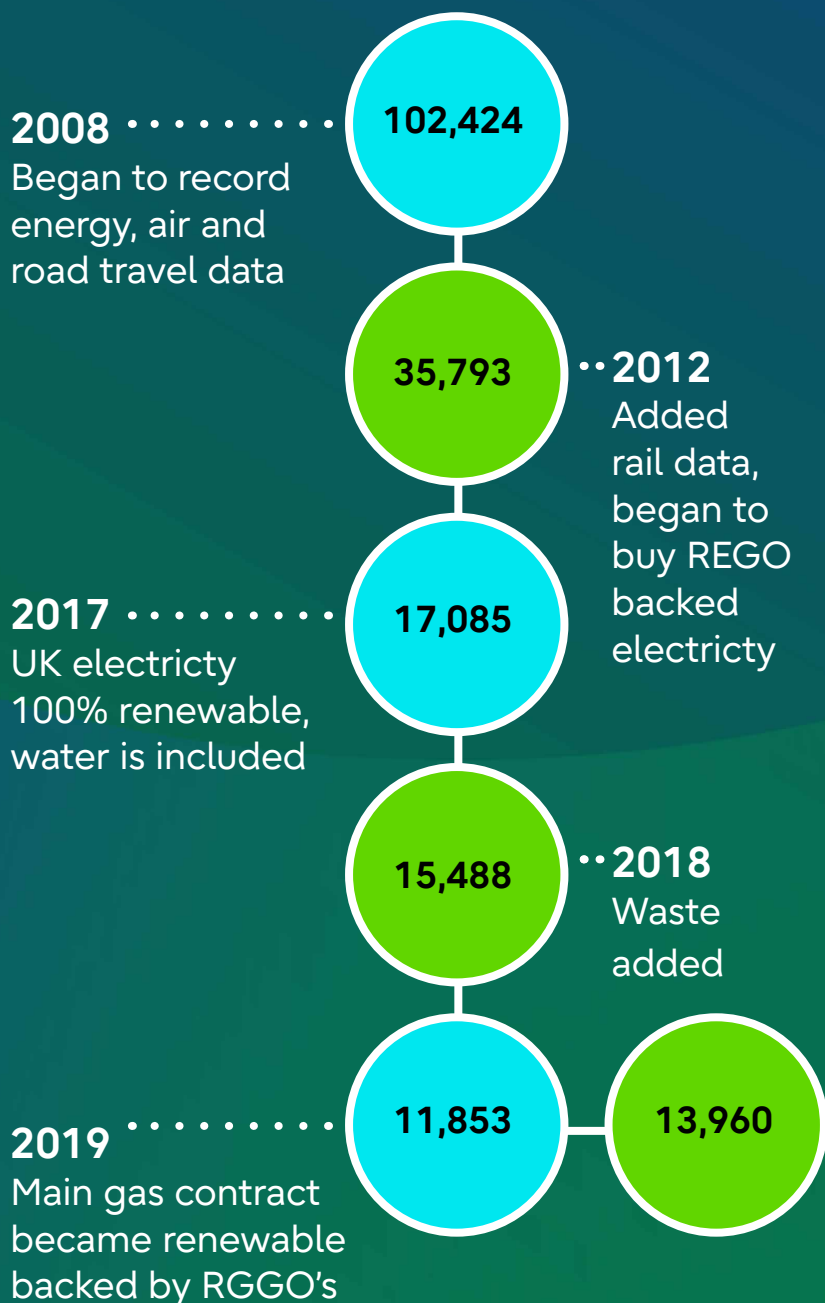


For internal and external use, we now have '[Playing Our Part](#)' Fujitsu UK: Moving forward for a sustainable world - a story book of key facts on reducing our environmental impact across the Region.



# 4.3 Our data

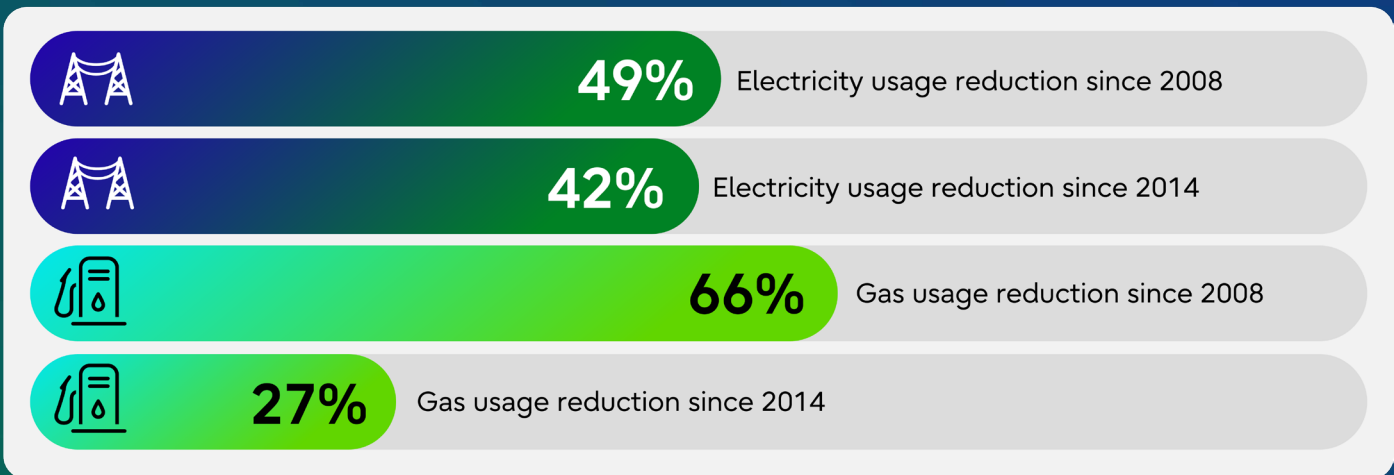
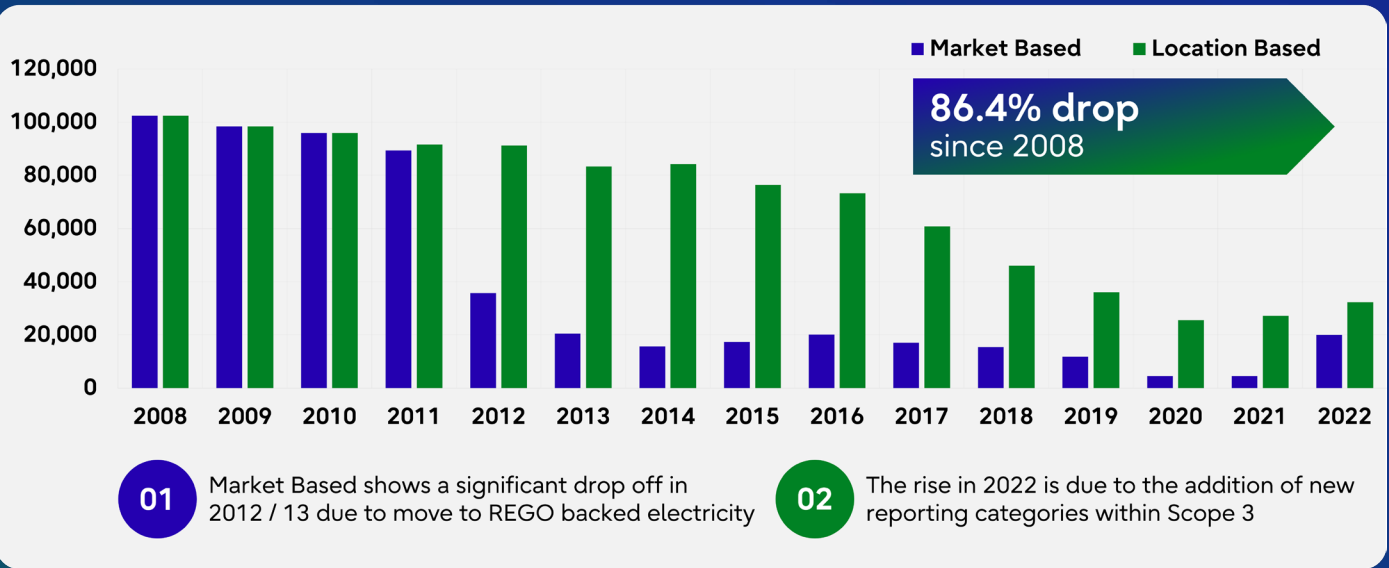
As can be seen in the carbon reporting journey below, it began in 2008 and we have added new data sources along the way. The numbers in the circle are our emissions of CO<sub>2</sub>e in tons, using market-based methodologies within the GHG protocol.



We have recently added to the data we measure. For example, in 2022, we launched a survey to all employees to learn more about their commuting patterns. We also took data from our Display Screen Equipment assessments completed by employees annually to establish how many days per month employees are working at home.

In the UK, 33% of our employees responded – assuming they are representative of the entire population, we uplifted the data to give us a full picture. We added 5,194 tons of CO<sub>2</sub> – that's almost equivalent to our total business travel (which is 5,492 tCO<sub>2</sub>). Plus, a further 2,045 tons of CO<sub>2</sub> for emissions from working at home – taken from the average number of days we said we worked at home when last completing our Display Screen Equipment Assessment. Now we have a baseline we can work on reducing these emissions by further raising awareness.

We began pilots to offset air travel; and to gather supplier emissions data from 1,000 suppliers across seven countries – the results of both pilots will inform whether we implement further during 2023.



## 4.4 Our initiatives in the UK and Ireland

In the UK, we are contributing to our common global ambitions. We started using renewable energy over ten years ago and since 2014 we have been using 100% renewable electricity and gas. We've installed solar panels on one of our largest buildings to generate our own electricity.

We are [ISO 14001:2015](#) (an international standard for environmental management systems, across Europe) certified for environmental credentials. Our energy management system is built to ISO50001.

Plastic waste is a major global concern, so we have taken steps to eradicate single use plastics in our offices across the country. In the UK we have removed plastic cups from vending machines, and our site restaurants have replaced plastic cutlery, salad pots, filler pots and fruit pots with sustainable alternatives.



# 4.5 Cabinet Office Carbon Reduction Plan

In 2021, Paul Patterson signed the Cabinet Office Carbon Reduction Plan on behalf of Fujitsu in the UK. This is a public commitment to achieve net zero carbon emissions by 2050 and is vitally important given our status as a supplier to the UK Government. The plan was updated in 2022 and signed by Head of UK, Anwen Owen.

Read our [Carbon Reduction Plan](#).



## 4.6 UK Electric Vehicle scheme

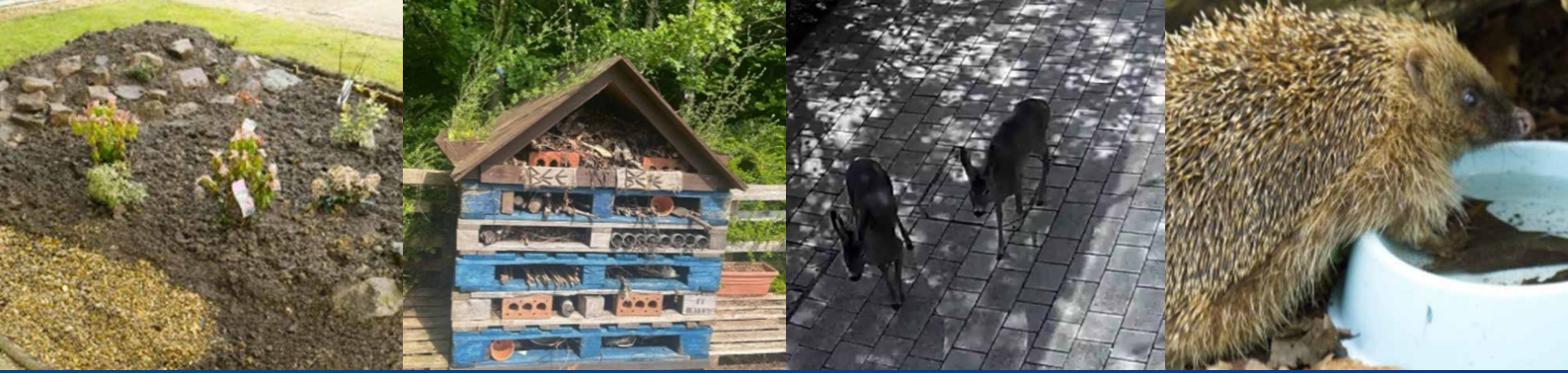
To show our commitment to sustainability and to encourage drivers to consider an electric vehicle, we launched a new Electric Vehicle option in the company car scheme in January 2023. We offered several exciting benefits for early adopters including:

- Allowing petrol or diesel company car drivers to place an order for an electric vehicle and make the switch without penalty for early return
- Increasing the lease allowances for electric vehicles by **up to 25%** and allowing employees to make an additional contribution of **up to 25%**
- Those installing a home charge point can claim up to a £500 contribution towards the installation cost.

In the first three months, the volume of electric cars **doubled**, with many more on order.







## 4.7 Biodiversity

We have green teams operating at all our main sites in the UK. A green team comprises a group of volunteers from the site who get involved in everything from litter picks, creating bug hotels, designing, and building Japanese style gardens and managing our very own hedgehog sanctuary. Deer have even recently been spotted on our Manchester campus, enjoying the wildflower gardens.

**We have bees – and therefore beekeepers – at three UK sites now.** Honey is produced and sold in aid of our Charity Partner. Beekeepers are training each other to ensure we pass on vital skills and share the workload.

### 4.7.1 Social value case study: bees and pollinators

We have invested £1,000 in wildflower seeds which were planted around Telford, beautifying the landscape, and supporting the local pollinator populations. We worked with the Manchester & District Beekeepers Association to hold a 'lunch & learn' bees and pollinators workshop for our employees, explaining how we can all do our bit to grow and sustain UK wildlife populations.

In the last year, over 100 Fujitsu HMRC employees have taken part in 11 volunteering sessions, working with Telford and Wrekin Borough Council, along with partners Buglife ICT and the RSPB. This has included working on a heathland restoration project, removing invasive growth to allow the nectar-rich, vitally important, low-growing, heath plant species more natural light and growing room. We can all look forward to seeing the species on the site increase in biodiversity, with the lowland heathland now able to expand and restore its health for the benefit of pollinating insects. The south-facing, sunny bank is now a great habitat for ground nesting bees\* (\*circa 70% of our bee populations) and other invertebrates / reptiles that will make use of the bare ground for basking and mating.



# 4.8 Fujitsu Ireland: BITCI Leaders' Group on Sustainability

The Leaders' Group on Sustainability is a coalition of Ireland's leading organisations that is striving to improve the sustainability of the Irish business sector through sharing best practice and creating new ways of doing business.

Head of Fujitsu Ireland,  
**Tony O'Malley**, is a  
member of this group.



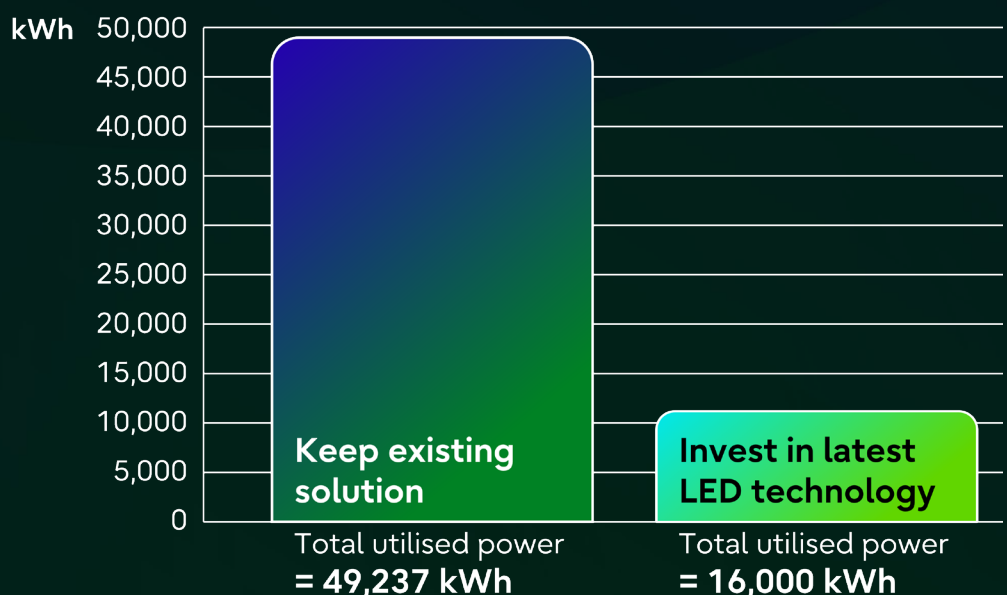
# 4.9 Building improvements

## 4.9.1 Case study one: LED lighting pilot: Stevenage data centre tech hall

The existing lighting solution at our Stevenage data centre, datahall 1, was based on T26 fluorescent lamp technology. Although reasonably efficient, the lamp and gear technology are becoming more and more outdated and obsolete. Therefore, keeping the existing luminaire will become more and more expensive. Replacing the existing luminaires with the latest LED technology alternatives, means the lighting quality can be maintained whilst improving energy efficiency and longevity. In 2022, 99x FT 1/58W T16 LDE were replaced by 66x Tecton C LED5500-840 WB LDE, making the following savings in energy and cost:

Reduce CO<sub>2</sub> emissions and utilised power by **~67%**

Have a return on investment and start saving money in **2.6 years**



## 4.9.2 Case study two: Thurrock data centre - fan optimisation

We have upgraded the cooling system used at our Thurrock data centre. The fans have been upgraded to allow for variable and significantly lower speeds, whilst also adjusting the amount of time the fans need to run for.

This has led to an hourly reduction of 122kW which equates to about 28.4 kg CO<sub>2</sub>e per hour - a **saving of 244 tons of CO<sub>2</sub>e per year**. There is expected to be further improvements from this work as the supply air temperature is lower and more consistent, which will allow us to increase the temperature in the data hall, therefore leading to further reductions.



### **4.9.3 Case study three: Bracknell office space consolidation and refurbishment**

We have recently refurbished some of the floorspace at our Bracknell office. This has consolidated people from four functions together into one space; they were previously spread across various parts of the building, each with an allocated desk. This change has brought about a more collaborative working environment, with breakout spaces and relaxed meeting areas. In turn, this delivers significant energy and carbon savings by allowing for a reduction of office spaces that were previously fully operational in respect of heating, cooling, lighting, and vending machines.



# 4.10 Procurement of goods and services

We procure goods and services based on environmental sustainability, consider environmental sustainability in our own procurement processes, and promote best practice within our own supply chain.

All new suppliers to Fujitsu within the UK must sign up to our Responsible Procurement Charter, which is based on the Responsible Business Alliance Code of Conduct. This encourages all suppliers to comply with set principles and conduct their worldwide operations in a socially and environmentally responsible manner.

The Charter includes a requirement not only to monitor greenhouse gas (GHG) emissions, but to also identify ways to reduce them on an on-going basis. To reduce paper usage within the procurement function, we have transitioned to the Electronic Signature and Agreement Cloud, DocuSign. Implementing DocuSign has enabled us to eliminate the need to print, fax, scan, mail, and store paper documents. **We have already saved over 15 million sheets of paper, 600,000 litres of water, 60 tons of CO<sub>2</sub> and 5 tons of waste.**

## 4.10.1 Supplier portal pilot

Approximately **85%** of most companies' carbon emissions are Scope 3: indirect emissions within their value chain – including travel, transport, purchased goods and services. To achieve our sustainable supply chain goals and assist with our Scope 3 emissions measurement and reduction targets, we have recently launched an initiative utilising a sustainable supply chain software solution which is enabling us to collect, manage, analyse, and report data across our supplier network and assist our supply base with their GHG emissions reporting. We are committed to working collaboratively with our suppliers to reduce carbon emissions and will engage with our key suppliers to drive such reductions.



5

# Our customers



We work extensively across the Public and Private Sector, and we pride ourselves on the partnerships and long-standing relationships we build with customers spanning a wide range of industries. It is through these relationships that we can implement and develop programmes with our like-minded customers that benefit the wider community and society with which we all interact. We have been through some of the most challenging moments of recent times, but we have worked through adversity together with our partners. Below are just some of the many examples of where we have delivered on our purpose in collaboration with our customers.



## 5.1 Rock2Recovery

Rock2Recovery (R2R) are an inspirational organisation saving lives daily. Their mission statement is 'to save and change the lives of those in our Armed Forces, our veteran community, 999 services and their families who are affected by stress', predominately 'Post Traumatic Stress Disorder (PTSD)'. Their approach is to 'inspire, coach and motivate towards a more positive future'. R2R do this by providing a unique form of coaching, utilising a range of non-clinical methods that are tailored to their client's needs. In many cases their clients have exhausted clinical therapies available via the National Health Service (NHS) and are still suffering from symptoms of PTSD, which has resulted in an increasing number of referrals from the NHS and other clinical organisations.

We have been on a journey with Rock2Recovery since October 2019 when we visited their HQ and undertook a 'day in the life of' review, to identify areas in which we could help and support. We created a programme to drive business transformation, including improving their existing database, introducing Robotic Process automation to produce reports and invoices, and creating an app to support their administration.

Throughout 2022, we have worked with the R2R team to deliver enhancements to the functionality and reporting capability within the application and we have deployed security enhancements to protect their data. We have also supported them in reporting their 'risk scores' which are so important for the R2R team, and this helps identify those most at risk of harming themselves.

The benefits delivered by such a simple application are awe-inspiring. When we first met R2R, they supported 800 clients and over the past four years that has increased to 3,578.

Rock2Recovery are now able to request funding and grants more effectively to sustain their operation. The supporting data is provided by the reporting function within the application, and this can tailor to fit the individual requirements.

The reporting requirements both for existing grants as well as new funding is becoming ever more stringent and detailed. The fact that the app can easily provide this vital data has been a key success factor. Our Public Sector team have a monthly catch up with the R2R team and can capture any changes that they might need to support their work.

We are committed to continue to support Rock2Recovery over the coming months and years and we are humbled by the fact that the application we have created is enabling them to genuinely 'change lives and save lives'.



## 5.2 Employers Initiative on Domestic Abuse

The Employers Initiative on Domestic Abuse (EIDA) is a growing network of large and small businesses. Their mission is to enable employers to act on domestic abuse – raising awareness among all employees, supporting those facing domestic abuse, and providing access to services to help perpetrators to stop.

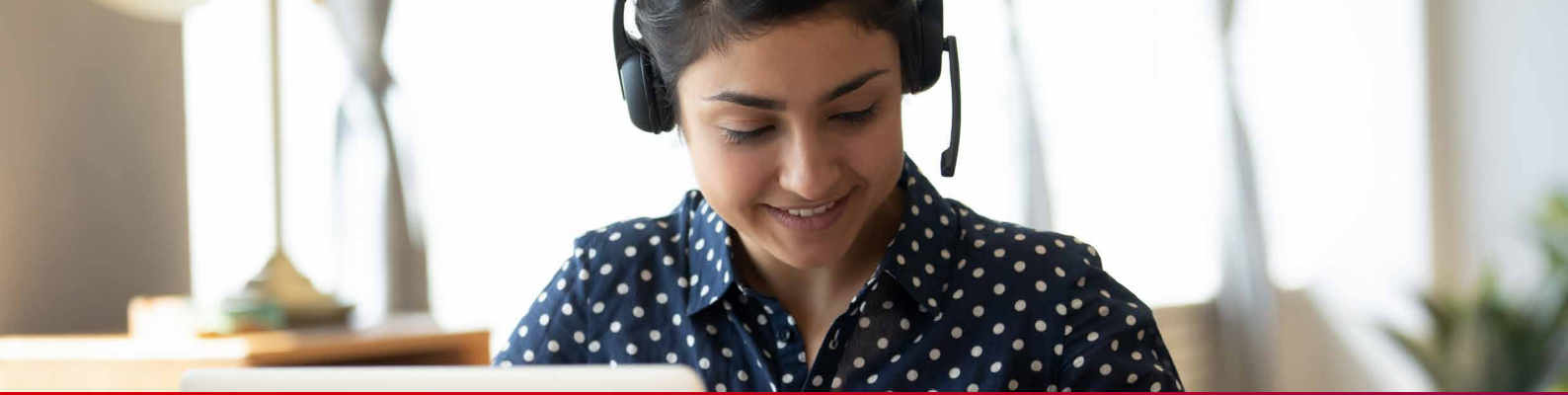
When employers demonstrate that they are aware of domestic abuse and make staff aware of the services that are available, it can help to reduce the wall of silence about domestic abuse that prevents so many from seeking help.

Only through greater awareness, relationship building, and the sharing of best practice can a systematic change be made to the way domestic abuse is handled in the UK, and EIDA believe that every one of their members plays an important part in that.

We have been working alongside EIDA to help them increase their membership and widen their network. As a result, we have been working to drive digital transformation and deliver a new customer relationship management tool, a content management system and a new customer insight and analysis capability which will enable them to track their membership data collections and gain valuable insights which will support their growth.

This work has been funded by our in-project social value commitments made to support Voluntary Community Social Enterprises. In recognition, we were made a Beacon Member of EIDA, joining other leading lights in the fight to end Domestic Abuse.

We look forward to continuing to support EIDA and in turn help fight domestic abuse in our communities.



## 5.3 His Majesty's Revenue & Customs (HMRC): Rushmoor Borough Council

In 2022, our HMRC team worked with Rushmoor Borough Council to develop and host a virtual CV and Interview Skills workshop. This geographical region was specifically targeted as an area important to our customer, and where unemployment rates were above the national average. The programme was designed to benefit young people not in education, employment, and training (NEETS) and those aged 25+ facing barriers to employment, (including those who had been displaced due to COVID-19). The workshop provided a series of skills sessions including CV writing, job interview preparation, confidence building and mock interviews.

**100%** of attendees who provided feedback said they felt more confident in finding a job after the session.



## 5.4 Military engagement

We are exceptionally proud to hold Gold Accreditation in the Employee Recognition Scheme, for our ongoing support of the Armed Forces community.

A key element of our Gold Accreditation is our willingness to help Service leavers to transition from military to civilian life, providing the opportunity for veterans to develop rewarding careers within Fujitsu.

Our Military Transition and Talent Programme (MTTP), which is in its fifth year, is an innovative initiative, aimed at increasing the support we offer to high-calibre individuals who have the potential to be future leaders within Fujitsu as they transition from military to industry employment.

In 2022, through our virtual engagements and industry days we spoke and engaged directly with over 200 potential service leavers. In addition, we continue to have a presence at major events attended by hundreds of military leavers, such as Career Transition Partnership (CTP) job fairs and Security Cleared (SC) Expos.

Today, 14% of our security cleared staff who work in our Defence & National Security business originate from a Services background.

We also recognise and value the vital role that Reservists can play, and the contribution these colleagues can continue to make to our Armed Forces. We actively promote the opportunity to become a Reservist, provide ten days paid leave, and access to funding to keep their relevant training and qualifications up to date.





## 5.5 Women in Defence

In November 2022, we were finalists for the Most Improved Charter Signatory at the Women in Defence Awards, beating over 60 other signatories to make the final. The Most Improved Charter Signatory recognises and celebrates the achievements of improving gender balance.

Since 2011, Women in Defence UK has made a concentrated effort to make Defence a better place. Started as a LinkedIn group by their Founder Angela Owen OBE, they have grown into one of the largest independent communities of individuals and organisations that celebrates and recognises the achievements of those working in the defence of our nation.

## 5.6 Polar Preet

In January 2022 we supported Polar Preet on her solo expedition to make history.

[Captain Preet Chandi MBE](#), popularly known as Polar Preet, an Army physiotherapist, undertook an extraordinary expedition to trek unassisted to the South Pole. She achieved this in 40 days, seven hours, three minutes and became the first woman of colour and first Asian woman / woman of Asian heritage to ski solo to the South Pole.

Preet then launched her second phase, aiming to complete a solo and unsupported crossing of Antarctica from November 2022 through to January 2023.

On 23rd January 2023 Preet broke the world record for the longest solo, unassisted, and unsupported polar expedition in history! Stretching the boundaries of human endeavour, she covered 922 miles (1,485km) in 70 days and 16 hours despite horrendously difficult conditions. The 33-year-old Army Captain surpassed the previous world record of 907 miles set by fellow soldier Henry Worsley, a retired Lieutenant Colonel, in 2015.

As one of the greatest living explorers of our time, her achievement will endure as an extraordinary demonstration that nothing is impossible and provide inspiration for future generations to continue breaking boundaries.





## 5.7 Inspiring career aspiration, social mobility, and inclusivity within the private sector

In the retail sector, we have again been supporting and sponsoring the Be Inspired (Future Leaders) programme with Retail Week. The programme's mission is to provide individuals - regardless of age, background, gender, race, sexual orientation, or ability - the tools, inspiration, knowledge, and connections needed to fulfil their career aspirations. Additionally:

- We have provided input into senior retail leadership teams through round tables on policy direction, employee empowerment and engagement, data strategy management and other topics that support the Be Inspired mission.
- We have interviewed and discussed with senior leaders the trends, implications, and focus areas, enabling active thought leadership from each other.
- Our employees were able to join the Be Inspired Academy further promoting closer awareness of the challenges in the retail industry but also in identifying how enabling technology can support employee engagement.

In our utilities sector, in partnership with Centrica, we released an empowerment video in support of International Women's Day, showcasing equality in leadership and role enrichment, encouraging women into leadership and STEM related roles. We have supported in financial services on our NatWest account, with their Male Allies engagement within the NatWest Gender Network. We also conducted a Digital Accessibility webinar with HSBC.





## 5.8 Whitbread and Fujitsu: supporting societal challenges and charities

We continue to support our customer's progression and relationship with their charitable organisations. Recently, we raised funds with Whitbread for Great Ormond Street Hospital by participating in a sponsored golf day, amongst other sporting engagements.

From an empathetic societal perspective, we donated a total of 700 laptops to the Pentland Ukrainian Support Group and Bristol Outreach Services for the Homeless, through the Turing Trust Partnership. Equipment has also been donated to schools across the UK, helping to close the learning gap for device-poor families, driving positive access to education and equal opportunity.



# 5.9 Driving sustainable contract management and wider responsible business with Centrica

One of the many great examples of driving sustainability is in the utilities sector, working alongside Centrica. Through our partnership with Gold Standard, any account management emissions that could not be reduced were offset through carbon credits, with special focus on international renewable energy projects. Some examples include:

- 400 MW Solar Power Project at Bhadla, Rajasthan, India
- 100.5 MW Wind Power Project in Madhya Pradesh, India
- Buenos Aires Renewable Energy Project, Brazil.



## Other instances of driving sustainability in the private sector include:

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Recycling or responsibly disposing of 8,209 assets in support of our customer Vodafone UK.

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During 2022/23, an employee became a member of the executive team for Business in the Community critical friends' group, driving best responsible business practice into small and medium enterprises, and supporting networking opportunities.

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In our Banking, Financial Services, and Insurance business, we received IPF advocacy as a carbon neutral supplier whereby:

- The account's carbon footprint was calculated, with the assistance of our Sustainability Team.
  - Carbon offsets amounting to \$2,400 were purchased through our partner Gold Standard, with the investment being split between the Kenya Biogas Programme, and the Cambodia National Biodigester Programme, offsetting a total of 100 tons against the 32 tons of CO<sub>2</sub> used by the account in FY21/22.
- 

Supporting HSBC on their Net Zero objectives:

- We have been working with HSBC on a proof of concept that factors sustainability appetite into the pricing of trade finance facilities for commercial clients. The proof of concept was a result of Quantum Value Assessment work undertaken previously to help them define their quantum computing strategy. It uses a quantum annealing approach to analyse the shape of the existing loan book and provide appetite ratings for new point-of-drawdown finance requests. The objective is to provide tools that enable them to reduce carbon debt and concentration risk in the loan book.
  - Our manufacturing, utilities and services team work with the London Design and Engineering University Technical College (UTC) and its other employer partners Thames Water, Costain and Skanska. Together, they have recently:
    - Facilitated Human Centric Design Experience (HXD) sessions on creating a low code application to help with mental health for students and staff.
    - Provided practical business advice by being on the board of directors and finance committee; most recently assisting in matters such as helping to run tenders for new services, how to fund college development plans, and creating investment policies.
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# 5.10 Reducing environmental impact with Kingfisher

In the retail sector area of our business, we have engaged with our customer Kingfisher and their technology communities to assist them with aligning their technology strategy with their sustainability strategy. It is increasingly common in all industries for many corporate functions to be looking for balance between being more sustainable whilst running complex operations.

Kingfisher is a large home improvement retailer with 1,570 stores internationally, and we have been working with their Group Technology Function to reduce their impact on the environment and accelerate their achievement of their net zero carbon emission target. In collaboration with Kingfisher, we created a new consulting engagement that encompasses the entire Technology function and enlisted it to analyse operations, products, and services, to identify opportunities to be more sustainable.

Using the Carbon Footprint Service, data was collected from various sources including staff and data centres, then used in the toolkit developed in the service to provide calculators for the teams. This toolkit enabled Kingfisher's Group Technology Function to understand what their footprint currently is, where savings and changes could be made, and most importantly what sustainability elements they may want to monitor in their projects and programs in the future.

This engagement identified over 200 ways in which the Group Technology Function could lessen their impact on the environment. Some, which were related to reducing carbon emissions, were immediately adopted into ways of working. The engagement also helped to identify additional actions that would limit Kingfisher's environmental impact, such as using Blockchain to reduce e-mail traffic; and data / Internet of Things (IoT) sensors to optimise energy use in retail stores, in anticipation of investments to switch retail heating from non-renewable gas to renewable electricity.

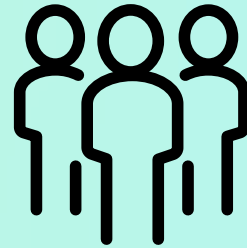


6

# Fujitsu UK and Ireland: Corporate Profile



**European HQ  
in London**



**7,000 workforce  
(approx.)**



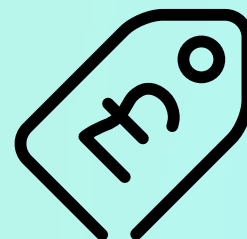
**18 office locations**



**6 service desk locations**



**Full portfolio of  
products, services  
and solutions**



**Working across  
public and  
private sectors**



## Contact

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