

Fujitsu UK and Ireland: A Responsible Business

FUJITSU



shaping tomorrow with you

»As a company, Fujitsu places people at the centre of its business operations. The vision of the human centric innovation we seek is, "To firmly support an active society with Fujitsu's technology and services." I believe that to realise this, it is necessary to contribute to developments that are sustainable from three perspectives.

The first is the sustainable development of Earth and mankind. With humans currently exerting an environmental burden on the Earth of approximately 1.5 planets, it is clear that society's development is not sustainable under current conditions. Furthermore, population influx to urban areas is accelerating. Problems such as energy shortages, air pollution, and aging populations in developed countries are becoming increasingly prominent. In order to leave behind an Earth where the next generation of people can live in happiness through the innovations created by ICT, productivity of society as a whole, including that of developing nations, must be improved.

The second perspective is sustainable development within a digital society. ICT is a resource and it is invaluable for sustaining society and businesses. Just as clean water and stable energy provision are essential for people to live happily, resources such as personal information and business data must be handled appropriately in a digital society. As part of our corporate social responsibility as an ICT corporation, Fujitsu is working together with the relevant worldwide organisations to address problems such as cyber attacks in order to protect a reliable and safe telecommunications network environment.

And the last perspective is Fujitsu's own sustainable development. As part of its social licence to operate, Fujitsu supports, and is a signatory of, the UN Global Compact's 10 principles in the areas of human rights, labour, the environment, and anti-corruption. Additionally, Fujitsu makes use of the ISO 26000 framework. We have adopted a Global Matrix structure and are devoting ourselves to the review and improvement of socially responsible activities with zero tolerance for exceptions.

With these three perspectives in mind, I will hold us to the expectations and requests of our global customers and stakeholders, and will put into action business management that supports sustainable development.«

T. Tanaka

Tatsuya Tanaka,
President, Fujitsu



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A Responsible Business Message from Regina Moran

Running any organisation is about taking decisions. But running a smart, sustainable business that respects the communities it serves, and plans to be a part of those communities far into the future, means taking decisions that are inclusive and create shared value. At Fujitsu, we work to align and combine our activities so that we can accomplish all our goals, not just those that seem most immediately profitable or praiseworthy.



We have four core objectives:

- **Results**..... Deliver great results in everything we do.
- **People** Be a great place to work for everyone we employ.
- **Customers**... Go beyond customer satisfaction in every relationship.
- **Society**..... Be a responsible, accountable business in society and a good company in every community we serve.

These objectives are interrelated, we pursue all of them together, all the time – Results and People and Customers and Society. We prioritise, but we never abandon a good idea or sacrifice an objective for the sake of expedience or temporary gain. So the activities we undertake with and on behalf of our communities have equal standing with our commercial and legal objectives and responsibilities.

Significant and established businesses like Fujitsu have moral duties. We will never seek to buy these duties off with token gestures, or self-seeking actions disguised as philanthropy. We believe our survival and growth depends on being responsible at all levels – from our strategic direction to the myriad of services we deliver every day to organisations and citizens throughout the UK and Ireland. Contributing to the UK and Ireland's economic recovery by training hundreds of young people and working with small businesses, as well as driving a low-carbon society through innovative technology solutions, makes us a trusted, ambitious business partner.

This year, we are proud to be awarded Responsible Business of the Year by Business in the Community (BITC). This is a fantastic recognition of our progress and determination to continually ask more of ourselves and our peers. It is becoming more and more evident that being 'responsible' is not only linked to but necessary for financially sustainable business. The collective actions of business leaders today will shape the future of our planet, and it is our duty to collaborate with the leaders of tomorrow to build shared value creation into business models. This should be the only accepted norm as it is the only way companies can truly be sustainable.

This report demonstrates our ethos in action. It outlines the steps we are taking to ensure we act responsibly in every area of our business and outlines both progress to date and the positive contributions we continue to make.

Regina Moran
Head of UK & Ireland, Fujitsu

Executive Summary

The Shape of our Business

Fujitsu is the fifth largest global provider of ICT solutions. We hold around 100,000 patents and have approximately 159,000 Fujitsu people supporting customers in more than 100 countries around the world. With our international Head Office in Japan, Fujitsu has provided ICT solutions in the UK & Ireland for more than 50 years. Today, Fujitsu helps to keep the UK and Ireland running, keeping citizens secure, serving the British and Irish Governments and supporting many businesses in their day-to-day operations. These activities include being a key ICT partner to HMRC, the Ministry of Defence and police services, providing the latest technology solutions to increase security and keep costs low. Fujitsu partners with local government to reduce costs by delivering shared services, and works in transport across the UK to enable smooth, cost-efficient travel. Fujitsu's solutions and services are an established presence on the high street, from a long-term contract as the main ICT supplier to the Post Office, to supporting the Retail and Hospitality, Financial Services and Manufacturing, Utilities and Services sectors. Collectively, Fujitsu is responsible for delivering services that touch 99% of the population; from driving licences to census forms through to monthly salary cheques and high street shopping transactions. What we believe, and how we behave, can have a big effect on the quality of life.

At Fujitsu, being a responsible business means delivering great results to our customers, investing in our people, and fostering good practice throughout our supply chain, as well as recognising and responding to the different needs of communities in which we operate. Our commitment to action on these fronts earned us a Corporate Responsibility Index rating of 99% or five stars in the 2015 Business in the Community rating, placing us in the top six entrants.

This report details our ongoing contribution to the economy, society and environment of the UK and Ireland. It looks at how we perform as an employer, partner, supplier and member of the community.

Our Impact on Society

As a major employer, we create career opportunities for young people across the UK and Ireland. We have created almost 300 apprenticeships in the past four years and have taken on 341 graduates since 2009. We are also a Gold Member of the Business Disability Forum and have established an internal disability network. We have also created an internal LGBT+ network with executive sponsorship and a strong presence at both London and Manchester Pride events.

We partner with many product and service companies, spending approximately £725 million with over 1,000 organisations across the UK last year. We are proud of our reputation as a responsible procurer of goods and services and require suppliers to comply with Fujitsu's global standards, covering areas such as environmental responsibility and human rights.

UK-based small and medium enterprises (SMEs) represent nearly half of our active supply base, and we work hard to encourage partnerships with small business. Recent efforts include formalising our commitment to SMEs in our own Charter; hosting a countrywide series of SME roadshows; gaining accreditation to Supplier Diversity Europe; commissioning a Trading for Good report; and investing in research on the benefits of collaboration between small and large businesses.

Innovative, Green and Engaged

We take our environmental responsibilities seriously, as both an internal duty to cut emissions and resource use wherever possible and an external duty to optimise the environmental qualities of our products and services. We are nearing a zero waste to landfill position, with just 0.5% of our waste going to landfill, and we are working hard to ensure all remaining UK sites reach this target during 2015. We have had the Carbon Trust Standard since 2009, and have set targets for reducing carbon emissions in line with Fujitsu Group policy.

In the UK and Ireland, Fujitsu invested £33.6m in capital expenditure last year, of which around £7.8m was channelled into research and development. This means we are at the forefront of smart energy solutions and green technology, while our multiple award-winning London North Data Centre incorporates high efficiency power and cooling equipment that nearly doubles the efficiency of previous generation data centres.

Although we are known as a technology company, ours is a people business. We believe in personal responsibility, relationships and collaborative action. Our two-year charity partnership with Shelter from 2012-2014 raised over £1.2m and helped keep 37,000 families off the street, while engaging a huge proportion of our workforce. Shelter's new gift aid enabled tills is part of the legacy of this partnership and will continue to maximise revenue for Shelter. In October 2014 we welcomed our new charity partner, Action For Children, the charity that supports some of the most vulnerable and neglected children in the UK.

We are the technology partner to Business in the Community and are deeply involved with mainly of its campaigns, including seconding employees to disadvantaged communities to pioneer the Business Connectors programme.

We are deeply woven into the fabric of society, serving public organisations, universities, research institutes and defence contracts. Fujitsu touches the lives of millions of people every day, helping to keep the country running, and striving to make it an even better place to live and work.



Our People

Fujitsu in the UK and Ireland is a major business, employing many thousands of people with different skills and ambitions. We invest in people by creating career opportunities, ensuring diversity, developing skills and promoting wellbeing.

As a significant business, Fujitsu makes a substantial tax contribution, and we are happy to share this openly: visit <http://www.fujitsu.com/uk/about/local/corporate-responsibility/tax-policy/>. We also recognise our influential role as a business partner, seeking to foster good practice throughout our supply chain and, in particular, to encourage small and medium sized enterprises (SMEs) to work with us.

Our Workforce

In the UK and Ireland the business directly employs over 14,000 permanent employees including more than 1,600 contract staff who we pay at or above the living wage. This makes us the UK and Ireland's largest Japanese employer. We actively encourage more women to enter the ICT industry, and over the last three years, 40% of our graduate intake has been female. This year, we recruited an even split of male and female graduates.

Opportunities for Young People: Apprenticeships

Since the beginning of 2012, Fujitsu has created apprenticeships for just over 300 young people between the ages of 16 and 24 across the UK and Ireland. Our apprenticeships offer an invaluable opportunity for young school leavers to break into the world of work, providing vocational skills training with ICT qualifications or diplomas in business and administration. With the recent increase in higher education tuition fees, more and more young people are looking to go straight into work and be trained on the job. We pay over 50% more than the minimum legal wage for apprenticeships, and all Fujitsu apprentices are placed in full time positions on completion of their academic training. We intend to continue to grow our apprentice positions across the country, providing technical and practical employment opportunities, and creating a talented, young workforce.

A recent Ofsted report on our apprentice scheme confirmed that our apprenticeship programme is exceeding regulatory standards, stating: *"The programme indeed meets every requirement, and it is fantastic to see the level of passion and support provided by Fujitsu in ensuring an open pathway to supporting and creating both training and employment opportunities, ensuring the apprentices are in a supported learning environment."*

In Ireland, youth unemployment stands at around 21%, and creating opportunities for young people is essential to economic recovery. Under Business in the Community's 'School Business Partnership Programme', Fujitsu has been working with schools around Dublin to provide CV workshops and mock interviews to 15-17 year olds. Two students earned a two week internship, during which they assisted with the Fujitsu World Tour Event.

Opportunities for Young People: Graduate Scheme

Since 2009, Fujitsu has been steadily building a pipeline of young talent through our graduate scheme, offering a total of 46 places in 2015 to talented graduates across the UK and Ireland. Our enthusiasm for taking on graduates means that they represent around 20% of the nearly 600 employees under the age of 25 in our region.

Our best-in-class talent programme was recognised by a BITC Big Tick Award for Inspiring Young Talent in May 2014, and we formed part of a panel discussion on sustainable business at the award ceremony. We are also proud of Fujitsu's high rating on the JobCrowd peer review website, on which current graduates rate their programmes. We scored 4.2 out of a maximum of 5, putting us at number 15 of the Top 100 Companies for Graduates to Work For (larger intake) listing 2015.

- » Investors in People Gold
- » Personnel Today Award for Talent Management
- » All About School Leavers Award: Best Job Satisfaction for Higher Apprenticeship or above; Best Higher Apprenticeship; Top Employer for School and College Leavers for Higher Apprenticeship or above
- » Highly Commended in the Best Macro Employer in the National Apprenticeship Awards
- » National Apprenticeship Scheme Top 100 Apprentice Employers.
- » Best IT employer for Graduates to work for in the Job Crowd awards

»Fujitsu recognises the importance of supporting apprentices in this critical stage of their career. Not only do we provide them with technical and business skills that will lead to a permanent job, we also ensure they are properly paid. Fujitsu pays its apprentices over 50% more than the legal minimum wage set by the Government for apprentices. An apprenticeship is a two way commitment, we expect that the young people involved in our scheme deliver value to our business and in return we develop them, train them and ensure they are appropriately rewarded and recognised for their efforts.«
Gavin Bounds, COO Fujitsu EMEA

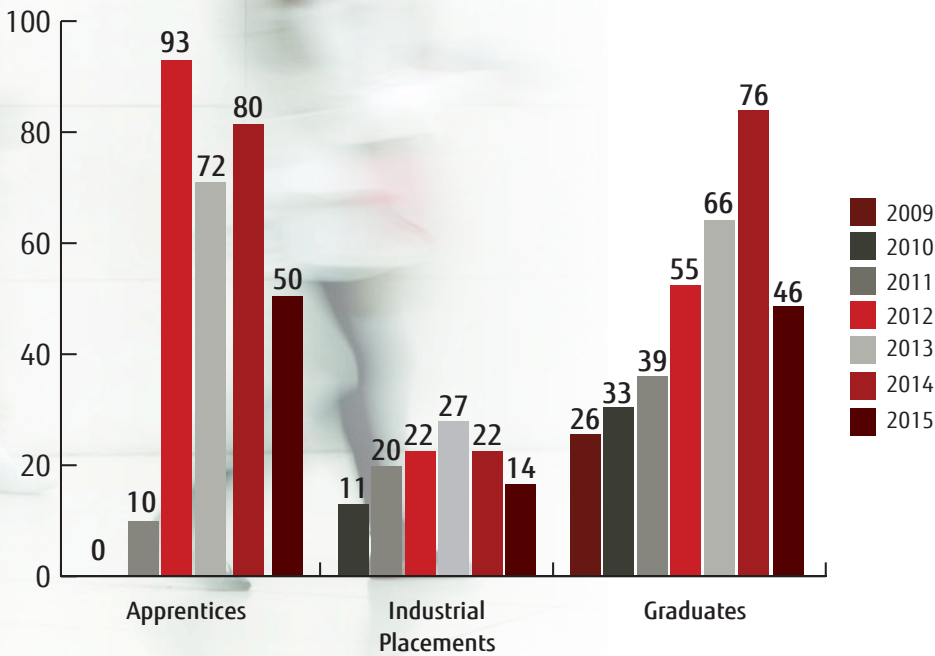


Figure 1: Talent Pool

»Setting up a forum for disabled employees is a fantastic way of generating some healthy noise about how we attract and accommodate disabled talent. Fujitsu are to be congratulated in their recent support to set up a disability network and should expect great results in how they engage and get the best from their disabled people.«

Kate Nash OBE,
Kate Nash Associates

Diversity

In the UK & Ireland, Fujitsu is led by Regina Moran, who champions the Diversity and Inclusion strand of our Responsible Business strategy. Regina was previously CEO of Fujitsu business in Ireland, where one third of the managers are female.

We have a family of four inclusion network groups: Women at Fujitsu, Shine LGBT+, SEED (Supporting and Engaging Employees with Disabilities) and Cultural Diversity Network. Shine and Women at Fujitsu have been recognised as Awesome Networks by Inclusive Networks. Women represent 23% of our workforce, higher than the national average for the IT and telecommunications industry. Fujitsu's female employees also hold important leadership positions: 21% of Fujitsu's leadership team in UK and Ireland are women, compared to an industry average of 18% for large technology companies. Our business in Ireland, where women represent 28% of the workforce, is led by a leadership team where a third of the members are women.

Fujitsu is a Gold Member of the Business Disability Forum (BDF) and is the annual host of the BDF Presidency Group dinner. We are proud to be a leading member of the Technology Taskforce Committee, which involves working with senior figures in the technology arena to develop IT solutions and services for people



with particular needs and disabilities. We have recently launched an internal Inclusion Passport. By signing up to this, employees avoid having to repeat a conversation with every new manager about the reasonable adjustments needed to maximise their effectiveness. The number of employees using this Inclusion Passport has doubled, from 96 to 200, following its launch in 2014. Since Fujitsu signed up to the Disability Confident campaign, the proportion of employees who have disclosed that they have a disability has also doubled and the proportion of disabled new starters has increased from 1% to 3.4%.

Fujitsu has also, with the help of diversity consultants Kate Nash Associates, established an internal disability network to promote dialogue within the company and deal effectively with issues.

»Shine Network built up to support LGBT colleagues within the workplace.

»We had a significant presence at the London and Manchester Pride events, finding it an excellent opportunity to show support for LGBT+ rights and engage hundreds of employees, whether marching on the day or posting about it on social media.

»Our charity partner, Action for Children, was invited to join us during Pride and we are pleased to have built up a strong relationship between our LGBT+ staff networks.

»Fujitsu chose Alan Turing as their 'Pride Hero', a pioneering scientist and codebreaker in WW2, who was prosecuted and chemically castrated for being homosexual. Fujitsu was joined on the day by two of his surviving relatives.

Learning and Development

Our in-house Learning and Development team allows us to deliver targeted, customised learning and development courses while we work in partnership with an external training supplier for all standard and accredited training courses. In the last financial year, Fujitsu has invested in 1084 individual professional and technical accreditations, of which 772 were technology accreditations and 492 were professional accreditations.

It is essential that we have a highly trained, motivated and skilled workforce who can achieve their potential. In the UK and Ireland, the number of hours Fujitsu invests in training our employees is increasing by an average of 11% each year, after doubling between 2011 and 2012.

This year, 12,500 Fujitsu employees attended classroom training, with a further 60,000 hours of online training completed.

Fujitsu launched a Management Accreditation Programme in 2013. This is designed to develop, recognise and reward management excellence. It provides accreditation to managers who can evidence appropriate behaviours in a range of management disciplines and directs their development through face-to-face workshops, online courses and coaching.

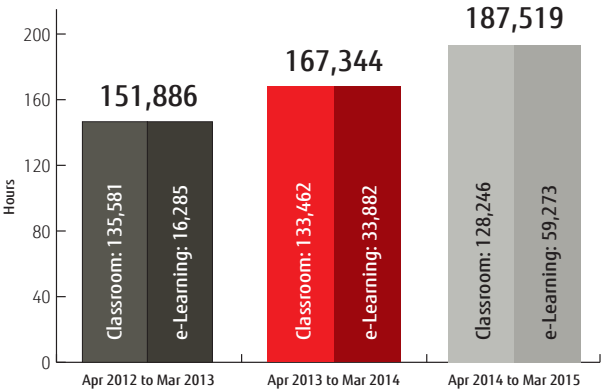


Figure 2: Training hours

Employee Engagement and Wellbeing

We hold an annual company-wide employee engagement survey designed to capture the opinions, feelings and levels of satisfaction of Fujitsu's employees on a number of key dimensions. This is the key measure of the effectiveness and impact of our employee engagement programmes and it is our most effective feedback mechanism.

In our 2015 survey, we maintained our high participation rate with a 76% response rate. Employee engagement increased for the fourth consecutive year from 64% to 66% and enablement saw an even greater increase by 4% up to 59% positive. The results show an increasing level of trust in action taken as a result of the survey. We also ask employees if they feel that the wellbeing of its employees is important to Fujitsu, and saw our positive scores increase by 1% to 63% this year.

For the past few years, we have had a dedicated campaign to raise the level of engagement and enablement for our employees, led by our Head of Engagement. We set targets at a Regional level and at team level for year on year improvements. A network of Activists made up of stakeholders who represent their business areas meet quarterly to understand the latest progress on Engagement initiatives, and share good practice from their own teams. We have also established various employee forum groups who work together to review their own business area scores from the annual survey, analyse the results and produce an action plan. We have seen some great successes as a result of these Employee Forums.

We regularly ask employees to get involved in live conversations or on-line discussions with members of the Executive team on key topics, such as our Business Management System or Pensions. Our Regional Head recently hosted an online conversation to discuss the business, our key objectives and progress to date.

We have recently implemented a programme "1percent" in which we ask employees to think about, and share, their ideas for ways we can make small changes to improve something. This process has generated hundreds of ideas so far. We review each idea monthly and a shortlist is shared with our Senior Leadership Team.

'Fujitsu Voice' was established in 2010 as a group with representatives elected by employees, who directly engage with senior management to channel their views and influence strategic decisions.

	2011	2012	2013	2014	2015
Response Rate	64%	69%	80%	79%	78%
Engagement	51%	56%	63%	64%	66%
Enablement	52%	53%	55%	55%	59%
I would recommend Fujitsu as a place to work to family or friends	25%	49%	60%	60%	64%
Quality and Customer Focus	51%	57%	66%	69%	78%
Empowerment	69%	70%	71%	73%	73%
Training	38%	38%	45%	47%	47%
Development	35%	34%	43%	44%	59%
I receive clear and regular feedback on how well I do my work	43%	43%	49%	52%	56%
I understand the relationship between my job and the strategy and goals in my Region / Function	48%	55%	62%	64%	64%

»Fujitsu has excellent standards of safety and workplace environment, which have recently been recognised by a two-day extensive Achilles RISQS Engage accreditation assessment of its field delivery based health, safety, environmental and quality management systems.

We are proud to confirm that Fujitsu has been recommended for the highest 4 star rating, with no Non-Conformance or Observations.

Fujitsu has also recently been subject to an additional two-day audit from Network Rail’s Licencing team and as a result we have been awarded Licenced Principal Contractor status. This will allow Fujitsu to deliver its ICT services directly onto Network Rail’s infrastructure.«

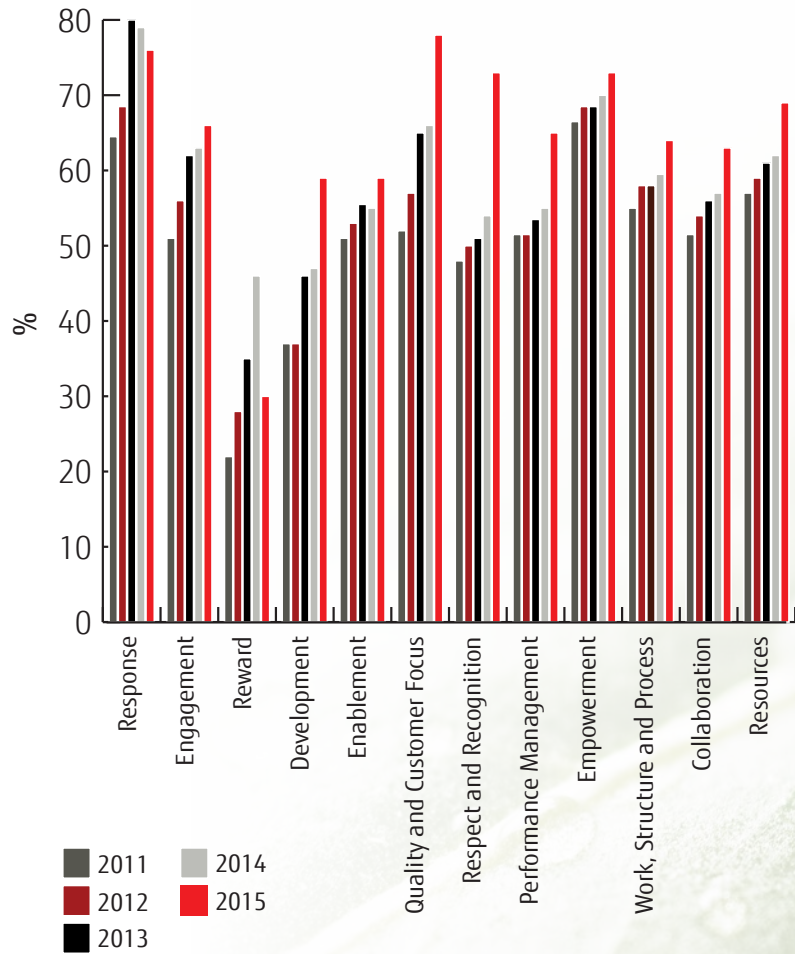


Figure 3: Fujitsu UK & Ireland employee engagement survey scores

Fujitsu’s Impact on Society

Contribution to GDP and Taxes

Fujitsu’s total UK tax contribution in FY 2014/15 was £408m, which is more than 24% of revenue. Of this amount, taxes borne (those taxes which are a real cost to the company) were £64m. The company also collected a total of £344m in taxes on behalf of HM Treasury. The key taxes collected were VAT and employees’ income tax and National Insurance Contributions. In Ireland, Fujitsu’s total tax contribution was almost €12m. Fujitsu’s total tax contribution over the last three financial years has totalled over £1.25bn.

We are fully committed to greater tax transparency and increased voluntary disclosure. We are actively reviewing our own approach to reporting and participating in the wider debate. We have established clear principles governing our tax strategy to match the spirit as well as the letter of UK tax legislation.

As a responsible tax payer, Fujitsu does not engage in any aggressive tax planning, tax avoidance schemes or offshore tax structures to artificially reduce the amount of UK tax it pays. We strive to be open with HMRC, to provide prompt and up-to-date information about how we manage our tax responsibilities, and to ensure our relationship with HMRC is efficient and effective for both parties.

Supply Chain

Fujitsu is committed to developing responsible business practices in our supply chain. Suppliers are required to comply with Fujitsu’s Code of Ethics and Global Business Standards, which set out Fujitsu’s expectations for suppliers in areas such as environmental standards and human rights.

Fujitsu spends approximately £725 million annually with over 1,000 suppliers across the UK. We are proud of our reputation as a responsible procurer of goods and services and select suppliers carefully, fostering our values throughout the supply chain. We use a pre-selection questionnaire to choose suppliers with sound ethical and environmental practices. Fujitsu has retained the accreditation level of ‘established’ with Supplier Diversity Europe, an organisation working to promote best in class procurement standards and fostering connections between large companies and SMEs in Europe. We are also one of the first fifteen organisations to sign up to Business in the Community’s ‘Access Pledge’, which demonstrates our commitment to tackling any barriers facing small businesses when they try to do business with large companies.

Fujitsu is a founding partner of Trading for Good, a digital platform championing the good work of the UK’s small businesses. Fujitsu and Trading for Good co-produced a pilot ‘small business chain social value’ report, highlighting the trends in social value generated by our small business suppliers.

For the last three years, SMEs accounted for approximately 42% of our active supply chain. SMEs are a vital part of the UK economy and contribute significantly to economic growth. In the UK, SMEs account for 99.9% of all private sector UK businesses, and represent 59.1% of private sector employment and 48.8% of private sector turnover. Over the last three years, approximately 22% of Fujitsu's spend on suppliers has been with SMEs. Over a quarter of the SMEs who work with Fujitsu are located in the 20% most deprived areas of England.



Procurement Leaders Award, May 2015

Fujitsu has an active SME Engagement programme since 2013 with a dedicated resource committed to finding innovative and meaningful ways of engaging with SMEs. The journey started with the creation of our SME Charter available online, which sets out how we collaborate with SMEs and instils an SME friendly culture throughout our organisation. We concluded our series of supplier roadshows around the UK in June 2014, after running this initiative for 12 months. We visited 9 venues in all corners of the UK to welcome current and potential SME suppliers to meet the Fujitsu Procurement team. The roadshows utilised 12 connections with other SME-centric organisations, such as Business in the Community, National Apprenticeship Schemes and UK Trade and Investment.

We have maintained our Supply Chain Finance Programme, which enables SMEs to track invoices and receive payment of approved invoices earlier than contracted terms (as soon as ten days). We also created Connect2Fujitsu, a web portal which can be accessed via the Fujitsu UK website, which designed to make engaging with SMEs easier. Its origin comes from the findings from the Collaboration Nation report and feedback from our roadshows, where SMEs have stated that establishing the right point of contact within a large organisation is a key issue.

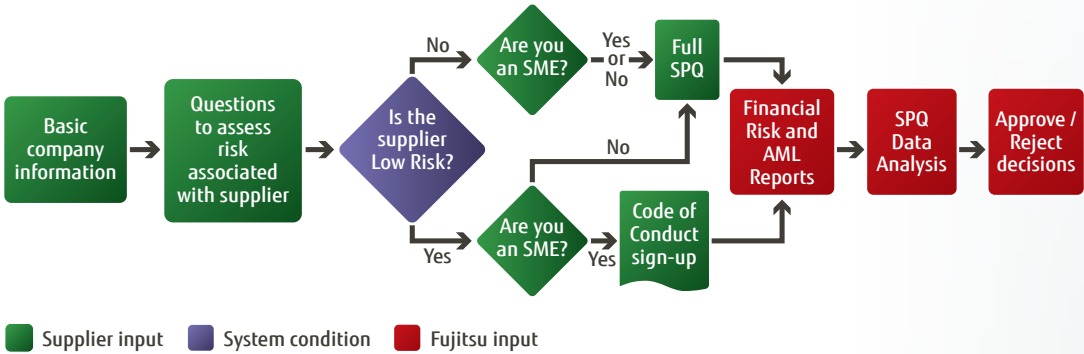


Figure 4: Risk-based Supplier Onboarding

We implemented a "fast-track" on boarding process that makes it easier for low-risk SMEs to become an approved supplier to Fujitsu. This is a simpler process which requires an SME to agree to a 'Code of Conduct' rather than provide policy and process documentation. The process enables SMEs to on-board more effectively whilst managing Fujitsu's risk appropriately. Last year 591 of our SMEs successfully completed the on-boarding process.

Another initiative that our SME Engagement Programme has deployed is 'Generation through Innovation'. This allows the whole organisation to get involved in thinking about areas within our current business where SMEs could add value and subsequently invite SMEs operating within that business area to meeting to discuss their service offerings. This specific and deliberate approach aims to improve the service we provide to our customers by tapping into innovations that only SMEs can provide.

In May 2015, our SME Programme won a 'Highly Commended' Procurement Leaders award in the 'Supply Chain Initiative' category. We were also shortlisted for a CIPS Supply Management award in September 2015 in the 'Best Contribution to Corporate Responsibility' category. Our ambitions moving forward include the creation of 'SME webcasts' to share best practice and knowledge with our SME community on topics relevant to them.

Supporting Start-ups
Fujitsu has supported the Start Up Hub initiative at the Conservative party conference every year since 2011. The national competition provides the opportunity for 12 new businesses to demonstrate their ideas and designs, and showcase their work in front of thousands of visitors. Fujitsu is one of two sponsors, providing essential financial backing for the event as well as actively taking part by raising awareness of the event and sitting on the panel of judges. Affordable, innovative technology enables small business to grow, so Fujitsu supports the winners by offering them significantly discounted use of our cloud computing technology, and brand new Fujitsu tablets for each daily winner.

We awarded 30% more contracts to SMEs last year compared to FY2012/13, which reflects our commitment to making our supply chain more accessible to small businesses

»Horizon Next Generation has transformed how we do business, making us a more effective organisation - and that is in no small part thanks to Fujitsu.«

Steve Beddoe, Senior IT Services Manager, Post Office.

Fujitsu helps keep the UK running and keeps it secure. We also support the Irish Government and many businesses in their day-to-day operations. Our work takes place largely behind the scenes, with little fanfare, but much dedication.

**Keeping the UK Running:
Fujitsu Behind the Scenes**

Post Office

The Post Office is at the heart of UK cities, towns and villages, providing services ranging from travel insurance to vehicle tax, passports to postage and driving licences to life insurance. With over 11,700 branches across the country, the Post Office is the UK's largest retail network, and is also the UK's biggest cash handler, with more than £90 billion passing through its network each year. Fujitsu has worked with the Post Office since 1996 and is its principal supplier of IT. Our contract, the largest non-military IT contract in Europe, has been extended twice.

At the heart of the Post Office's technology infrastructure sits Horizon, an application that connects over 29,000 counters across its local branches. Originally developed and deployed with the help of Fujitsu, the solution needed refreshing to reduce costs and add new functionality.

Working in close partnership, the Post Office and Fujitsu rolled out a new solution – Horizon Next Generation - connecting all Post Office counters in real-time to one centralised data centre. As a result, overall support costs have been reduced by 50%, while an improved interface now helps Post Office employees to access, understand and sell the organisation's extensive range of products and services. Meanwhile, guaranteed service levels of 99.8% ensure high availability for these business critical services.

The Environmental Agency (EA)

According to the Government's 'Foresight Future Flooding' report, climate change will increase the risk of flooding in the UK by 20 times, which will more than double the number of people at high risk from flooding. Fujitsu is proud to supply the Environmental Agency with a Floodline Warnings Direct (FWD) system. Hosted and managed in Fujitsu data centres, the FWD application enables the Environment Agency to determine target areas for pre-defined warning messages. On receiving information of a potential severe weather situation, the Environment Agency can now utilise FWD's advanced mapping and location information to accurately identify people at risk of potential flooding. This system has over 1.2m customers and has sent millions of messages to emergency services and those at risk of having homes flooded. Last year's winter flooding event saw the system send 4.1m messages in its busiest period since launch. Despite such high volumes, 99% of customers were contacted by FWD within 30 minutes of an alert being issued, with 95% within 13 minutes.

Her Majesty's Revenue and Customs (HMRC)

We enthusiastically support the Government's Digital by Default strategy and are actively pursuing it with HMRC, whose Digital Services are being transformed by a £200m investment. For the majority of taxpayers, dealing with HMRC online will make it faster and easier to manage their tax affairs.

Since HMRC raises over 4/5ths of central government revenue, more than £517bn a year, and pays out around £40bn annually in benefits, attacking its transaction costs in this way will generate major savings as well as improving the citizen experience.

We are one of two core IT partners, providing critical delivery of services and systems. We look after 67,000 desktops and 6,300 laptops across over 200 offices, while managing 1000 servers for File & Print and local Application Support. Fujitsu processes more than 9m self-assessment tax returns each year, upgrading systems as necessary to support the increase in online submissions. Between 4 and 5pm on the final day of self-assessment tax returns last year, we were handling 12 returns per second. We also enable the distribution of child benefit payments to over 6.9m UK families.

Innovation is essential to bring about improvements in the quality and efficiency of public services, and Fujitsu innovations have driven the success of our partnership with HMRC. Fujitsu also manages print centres for HMRC, printing and issuing around 100m items of post annually. Our five centres produce 583m images per year and have a Rapid Data Capture facility that scans around 50m forms per year. The print operation has been externally benchmarked as "best in class" and was awarded a Cabinet Office Customer Service Excellence Award. It also generates £6-7m in postal savings per year and ensures more than 10m postal items reach doorsteps faster.

Fujitsu has also provided the complete infrastructure for one of the most ambitious HMRC IT projects of recent times, the PAYE Real Time Information (RTI) project. This project was fundamental to change in the way benefits are calculated. PAYE RTI calculates accurate earnings data in near real-time - in effect one month in arrears. As Universal Credit rolls out, Fujitsu is responsible for processing around 300m transactions a month from employers throughout the UK. Our infrastructure allows for processing enormous volumes of information and was completed ahead of schedule.

Working in collaboration with Fujitsu and Microsoft, HM Treasury developed the first Restricted environment for UK Central Government based on Windows 7 in just six weeks. The service was then deployed to over 600 Cabinet Office and Her Majesty's Treasury users over the following months.

Aurora Programme

With Government IT operations becoming an unsustainable expense, action was taken to reduce expenditure by 20% within three years.

Fujitsu helped HMRC reach their goal by consolidating servers and introducing the first secure Private Cloud in Government (S4). This S4 private cloud platform enables shared services and greater use of virtualisation technologies, which in turn cuts the number of servers and CO2 emissions. We also decommissioned nearly 18,000 systems including desktops and servers.

In total, this programme brought total savings to HMRC of £174.7m in its first year of operation and avoided 19,000 tonnes of carbon emissions per year. The programme also reduced HMRC's annual hosting charges by 15%, and contributes to the Government's target for a 10% reduction in CO2 emissions every year.

»Southwark Council recovered £500k in council tax using our automated processes for identifying fraudulent claims, with predictive regression models. Fujitsu's Social Housing Analytics Service technology has also helped Gravesham Council find a way to detect would-be fraudsters and easily identify high-risk properties«

Local Government

Local authorities are under pressure to cut costs, improve service delivery and modernise systems to make the most of their resources. Technology has enormous potential for challenged local authorities, and Fujitsu is using its expertise to help deliver more for less, bring innovation and use information and data to enable appropriate and beneficial decision making. Fujitsu partnered with Cambridgeshire and Northamptonshire County Councils to support the Local Government Shared Services (LGSS) initiative, part of the broader government agenda of shared service delivery and a fantastic method of reducing costs through sharing delivery of back office processes and transactional services across a range of key functions.

»The implementation of our shared services LGSS system has saved the two founding councils £18.8m so far.«

LGSS has now successfully expanded to deliver services to Norwich City Council and other local authorities. Our innovative data analysis system allows a better understanding of citizens, for efficient and targeted service delivery.

Transport

Fujitsu works closely with transport services across the UK to enable smooth, cost-efficient travel.

Thanks to Crossrail and other large-scale tunnelling projects, demand for skilled tunnelling and underground workers is unprecedented. Fujitsu is one of two gold sponsors of the new East London Tunnelling and Underground Construction Academy (TUCA), which is the first organisation of its kind in the UK and offers a wide range of vocational training programmes, including pre-employment courses aimed to equip local unemployed people with skills to gain employment on Crossrail and similar projects.

Fujitsu is a long term strategic partner of TfL and since 2004, has been responsible for managing the data networks that support TfL's 25,000 employees. It was therefore the ideal choice to design and manage the deployment of Wi-Fi access across the Underground

network. Fujitsu worked with partners Installation Technology, Cisco and Virgin Media to provide high capacity Wide Area Network connectivity compliant with the Underground environment.

This wireless underground network is an innovative way to balance TfL's operational requirements for data while simultaneously providing a great Wi-Fi experience to the public and delivering value for money. Implementing one of the first underground Wi-Fi services in Europe as required by TfL, has provided a real-time information service to enhance the journeys of customers. In addition, TfL employees are no longer tied to desk based PCs allowing them to work more flexibly around the stations.

Northern Ireland Libraries

Fujitsu is working with Libraries NI, the largest library authority in Western Europe, to replace and manage the entire ICT infrastructure in each public library in Northern Ireland. Over the five year contract Fujitsu will transform the experience for the public, providing Wi-Fi access, enabling self-service facilities, modernising management systems, replacing desktops and increasing connection speeds. This will encourage citizens to use libraries for improved access to online government services and information.

The contract is a significant investment for both Libraries NI and Fujitsu, and as a consequence Fujitsu has created eight new local positions for young people in the 18-24 age group through its apprenticeship and graduate trainee programme.

»Libraries offer invaluable resources and services and we must ensure these are available, utilising new and emerging technology, to as many people as possible. This contract is also intended to contribute to the vital work being done by Libraries NI to deliver DCAL's priorities of promoting equality and tackling poverty and social exclusion.«
- Carál Ní Chuilín, Minister for the Department of Culture, Arts and Leisure

Telecommunications Infrastructure

Fujitsu has a strong and established telecommunications business in the UK, providing essential services to keep people connected. More than 5 million households receive broadband through Fujitsu technology, designed and developed by our UK engineers, and deployed in local telephone exchanges.

Over the last 10 years, we have provided more than £1bn of technology into BT's UK network. We have also deployed Fujitsu technology in all of BT's 5,500 UK telephone exchanges, supporting many different consumer and business services from voice to high speed data. Meanwhile, 80% of BT business circuits are delivered over Fujitsu fibre access technology, generating more than £2 billion per year in revenue for BT.

Supporting the Irish Government

In Ireland, Fujitsu has been working closely with Government at national and local level for thirty years, providing innovative technology solutions to protect Irish citizens and improve essential functions. We work for the Irish Parliament, designing and implementing new technologies and providing support via a locally based ICT team, as well as improving efficiency by integrating services into a single service desk. On a local level, Fujitsu has been a principal supplier of IT products, software, consultancy and support to Dublin City Council for more than 40 years. Fujitsu also supports the National Vehicle Driver File on a 24x7 basis and this system is used to collect motor tax in excess of €1bn for the Irish Exchequer.

We have also built a successful partnership with the Irish Court system, whose ability to access a reliable, secure and responsive IT infrastructure and support service is of national importance. Following an independent, open and competitive EU procurement process, Fujitsu was awarded a contract to provide an innovative and national Digital Audio Recording (DAR) solution in the Irish courts. This system, based on state-of-the art technology and with a transcription service, has replaced the stenography system and is part of a drive to modernise the courts and improve accuracy in recordings. Fujitsu's partnership with the Courts Service is underpinned by high quality service and excellent customer satisfaction scores and feedback. Prior to the DAR solution Fujitsu designed and delivered the world's most high-tech courtroom of the time: the Commercial Court in Dublin. In 2008 Fujitsu Ireland was awarded a contract to deliver and manage a range of advanced technology solutions for the new Criminal Courts of Justice complex in Dublin, which currently boasts court rooms that are among the most technologically advanced in the world. The Criminal Courts of Justice has been successfully operating for nearly five years and has transformed into a world class facility for the administration of criminal justice in twenty first century Ireland.

»For us, it was important to award the contract to a supplier that is proactive, innovative and flexible, and has the enthusiasm for continuous service improvement and customer service. These characteristics were reflected in the bid from Fujitsu and from our experience of working with them over the past numbers of years.«
John Coyle, Director of Technology, The Courts Service

Keeping the UK Secure:

Fujitsu in Defence and National Security

Fujitsu is proud to have a long-standing heritage supporting the Defence and National Security sector, and has been a major supplier to the Ministry of Defence (MOD) for nearly 50 years. We are currently one of the top two (ICT) partners to the UK Defence industry. We have a dedicated defence centre, staffed with specialists who spend 100% of their time on defence and national security work. Across UK and Ireland we have 3,500 security cleared staff, and we provide support to over 220,000 MOD users. As a result of Fujitsu's work with the MOD and a wide range of government agencies, we have an excellent insight into the challenges of joining up information seamlessly, often across organisational boundaries, in order to respond effectively to any large scale crisis – whether prompted by military action, natural disaster or terrorist action.

Fujitsu forms part of ATLAS, a consortium of four world class IT companies who collaborated to fulfil the MOD plan for a single integrated Defence information infrastructure. As a Tier 1 risk sharing partner of the ATLAS consortium, we are enabling the UK Defence modernisation with a single, global, secure integrated platform supporting 300,000 users at 2,000 sites across 150,000 devices.

Fujitsu provides critical technological support and delivers the ICT backbone for a number of ongoing military operations abroad. This includes Fujitsu international field engineers who work and live alongside military personnel to ensure MOD systems are fully functional, whether in the UK or on operations overseas.

Fujitsu's vision is to deliver Defence network services that enable operational users the freedom to access through supplied or a compliant Choose Your Own Device (CYOD), the right information services wherever and whenever they are needed; both in the UK and when deployed overseas.

The MOD's Global Connectivity solution makes this possible by bringing together a number of disparate connectivity services provided by multiple providers to deliver a network solution that includes both the Wide Area Network (WAN), Local Area Network (LAN) and related service components. The Fujitsu Global Connectivity solution replaces the Defence Fixed Telecommunications Service (DFTS) and the LAN services provided by the ATLAS consortia, with a modern, agile and robust set of network (LAN/Wireless LAN and WAN) services designed to improve service levels and align to the new ways of working demanded by the modern Defence users.

The services provided are founded on the Public Services Network (PSN) framework and offer proven value for money when benchmarked against Industry standards. The various services will support circa 200,000 users, producing more than 250 million emails a year at over 1,000 sites in the UK and overseas whilst network capacities will be increased to meet current and future needs.

SSAFA is the national charity committed to helping and supporting the 57,000 Armed Forces personnel, those who used to serve 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 funds and awareness. Fujitsu is proud to have been a corporate friend of SSAFA for many years.

Since partnering in 2007, we have raised over £121,000 for the charity via a number of initiatives. Last year, we were the lead sponsor of the Ride of Britain, a SSAFA-run challenge to cycle from Edinburgh to London. Nine of our employees completed the 5-day challenge and raised a staggering £14,000 for the charity.

To commemorate one hundred years since the first full day of Britain's involvement in the First World War, over 880,000 ceramic poppies were planted at the Tower of London, turning the Tower's moat completely red. Each poppy represented a fallen war veteran. Last year, over 300 Fujitsu colleagues took part in this unique event to raise money for 6 military charities.

Fujitsu is a proud sponsor of British Soldier, the Army Sailing Association (ASA) racing yacht. This relationship reinforces a shared belief in fulfilling potential beyond the expected through experience, resourcefulness and determination, all in a day's teamwork that Fujitsu is proud to be part of.

»SSAFA is proud of our relationship with Fujitsu and incredibly grateful for their support and commitment over the last 10 years. This support is both vast and diverse; from being part of our Corporate Friends Programme, sponsor of the SSAFA Ride of Britain or through encouraging employee engagement and fundraising. This multi faceted help and support from such a well known and respected company is truly appreciated and, crucially achieves much needed awareness and funds for SSAFA so our Forces family will have the committed practical, financial and emotional support they deserve«

General Sir Kevin O'Donoghue Chairman, SSAFA

»The opportunity to race a highly competitive yacht, British Soldier, at national and international level is available only through our partnership with Fujitsu. It is clear demonstration of the company's commitment to the men and woman of the British Army and on their behalf; I thank Fujitsu very much for their continuing and essential support.«

Lieutenant General A R Gregory, CB, Chief of Defence Personnel, Admiral, Army Sailing Association



Defence Employer Recognition Scheme Silver Award

Fujitsu were the proud recipient of an award presented for the support we give to Armed Forces and Reservists transitioning back into civilian employment.

In delivering our services to the Defence and Security industry, Fujitsu works closely with an extensive SME supply chain. Our company has longstanding relationships with hundreds of very successful SMEs, who are capable of providing the niche skills and specialist technologies needed to meet the requirements of the armed forces

Our Commitment to the Armed Forces

In January 2014, Fujitsu signed the Ministry of Defence Armed Forces Corporate Covenant. The Armed Forces Corporate Covenant sets out the moral obligations of society towards members of the armed forces community and by signing, Fujitsu has pledged to support the British Armed Forces, by upholding these key principles.

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. To enable a smooth transition from military service into the commercial sector, we set up various initiatives.

One of these is our link to the Career Transition Partnership (CTP) which ensures that Fujitsu's job vacancies are widely promoted to the service-leaver community. We established a Service Leaver's Selection Centre which aims to find candidates to match Fujitsu's values and attributes, and accelerate their training and range of experiences once in the business. We also worked with CTP to develop a capability matrix to match skills and qualifications to civilian employment opportunities.

Though our CTP relationship we have been working closely with the Recovery Career Service, whose purpose is to help those medically discharged from the Armed Forces to find new employment. We also recognise the contribution and potential that reserve personnel and veterans can deliver, and we formally introduced a comprehensive policy to support them, beyond what is required by law. In The Enhanced Learning Credits Administration Scheme (ELCAS) is designed to assist MOD service personnel or ex-service personnel with training that will enhance their current or future career. Under the Fujitsu scheme each eligible employee will be entitled to claim leave and an annual payment for one ELC claim per year for up to three consecutive years.

In November 2014, Fujitsu was proud to receive a silver award at the Defence Employer Recognition Scheme Award, in national recognition of our commitment to Armed Forces and Reservists.

Our Commitment to Transparency

Fujitsu as a corporation takes prevention of corruption most seriously, and our Defence team apply this to all export engagements and relationships. We are certified against BS 10500:2011 Specification for an Anti-Bribery and Corruption Management System. This certification, which is the first of its kind to be awarded by Bureau Veritas, demonstrates that we have adequate procedures in place to ensure that behaviours that would break the Bribery Act 2010 will be prevented.

Our stance has been recognised in the anticorruption index compiled by Transparency International UK (TI), who conduct a comprehensive analysis of major Defence companies from all over the world every two years, ranking them on their anti-corruption policies and systems. Transparency International UK is responsible for launching the Common Industry Standards in 2006, which led to the first Europe-wide set of standards to tackle the practice of bribery among defence companies.

Both times that this index has taken place, in 2013 and 2015, we ranked overall in band 'B' with an ability to demonstrate 'good evidence' our of ethics and anti-corruption policies. This placed us in the top 26 companies out of 163 ranked. We are pleased to maintain our ranking despite the 2015 index questions being up to 7% more demanding than previously. In particular, Fujitsu was named as a 'top scoring company' for the categories of company policies and codes, training, personnel and helplines (with publically available information).

Following the 2015 survey, we have conducted a gap analysis against the TI questions in a drive to continually improve our anti-corruption policies and procedures.

»Having left the Military on a Medical Discharge, I'm truly appreciative of the pledge Fujitsu has made in supporting my transition back into the working environment. Fujitsu accommodated all my requirements, enabling me to make a smooth and trouble-free induction into the organisation. Fujitsu truly recognises individual skills and the adaptability the serviceman has to offer.«

Jez Ryan, Fujitsu Project Leader
(recruited through the RCS)

Our Work with the Police

Fujitsu provides IT support to critical police infrastructure across the UK, as well as the criminal justice system and Borders Agency, by managing and improving the infrastructure of the Police National Computer (PNC) for over twenty years.

The PNC is available 24x7 and is part of the UK's Critical National Infrastructure. It is a very resilient system with high levels of availability. The PNC holds the details of about 55.1m driving-licence holders and details of circa 54.7m vehicles. It makes extensive use of logging all enquiries and updates, facilitating police investigations and auditing. The police, justice and borders communities rely on the system's accurate, near-instantaneous provision of identity information to make life-and-death decisions.

Fujitsu continues to work closely with PNC to deliver this critical service as well as developing new innovative services to keep pace with the changes affecting UK national security.

We have been working closely with the Police Service of Northern Ireland (PSNI) to consolidate the provision of its ICT Managed Services into a single Private Cloud, and offer 24/7 onsite support. This has had a significant impact on the quality and reliability of ICT services. Our contract has recently been extended until 2016, during which time we will save PSNI an additional 15% on current operational ICT costs.

»As an organisation that has a proud history of not only supplying products and services to the MOD but also employing many citizens who form part of the voluntary reserve forces, Fujitsu recognises the invaluable contribution these individuals make to our community and our business. We also recognise that those individuals, previously employed by the Armed Forces, can contribute a wealth of transferable skills and experience and that it is therefore important for us as a business to support their integration into the civilian workforce in any way we can. We hope by signing the Corporate Covenant and committing to its principles, that we will encourage others to do the same.«

Duncan Tait, Head of EMEA and Corporate Senior Vice President, Fujitsu

»The Police Service of Northern Ireland's purpose is to make Northern Ireland safer for everyone through personal, professional, protective policing. This approach requires a solid ICT infrastructure that can be relied upon in mission-critical situations, and Fujitsu's extensive management of our services has surpassed our expectations in this respect. Fujitsu has delivered real, tangible benefits to our front line officers and we look forward to the contract's continued success over the next five years.«

John Tully, Head of Information and Communication Services, PSNI, July 2011

Our Work in the Private Sector

Fujitsu's work in the private sector enables key ICT support across the UK's Retail and Hospitality, Financial Services, and Manufacturing, Utilities and Services sectors.

Retail and Hospitality

Fujitsu supports more than 24,000 retail & hospitality outlets, 127,000 checkouts and 660,000 retail devices in the UK, enabling millions of payments and safe transactions every day. We provide Whitbread, the fastest growing leisure company in the UK, with critical hardware and communications systems for reservations and management. As a result of our 18 year collaboration, Whitbread is able to sell 500,000 cups of coffee a day and serve 8.5 million customers a year.

»Fujitsu had six months to source and deploy €6m worth of infrastructure and we couldn't risk any failure as the knock on effects would be catastrophic.«

»Thanks to detailed project management and the ability to draw on resources globally, such as German data centre services and distributed support teams in Kazan, Russia and Lodz, Poland, we could keep everything up and running while we migrated each component.«
Michael McGillicuddy, Head of IT, DEPFA

Financial Services

The Central Bank of Ireland provides financial regulation and banking oversight to the Republic of Ireland. Fujitsu was engaged to redevelop their two external websites. The sites were aging and difficult to navigate, search was difficult to use and the content publication process was extremely cumbersome. In some cases single documents were taking more than half an hour to be uploaded and published on the website. A joint team from the Central Bank and Fujitsu set out to design and build a new "friendly for-use" site. This greatly simplified the process of authoring content and decreased the time required to publish. The site changes have been generally accepted by the industry and are considered a vast improvement.

In the financial services, data security is a key concern. In 2014 the German government decided to spin off HRE Group's Dublin-based DEPFA bank and transfer its assets to a state-owned institution. This necessitated the separation of all data as well as refreshing every element of its systems and infrastructure within a strict timeframe, while ensuring uncompromised data protection and zero downtime. Fujitsu teamed with local commercial banking application specialist First Derivatives to provide a blueprint for future services that ticked all the right boxes. We implemented an online Cloud VoIP offering from Fujitsu called Cloud Connect Collaborate. As a result, DEPFA now has an entirely new and autonomous IT landscape with every hardware element and over 70 applications managed by Fujitsu and its partners.

Manufacturing, Utilities and Services

Fujitsu has been active in the Energy and Utilities sector for more than 30 years, providing application services, ICT infrastructure and business consultancy services throughout the value chain from generation to retail. With Fujitsu's help, Centrica, British Gas's parent company, is able to supply energy to 12 million households and over 1 million businesses across Britain. Through our partnership, Fujitsu was tasked by Centrica with reducing the cost of a suite of corporate applications by 50%. We provided an Applications Value Assessment service that identified the relative value and viability of these applications. The client can now judge which applications should be retained, redesigned or replaced.

Fujitsu has also worked with BP to remodel their service desk system, enabling BP to deliver support in 14 languages across 30 countries while achieving \$18m in productivity savings. These improvements and cost savings allow BP to support 97,600 employees, produce 2.4m barrels of crude oil daily and operate 24,100 service stations worldwide.

»Halfords are the UK's leading retailer of automotive and cycling products and the leading operator in garage servicing and auto repair in the UK. Fujitsu was chosen by Halfords to become a strategic partner and to manage and repair their till systems, telephony services and printers allowing them to deliver a consistently high customer experience across 486 of their stores.«

Fujitsu Innovation and Green Technology

In this section we look at how Fujitsu invests in innovation, and how we are applying new technologies such as cloud and high performance computing to tackle some of society's greatest problems, including climate change, urbanisation and an aging population.

Our Research and Development Activities
Particular importance is attached to research and development at Fujitsu. The company invests around two billion US dollars each year globally and owns more than 100,000 patents. In the UK and Ireland, Fujitsu invested £33.6m in capital expenditure in 2014/15, of which around £7.8m was channelled into research and development. Fujitsu Laboratories is the central pillar of Fujitsu Group's R&D strategy, with a history of important scientific discoveries and technological innovation. Since 1990, the UK has been the headquarters of Fujitsu Laboratories European Subsidiary, Fujitsu Labs Europe (FLE).

FLE partners with research institutes and universities in projects as diverse as using cloud technology to enable wireless networks to better cope with high data traffic, to using high performance computing techniques to predict the effect of pharmaceutical drugs on an individual's heart rhythm. Social Innovation, a target research area, has a particular emphasis on smart healthcare, aging society, security and privacy. Fujitsu's goal is 'human-centric innovation' where technology can enable smarter, sustainable societies.

The Fujitsu World Tour: London
June 30th 2015 saw the Fujitsu World Tour take place in London with the theme of a 'human-centric intelligent society' empowered by technology. The World Tour was attended by over 750 customers, journalists, channel partners and other stakeholders.

Academics, industry and technology experts spoke at the event and demonstrated over 30 technological innovations available now from Fujitsu and its partners.

Every year, Fujitsu also hosts one of the largest IT events in Europe, Fujitsu Forum, bringing together 15,000 IT professionals and showcasing our latest technology



solutions and services. One example of our human centric innovation shown at Fujitsu Forum is the Akisai Food and Agriculture Cloud. This cloud service potentially increases crop yields by 30-40% through integrated support of production, sales and management using sensors and smart devices. Fujitsu aims to use these innovative technologies to address the global megatrend of food scarcity. The Fujitsu Research Institute organises a series of global conferences called Topos Conferences, which focus on major socio-economic issues and opportunities, and which attract globally recognised industry leaders as speakers. The eight of these events, taking place later this year, will debate how the 'internet of things' as a synonym for the growing interconnectivity of devices will change the future of society and the world.

Innovative Technology
Over the past decade, Fujitsu has created the industry's broadest portfolio of cloud solutions and services. This portfolio underpins our vision of how cloud will transform business and society, both today and in the future. Cloud computing offers a fundamental and far reaching change in the way ICT is sourced, delivered and managed. It enables the user to access computing and data storage capabilities without investing in their own infrastructure or training new personnel. Running a business application in the cloud, rather than on-premise, is also a significant way to cut energy use by serving more customers at the same time. Globally, our investment in developing cloud technology has now surpassed \$2bn.

Use of cloud computing fits well with the Government's Digital by Default strategy and the European Commission's Digital Agenda for Europe. The latter initiative aims to reboot Europe's economy and help citizens and businesses to get the most out of digital technologies, and advocates moving public services to cloud.

Fujitsu supports a number of public sector customers and offers a framework for the delivery of shared ICT service which currently supports four major Government departments. The service incorporates data centre hosting and virtualisation onto cloud platforms. We have reduced carbon emissions for one department from a peak of 570 tonnes of CO2e in 2008 to 264 tonnes in 2013, but the real benefits come when data centre virtualisation acts as an enabler for other areas of the ICT service.

The overall emissions for the whole service, incorporating client device support, has delivered further savings. By investing in cloud platforms and the use of thin client technology, our customers have realised a reduction in

energy consumption and carbon emissions and further savings are predicted for 2014. Fujitsu continues to look at ways to assist government customers reduce their energy consumption and carbon emissions further, thereby contributing to their Greening Government Commitments.

Fujitsu is using cloud technology to reduce energy use dramatically at a global construction and consultancy firm. By virtualising applications on to the cloud platform within one of Fujitsu's state of the art, energy efficient and resilient Tier III data centres and retiring redundant servers, we improved efficiency and were able to make estimated energy and carbon emission savings of 55% for this customer.

High Performance Computing
Fujitsu is enabling advances in physics and biology through our High Performance Computing (HPC) centre in Glamorgan University. We have also embarked on a strategic research collaboration project with HPC Wales, designed to promote the uptake of HPC in Welsh industries of priority to the Welsh Government. As part of the supercomputing based research collaboration, Fujitsu has sponsored twenty PhD studentships, 1.8m in collaborative research, and a climate change knowledge transfer programme. HPC Wales can now offer HPC capabilities to SMEs around the country, enabling them to become more competitive and bring products to market faster.

Technology for an Ageing Society
Tackling an aging society through technology solutions is one key focus of our research and development. This year, we concluded a three-year trial of our clinically-led research initiative in Ireland, 'KIDUKU', which provides monitoring services and assisted independent living for senior citizens and patients who live in smart houses.

Over the course of the project, researchers used a range of non-contact sensors to monitor patients' daily lives; in addition to bringing the expertise of independent living support specialists together with data visualisation and analysis technologies. Results show that our technology finds previously unseen health issues, including motor irregularity, by analysing and connecting everyday events. From 2017 the technology will be implemented in homes and institutions to identify risks and provide support to medical practitioners.

»Fujitsu [is] still best in class in terms of a savings goal with evidence of a solutions investment strategy that will allow it to realise its ambition [...] Fujitsu is the leading company in terms of establishing ambitious and detailed goals for future carbon savings from its IT solutions.«
- Greenpeace, Cool IT Leadership board 2013

Green Technology
The technology and IT sector has great potential to transform energy use and drive a significant reduction in emissions. We work with clients across UK and Ireland, including Government, to increase energy efficiency and move to a lower carbon economy.

Our consumer products meet the latest Energy Star standards, with an increasing number meeting our own Super Green Products standard. Our Zero Watt Monitor, PC, Server and Notebook AC Adapter are all world firsts.

Data Centres
Data centres consume 1.5-2% of global electricity and 27% of Fujitsu's energy. Fujitsu is committed to using energy efficient technology wherever possible and set targets to improve environmental performance of our major data centres across the world. We've led the industry with our London North data centre, the first in Europe to be certified as Operational Sustainability Gold (Uptime Institute) which covers energy efficiency; an accolade only five other data centres hold globally. We are successfully applying this technology to our other data centres, a commitment to excellence recognised by the Uptime Institute Management & Operations stamp of approval. Since 2011, we have increased the energy efficiency of our UK & Ireland data centres by 40%, and seen a significant return on our investment in efficient data centres. All of our UK data centres use 100% renewable electricity, unlike the majority of top IT companies which rely on coal for 50-60% of their energy needs.

Carbon Footprinting for ICT
Fujitsu is part of the steering group and are co-authors of the GHG Protocol Product Life Cycle Accounting and Reporting Standard for ICT Sector Guidance, which is an official methodology for measurement/calculation of the carbon footprint of ICT services. Using the principles of this methodology, we are able to offer carbon footprinting services to our customers, who often have strict targets on measuring their ICT carbon footprint and who require it to be base lined against an existing methodology.

Fujitsu has also used this approach to assist major customers in Central Government departments, for whom we have halved calculated carbon emissions over a four year programme. Local government authorities such as Highlands Council have also benefited from our carbon footprinting approach for their entire ICT estate, enabling a crucial understanding of their emissions against Central Government Greening Government Commitment targets. Fujitsu's Sustainability Engagement Team carried out a device emissions analysis for The Highland Council – assessing the benefits of switching their current devices for the Fujitsu Futro S720 thin client solution. Analysis showed that, should the council change their current desktop devices (9901 in total) to the Fujitsu Futuro, CO2e reductions would total 89.68% per year, and generate financial savings of over £200,000 per year.

Fujitsu has consistently ranked in the top five of Greenpeace's Cool IT Leaderboard, which analyses IT companies' responses to the challenges of climate change. In the latest IT Leaderboard, we achieved the fourth highest score and placed first in the category for IT climate solutions.

Fujitsu's Engineering Services - Established in May 2012
Fujitsu Services Engineering Services Limited (FSESL) is a subsidiary of Fujitsu in the UK and Ireland. Fujitsu's decision to commit our own engineering support resources, rather than outsource, gives us improved control over the quality of the service and our clients' experience. The engineering services operation has provided hundreds of entry level roles in the ICT industry since its creation and is currently growing.

It offers opportunities for young people, with 33% of the workforce between the ages of 20 and 29, and uses Jobcentres to target candidates. Our engineering services operation aligns with Fujitsu's overall environmental strategy through its fleet of 150 green vans, which are the lowest in their class for carbon emissions.

Multiple award winning data centre

- 2011 Gold Operational Sustainability certification (The Uptime Institute) (first in Europe)
- 2010 Future Thinking & Design Concept, Winner, Data Centre Leaders Awards
- 2008 Innovation in the Mega Data Centre, Winner, Data Centre Awards 2008
- 2008 Tier III facility certification (The Uptime Institute) (first in Europe).

»Fujitsu has partnered with Lloyds Banking Group, the largest retail bank in the UK with 104,000 employees, to audit the existing IT infrastructure and identify which servers could be consolidated or decommissioned. The complex project will result in total annual energy savings of over 7 million kilowatts hours (kWh), and 3672 tonnes of CO2. This is equivalent to the CO2 emissions produced by 1,183 cars or the electricity consumption of 1,277 houses annually. Additionally, Fujitsu's policy of reuse and recycle delivers further one-off savings, equivalent to removing a further 62 cars from the road and electricity to power 448 homes. This sustainability programme, with Fujitsu as the primary partner, won Lloyds Banking Group the Green IT Initiative of the Year Award at the 2012 Financial Services Tech Awards.«

Internal Environmental Performance

As well as implementing energy saving solutions for our customers, Fujitsu is committed to the reduction of its own carbon footprint. We scored 100% across five separate measures of our climate change impact in BITC’s independent assessment for the Corporate Responsibility Index, and we were proud to be shortlisted for BITC’s Sustainable Products and Services Award 2015. In accordance with ISO 26000, Fujitsu has set detailed targets in the areas of sustainable resource use, biodiversity, climate change and waste reduction.

We have had the Carbon Trust Standard for five years, a standard awarded to organisations that show an absolute carbon reduction year-on-year and can demonstrate good carbon management procedures. Since FY10/11, we are proud to have reduced our total carbon emissions by 27.3%. We continue to drive emission savings through efficiency programmes such as reducing energy intensity in offices, and tracking improvements in our Power Usage Effectiveness across all data centres.



Fujitsu Services	FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14	FY 2014/15	Percentage Change**
Total CO ₂ e(t) Emissions Excluding Rail	93,495	87,051	82,863	78,885	67,980	-27.3
Energy CO ₂ e(t)	79,546	74,866	71,043	65,392	55,905	-29.7
All Travel CO ₂ e(t) Excluding Rail	13,949	12,185	11,820	13,493	14,778	5.9%
Electricity kWh	128,877,650	122,501,407	114,448,802	105,970,848	108,767,050	-15.6%
Renewable Energy	0%	31%	93%	100%	99	99%
Gas kWh*	15,867, 262	12,791,646	17,322,104	18,672,383	11,609,662	-26.8%

*Gas usage is for heating purposes only and is therefore dependent upon annual temperature variation.
**Percentage change from FY 2010/11 to FY 2014/15.

Figure 5: Environmental Data Table, Fujitsu Services.

Fujitsu is proud to be invited by BSI to speak at the launch of the updated ISO 14001 environmental management standard in October 2015. Under its new, broader scope ISO 14001 challenges businesses to understand the internal and external environmental context that they are operating in, take a life cycle perspective, and proactively manage material risks. We welcome these changes and will continue to use this globally recognised standard as the basis for our environmental management system. At the launch, our Case Study will debate the advantages of the updated standard to our business and the challenges that may arise.

Ninety-five percent of our gas is now delivered through smart metering, which allows for accurate billing and data, enabling us to identify and eliminate any wastage. Water consumption is being driven down by more efficient of smart water metering installed across UK and Ireland offices recently. Over the last year, we have reduced our water consumption by a huge 33%. Solar panels have been installed onsite at our Bracknell office to allow onsite renewable energy generation, with 50kW capacity of Photo Voltaic power.

Reducing environmental impact by phasing out waste to landfill and setting ambitious recycling targets are crucial to our being a responsible and sustainable organisation.

We are nearing a 100% recycling position in our UK and Ireland offices, with the landfill waste stream just 0.54%. Efforts to re-direct this remaining landfill waste stream will continue in order to achieve a true zero waste to landfill position from buildings. Our waste reduction campaign runs in parallel, and has achieved a decrease of 17% in volume of waste per head since 2013.



Community Investment and Development

»I was privileged to be selected to work as a Fujitsu Business Connector for 12 months in the city of Salford. I secured thousands of pounds worth of training and professional advice for small business owners, charity leaders and long-term unemployed people and established up to £300,000 pro bono support to construct a new training centre. In addition to being an incredibly rewarding role, this experience has ensured that responsible business practice is now one of my permanent values.«
- Kelly Metcalf, Fujitsu

Fujitsu in the UK and Ireland is committed to being a responsible and sustainable business. We work to the comprehensive ISO 26000 guidelines on social responsibility to ensure that ethical behaviour is embedded in our business practices, and that we use our expertise and resources to benefit society.

Our efforts have recently been recognised with the award of the Business in the Community (BITC) Corporate Responsibility Index (CR Index), 5 stars, with a score of 99% in the benchmark. Business in the Community is an umbrella corporate social responsibility organisation based in the UK and launched the CR Index in 2002. The Index has since become the UK's leading voluntary benchmarks for responsible business.

- Fujitsu's Work with BITC**
Fujitsu has been a member of BITC since 1999 and is heavily involved in many of its campaigns. In particular, we participate actively in:
- **Race for Opportunity:** Fujitsu is a Core Member of this race diversity programme designed to progress opportunities for Black, Asian and Ethnic Minorities in the workplace.
 - **Opportunity Now:** an initiative created in 1991 to maximise the potential of female employees and improve their recruitment, retention and attainment of leadership positions. We are part of Opportunity Now's Leadership Excellence Club.
 - **Mayday Network:** The Prince's Mayday Network was set up to urge businesses to combat climate change.
 - **Business Class:** This Government-endorsed programme enables long-term partnerships between schools and businesses, providing a structure for continuous support of disadvantaged young people.

Business Connectors
As part of our close relationship with BITC, Fujitsu has been proud to pioneer the BITC Business Connectors programme, which seeks to place high-performing employees in communities of greatest need to build partnerships that tackle local issues. We have seconded nine business connectors in total to different communities around the UK, with two currently on secondment in Halton and Sheffield. These connectors bring a wealth of skills and experience back into the business after their secondment, and leave a legacy of successful business, government and community partnerships in the community they were operating in.

Charity Partnerships
Fujitsu's partnership with Shelter concluded at the end of last year, after two years of supporting the charity's work to help more people than ever before find suitable housing. This collaboration has been a great success, and enabled long-term benefits to Shelter post partnership.

Thanks to huge employee engagement with the cause, Fujitsu exceeded a £200,000 fundraising target and raised a total of £350,000. Through fundraising, gift in kind and employee hours, our total contribution to Shelter was worth £1.2m. This includes 4,000 employee hours volunteering and 5,200 hours spent delivering key ICT, HR and Marketing services for the charity. Additionally, a modernised ICT solution donated by Fujitsu and implemented in 103 charity stores across the UK will generate a 13% Gift Aid increase, which will result in a net cash contribution of £400,000 over four years. Fujitsu's involvement will directly enable over 37,000 more families to find and keep a home.

In 2014, Fujitsu selected Action for Children as its charity partner. Fujitsu employees voted from a shortlist of five charities, with Action for Children gaining 33% of the total votes. The two-year partnership will focus on helping the charity achieve its own objectives with technology being identified as a key enabler that would allow Action for Children to future proof its services and help more families in need than ever before.

Action for Children's operational mission is to break the cycle of child deprivation, by challenging injustice and empowering children to overcome the obstacles in their lives that hold them back. They tailor their work to local circumstances, and together, in partnership, we believe there is an opportunity to make a real impact on the lives of the families they support. We have set clear partnership goals in our joint strategy. Fujitsu and Action for Children will work together to help modernise the charities' infrastructure, raise vital funds and awareness, and share business expertise. We have a project team and Business Analyst working with the charity to help identify where Fujitsu's technology and services will be best placed.

Over £204K has been raised toward the charity to date. This includes over 450 employee hours spent volunteering, and hundreds of employee hours spent delivering key ICT, Marketing and HR services. Additionally, almost £100k has been raised in cash from events such as a CEO sleep out, Ride London, Marathons cake sales and various other activities which is a great step towards our £200k partnership target.

To help celebrate the one year anniversary we are organising an annual 5K fundraiser, aimed at bringing together hundreds of our employees to run, jog, walk hop or even do it 3-legged.

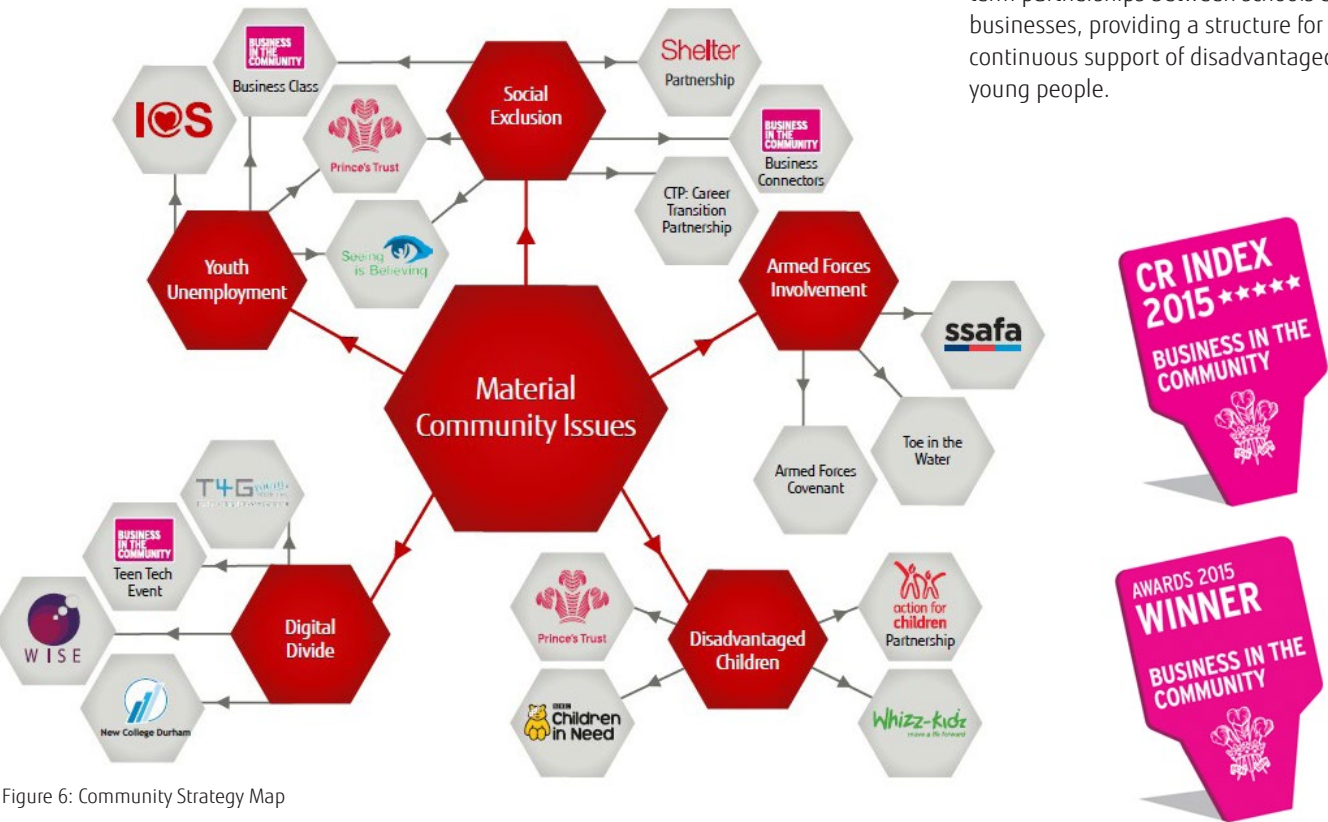


Figure 6: Community Strategy Map

Digital Inclusion

Digital inclusion means enabling people who don't have access to the internet, or are unsure how to use it, to get online.

Often those who rely most on government services are the least confident or lack access to technology and the internet. This is becoming an increasingly mutual area of cooperation where Fujitsu is helping to shape the future of public services together with our major customers and the Government. We have also worked in partnership with the Post Office to show hundreds of people how to get on the internet and benefit from online services. Together, we run events such as 'Get Online week' at local learning centres and 'Spring Online' at Post Office branches. These help to improve the digital and technical skills of people in our local communities. Our employees facilitate events at local learning centres helping people to 'get connected' using the internet and social media and enabling them to get the best out of their devices. The elderly are particularly vulnerable to digital exclusion, and in Ireland Fujitsu is tackling this by partnering with Age Action on the "Getting Started" programme.

This programme delivers training on computers, tablets and smartphones to people over the age of 55. Over 20 Fujitsu Ireland employees have been trained to deliver one-on-one training in local libraries and on-site in the Fujitsu office.

Children in Need

Children in Need helps support and protect disadvantaged children and young people in the UK. Fujitsu supports the cause corporately each year, with over £29,500 contributed in 2014.

Support of the charity has been met with a fantastic response from employees, who come together to raise money through activities across the UK and Ireland. Every year, in addition to fundraising, we supply the call centre for the televised BBC Children in Need event with 200 Fujitsu employees volunteering and taking donations throughout the night.



Business Working Responsibly Mark

This year, Fujitsu Ireland was proud to be awarded the BITC Business Working Responsibly Mark, Ireland's only certification for responsible and sustainable business practices. This involved answering a comprehensive questionnaire and an audit from the National Standards Authority of Ireland, before official accreditation.



Fujitsu volunteer team at the Action For Children centre in Kingston



Payroll Giving

Payroll Giving is a Fujitsu scheme which enables employees to make tax-free donations to a charity of their choice. This method means there is no administration fee for the charity and our employees can donate significantly more than if the donations had been made via conventional direct debit methods. So far, Fujitsu UK & Ireland employees donated over £568,182 to their charities of choice via Payroll Giving.



Prince's Trust

Prince's Trust

Fujitsu has been a proud patron of the Prince's Trust for seven years. The Prince's Trust is a youth charity that offers practical and financial support and has helped over 700,000 young people since 1976. In particular, the charity works with 13 to 30 year olds who have struggled at school, been in care, are long term unemployed or have been in trouble with the law. More than three in four young people who the Prince's Trust helped last year moved into work, education or training. The charity's work is extremely important to the UK economy, with youth unemployment costing the UK economy £10m a day in lost productivity and youth crime costing £1bn each year.

Fujitsu recognises the crucial role of the Prince's Trust by not only providing major financial support, but also contributing in a number of other ways. Our Chairman, Michael Keegan, sits on the Technology Leadership Board of the charity to provide expertise on how technology can help meet the Trust's goals. Meanwhile, our own employees volunteer and run an in-house training programme to help disadvantaged young people with CV and interview skills workshops. There have been 17 workshops over the last year and 42 in total, with over 500 attendees.

Fujitsu's Employee Volunteering

Through our regional Impact on Society (IOS) groups, employees can support their local community by sharing their time, energy and talents through volunteering, and request Fujitsu funding to support charitable activities.

This year alone, our employees have invested nearly 3300 hours on Impact in Society supported volunteering activities for charities of their choice.



A celebration of time and commitment

School Partnership

Fujitsu has a long-term relationship with the Vyne School in Basingstoke, as part of the 'Business Class initiative' arranged by BITC. The aim is to nurture young people who face social disadvantage by improving life skills and providing a better understanding of industry, specifically within the science, technology, engineering and maths areas. In addition to mentoring pupils, Fujitsu volunteers provide direct support and coaching to teaching staff within the school to help them drive forward their own mission statement and goals.

The Vyne School partnership offers a chance for Fujitsu to promote our values in the local community and benefit hundreds of young people, while building the confidence of our own employees. Fujitsu volunteers report that 91% feel proud to work at Fujitsu and be part of the partnership. Following a nomination by the school, Fujitsu won the Skillstree Business Supporting Education award, and also was shortlisted for the prestigious Business in the Community School Partnership Award 2015.

Fujitsu Forward

It's in the nature of a report like this to look back. But the achievements, relationships and structures described in this report also act as foundations for Fujitsu's forward development.

In our core technology disciplines, we prioritise continuous improvement, feeding everything we learn into the development of our services. This means our customers, partners and people benefit as soon as possible from our learning. The same rationale applies to all our activities. So the green technologies we develop today will become even more effective, our personal and team development programmes will evolve in the light of new insights and challenges, and our business practices will continue to achieve new levels of transparency, efficiency and effectiveness. Fujitsu - its people, its ideas, its experience - is woven into the fabric of our society. We've been around for a long time, supporting our customers in bad times as well as good. We know that if you're serious about helping to make the future better for us all, you can't turn that commitment on and off when it suits. In presenting this overview of Fujitsu's activities in the UK and Ireland, we are recognising - with pride - our stake in the communities we serve.

»Big organisations like Fujitsu have a lot of power, a lot of clout in terms of the procurement they do, the goods that they buy, they're big players in the market. Therefore, if they do their business in a different way, they can have a really big impact. But I also think it's important because it says to the world at large that big responsible companies like Fujitsu think that this is an agenda worth pursuing and that helps to gather a sense of momentum behind all of this exciting work and I think that it's given us a big push here. That's why I'm personally very grateful to Fujitsu for standing up and being counted.«

Hazel Blears MP



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