



**Fujitsu Australia  
and New Zealand  
Office of Purpose  
Responsible  
Business Report**

**2020 – 2021**





Fujitsu acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our company is located and where we conduct our business. We pay our respects to Ancestors and Elders, past and present. Fujitsu is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

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# Message from our Global CEO, Takahito Tokita



In response to the challenges posed by climate change, last year signalled a shift within the global community toward carbon neutrality by 2050. In addition to national and local governments, many companies also set targets for emission reductions. The COVID-19 pandemic triggered the uptake of digitalisation at a much faster pace than predicted, which led to significant changes for business and in the daily lifestyles and attitudes of people.

For corporations to survive, it is evident that they must contribute to enhanced sustainability for society while bolstering their own resilience in the face of rapid global transformations and an uncertain future. I believe it is essential to consider the interests of all stakeholders and adopt a management approach that takes a long-term perspective on both societal sustainability and the economic realities of business operations.

Last year we announced that the purpose of the Fujitsu Group was “to make the world more sustainable by building trust in society through innovation”. Our focus now is on purpose-driven management, in which all corporate activities are oriented toward achieving that purpose. Fujitsu is undergoing a comprehensive transformation, in both the financial and non-financial spheres, which encompasses our business portfolios, personnel and evaluation frameworks, organisation, and corporate culture.

From a financial perspective, we must address issues that will help to create a sustainable society while also ensuring our competitive advantage as a technology company. We have therefore defined seven key focus areas in our ‘For Growth’ domain and will concentrate future investments in these areas to boost sustainability for our customers and society and to drive Fujitsu’s continued growth. On the non-financial front, we are determined to transform our organisational culture by involving all Fujitsu Group employees in the Fujitra Project – our in-house digital transformation (DX) initiative. With the aim of developing businesses that take into account the interests of all stakeholders, we established a Global Responsible Business (GRB) framework that covers issues such as human rights, diversity and inclusion; wellbeing; the environment; and responsible procurement in the supply chain. As part of the GRB, we have outlined what Fujitsu aspires to be and have set goals for our various activities. One of these is a downward revision of the overall Fujitsu Group target for reducing greenhouse gas emissions, in line with limiting the global temperature rise to 1.5°C, as we work to assist our customers and society in general on the path to carbon neutrality.

To measure the progress of Fujitsu’s internal transformation efforts, in 2020 we introduced a range of non-financial indicators to complement the existing financial indicators. These additional management checks are designed to monitor the levels of trust shown by customers and employees and to track the progress of our in-house DX initiative. We are now working on a method for visualising the relationships between the financial and non-financial indicators, and also between the non-financial indicators and the GRB. Fujitsu is committed to data-driven management that uses forecasts derived by analysing data on the company’s growth, the contribution to enhanced sustainability for customers and society, and the company’s internal transformation, as well as by analysing the relationships between these various data elements. In this way, we will advance toward achieving our corporate purpose.

Taking actions based on our purpose will help us contribute meaningfully toward the UN’s Sustainable Development Goals (SDGs). I view the essence of the SDGs as being a systemic transformation that the global community must achieve by 2030 to enable all 9 billion-plus people around the world to live a good life by 2050 – while keeping within the sustainable limits of this planet. Fujitsu is aiming for sustainable growth through a management approach that is both data-driven and purpose-driven. We will also create digital ecosystems together with customers and play a leading role in promoting digital transformation that helps to overcome societal challenges across the globe.

Finally, as a signatory to the United Nations Global Compact, Fujitsu supports the 10 principles of the Global Compact in the four areas of human rights, labor, the environment, and anti-corruption. We are absolutely committed to minimising negative impacts on people and society and to promoting a corporate culture aimed at eliminating corruption.

**Takahito Tokita**  
CEO & CDXO  
Fujitsu Limited

GRB\*



Human Rights,  
Diversity  
and Inclusion



Wellbeing



Environment



Compliance



Supply Chain



Health  
and Safety



Community

\* Global Responsible Business

## Message from Graeme Beardsell

### Living our commitment to purpose



Welcome to the FY20/21 Responsible Business Report, the fourth for Fujitsu Australia and New Zealand.

Since I became CEO, just over a year ago, the world near and far has continued to struggle with managing and now living with the COVID-19 pandemic. The nature of work has changed forever. In the midst of extreme disruption, we have supported our people to focus on creating real value, with no online or offline boundaries, while being part of a new, resilient, and inclusive organisational culture.

As we finalised this report, world leaders gathered in Glasgow, Scotland for COP26 to discuss what to do about the global issue of climate change. There is no doubt our climate has already changed, with droughts exacerbated by less regular rainfall, the increased intensity and frequency of storms and floods, and even tornadoes in areas not seen before. We've all been touched by climate change in some way already, but we have the opportunity, at Fujitsu and in our daily lives, to be part of the solution.

To take this opportunity to be part of the solution, we are harnessing Fujitsu's global integration of digital transformation and sustainability. We are leveraging our technological capability to create impact aligned with the UN Sustainable Development Goals. Through these shared values, we are helping Fujitsu customers meet their ambitious inclusion, sustainability, and social impact objectives. These are goals that our customers' customers expect them to achieve.

Fujitsu is deeply committed to everyone being able to come to work to be safe and "be completely you". At the end of this reporting period, we made significant inclusion investments through structural changes that resulted in 47% representation of women on the Executive Leadership Team, conducted our first gender equity review and have since closed the pay gap, as well as creating the Office of Purpose.

The Office of Purpose in Australia and New Zealand – the first region outside of Japan with a dedicated office – champions and drives real change across sustainability, inclusion, and social impact through internal and external collaboration around the Fujitsu's Global Responsible Business framework.

This report is our progress to date on how our organisation is living our commitment to purpose-driven management. Thank you for joining us on the journey and please stay safe!

**Graeme Beardsell**  
Chief Executive Officer  
Fujitsu Australia and New Zealand

## Message from Nicole Forrester

### Leading with Purpose



I was delighted to accept the inaugural appointment as Head of Office of Purpose in April 2021. It's an honour and incredible opportunity to create impact by collaborating for a sustainable and just world.

Through Fujitsu's broad purpose remit across Australia and Aotearoa New Zealand, we practice our commitment 'to make the world more sustainable by building trust in society through innovation' in three interconnected areas of work – sustainability, inclusion, and social impact.

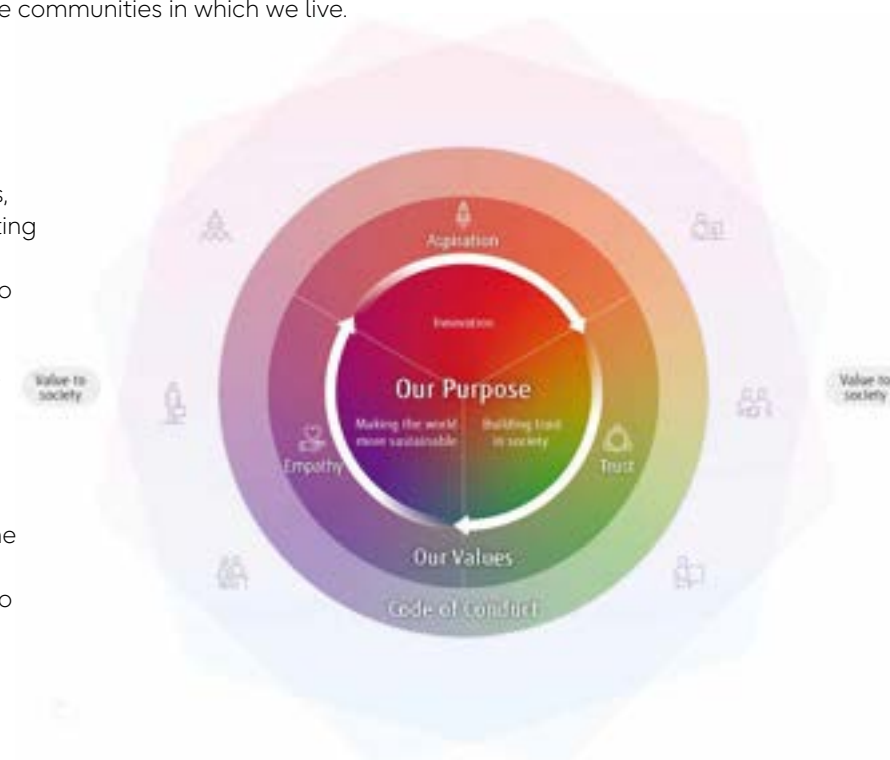
Every day we practise Fujitsu's values of Aspiration, Trust and Empathy to deliver impact for a more inclusive and sustainable society through authentic and meaningful partnerships with our people, communities, and customers. In doing so, we can also make substantial and impactful contributions to achieving the UN Sustainable Development Goals by 2030.

We are focused on improving our environmental sustainability through our commitment to reducing our carbon footprint year on year. We contribute to a fair and just society and transparently assess our social impact performance against leading local and global indicators annually. We also have an ambitious vision for how we can become more inclusive and better reflect the diversity of the communities in which we live.

Through this approach, we recognise the opportunities to address the complex and interconnected issues of sustainability and society through an inclusion lens to increase our positive impact for our people, customers, communities, and the planet. We are connecting the dots between our purpose and how we deliver our products and services every day to achieve the most positive impact we can.

This report documents our continuing efforts in connecting our social impact goals, while creating inclusive spaces and advancing the sustainability agenda in our region through the Fujitsu Global Responsible Business commitments. It also actively supplements the Fujitsu Group's Global Sustainability Report. We welcome your feedback and comments to [Oceania.Purpose@fujitsu.com](mailto:Oceania.Purpose@fujitsu.com).

**Nicole Forrester**  
Head of Office of Purpose  
Fujitsu Australia and New Zealand





# Environment

Fujitsu prioritises sustainability within our business.

We strongly believe that Fujitsu has a role to play in creating a prosperous, low carbon future in Australia and New Zealand.

## Fujitsu considers the environment in everything that we do

Our purpose is to help make the world more sustainable by building trust in society through innovation, and environmental sustainability underpins this purpose. We want our customers to choose us as their technology partner because of a shared vision of a prosperous, sustainable future, and we believe that no other IT organisation is as passionate and as genuine in delivering this vision as we are.

Fujitsu believes that sound environmental management is an important component of the organisation's overall management responsibility. We demonstrate our environmental performance through the implementation of an Environmental Management System (EMS) certified to ISO14001 across all 27 sites in Australia and New Zealand. Dedicated site representatives manage environmental risks and controls at each premises, monitoring and improving operational environmental performance. We also have control procedures and appropriate training where elevated risk occurs, e.g. safe handling of dangerous goods, diesel spill containment and emergency response procedures.

Fujitsu's sustainability function sits within the Office of Purpose (OoP), along with Fujitsu's responsible business focus areas of diversity, equity and inclusion, community and reconciliation. The OoP was established at the end of the reporting period to elevate and further embed Fujitsu's purpose across Australia and New Zealand's business activities, and to contribute to delighting our customers with sustainable solutions to their business challenges.

Learn more about the Office of Purpose on our website at [www.fujitsu.com/au/about/local/officeofpurpose](http://www.fujitsu.com/au/about/local/officeofpurpose).

### Summary

Winner of the  
**Australian  
Business  
Awards for  
Sustainability**

All Australian  
and New Zealand  
premises  
**certified to  
ISO14001**

Finalists for **8**  
**sustainability  
awards**  
in last 12 months

**100%**  
of New Zealand  
premises use renewable  
energy

**0**  
**Zero  
eWaste**  
to landfill policy

Data centre  
portfolio is  
**35%**  
more efficient than  
the market average

**72%**  
reduction in emissions  
from office energy  
since 2008

**82%**  
reduction in emissions  
from travel since 2008



## Sustainability engagement and education

We engage our employees in Fujitsu's sustainability activities through a program that includes internal social media, web pages and e-newsletters, and online and location-based meetings and events. Topical sustainability webinars are held on a regular basis and attract a wide audience of staff who learn about a range of sustainability topics. Throughout the year, we also marked various days of significance such as World Environment Day and Earth Hour as part of our employee engagement program.

Our sustainability eLearning courses and our Environmental Management System (EMS) gives all our people the knowledge and skills they need to help protect the environment and improve practices in their area of responsibility.

## ICT benchmark

The information and communications technology (ICT) industry itself is now estimated to be responsible for between 2% and 4% of the world's total global emissions, with this expected to continue to rise to 14% by 2040. To achieve our sustainability vision, Fujitsu's goal globally and in Australia and New Zealand, is to play a pivotal role in driving down the impact of the ICT sector through ICT enabling technology that reduces, and ultimately reverses, the current share of emissions produced by the ICT sector. We are harnessing the power of ICT innovations and solutions to the benefit of society as a whole.

Fujitsu works with our customers to use our proprietary ICT Sustainability Benchmark, the largest of its kind in the world, to measure the full environmental impact of an ICT estate. The benchmark helps to identify opportunities for emissions and cost savings, as well as improving due diligence and measurement opportunities as a roadmap to best practice. During 2021, we commenced a project to review and re-benchmark this offering, so we can continue to provide our customers with the most up to date ICT sustainability trends and improvement opportunities. Refer to our website for further details.

## Sustainability awards

Fujitsu continues to receive wide industry recognition in sustainability, both locally and globally, and is considered a world leader in sustainability. We are proud to have won 8 sustainability awards since 2018, including the ABA100 Winner for Sustainability in The Australian Business Awards 2020. See our website for a comprehensive list of Fujitsu's recent sustainability awards.

## Memberships

Fujitsu is a contributing member of many local and global organisations that are committed to achieving quantifiable improvements to the environment.

Memberships include:

- Business Council for Sustainable Development Australia (BCSD Australia)
- Sustainable Business Council New Zealand
- Climate Leaders Coalition New Zealand
- Australian Packaging Covenant Organisation (APCO)
- Business Renewables Centre Australia
- CitySwitch
- NSW Sustainability Advantage
- Business for Social Impact (B4SI) Corporate Citizenship
- TAKE2 Sustainability Victoria
- Battery Stewardship Council
- Business Council of Australia



## Digital co-creation

At Fujitsu, we partner with our customers to develop innovative technology solutions that contribute to the achievement of our customers' business and sustainability challenges. We call this 'digital co-creation'.

A recent example was our 'Digital Owl' solution, a co-creation project with the NSW Government's 'Saving our Species' program, which uses Fujitsu's high-performance computing, video analytics and drone technology to capture and analyse video information over a broad geographic area. The information is used to help locate endangered species for management, and invasive plant species for eradication purposes. Digital Owl provided conservation teams with better quality data faster, at lower cost, and with fewer carbon emissions. By harnessing the power of technology, we provided a groundbreaking solution for on-the-ground conservationists to protect precious biodiversity under threat from climate change. We're proud that this approach was recognised externally with a Banksia Award, NSW Green Globe and multiple ICT awards for innovation.

Discover more about our digital co-creation examples, and how Fujitsu could partner with your business to co-create sustainability solutions to your business challenges, on our website.





## Climate change and emissions

Decarbonising our own business – and assisting our customers with their climate change challenges – is core to demonstrating our purpose of making the world more sustainable.

**72%**

reduction in emissions from office energy since 2008

**82%**

reduction in emissions from travel since 2008

**100%**

of New Zealand premises use renewable energy

**13** CLIMATE ACTION



## Our climate and energy vision

Fujitsu Australia and New Zealand has a relatively large emissions profile within Fujitsu Group, due to our fleet of 6 data centres. As a result, we recognise that our region has a leading role to play in reducing our emissions, and in helping Fujitsu to meet its ambitious emissions reduction targets.

Our activities in Australia and New Zealand are guided by the Fujitsu Group's "Climate and Energy Vision," which states our intention of being a zero-carbon business by 2050, and to help society transition to a low carbon future while adapting to a climate change affected world.

Learn more about Fujitsu Group's climate targets on our website.





# Fujitsu's 2020 targets

FY20/21 was the final year for achievement of our current set of regional targets, which ended on 31 March 2021. These 4 ambitious targets were set in 2008 in consultation with stakeholders and best available practice and science at the time. While we are pleased to have achieved 2 of the targets (office energy use reduction and business travel emissions), we were disappointed to have not met the 2 other targets (data centre PUE and renewable energy use). Nevertheless, the targets provided us with learnings that we are taking into the next phase of our sustainability targets in Australia and New Zealand.

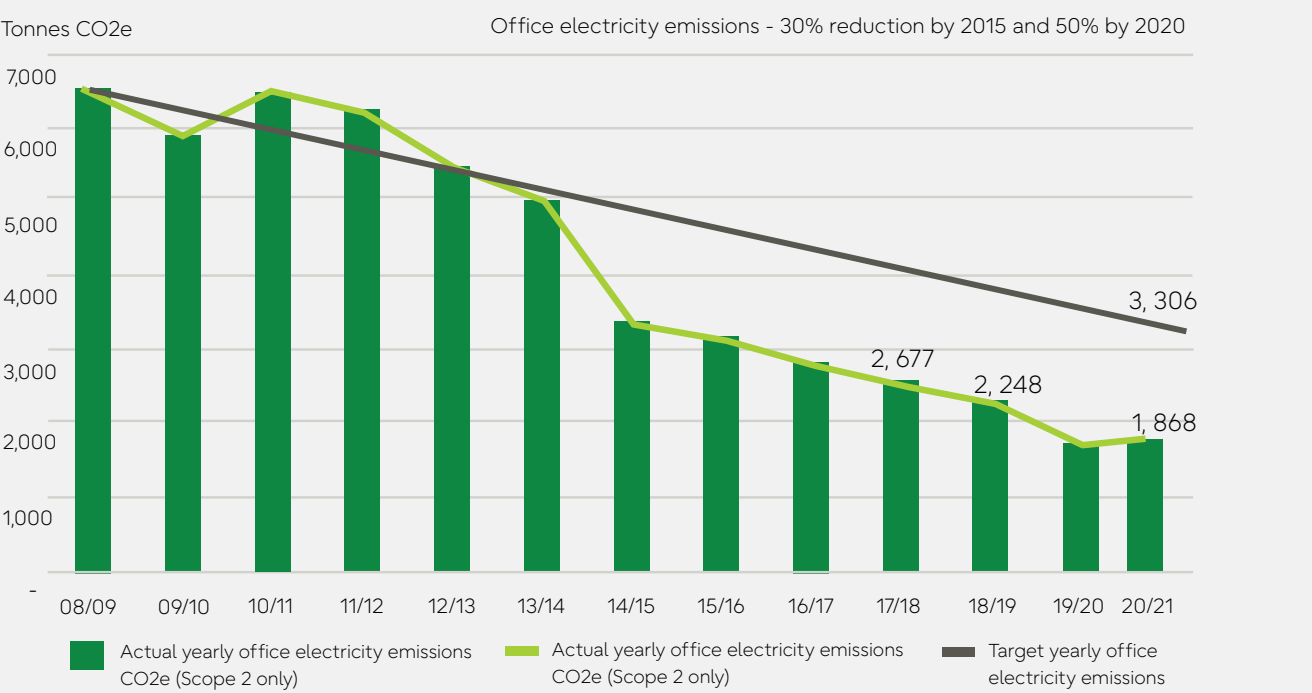
Table: Performance against 2020 sustainability targets at glance

Emission source and target on 2008 baseline	FY 2008	FY 18/19	FY 19/20	FY 20/21	% change since baseline year (2008)
50% reduction office electricity CO2e (t)	6,584	2,248	1,724	1,868	72% reduction
Travel 80% reduction	6,357	2,302	2,226	1160 *prior to offsets 160*with offsets	82% reduction (prior to offset)
Data centre PUE of 1.5	1.94	1.54	1.56	1.54	21% improvement
20% of our energy will be from renewable sources	0%	<1%	<1%	<1%	No change

# Office emissions reductions

Our FY20/21 finishing position was a 72% reduction in office energy, continuing consistent trends of emissions reductions placing us well ahead of our target of 50% by end FY20/21. It was slightly over FY19/20 performance which is attributed to a rise in office attendance compared to the previous year. During the year we permanently reduced the size of our head office tenancy, and we continue to review office utilisation, space and fit out to provide the right options for our people.

Graph: Office electricity emissions target performance



# Renewable energy purchase and generation

The use of renewable energy continues to be a key priority area and a significant challenge in our Office of Purpose program. More than 95% of our energy consumption is in our data centre business, where the cost of energy is passed through to our customers, so renewable energy is a material issue both environmentally and commercially.

During FY20/21 we were pleased to complete our first on-premises solar installation at our data centre in Eight Mile Plains, Qld. The 99.6kw system is expected to generate more than 148 megawatt hours of energy annually, the equivalent of the annual energy use of 22 homes. The installation was completed by Bunjil Energy, a Supply Nation certified Indigenous owned business.

We have also progressed our overall strategy and expect that FY21/22 will bring significant movement with renewable energy procurement.

We also support 'opt-in' purchase models for customers to purchase carbon offsets or renewable energy for their own data centre loads.

In New Zealand, from 1 April 2020 we have used 100% renewable energy certified by the NZ Energy Certificate System. This scheme verifies that the electricity Fujitsu consumes from the New Zealand national grid is matched with 100% renewable energy from Meridian Energy's renewable energy generation assets.

In addition to our regional target of 20% renewable energy by FY2020, the Fujitsu Group has a renewable energy target of 40% by 2030 and 100% by 2050 for operations both in and outside Japan. This commitment is formalised in our RE100 membership as Japan's first Gold Member.



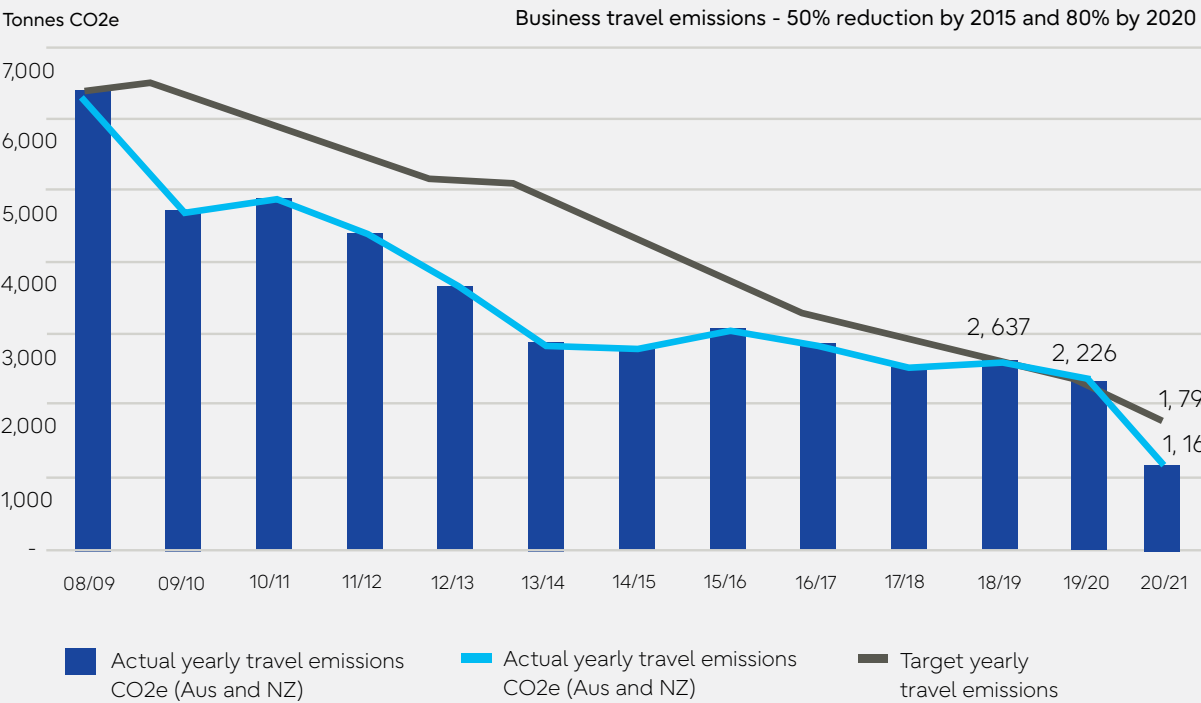


# Travel emissions reduction target

When the target of 80% reduction in emissions by FY20 was set in 2008, we forecast greater adoption of low-emission travel methods (such as aviation biofuel and earlier availability of electric cars) by 2020 than have materialised in the region; which accounts for its very ambitious nature. Prior to the COVID-19 pandemic, we had already achieved reductions of up to 63% of the target and planned to utilise carbon offsets to make up the difference.

However, the continuing impact of travel restrictions and border closures did mean that the travel target was met organically. The reduction in air travel had corresponding reductions in other forms of travel such as taxis and hire care use. However, we continued with our plan to introduce offsets and have now offset the fuel emissions from our fleet of over 200 cars in Australia and New Zealand.

Graph: Travel emissions target performance



# Data centre power usage effectiveness

In 2020 Fujitsu achieved an average PUE of 1.54 across the portfolio, narrowly missing our ambitious PUE target of 1.5. We are confident that Fujitsu's strategic investment, in both existing and hyperscale-ready data centre offerings, will drive improvement in our PUE performance. Learn more in our data centre section.



## Data centres

We continue to invest in efficiency improvements across our fleet of data centres, reducing environmental impact and improving value for Fujitsu and our customers.

Data centre portfolio is  
**35%**  
more efficient than the market average

First and only Australian company to have its entire  
**data centre fleet NABERS rated**

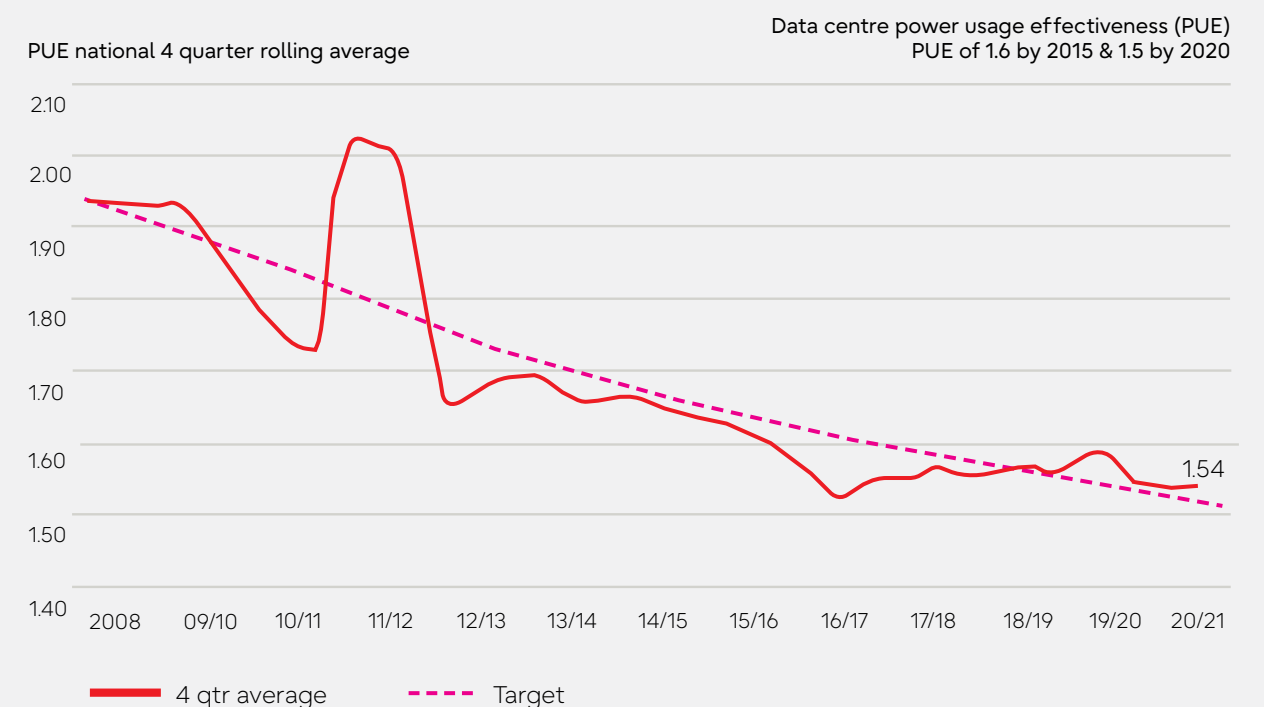
Fujitsu's 6 data centres in Australia account for more than 95% of both our energy use and our total greenhouse gas footprint across the region, making data centre sustainability a material focus for Fujitsu. We continue to invest in more efficient and lower-carbon operations of our enterprise-grade data centre facilities to support our customers, who are dealing with rapid digital transformation. Although we are proud to be recognised as a current leader in data centre sustainability, we know there is much more we must do.

### 2020 target #3: Data Centre Power Usage Effectiveness (PUE) of 1.5

The PUE metric is a common industry measure of data centre energy efficiency, reflecting the ratio of the total amount of energy used by the facility (lighting, cooling etc.) delivered to the IT equipment (servers, network equipment etc.) within that facility. An ideal (theoretical) PUE is 1.0.

In 2020 Fujitsu achieved an average PUE of 1.54 across the portfolio, narrowly missing our ambitious PUE target of 1.5. PUE performance in the reporting period was impacted in part by continuing COVID-19 related lockdowns and state and territory border closures. In compliance with government regulations and to minimise risks to Fujitsu personnel, non-essential works including some energy efficiency projects were delayed, and only essential staff and maintenance contractors were permitted on site during lockdowns. Although disappointed to narrowly miss this target, we are confident that Fujitsu's strategic investment in both existing and hyperscale-ready data centre offerings (see below) will drive improvement in our PUE performance.

Graph: Data centre PUE performance





# Initiatives during FY20/21

This year, we announced the planned expansion of our flagship Western Sydney Data Centre, increasing our capacity by a further 20 megawatts. The first phase of expansion, called Western Sydney 2, will involve the addition of 4,500 square metres of technical area to the existing site. The expansion is part of a broader hyperscale expansion plan, with further phases to add another 14,000 square metres and over 50 megawatts of increased power capacity.

Despite COVID-19 lockdowns restricting site access for much of the reporting period, we were still able to complete some planned upgrade works, including HVAC upgrade and LED lighting conversion at our data centre in Eight Mile Plains, Qld.

In December 2020, we completed the installation of a solar panel system on the roof of our Eight Mile Plains data centre. The 99.6 kW system will provide 148 megawatt hours of energy annually, which is the equivalent energy use of 22 homes. The solar panels were installed by Bunjil Energy, an Indigenous-owned, Supply Nation-certified business, reflecting our ongoing commitment to both our sustainability targets and our Innovate Reconciliation Action Plan.

In March 2021 we announced a carbon-offset offering for our data centre customers. The offset program is a simple, low-cost way to offset the environmental impact of data centre electricity consumption. We have partnered with Qantas Future Planet to source offsets that meet strict Australian and international standards, including the Verified Carbon Standard and the Gold Standard. As part of the program, Fujitsu will also offset direct emissions from fuel consumed by its Australian and New Zealand corporate fleet of nearly 200 cars. The action is part of Fujitsu's climate and energy strategy, aligned with our science-based targets to reduce greenhouse gas (GHG) emissions.

During this reporting period, all but one of our data centres maintained their NABERS energy rating, and Fujitsu remains the only data centre provider in Australia to have its entire portfolio publicly rated.

For further information about our data centre sustainability and offerings, visit our website. To stay up to date with Fujitsu's latest thought leadership, including on data centre efficiency, visit the Fujitsu Blog.

**Fujitsu remains the only data centre provider in Australia to have its entire portfolio publicly rated.**

<div><div>4★</div><div>NABERS ENERGY</div><div>Homebush</div></div>	<div><div>4★</div><div>NABERS ENERGY</div><div>Western Sydney</div></div>	<div><div>4★</div><div>NABERS ENERGY</div><div>Noble Park</div></div>
<div><div>4★</div><div>NABERS ENERGY</div><div>Malaga</div></div>	<div><div>4★</div><div>NABERS ENERGY</div><div>North Ryde</div></div>	<div><div>3.5★</div><div>NABERS ENERGY</div><div>Eight Mile Plains</div></div>



## Product sustainability and resource efficiency

We are continuing to make each stage of the product lifecycle more sustainable.

Over  
**1.55 million**  
**kg of eWaste**  
recycled since 2015

**87%**  
diversion rate of  
waste from landfill in  
main warehouse

Over  
**25,000 coffee**  
**cups 'upcycled'**  
from head office into  
useful resources since  
2018

**12** RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION  


## We recognise that the circular economy for electronic products is a material issue for Fujitsu, our customers, and society.

To deliver on our purpose of making the world more sustainable by building trust in society through innovation, we are working to continually reduce the environmental impacts of our products and take a leading role in influencing society's thinking regarding sustainable resource management.

Fujitsu has long-term commitments to enhance the sustainability of our products throughout the product lifecycle. Through this approach, we are supporting SDG12: Sustainable Consumption and Production.

### Whole-of-lifecycle ICT management

Fujitsu takes a full lifecycle approach to ensure that our products adhere to our far-reaching corporate goals on energy efficiency and sustainability. This unique approach to ICT management is set out in 5 stages, represented in the image below. Read more about our Fujitsu Group resource targets in our Stage X Environmental Action Plan.

The majority of Fujitsu's business in Australia and New Zealand is service based, with products representing the remainder. Fujitsu Group leads the development, manufacture and distribution of our products, while in Australia and New Zealand, we provide repair services and take back schemes for end-of-life device management. Learn more in the waste section.





# Waste

Fujitsu sources, separates and recycles 15 waste streams across our operations, and is continually introducing new ways of recycling. We manage the aspects and impacts of waste under our environmental management system (EMS), certified under ISO14001:2015.

Our primary waste management activity is in our warehouse and distribution centre in Lidcombe, NSW. In FY20/21, we achieved a diversion rate of 87.1% of waste from landfill at this facility, a 2.7% increase from the previous year (measured by weight, excluding e-waste). Since a peak period of customer asset refresh and deployment activity in FY18/19, the overall volume of recyclable waste has decreased. During FY20/21 we also observed a decline in the amount of eWaste volume. Ongoing supply chain issues including global microchip shortages and shipping delays related to the pandemic meant that many customers opted to extend the operating life of devices or remarket them rather than recycle them. Data centre refresh and refit activity was also delayed due to the pandemic.

Electronic waste (eWaste) continues to be Fujitsu's priority waste area. eWaste is the fastest growing waste type in Australia and New Zealand, and contains substances that are toxic in landfill such as lead, mercury, and cadmium. On the positive side, more than 95% of eWaste (by weight) can be recovered for re-use, including scarce materials like gold and silver as well as commodities (glass, plastic). Fujitsu has had a policy of zero eWaste to landfill in Australia and New Zealand since 2009, and we collect eWaste from our own operations, our customers' business operations, and from our employee and customer communities through collection events and our fleet of smart eWaste bins. In conjunction with our eWaste processing partner, we help our customers dispose of their end of life assets securely and with minimal environmental impact. This includes asset remarketing and parts harvesting options.

Table - Australia and New Zealand e-waste recycling volume (kg)

E-WASTE	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20
Total Fujitsu e-waste recycled	31,754	108,886	86,639	119,269	184,247	34,116
Total customer e-waste recycled	23,376	157, 423	294,298	398,831	115,984	40,257
Total e-waste recycled	55,130	266,309	380, 937	518,100	300,231	74,373

# Packaging sustainability

Fujitsu is a signatory to the Australian Packaging Covenant, demonstrating our commitment to meeting the Australian goal of having all packaging be recyclable, reusable or compostable by 2025.

Packaging is managed under our EMS which also includes warehouse integration, staging and distribution of computer equipment. The warehouse team manages not only the safe reuse, recycling and disposal of end-of-life equipment but also the disposal of packaging (including cardboard, polystyrene and soft plastics).

Packing sustainability initiatives recently implemented include:

- Consolidating multiple, individually packaged parts into one single box before shipping to clients sites, reducing the amount of packaging and the total size of the shipment and in turn, reducing carbon footprint of our freight.
- Reusing waste cardboard, polystyrene and LDPE foam where feasible – reducing the use of new packing materials.
- Installing balers to compact plastic and cardboard, reducing the size and frequency of freight movements of our waste to recyclers.
- Using bulk packaging for some product lines, reducing overall packaging volume.

For more information on Fujitsu's product sustainability and ewaste services, visit the Fujitsu Australia Product Lifecycle page on our website.



# Community

Fujitsu is committed to using our digital transformation skills, time and resources to contribute to communities in Australia and New Zealand. We do this by supporting causes important to our people and by forming long-term community investment partnerships.

## Community impact in Australia and Aotearoa New Zealand

While Fujitsu has operations across the world, we are members of our local communities and tailor our approach to meet their needs. Local partnerships, where we work with community members and our partners, are key to Fujitsu achieving its purpose of making the world more sustainable by building trust in society through innovation.

During FY20/21, the ongoing COVID-19 pandemic disrupted many of our usual community activities, with many in-person volunteering opportunities not possible. Despite this, our overall contribution to our community partners increased from the previous year (discounting funds contributed to bushfire relief efforts in FY19/20). This was largely due to investment into our ongoing digital transformation project with Camp Quality, and some skilled volunteering opportunities which were conducted remotely.

As part of the review of the pandemic on our community contribution, we identified the importance of providing opportunities for our people to volunteer flexibly and in their own communities. To help support this, our pilot 'Volunteering with Purpose' entitlement of 3 days paid leave for employee volunteering commenced in April 2021.

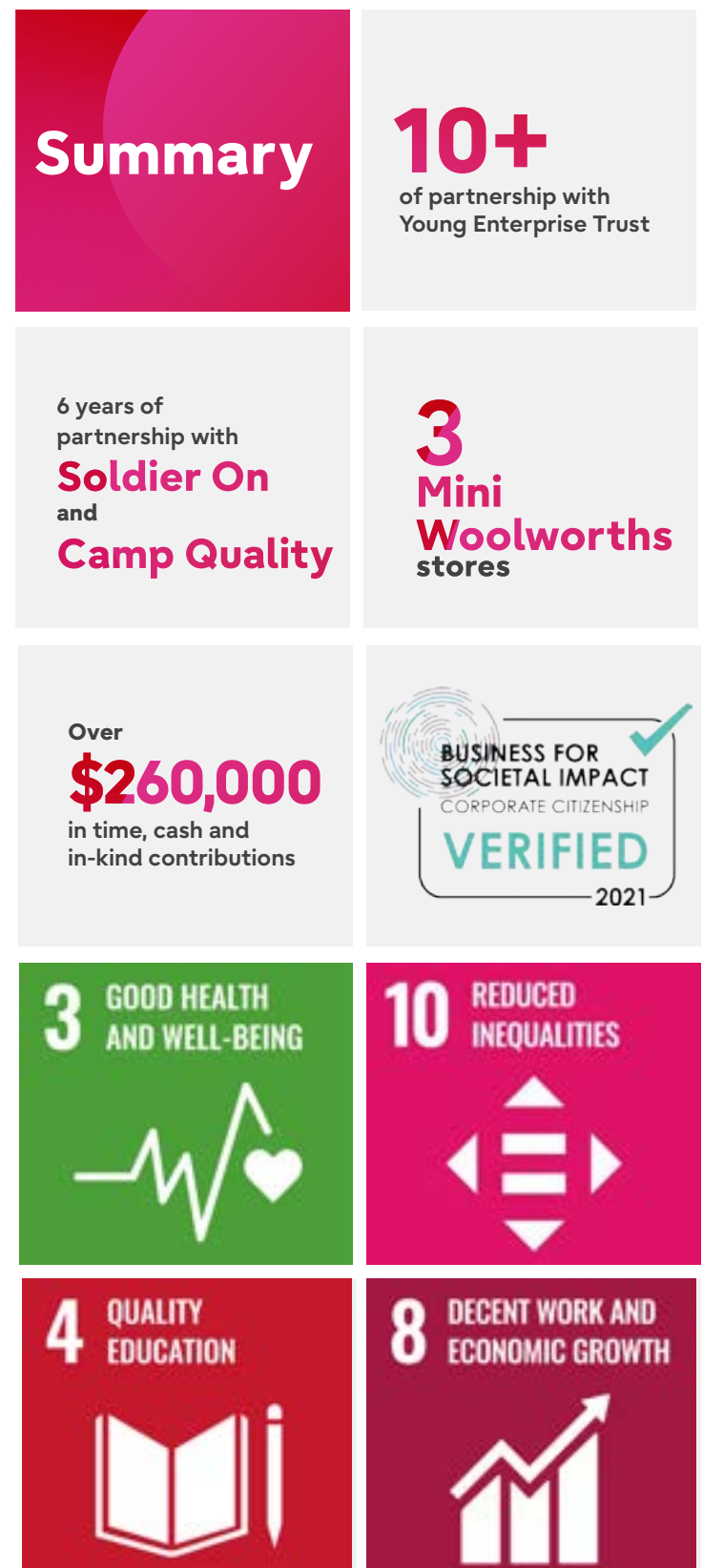
Some of our fundraising efforts moved online, for example, we recognised 'Wear it Purple Day', an organisation and event that raises awareness of mental health issues amongst young LGBTI+ people, with a virtual party and a matched giving drive for Wear it Purple.

Donations in New Zealand supported Rainbow Youth, an organisation that provides support, information, resources and advocacy for Aotearoa's queer, gender diverse, takatāpui and intersex youth.

As our 2020 Christmas parties in Australia and New Zealand were cancelled due to the pandemic, our people were given the option of choosing a shopping voucher or donating to one of our community partners. Camp Quality and Solider On in Australia shared in over \$30,000 of donations from our generous employees.

In New Zealand, our people were given the option of choosing a shopping voucher or donating to Foodbank NZ or Young Enterprise Trust. Just under half of all employees in New Zealand opted to donate to one of these charities and over \$7000 was donated.

As part of our drive to mature our practices in this space, Fujitsu uses the Business for Societal Impact (B4SI, formerly LBG) benchmark to validate our contributions. The B4SI benchmark covers the full range of contributions (cash, time and in-kind donations) made to community causes. Fujitsu sets annual targets for community impact which we measure using this framework, so that we are accountable to our commitments.





# Key charity partners

## Bawurra Foundation

Bawurra Foundation works with many First Nations communities and Elders to preserve Aboriginal and Torres Strait Islander knowledge and culture in Australia. Volunteers partner with First Nations Elders and communities to record and preserve oral histories, songlines and language. To accompany this preservation, Bawurra Foundation digitally preserves artefacts such as maps, photos, letters and news clippings. Bawurra Foundation acknowledges that all information preserved is in accordance with Aboriginal and Torres Strait Islander cultural and intellectual property protocols.

The Bawurra Foundation's digital library has reached over 1,300 students in 12 remote communities within Australia. Fujitsu is proud to provide pro bono support to Bawurra Foundation by hosting the library in our cloud and to contribute to SDG10: Reduced Inequalities (Target 10.2).



## Camp Quality

Fujitsu has been a proud community partner of Camp Quality since 2015.

Camp Quality pivoted quickly in 2020 to deliver new services and programs online, so they could continue supporting kids and families at every stage of the cancer experience during the pandemic. Camp Quality's app Kids' Guide to Cancer provides children with free, age-appropriate information to help them understand cancer when they, or a loved one, has been diagnosed. During a Digital Transformation workshop with Fujitsu, Camp Quality identified two core needs to make the app a core part of their digital transformation: to provide high-quality, accessible content consistent with Camp Quality's brand; and to link the app to other systems and services to create a seamless experience for families. Throughout the year, Fujitsu and Camp Quality have invested together to bring this vision to life. Fujitsu brought in capability from our Global Delivery Centre of Excellence in Poland to assist with the development of the app while coordinating the project, UX and technical design from Australia. The new app comes with an updated look and additional features including augmented reality.

The COVID-19 pandemic prevented many of the activities we normally enjoy with Camp Quality including birthday card writing and our Super Monday Charity Golf Day during the Australian Open. However, Fujitsu people across the country fundraised for Camp Quality throughout the year including abseiling off the Central Park Building in Perth, running a virtual City2Surf and doing the Big Walk for Little Kids. Together, we raised over \$6600 for Camp Quality during a difficult year. Camp Quality's work supports the achievement of SDG3: Good Health and Wellbeing (Target 3.4).



## Soldier On

Soldier On provides support to Australian Defence Force personnel, and their families, who have been physically and psychologically wounded in service. Their services aim to assist individuals in building resilience and in creating and expanding meaningful connections with family, community, and employers. Fujitsu has a long-term relationship with the Australian Department of Defence and a deep understanding of the issues facing Defence personnel, bringing richness to the partnership with Soldier On, which has been in place since 2015. We provide both financial and in-kind support through fundraising initiatives, donations, and career opportunities for veterans.

Fujitsu became a Platinum Pledge partner in 2020, showing our commitment to providing meaningful career pathways for veterans. Pathways events provide support, guidance and opportunities for current or ex-service personnel. During FY20/21 these events moved online, and Fujitsu volunteers supported Soldier On to edit recordings of these sessions so they could be posted online to reach more people. To date, these videos have been viewed more than 300 times.



# Supporting customers in the community

Fujitsu and Woolworths have a longstanding relationship, with Fujitsu supplying a range of technology and support services to all Woolworths and Countdown stores across Australia and New Zealand.

During 2021 we were proud to support Woolworths to deliver a mini supermarket store at Canberra's Black Mountain School, which caters for students with disabilities in years 7-12. Mini Woolworths Black Mountain gives students authentic work and shopping experiences to help prepare them for the workplace and post-school life.

Mini Woolworths Black Mountain marks the third time Woolworths and Fujitsu have collaborated to deliver a mini supermarket store in schools serving students with disabilities, having previously set up Mini Woolworths stores in 2018 at St Edmunds school in Wahroonga NSW; and at St Gabriel's school in Castle Hill NSW, in 2019.





## Case Study:

# A decade of partnership with Young Enterprise Trust



Young Enterprise is a charity with the vision to inspire students and unleash leaders with the ultimate goal of raising the prosperity of New Zealand. Young Enterprise works with 85% of secondary schools in New Zealand and connects with close to 50,000 students each year, bringing financial literacy and entrepreneurship development programs into the classroom. Through Young Enterprise's programs, young people are equipped with an entrepreneurial mindset at an early age, fostering success in business, community and in life. Young Enterprise alumni have founded 160 active businesses, 46% of which are social enterprises, and have created between 2,700 and 4,600 jobs.

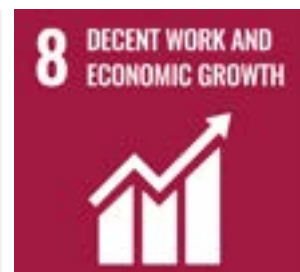
Fujitsu shares in Young Enterprise's vision of a vibrant and prosperous New Zealand enabled through innovation and has been proud to support Young Enterprise through pro bono services for more than a decade. This partnership facilitated the award-winning deployment of Microsoft Dynamics CRM to establish, track, and effectively manage relationships by providing a 360-degree view of interactions for Young Enterprise to manage tens of thousands of stakeholders including teachers, donors, sponsors, participants and alumni.

For Young Enterprise, Microsoft Dynamics CRM Online facilitates school, teacher and student registration and relationship management, including recording exam results/NZQA qualifications obtained and award/competition entries and finalists. At the same time, the organisation uses the platform to help manage stakeholder communication, service requests, feedback, sponsorship contracts, donations, events, and courses.

During FY20/21 Fujitsu completed an upgrade of the Dynamics CRM environment enabling Young Enterprise to have access to new functionality. The integrated platform also allows Young Enterprise staff, who travel extensively, to have access to data when they need it, and collaborate effectively regardless of location. During the COVID-19 pandemic, when working from home became the norm, this became hugely important.

With a significant percentage of businesses founded by Young Enterprise alumnus focussing on social good, the partnership is enabling the next generation of change makers to discover how they can incorporate their passions for the environment and equality into growing a vibrant, prosperous New Zealand.

Through our partnership with Young Enterprise Trust we support SDG4: Quality Education (Target 4.4) and SDG8: Decent Work and Economic Growth (Target 8.3).



**"Fujitsu provided a platform, which has enabled us to move to a more customer-centric approach to working with school allowing us to grow and provide better services to school, teachers and students. In the last 10 years, we have grown the number of students participating in our flagship programme from 2,400 to 3,700."**

Terry Shubkin, CEO, Young Enterprise



# Diversity, equity and inclusion

At Fujitsu, we continue to work hard at creating an inclusive environment, where everyone can be completely themselves. Recognising that trust is built on respecting the insights of the many voices within Fujitsu, we believe diversity strengthens our ability to innovate and create a better future.

## Delivering on our purpose through diversity, equity and inclusion

At Fujitsu Australia and New Zealand, purpose is at the heart of everything we do, and diversity, equity and inclusion are integral for us to collectively achieve our purpose.

Innovation is best achieved through diversity of experience and thought, which is why we are committed to fostering a work environment that better reflects the demographic of our communities.

By creating a supportive and inclusive culture, where people with different talents and capabilities can truly be themselves, we are creating meaningful solutions that positively transform our world.

## The Office of Purpose

The Office of Purpose (OoP) in Australia and New Zealand is led by an Executive Leadership Team member as Head, reporting directly to the CEO. The OoP drives strategy and guides implementation through executive level collaboration across environmental sustainability, diversity, equity and inclusion, and social impact – including supplier diversity and First Nations partnerships.

Building upon Fujitsu's strong foundation of conducting responsible business with a focus on environmental sustainability, the OoP has now turned its attention to creating greater impact through our commitment to diversity, equity and inclusion across all areas of the business.

### Summary

**22%**  
women  
in leadership roles

**0%**  
pay gap

**9**  
dads  
took parental leave

Launched second  
**Innovate  
RAP**

Launch of First Nations  
**Intern  
Program**

**47%**  
women  
in executive roles

**3 days**  
volunteering with  
purpose leave  
annually

**25**  
graduates  
entered Fujitsu





**“What I like about working at Fujitsu is their vision to create a healthy, safe, productive and engaged workplace for everyone.”**

Karen Dias, Service Operations Manager, Auckland

# Engaging our people

Fujitsu's Australia and New Zealand's employee engagement strategy includes these guiding principles:

- Putting the employee at the centre of everything we do.
- Trusting the employee to do the right thing.
- Training, supporting, and empowering managers to lead and grow high-performing teams.
- Building a culture of continuous learning that will provide opportunities for personal development.
- Creating an environment where employees contribute and innovate in a culture that celebrates diversity and promotes inclusion.

- Recognising and rewarding talent and celebrating the contribution of employees.
- Ensuring there is no compromise on health and safety.

In 2019 Fujitsu introduced a new employee engagement survey provided by Glint who use a global benchmark produced using a hybrid methodology, to be conducted twice annually across all Fujitsu regions. The December 2020 results for Australia and New Zealand indicated an engagement score of 65, which was the same score as June 2020. We continue to drive initiatives on cultural change and employee engagement across the business.





# Supporting First Nations peoples and businesses to grow

**\$1.49M**

spent with First Nations owned businesses in FY20/21

**First Nations interns**

commenced in **2020**

Supported **Bawurra Foundation**

**14**

Acknowledgement of Country plaques installed

## Delivering on our commitments

At Fujitsu, we believe that reconciliation is essential to achieving our purpose in Australia. Without truth-telling and equity, social trust cannot be realised. Without incorporating the knowledge and innovation of Aboriginal and Torres Strait Islander peoples, Australian sustainability will never be complete.

Fujitsu's first Innovate Reconciliation Action Plan (RAP) was launched in 2019 as a successor to our 2018 Reflect RAP. In 2020, we achieved some of our key RAP goals including the launch of our internship program and our highest ever spend with First Nations owned businesses. Through this program we contribute to the achievement of SDG10: Reduce Inequality (Target 10.2).

Our third RAP, a second Innovate RAP (2021-2023), was launched in the second half of 2021. The second Innovate RAP signifies Fujitsu's increased ambition to create opportunities to collaborate with customers, partners and Aboriginal and Torres Strait Islander communities, utilising our unique technology solutions to co-create value – for our partners, our communities and society.

Our 2020 RAP actions included:

- Installation of Acknowledgement of Country plaques at major Australian premises, which were supplied by an First Nations owned business.
- Our Executive Leadership Team and intern managers undertaking cultural awareness training.
- Welcoming Adam Goodes, CEO of the Indigenous Defence Infrastructure Consortium (iDiC) and former Australian of the Year to speak with employees, customers and the community at an online event for Reconciliation Week 2020.
- Introducing a verbal Acknowledgement of Country at the start of all-hands calls and significant employee meetings.
- Publishing a First Nations Procurement Policy and training delivery managers and category owners across the business.
- Developing deeper partnerships with Supply Nation and the iDiC.



**Image left:** For National Reconciliation Week 2020, iDiC CEO Adam Goodes joined Fujitsu for a webinar to share learnings about racism, inclusion and supply chain diversity. A digital record of the conversation was made by Devon Bunce, the image was then turned into mousepads and distributed to employees and partners.



# Supply chain inclusion

FY20/21 marked another year of record progress with a total of \$1.49 million spent with Indigenous-owned businesses, an increase of nearly \$0.6 million over the past year. Our FY21/22 target is \$2.5 million. Over the reporting period, Fujitsu has worked with the iDiC and Supply Nation to integrate First Nations owned businesses into delivery contracts for our major government and commercial customers across Australia as well as our direct supply chain.

Year	Spend
FY16/17	\$4,500
FY17/18	\$73,100
FY18/19	\$272,970
FY19/20	\$875,870
FY20/21	\$1,487,263

Fujitsu has also begun to take steps in assisting Aboriginal and Torres Strait Islander suppliers to grow their own capability. For instance, Fujitsu engaged an iDiC supplier to perform electrical test and tag services for a customer as a subcontractor, assisting them to obtain the advanced level security clearances required, which we hope will enable that supplier to serve a new customer market.

Fujitsu also engaged Bunjil Energy through the iDiC to perform a solar panel installation on the roof of our Eight Mile Plains data centre in Queensland in late 2020. Data centres are technically complex environments and the installation required extensive collaboration with our electrical contractors. We are hopeful that this will support the growth of Aboriginal and Torres Strait Islander owned capacity in the low carbon economy of the future.

Photo: A 99.6kW solar panel system was installed by Bunjil Energy at Fujitsu's Eight Mile Plains data centre in Qld.

# Sponsorship of Bawurra Foundation

We continued to support Bawurra Foundation, a charity founded and led by Gamilaraay man Jesse Slok, with hosting in our cloud and use of Fujitsu's hardware products.

Bawurra Foundation works with many First Nations communities and Elders to digitally preserve Aboriginal and Torres Strait Islander knowledge and culture in Australia. Volunteers partner with First Nations Elders and communities to record and preserve oral histories, songlines, and language. To accompany this preservation, Bawurra Foundation digitally preserves artefacts such as maps, photos, letters, drawings, and news clippings.

Fujitsu ScanSnap allows volunteers and community members to scan multiple items at once at very high quality, preserving these as part of the Bawurra digital library, which is hosted securely in Fujitsu's Cloud.

The Bawurra Foundation digital library has reached over 1,300 students in 12 remote communities within Australia, providing an important digital resource for education and engagement. During much of the last year, Bawurra was unable to visit First Nations communities due to the ongoing impact of the coronavirus pandemic. We look forward to assisting Bawurra's on-country missions when it is safe to do so.



# First Nations internship program launch

In 2020, Fujitsu launched our first paid internship program to create pathways for young Aboriginal and Torres Strait Islander peoples. In partnership with Walanga Muru, the Aboriginal and Torres Strait Islander unit at Macquarie University, we welcomed 7 Aboriginal and Torres Strait Islander interns to Fujitsu across various business units, including Cyber Security, Finance, Human Resources, Portfolio and Alliances, Project Delivery, Responsible Business and Sales. Alongside day-to-day responsibilities within their teams, the interns also completed a structured development program, including connecting with external mentors.

Fujitsu partnered with Indigitek, a networking and support group for Aboriginal and Torres Strait Islander people in STEM, to connect these interns with high-achieving Aboriginal and Torres Strait Islander people in the STEM sector. We are delighted that three of the interns continued their career at Fujitsu after the completion of the initial internship, and the program will run on an expanded basis in 2021.



Photo: Peta-Ann Toohey was one of Fujitsu's First Nations interns in 2020 who now works in our Human Resources team.



## Gender, disability, LGBTI+ and generational inclusivity

At Fujitsu, we are passionate about incorporating diversity, equity and inclusion at work and with our partners.

**25**  
graduates  
entered Fujitsu

Achieved  
**pay**  
**equality**  
for all



## The Office of Purpose works with a network of dedicated colleagues in 6 advisory groups, as well as colleagues across Australia and New Zealand, to share ideas, solve challenges and work towards best practice.

Our focus areas and advisory groups are led by passionate and committed volunteers from across our business. They include:

- Fujitsu Pride – led by Ian Gearey
- Gender – led by Asha McDermott and Peter Lawther
- Disability – led by Dean Watkins
- Culture and reconciliation (Reconciliation Action Plan Working Group, chaired by Earle Moroney; the Māori and Pacific Peoples Inclusion Plan Advisory Group, led by Sarah Retter)
- Generational – led by Vai Sanmugaratnam, Valerie Xie and Ramy Ibrahim
- Veterans and Emergency Response.

## Towards equality for all genders

Improving gender equality across our business is important to everyone at Fujitsu, and our people have been working hard to create positive changes this year.

In March 2020, CEO Graeme Beardsell restructured the ELT and we now proudly have 47% representation of female executives.

During the reporting period, Fujitsu commenced the process of a line by line, like-for-like gender pay assessment across the business. The Workplace Gender Equality Agency (WGEA) and Stats NZ official data show a gender pay gap favouring full-time working men over full-time working women in Australia and New Zealand of 13.4% and 9% respectively. Our review showed a 3% gap between

the average salaries of men and women. As a result of our review, increases in pay were made for both men and women, and in 2021, we effectively closed the gender pay gap across Fujitsu in Australia and New Zealand.

We have committed to reviewing our pay structures annually to monitor and maintain equal pay for all. Importantly, we are now capturing gender identity information to ensure that we account for non-binary employees.

**Fujitsu is among a handful of tech companies who can say they have both closed the gender pay gap and have nearly 50% representation of women on the ELT.**

With the support of our partners and people, we are continuing to improve on other equality indicators, such as increasing the number of women in technology and leadership roles. We are looking to invest in programs that will help to recruit and retain young women, particularly young Aboriginal and Torres Strait Islander women. With Fujitsu Pride, we are also working towards creating a more inclusive workplace for gender diverse people.



## Key statistics for FY20/21

- 21.3% women in Fujitsu Australia and New Zealand
- 47% women in executive roles
- 22% of women in leadership roles
- 0% pay gap
- 17.2% women in technology roles
- 21% female external hires

## Champions of Change Coalition

The Fujitsu CEO has been an active member of the Champions of Change Coalition since 2016. The Champions of Change Coalition is a globally recognised, innovative strategy for achieving gender equality, advancing more and diverse women in leadership, and building respectful and inclusive workplaces. In the strategy, men of power and influence step up beside women leaders to affect change. Our CEO, Graeme Beardsall, is part of two industry specific groups: Global Tech and STEM who meet regularly to progress initiatives that help to change entrenched systems of inequality.

## Females in Information Technology

Fujitsu is a proud silver member of Females in Information Technology (FiTT), an industry association that aims to create a voice for women in ICT, promote gender balance in the industry, and provide mentorship and development opportunities for women. This year, 5 Fujitsu women and men have volunteered their time to mentor others through FiTT. Three women at Fujitsu have also been mentored as a part of the program.

## Publicly reporting against gender equality indicators

The WGEA is an Australian Government statutory agency created by the Workplace Gender Equality Act 2012. Fujitsu reports against a set of standardised gender equality indicators, and our reports are publicly available on the WGEA website.



## Inspiring the next generation

The Generational Advisory Group aims to promote and nurture connected relationships across multi-generations at Fujitsu. During this reporting period, the Group launched Fujitsu's first Reverse Mentoring program in 2020 with sponsorship from the ELT. The aim of the Reverse Mentoring Program is to connect graduates and early career hires with senior leaders, giving them an opportunity to share insights and perspectives.

Another achievement was participation in The Next Generation Network, with over 90 colleagues from Europe and Australia and New Zealand connecting via small teams to embrace our global networks. Events were run across the period, mainly online in response to lockdowns and the greater prevalence of remote working. These events included trivia and networking sessions including supporting Wear It Purple Day with Fujitsu Pride.

Our Graduate Program continues to help build a pipeline of talent to lead Fujitsu into the future. This financial year we welcomed 25 graduates into the business.

## Fujitsu Pride

With the support of not-for-profit workplace program, Pride in Diversity, Fujitsu Pride has worked tirelessly through its 3-year strategy to improve LGBTI+ inclusion at Fujitsu. This has seen us submit, for the first time, to the Australian Workplace Equality Index to provide us a benchmark on our work. We were thrilled to be awarded Bronze Employer in May 2021 which has given us a foundation to build on in the future.

The Pride Advisory Group has driven a number of activities, including a review of all of our policies to ensure they are LGBTI+ inclusive and that any gendered language is removed. We have introduced all gender bathrooms across all facilities that were practical, and all gender bathrooms are now a requirement for all new buildings that Fujitsu will occupy in the future. We have also driven face-to-face LGBTI+ awareness training to the Executive Leadership Team and HR teams to drive understanding of the challenges that our employees can face in the workplace.

With COVID-19, as in all companies, the Pride network had to adapt to changing times, however we continued to drive awareness both internally and externally, highlighting days significant to the LGBTI+ community through events and articles. For example, we celebrated IDAHOBIT with a presentation from Jim Sait, Mentor Manager, The Pinnacle Foundation to understand the great work that they do to support young LGBTI+ people through their higher education. We also held a virtual party for Wear it Purple Day across Australia and New Zealand, which was used to raise funds for rainbow youth both in Australia and New Zealand.

Through the Global Pride Steering Committee, we held our first Global Pride events in 2020 which included a webinar

with our partners around the topic of 'Power of Pride', virtual Pride parades in each region and a social media campaign of 'Pass the Rainbow'.

## Empowering differently abled people

Fujitsu is committed to providing an accessible and inclusive work environment. We want to recognise those who are differently abled and raise awareness to help eliminate unconscious biases by creating an open and safe space.

We believe that 2020 and 2021 have been especially difficult for people who are differently abled and those who are caregivers of family members who have a disability.

This year, Fujitsu Australia became a member of the Australian Network on Disability (AND). As a member, Fujitsu now has access to many resources and forums dedicated to improving accessibility and inclusion for people who are differently abled. Through this membership, we are performing an access and inclusion self-assessment to determine areas of improvement with a view to working with AND to develop a full accessibility action plan.

We are continuing to ensure that our building workspaces and policies cater for employees that require adjustments, including flexible work, adjustable height desks and accessible entrances and parking.

## Supporting veterans and emergency responders

Fujitsu has a deep relationship with the defence sector and endeavours to provide opportunities to veterans who are making a transition to corporate employment.

For 6 years we have partnered with not-for-profit organisation, Solider On, and we remain committed to providing support and employment opportunities for veterans and their families. Over the course of our sponsorship, we have provided both financial and in-kind support to Soldier On, through fundraising initiatives, donations, and career development opportunities for veterans. The next 12 months will be an exciting time for our partnership, with a new digital project kicking-off that aims to streamline Solider On's operations, enabling them to spend more time helping and less time doing administration tasks.

To further drive our work in this area, we will launch a new advisory group within Fujitsu: The Veterans and Emergency Response Advisory Group. This Group will sit alongside our existing diversity and inclusion advisory groups, with a focus on guiding the OoP on how to attract, retain and make the veterans and emergency response community members feel they can be completely themselves at Fujitsu.



# Wellbeing and safety

At Fujitsu, we aim to create a work environment that provides for both physical and psychological safety to support our people to be the best they can and to contribute openly and honestly.

Enhancing the safety and wellbeing of our workforce is fundamental to the long-term success of Fujitsu and a demonstration of our core purpose in action: making the world more sustainable by building trust in society through innovation.

The COVID-19 pandemic and ongoing mental and physical impacts of lockdowns have been challenging wellbeing issues this year. Health and safety have assumed an even higher prominence on the Fujitsu business agenda, as we continued to support our customers, supply chain and each other. Our managers were provided with tools and strategies to maintain connection with their distributed teams.

Those of our employees who have continued to provide essential services to Fujitsu customers, have been given the highest levels of protection as the virus has travels through Australian and New Zealand communities.

## Wellbeing and safety strategy

The Fujitsu safety and wellbeing strategy goes beyond legal compliance and risk management activity to achieve a workplace where our employees are supported to be the best they can be.

At Fujitsu, our vision is to create a healthy, safe, productive, and engaged workplace where our people feel valued and at the heart of everything we do.

### Summary

0

Major Non-Conformances from assurance audits to ISO/AS 45001 OH&S management systems

Achieved target for Lost Time Injury Frequency Rate at

0.52

(Target of 2)

100%

attendance of ELT at monthly safety and wellbeing steering committee meetings

All data centres and warehouse locations subject to detailed

WHS compliance reviews

4

new consultative committees formed to align with new business model

0

significant or potentially significant

injuries



# Our impact

In FY20/21, our safety and wellbeing achievements included:

- Completion of detailed compliance reviews at each of our data centre and warehouse locations across Australia and New Zealand to validate our compliance baseline.
- Progressing several projects to evaluate and improve on our critical high-risk controls including contractor management, electrical safety, driver safety, workstation ergonomics and noise management.
- Creating comprehensive online portal content and tools for our people leaders to support them in managing health, safety, and wellbeing.
- Hosting several mental health campaign events including, R U OK? Day panel session designed to de-stigmatise mental illness, promote conversation and drive access to support.
- Increasing the profile and support of our Employee Assistance Program provider with attendance and messaging at all-hands meetings and team briefings.
- Establishing a cross-functional crisis response team to ensure an informed and agile response to the rapid changes associated with the COVID-19 pandemic.
- Providing our workforce with access to reliable information and tools to protect them from illness and assist them through new ways of working.
- Creating a series of online wellbeing events to maintain the health and engagement of our remote employees (e.g. online exercise and meditation sessions; virtual coffee chats and activities).



## The challenge of the COVID-19 pandemic

Through our Crisis Management Team, Fujitsu has been able to pivot quickly in response to rapidly changing government health orders and restrictions. This dedicated focus has allowed us to minimise health and safety impacts across our workforce as well as maintain business continuity. For the reporting period, we have had no confirmed cases of COVID-19 amongst our employees.

Fujitsu has a large number of employees who are considered essential workers, including data centre personnel and field service agents who support essential retail, health and other services. We have supported these employees with additional safety and hygiene measures.

There have been a number of initiatives put in place for all employees:

- We supported employees who work from home with provision of equipment and technology.
- Set up COVID-19 key communication channels including a site on our intranet to provide the most current guidance and recommendations.
- Continued to focus on mental wellbeing and resilience for employees including guest speakers who provided insight on different techniques and methods for mental health support.
- Instituted standard 25/50 minute meeting times (rather than 30/60 minutes) to allow employees screen breaks; and 'no-meeting Friday' to support focus time and work-life balance.

# Focus on mental health and wellbeing

Our people are our biggest asset, so their health and wellbeing remains one of our biggest priorities in Australia and New Zealand. We are continuing to build our mental health and wellbeing strategy and outreach through regular engagement in partnership with our EAP provider, Assure. We have reinforced the availability of our EAP services in regular communications channels and by marking significant days such as R U OK? Day and Men's Mental Health Week, where our executive and employees took the spotlight to share their, or their family's lived experience of mental illness. We also highlighted the experiences of diverse communities with mental health, including Gomeroi Elder, Uncle Phil Duncan and Nikki Blair, Chair of Interbuild, the LGBTI+ networking group for property and construction, who both featured in our R U OK Day event.

A number of managers across the business completed mental health first aid training, as we look to expand our network of employees and leaders who have the skills to help someone they are concerned about.





# Ethical operating practices

Developing a sustainable and socially impactful supply chain.

Fujitsu's purpose is to make the world more sustainable and build social trust through innovation. To meet this commitment, the foundation of our operations must be an ethical, diverse and transparent supply chain.

We engage with our suppliers to protect human rights, minimise the environmental impacts of goods and services we procure, and to help make our supply chain as diverse as the communities we serve.

Through our supply chain, we spend approximately \$550 million on products and services, including product manufacturing. Globally, Fujitsu are members of the Responsible Business Alliance and the Fujitsu Group has adopted the RBA Code of Conduct as its Responsible Procurement Guideline.

We seek assurance from our suppliers via a supplier code of conduct and questionnaires about subjects including human rights and labour, environment, conflict minerals, and ethical business practices. The Fujitsu Group joined the United Nations Global Compact in December 2009 and are committed to upholding its 10 principles in all our business activities.

## Summary

**\$1.49M**

spent with  
First Nations owned  
businesses in FY20/21

**93%**

of employees  
completed business  
standards training

**99%**

of employees  
successfully completed  
their compliance training

Recognised in the leader  
quadrant in  
**Australian cyber  
security**  
by ISG

**iDiC** Indigenous  
Defence &  
Infrastructure  
Consortium





# Supply chain inclusion

In 2017, in line with the launch of our first Reconciliation Action Plan (RAP), Fujitsu Australia amended our supply chain policy to set out our goal to proactively procure products and services from suppliers that are Aboriginal and Torres Strait Islander owned, managed and controlled. In FY20/21 we marked another year of record progress with a total of \$1.49M spent with Indigenous-owned businesses, an increase of nearly \$0.7M over the past year. Our FY21/22 target is \$2.5M.

Over the reporting period, Fujitsu has worked with the Indigenous Defence & Infrastructure Consortium and Supply Nation to integrate Indigenous owned businesses into delivery contracts for our major government and commercial customers across Australia as well as our direct supply chain. During the year our first on-premise solar panel installation was conducted by Bunjil Energy, a Supply Nation certified business, on our data centre in Eight Mile Plains, Qld and we are proud to support Indigenous owned capability in the low carbon economy.

Year	Spend
FY16/17	\$4,500
FY17/18	\$73,100
FY18/19	\$272,970
FY19/20	\$875,870
FY20/21	\$1,487,263

During FY20/21 we extended our Supply Chain inclusion policy to target the inclusion of small to medium businesses as well as enterprises owned by minorities, women, veterans, people with disability and other social enterprises. We have set a target to achieve a total spend across these categories of \$10M in FY21/22.



# Modern slavery

Fujitsu reports under the Modern Slavery Act (Cth) 2018. Our Modern Slavery Committee meets regularly to review Fujitsu's compliance with the Act and progress against our plans, and produces our Modern Slavery Statement as required by the Act.

Fujitsu has reviewed its current supply chain, and assessed and categorised each supplier as having a high, medium and low risk of modern slavery. All active in-scope suppliers have been sent a due diligence questionnaire to complete and as at 1 April 2021, this had been completed by 96% of target suppliers. From the collated responses we assess actual and potential modern slavery risks in our supply chain and have worked with suppliers that have required remediation processes to be put in place.

To support this self-assessment, we reserve the right to conduct independent audits and have also reviewed records of audits conducted by the Responsible Business Alliance.

We also have strict policies on anti-bribery and corruption, conflicts of interest and protecting privacy, as well as a whistle-blower policy and an anonymous whistle-blower portal and hotline.



# Global supply chain and conflict minerals

Fujitsu Group became a member of the Responsible Business Alliance (RBA) in March 2017 and adopted the RBA Code of Conduct as the "Fujitsu CSR Procurement Guideline". The enforced policy of the Fujitsu Group is to exclude from its products, components and supply chain any minerals that give rise to conflicts ("conflict minerals"), or minerals (tantalum, tin, gold, tungsten and cobalt) that are at high risk of being associated with forced labour or human rights violations. Fujitsu has established a structure to ensure the transparency of procurement activities in the supply chain and the responsible procurement of minerals. Fujitsu is also a member of the Responsible Minerals Initiative (formally CFSI) and is part of the JEITA working group on responsible minerals.



# Ethical use of data and technology

**Helping customers to maximise their potential with data driven technology is core to Fujitsu's business. Technologies such as Artificial Intelligence (AI), the Internet of Things (IoT) and Machine Learning are fast becoming essential to successful digital transformation.**

**But with our sensitive and sometimes personal data being at the centre of it all, there has been growing concern over its security, our privacy and potential harm from misuse. Co-creating safe, trusted business solutions that contribute to realising a sustainable world takes unwavering security and strong ethical operating practices, which Fujitsu has in abundance.**

## Data security and privacy

The move to hybrid working, digital economies and rapid cloud adoption is creating greater security risks. Highly motivated threat actors seeking to compromise and disrupt business for financial gain and geo-political advantage are just some of the cyber security challenges that we face.

Fujitsu provides unique insight and capability to address these challenges which include:

- Serving and operating the full technology stack for our clients across government, public safety and diverse commercial sectors, including being compliant to Federal Government SECRET level – prioritised on protecting data and applications.
- Our regional and global Security Operations Centres, providing a 24x7 threat detection and response that is tailored to customer requirements, drawing on more than 40 years of experience.

In 2021, Fujitsu was recognised in the ISG Leader Quadrant for our technical, managed and strategic security services. We continue to invest in industry sponsorships and memberships with AISA and ACSC, develop cyber skills and experience across our graduate development programs, as well as expanding our strategic partnerships with next generation security technology companies.

## Oceania security, privacy and compliance framework

Our compliance committee and framework assist Fujitsu to maintain an effective ethics and compliance program, promoting an organisational culture that demands ethical business conduct and compliance with the law. Our online compliance training includes appropriate workplace behaviour, workplace health and safety, and global compliance standards. As of 1 April 2021, 99% of Oceania employees had completed the training.

Due to COVID-19, a large portion of our workforce had to switch from working in our offices to working from home in FY2020, and we have remained vigilant in preventing data security or privacy breaches as a result of this new way of working.

Privacy Awareness Week held across Fujitsu Australia and New Zealand in May 2020. We also combined the Australian and New Zealand privacy policies into a single Fujitsu Oceania Privacy Policy with the commencement of the New Zealand Privacy Act 2020 on 1 December 2020.

## Human Rights and ethical uses of technology

The digital world has become pervasive in all of our lives, there is scarcely activities it doesn't touch, meaning that it has a profound ability to impact and influence everything, including our human rights. Valid questions and concerns of misuse and unintended consequences, including discrimination and bias, are being raised and debated worldwide.

As a company, we are cognisant of these concerns and respect of human rights and dignity is fundamental to the Fujitsu Way. Releasing our Fujitsu Group Human Rights Statement in December 2014, we were early adopters of change in this space. Since then, the Fujitsu Group established a whole of global value chain, the Human Rights Due Diligence program in 2019, and our human rights activities span the supply chain, employees, and customers and end users.

Fujitsu released its AI Commitment Statement in March 2019, outlining our vision for the safe and secure use of AI, since then it has:

- established the Fujitsu Group External Advisory Committee on AI Ethics
- held in-house training courses in AI ethics
- established the 'Human Centric AI' Working Group to evaluate AI from a variety of perspectives
- established the Research Centre for AI Ethics as part of Fujitsu Research
- ensured that Fujitsu Laboratories joined the European Consultation on Artificial Intelligence (ECAI) High-Level Group within the EU AI Alliance and actively contributed to the evolution of the EC AI HLEG's 'Ethics Guidelines for Trustworthy AI'.

Through research, governance and awareness raising, Fujitsu demonstrates that it considers the wider impact of its solutions and services on the society it serves, and firmly believes that this is the best way to ensure safe and trustworthy, customer-centric results.

**“The AI that we develop aims to empower people with advanced technology, not displace them. AI should assist humans, make their jobs easier and ultimately enable humanity reach their full potential”**

Sundar Viswanathan, Head of Industry Innovation, Melbourne.



# Emerging technologies for purpose

Fujitsu is committed to using our technology and innovation expertise to deliver sustainable solutions for people and the planet.

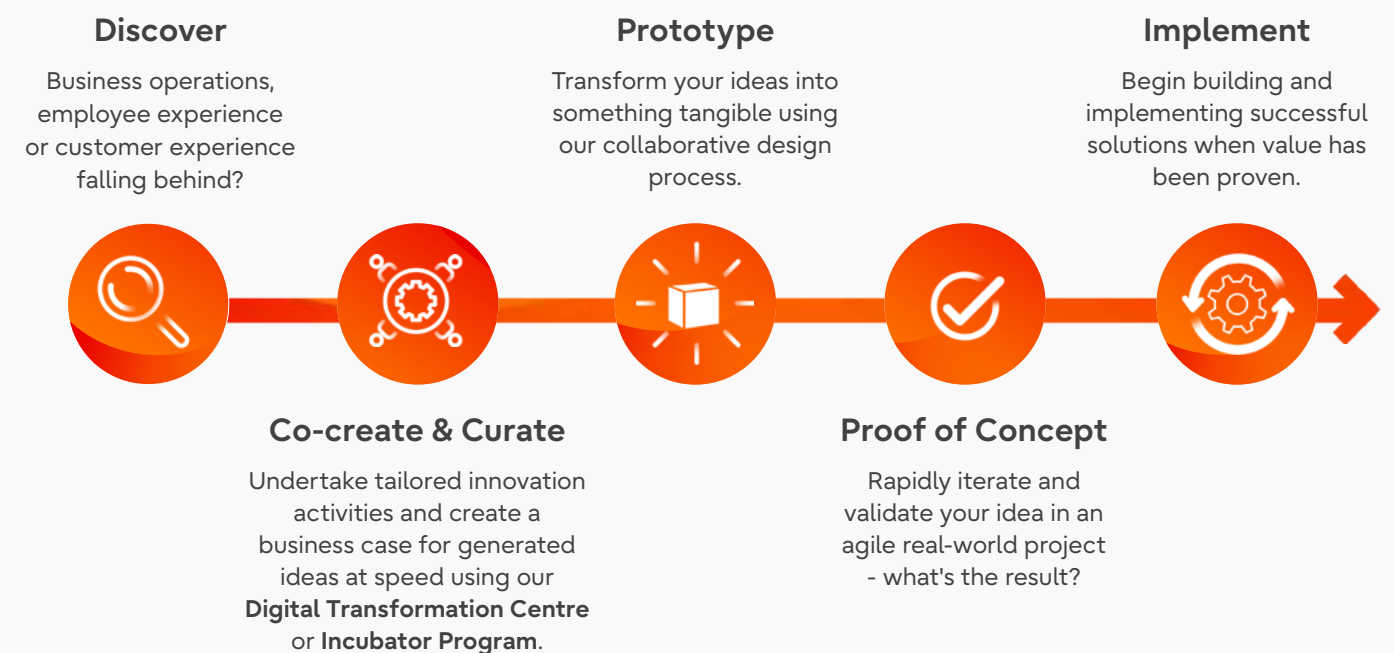
## Fujitsu is a global leader in technology and business solutions that transform organisations and the world around us.

Our purpose sets us a challenge: to use our innovation expertise to help make a more sustainable planet and a thriving, trusting society. We approach this challenge by using innovation to embed responsible business and sustainability principles in our own operations, and by working alongside our customers and community partners to co-create solutions to address their business challenges.

At Fujitsu, Digital Transformation (DX) means bringing together insights from a broad ecosystem of start-ups, research bodies, and partner companies, to leverage global expertise on emerging technologies, such as Artificial Intelligence (AI), Internet of Things (IoT), blockchain and more. This approach helps us to better solve business and sustainability challenges. Fujitsu's Digital Transformation Services (DTS) uses a human-centred design (HXD) approach, using co-creation workshops and agile engagements to bring together areas of expertise from our business together with those of our customers and community partners.

Discover more about Fujitsu's DTS on the Fujitsu DTS web page.

## Engagement Framework





**“This project is a true collaborative effort, but Fujitsu is going out of its way to ensure this will be an exceptional success that will benefit all the partners and, most importantly, patients.”**

Dr. Brenton Hamdorf, Director, Academic and Research Partnerships, Macquarie University



## Project Sagasu

Brain aneurysms are present in 3.2% of the global populace and kill 500,000 people worldwide every year. The challenge with diagnosing brain aneurysms is that it takes a radiologist up to 15 minutes to visually analyse the 512-slice images for each patient, noting blemishes as small as one millimetre across with error rates of up to 16%.

In 2019, Fujitsu joined forces with its neighbour, Macquarie University and medical device manufacture, GE Healthcare, to work on a solution to make the treatment of brain aneurysms more successful. Working with our partners, with the support of a \$2 million Cooperative Research Centres Projects Scheme grant, we developed an AI-enabled diagnostic technology to enable faster and more accurate analyses of CT scans. Since then, Fujitsu's global AI specialists have continued to collaborate with local project managers, radiologists, neurosurgeons and biomechanical engineers to refine Project Sagasu and explore new ways to co-create using innovative technology solutions.

Project Sagasu, like the Camp Quality App, demonstrates how Fujitsu uses our technology to benefit society as a whole, and contributes to the achievement of the UN Sustainable Development Goals.

Learn more about Project Sagasu in our customer story section on the Fujitsu Australia website.

## Camp Quality – innovation in co-creation

Building on our previous co-creation work with Camp Quality, in 2020 Fujitsu supported Camp Quality to overcome pandemic-related challenges by digitally transforming the Kids' Guide to Cancer app and the way it provides educational support to children impacted by cancer. The new, augmented reality-based Camp Quality Kids' Guide to Cancer app was developed by Fujitsu, using expert content from Camp Quality and health professionals to provide children and their families with vital cancer education tools.

Traditionally, the HXD workshop would be held in our Digital Transformation Centre (DTC) located in Macquarie University. However, with the restrictions of COVID-19, the Fujitsu team designed a new workshop experience, connecting our physical DTC to our virtual workshop platform, creating a unique, hybrid workshop experience. We were proud to deliver this workshop, which delighted our charity partner Camp Quality.

## ICT Sustainability Benchmark

The information and communications technology industry (ICT) is now estimated to be responsible for more than 2% of the world's total global emissions, which is expected to continue to rise to around 14% by 2040. To achieve our sustainability vision, Fujitsu's goal globally, and in Australia and New Zealand, is to play a pivotal role in driving down carbon footprints through ICT-enabling technologies to reduce, and ultimately reverse, the current share of emissions produced by the ICT sector.

Fujitsu works with our customers, using our unique ICT Sustainability Benchmark, to evaluate the full environmental impact of an ICT estate. This benchmark, the largest of its kind in the world, helps identify opportunities for emissions and cost savings, as well as improving due diligence and measurement opportunities as a roadmap to best practice.

The Sustainability Benchmark aligns with the UN Sustainable Development Goals, focusing on Sustainable Consumption and Production (Goal 12) and Climate Action (Goal 13). See our website for more details on how the ICT Sustainability Benchmark can help your business transform with both technological advancement and sustainable practice.





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## **Data Centre Fact Sheet**

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## **Product Lifecycle : Fujitsu Australia**

<https://www.fujitsu.com/au/about/local/sustainability/product-lifecycle/index.html>

## **Champions of Change Coalition**

<https://championsofchangecoalition.org/>

## **WGEA website**

<https://www.wgea.gov.au/>







Let's continue the conversation.  
Find out how we can shape tomorrow with you.

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