



# Responsible Business Report Financial Year (FY) 24 (April 2024 – March 2025)

Fujitsu Australia and Aotearoa New Zealand

Towards our purpose of making the world  
more sustainable by building trust in society  
through innovation.



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Fujitsu acknowledges First Nations Custodians of Country and recognises their continuing connection to land, sea, culture, and community. We pay our respects to Elders past and present.



# Message from the CEO



## Our three pillars of responsible business



**Planet – protecting our planet by solving environmental issues**



**People – caring for people by improving equity**



**Prosperity – driving equitable prosperity through our trusted digital solutions**

I am incredibly proud to present Fujitsu Australia and Aotearoa New Zealand's Responsible Business Report for FY24 (1 April 2024 – 31 March 2025).

This past year was a true testament to the vision that we share at Fujitsu – to work collaboratively with our partners, our customers and our people to co-create a more prosperous digital future for all. This report is the product of the time and effort of our people, who live our purpose, to make the world more sustainable by building trust in society through innovation, every day. This report is also the first to feature photographs from all over Oceania provided by our people.

We're an organisation that's committed to sustainable and responsible growth, and we will continue to drive ambitious change across our three impact pillars of people, planet and prosperity.

This year, we have seen a 25% increase in our people volunteering their time to support their local communities. This includes volunteering through our community partner programs such as mentoring with the Australian Business and Community Network (ABCN) and the Graeme Dingle Foundation, under which we've supported more than 350 students this year.

We strongly support greater transparency and sustainable business practices, and we welcome the introduction of upcoming mandatory climate-related financial disclosures. In FY24, we prioritised strengthening our environmental sustainability governance to enhance strategic leadership oversight and drive education and implementation of key initiatives across our operations and supply chain.

We are a people-focused business where our people's individual success is our collective success. Now more than ever, the resilience of our business is crucial and can only be achieved with diversity of thinking and experience. I'm proud that we're a technology company striving for a workforce that reflects the communities we serve.

We continue to drive relentless innovation and draw on cross-industry expertise to support our customers' success, and we do all of this while staying true to our Fujitsu Way. Thank you to all our Fujitsu Oceania people for your trust, empathy and aspiration – without you, this report would not have been possible.

Ngā mihi nui (with many thanks),

**Peter Grassi**



The Fujitsu Group is the world's 9th largest, and Japan's largest, IT services provider, offering sustainable transformation and digital transformation services in 180 countries.

Fujitsu has consciously established its Value Creation Model, paying careful consideration to the environmental, social and governance issues most material to our stakeholders – known as Fujitsu's Materiality.

This model allows us to better consider how we can positively impact on **people** and the **planet** while improving **prosperity** for all. We aim to achieve this by embedding purpose throughout our business activities within Fujitsu Uvance and applying responsible business practices across our operations. Our vision is to be a technology company that realises net positive through digital services by 2030.

[Read more about Fujitsu Group's approach to a sustainable business model.](#)

# About Fujitsu Group

**Our purpose is to make the world more sustainable by building trust in society through innovation.**

## Fujitsu's Materiality

Essential contribution  
Foundation for achieving sustainable development

Solving global environmental issues

Developing a digital society

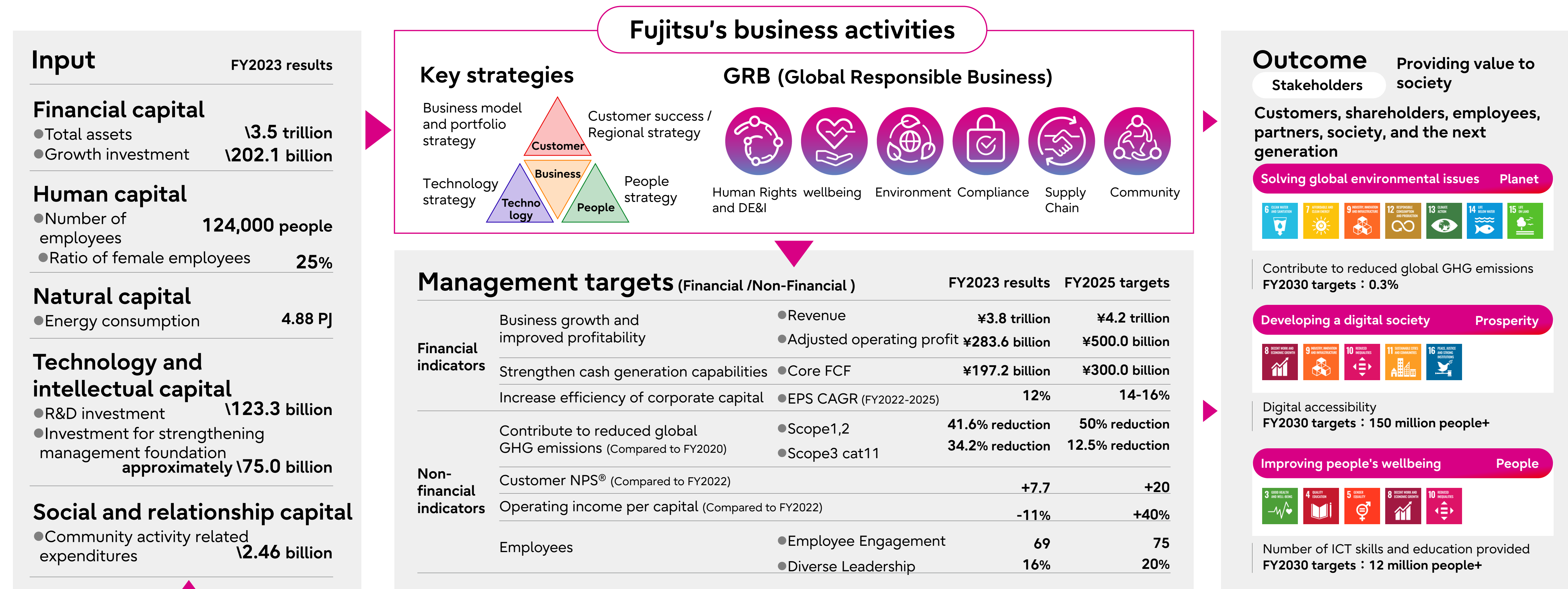
Improving people's wellbeing

Technology

Management foundation

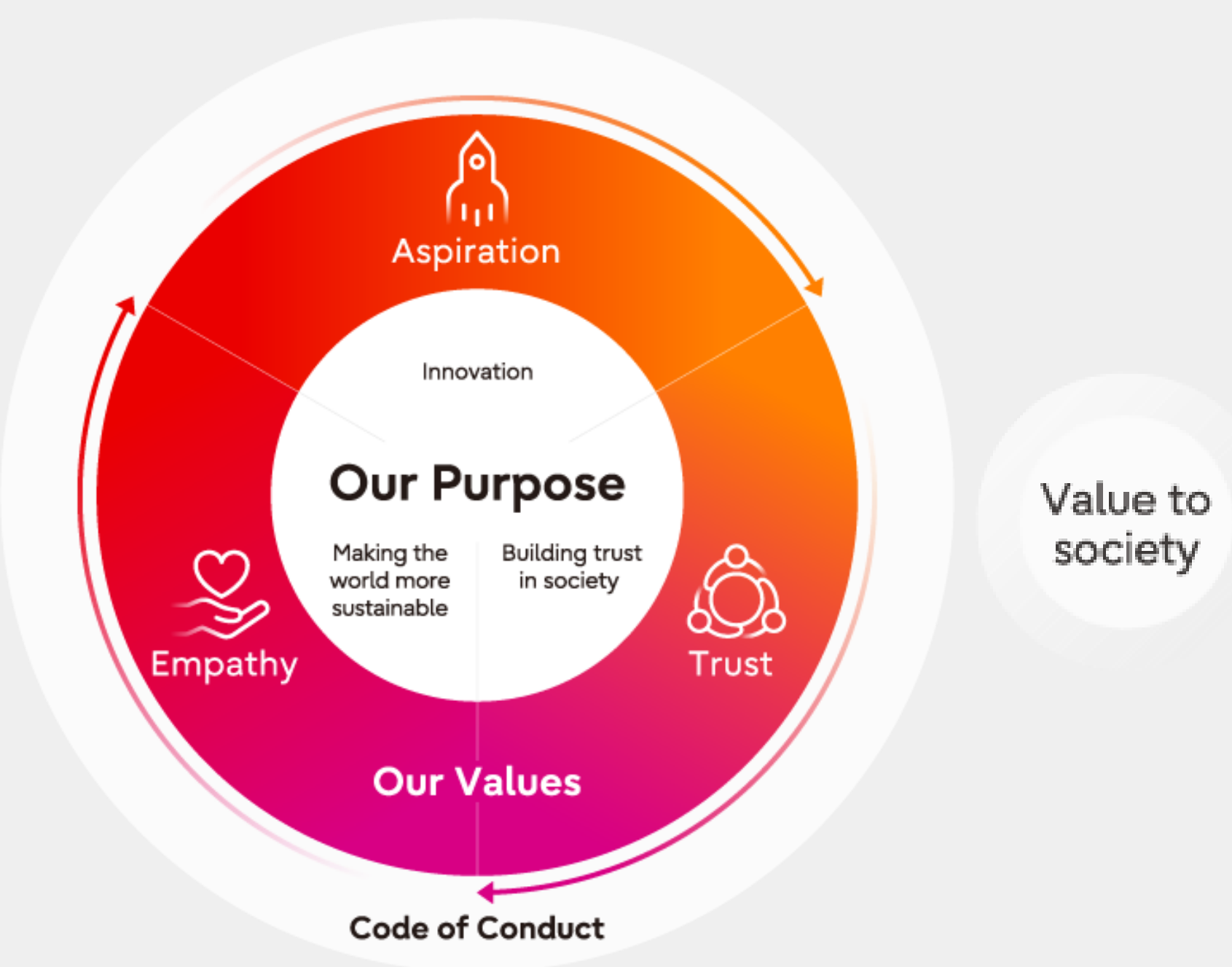
Human capital

**Vision for 2030 : Be a technology company that realises net positive through digital services**



Management targets (Financial /Non-Financial)		FY2023 results	FY2025 targets
Financial indicators	Business growth and improved profitability	●Revenue: ¥3.8 trillion	¥4.2 trillion
		●Adjusted operating profit: ¥283.6 billion	¥500.0 billion
	Strengthen cash generation capabilities	●Core FCF: ¥197.2 billion	¥300.0 billion
Non-financial indicators	Increase efficiency of corporate capital	●EPS CAGR (FY2022-2025): 12%	14-16%
	Contribute to reduced global GHG emissions (Compared to FY2020)	●Scope1,2: 41.6% reduction	50% reduction
		●Scope3 cat11: 34.2% reduction	12.5% reduction
Non-financial indicators	Customer NPS® (Compared to FY2022)	+7.7	+20
	Operating income per capital (Compared to FY2022)	-11%	+40%
	Employees	●Employee Engagement: 69	75
	●Diverse Leadership: 16%	20%	

## Value creation model





# Fujitsu Australia and Aotearoa New Zealand highlights:

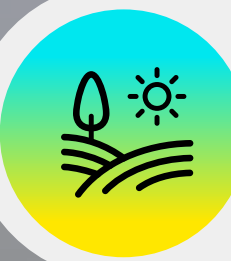



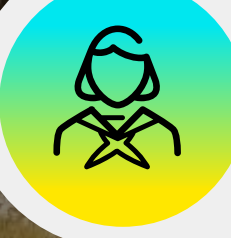



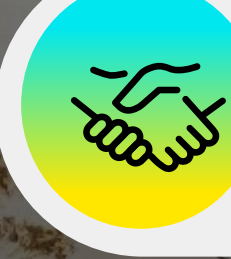

-  **Gold Partner** of NSW Government Sustainability Advantage Program
-  **Signatory** to the Sustainable Business Council NZ Climate Leaders Coalition Statement of Ambition
-  Procuring **100%** renewable electricity in Aotearoa New Zealand and **46%** in Australia
-  **Gold award-winning LGBTI+** inclusive workplace
-  Proud **veteran employer** and **Australian Defence Force Reserves supporter**
-  **\$42.8M** spent with diverse suppliers, including small-to-medium and female-owned businesses
-  **Digitised** the Australian Workplace Equality Index for Pride in Diversity **to support LGBTI+ inclusion**
-  **316** students mentored with the **Australian Business and Community Network (ABCN)**
-  **Over \$3.6M** spent with First Nations-owned businesses
-  **\$778,006** cash, time and in-kind contributed to social impact activities (equal to \$288 per employee)

Image: Sapphire Wind Farm in NSW, Australia, which provides Fujitsu's Power Purchase Agreement (PPA) in Australia. Image credit: Squadron Energy and Sapphire Wind Farm.



# Planet


## Solving environmental issues


 [Read more](#)


Climate change, resource scarcity, and habitat loss are posing increasing risks, not only to our environment but to economic growth and social prosperity.

At Fujitsu, we prioritise making our operations more sustainable, while collaborating with our customers, partners, and suppliers to address their sustainability challenges. We aim to contribute to a sustainable future where the Fujitsu ecosystem minimises environmental impact and allows people and nature to thrive in harmony.

[Our Fujitsu Group Environmental Action Plan and Targets are available here.](#) In Australia and Aotearoa New Zealand, we adhere closely to the Group's commitments and translate them into actions that have the most material impact to our regional operations. All our sites are ISO:14001 (environmental management system) certified.

 **Decarbonisation:** implementing strategies to decarbonise our business and value chain.

 **Resource circulation:** transitioning to a circular business model.

 **Living in harmony with nature:** preserving critical nature capital and biodiversity.



# 1 Decarbonise our business and value chain and minimise climate related risks.

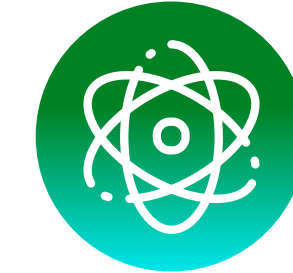


Canopy view of Hanmer Forest in Canterbury, Aotearoa New Zealand. Image supplied by Natalie Wium.

## Key targets



Reduce Scope 1 and 2 greenhouse gas (GHG) emissions by 50% by the end of FY25-26 (FY20 baseline).



Source minimum 50% renewable energy by the end of FY25-26.



Develop Scope 3 GHG emissions inventory in line with the GHG Protocol and engage key suppliers to set emissions targets.

## FY24 performance to targets

GHG Emissions Scope	GHG emissions (t CO2-e)	% change from FY20 baseline
Scope 1	1,746	- 8%
Scope 2	Location based	- 49%
	Market based	- 78%*
Scope 1 and 2 (market based) emissions	25,518	- 77%*

	FY20 baseline	FY24
RE Percentage**	0%	45%

[See our website for more on our operations and targets.](#)

\* Market based scope 2 emissions were not calculated in FY20. Percentage difference is compared with FY20 location based total.  
 \*\* Renewable energy includes energy consumption from both our use of electricity and of liquid fuels.

## FY24 impact

### Decarbonisation

In FY24, our overall renewable energy percentage was 45% across ANZ and was primarily driven by our focus on procuring renewable electricity. Our wind farm Power Purchase Agreement (PPA) covered 46% of electricity consumption in Australia and we procured 100% renewable electricity through our retailer to cover all Aotearoa New Zealand operations. Additionally, our Queensland data centre solar system generated 98,249kWh.

Following the launch of our electric vehicle pilot in FY23, we now have five electric vehicles used by our Australian fleet services engineers and have installed charging stations at three of our major warehouses. These vehicles have received overwhelmingly positive feedback in relation to driving experience, but we continue to investigate opportunities to access on road charging infrastructure and manage range requirements. In parallel, we've begun rolling out hybrid vehicles across our ANZ Field Services operations which will support emissions reductions while we navigate this transition.

## Climate-related financial disclosures

Fujitsu Australia Limited is a Group 1 entity under the mandatory Australian Sustainability Reporting Standards (ASRS), with our first reporting period commencing FY25. In FY24 we prioritised preparing for compliance by strengthening governance and operational processes. We welcome the introduction of mandatory reporting as a positive step towards greater transparency and more sustainable business practices and it provides us an opportunity to build on our previous Oceania [Taskforce for Climate-related Financial Disclosure](#) using the ASRS framework going forwards.

In FY24 we reviewed and finalised an updated Scope 3 emissions master inventory to ensure alignment with ASRS and the GHG Protocol. This will act as our foundation as we progress a full Scope 3 emissions footprint.

## Future action

### What's next?



Continue strengthening governance and operational processes and ensure compliance with ASRS.



Progress a Scope 3 emissions footprint for the Oceania region.



Continue initiatives to meet our Fujitsu Group interim FY25 targets and our 2030 targets of 100% renewable energy and Net Zero Scope 1 and 2 by 2030.

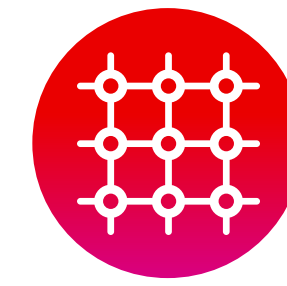


## 2 Minimise environmental impact and transition to a circular business model.



Image: Sapphire Wind Farm in NSW, Australia, which provides Fujitsu's Power Purchase Agreement (PPA) in Australia. Image credit: Squadron Energy and Sapphire Wind Farm.

### Key targets



Develop products and services that contribute to a circular economy business model.

### FY24 impact

#### Electronic product repairs

A strong example of how we have embedded circular economy principles into our operations and for our customers is the ongoing work of our Repair Centres which prioritise repairing product units over replacing them. In FY24 our team repaired over 16,000 units across our Australian and Aotearoa New Zealand operations.

In addition to repairs, another core practice is the harvesting of spare parts from irreparable devices for reuse. This reduces the need to purchase new parts, shortens repair turnaround times by maintaining an internal stock of reusable components for future customer repairs, and lowers the volume of e-waste sent for recycling.

These repair and reuse initiatives are a critical component of our regional commitment to develop products and services that contribute to a circular economy business model.

#### Packaging

In FY24, Fujitsu progressed from "Good Progress" to an "Advanced" rating in our CY2024 APCO (Australian Packaging Covenant Organisation) Annual Report. Notably, we earned a "Beyond Best Practice" rating in the Governance and Strategy criteria, recognising the success of our Oceania Sustainable Packaging Strategy, which launched in FY23. This strategy drives our efforts across both Australia and Aotearoa New Zealand to integrate sustainability into packaging practices, reduce the environmental impacts of packaging throughout its lifecycle and reinforces our commitment to circular economy principles and the Australian national packaging targets.

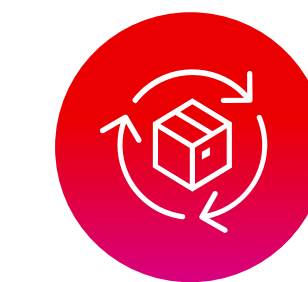
### FY24 performance to targets

**Over 16,000** product repairs across ANZ.

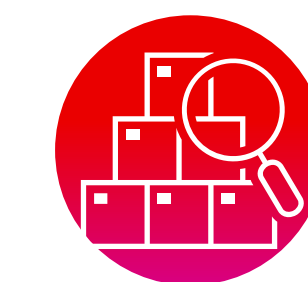
APCO Performance Rating elevated from 'Good Progress' to 'Advanced'.

### Future action

#### What's next?



Review key Fujitsu Oceania packaging Stock Keeping Units (SKUs) against the APCO [Sustainable Packaging Guidelines](#).



Engage key suppliers to enhance packaging data collection methods and investigate further sustainable packaging enhancements.



Fujitsu staff deploying an autonomous stock management robot at a Repair Centre and warehouse in NSW, Australia.



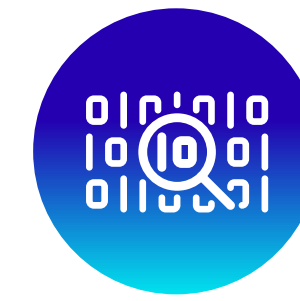
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## Preserve critical natural capital and biodiversity.



A koala at Tower Hill Wildlife Reserve, VIC, Australia. Image supplied by David Wells.

### Key targets



Undertake a gap analysis between the Taskforce on Nature-related Financial Disclosures (TNFD) and Fujitsu's nature-positive performance.



While we planned to complete a TNFD gap analysis in FY24, we instead pivoted to strengthen sustainability governance and upskill key personnel on the wider importance of integrating nature holistically into our strategies and operations.

### FY24 impact

#### Sustainability governance structure development

In FY24, we strengthened our environmental sustainability governance to enhance strategic oversight and drive implementation of initiatives across our operations and supply chain. Our executive-level Sustainability Leadership Committee (SLC), chaired by the Office of Purpose and accountable to the CEO, provides strategic direction and oversight. Reporting to the SLC is a cross-functional Sustainability Centre of Excellence (SCoE), comprising senior leaders who drive the operational execution of our sustainability strategy.

#### AI and innovation for nature

In FY24, Fujitsu Australia advanced the co-development of the 'WildAI' proof-of-concept with [Indigenous Precision Services](#) and [Sci-eye](#). We successfully demonstrated to a government conservation department how AI-derived ecological data can enhance research, conservation, and species monitoring. The results so far have been as accurate as traditional monitoring methods, with positive feedback recognising the potential to significantly improve conservation efforts and productivity.

We also leverage emerging capability from Fujitsu Global, that can help address urgent threats resulting from our changing natural world. Notably, Fujitsu Limited and Yokohama National University achieved the world's first real-time prediction of multiple typhoon-associated tornadoes using [advanced supercomputing technology](#), marking a major step forward in disaster preparedness.

### FY24 performance to targets

#### Acting locally

Spearheaded by our team of graduates, 11 Fujitsu employees used their Volunteering with Purpose Leave to clean up local parks across Sydney and Brisbane at the second annual Fujitsu World Clean Up Day event in October 2024.

#### Future action

##### What's next?



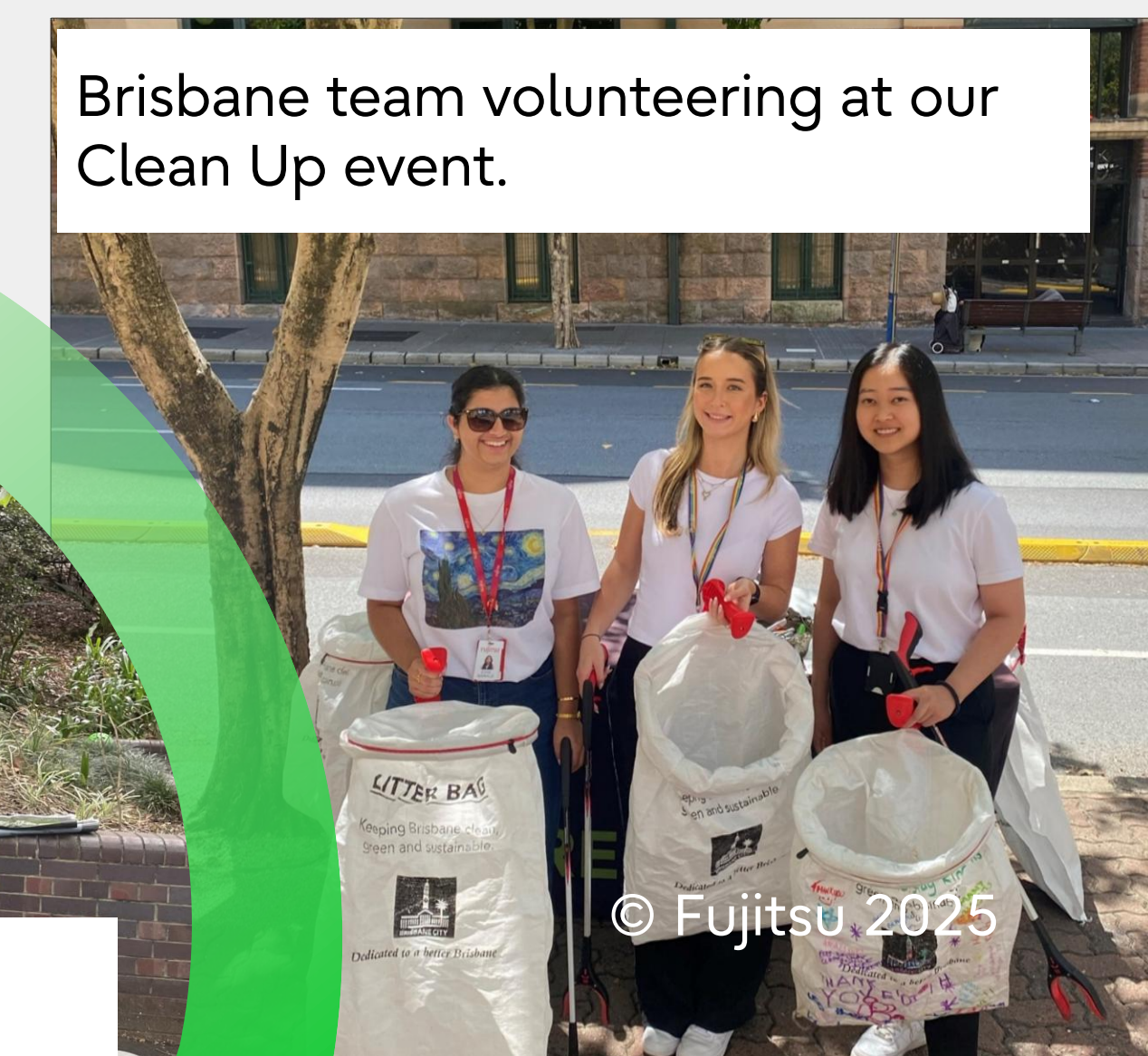
Conduct scenario analyses and assess environmental dependencies, risks, and opportunities in line with the Taskforce on Nature-related Financial Disclosures (TNFD).



Develop Fujitsu's inaugural Nature Positive Strategy.



Sydney team volunteering at our Clean Up event.




Brisbane team volunteering at our Clean Up event.






# Prosperity

## Creating a trusted digital society

 [Read more](#)

In our rapidly digitising world, creating a trusted digital society has become paramount. Fujitsu's vision encompasses not only technological advancements, but also ethical considerations, equitable access, and responsible practices. In this section, we delve into key facets that contribute to a trusted digital society, including information security, ethical AI, bridging the digital divide, and responsible supply chains. By understanding these interconnected elements, we can pave the way for a more inclusive, secure, and sustainable digital future.

-  **Create trust for our products and services** through the values we uphold in our operations.
-  **Digital innovation and inclusion** as a vehicle for purpose-driven change.
-  **Foster a diverse and equitable supply chain**, with respect for human rights.



# 1 Create trust for our products and services through the values we uphold in our operations.

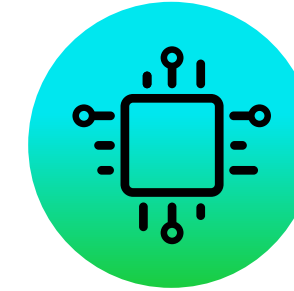


FUJITSU-PUBLIC

World Square, NSW, Australia. Image supplied by Carol Vuong.

## Key targets

### Ethical use of AI



Implement AI in an ethical, safe, responsible way that's aligned to Fujitsu's values and purpose.



Embed AI as a trusted assistant to human-centric innovation.

## FY24 impact

Fujitsu's AI technologies aim to expand human productivity and creativity, and it is encouraging to see how AI has been used as a driving force for sustainability transformation and safety in FY24.

With support from the Global Uvance team, Fujitsu can bring forth exciting AI innovation to the regions such as:

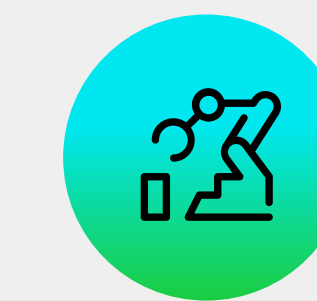
- In collaboration with **Macquarie University**, we developed an AI-powered, human-sensing, digital OH&S coaching system for manufacturing site workers. It automatically generates educational content focused on reducing common errors – powered by Vision AI, Large Language Models and Knowledge Graph Retrieval-Augmented Generation (KG-RAG).
- We also presented a proof-of-value for the **New Zealand Ministry of Justice**, leveraging the capability of our Kozuchi Vision AI to produce video behaviour analytics for Court Buildings, and optimising the detection and reporting of threats to physical safety in the judicial environment.

## FY24 performance to targets

In FY24, we delivered on our commitment to govern the ethical use of AI both internally and for our customers. Our work is grounded in the highest global standards of AI ethics with risk management acting as an enabler for growth. Our risk assessment tool helps us guide our customers in the highest ethical application of the new AI capability to maximise social and economic growth.

## Future action

### What's next?



Make AI ethics training mandatory for all employees, and continue to steer AI governance in line with the Global Quality Office to support the growing need for safety and reliability in the adoption of generative AI.



Accelerating the uptake of Fujitsu's global cloud-based Kozuchi AI offering, encompassing Generative AI, AutoML, predictive analytics, text, vision, AI trust and explainable AI across many different industries.



Introduce domain-specific language models that focus on solving industry issues and optimising productivity for our customers.



Skyline of Sydney CBD, Australia. Image supplied by Oda Castillo.



## Key targets



### Governance and compliance

Promote an organisational culture of ethical business conduct and legal compliance.



### Security and data protection

Mandatory annual security awareness that ensures our workforce remains informed, vigilant and aligned to policies and practices in cyber security and data protection.

## FY24 performance to targets

# 95%

of Australian and Aotearoa New Zealand employees completed our Global Compliance Training.



Penguins on Macquarie Island, Australia. Image supplied by Ian Sergeant.

FUJITSU-PUBLIC

## FY24 impact

Fujitsu upholds a strong global corporate governance and internal control system, supported by a solid compliance framework. We promote a culture focused on ethical conduct, legal adherence, and operational excellence.

In the past year, we implemented a thorough anti-bribery and corruption compliance program to align with the Crimes Legislation Amendment (Combatting Foreign Bribery) Act 2024.

We also introduced an updated Global Business Standard (GBS) that emphasises respect for human rights, financial and tax compliance, and information security management.

**"What we do is pivotal in safeguarding Fujitsu's digital backbone, ensuring trust and security. Our Cyber Security Team not only protects data and systems but also supports Fujitsu's mission and long-term success by preventing financial damage from cyberattacks."**

*Nick Brown - Fujitsu's Chief Information Security Officer*

## Future action

### What's next?



Review of all Global Compliance Policies.

## Fujitsu cyber security services

Our cyber security team offers leading services in cyberattack investigation and security enhancement, essential for boosting our clients' cyber security confidence. We not only provide technical expertise but also contribute to a safer, more reliable future, often supporting community organisations.

This year, we offered pro bono Digital Forensics and Incident Response (DFIR) services to a non-profit healthcare provider to investigate a Vendor Email Compromise (VEC) incident involving a previously compromised email account.

Additionally, we provided discounted support to the Reserve Bank of Fiji, strengthening their security strategy and improving their Microsoft 365 environment to meet industry standards.



Cyber security industry award winners at the International Women in Cyber Day – Canberra Awards in 2024.

## Cyber workforce of the future

We strive to create an inclusive culture that values diversity, enabling everyone to feel accepted and authentic in the workplace. It is vital that our industry leaders represent the equitable and diverse workforce we aim to develop in Australia, particularly in the cyber sector.

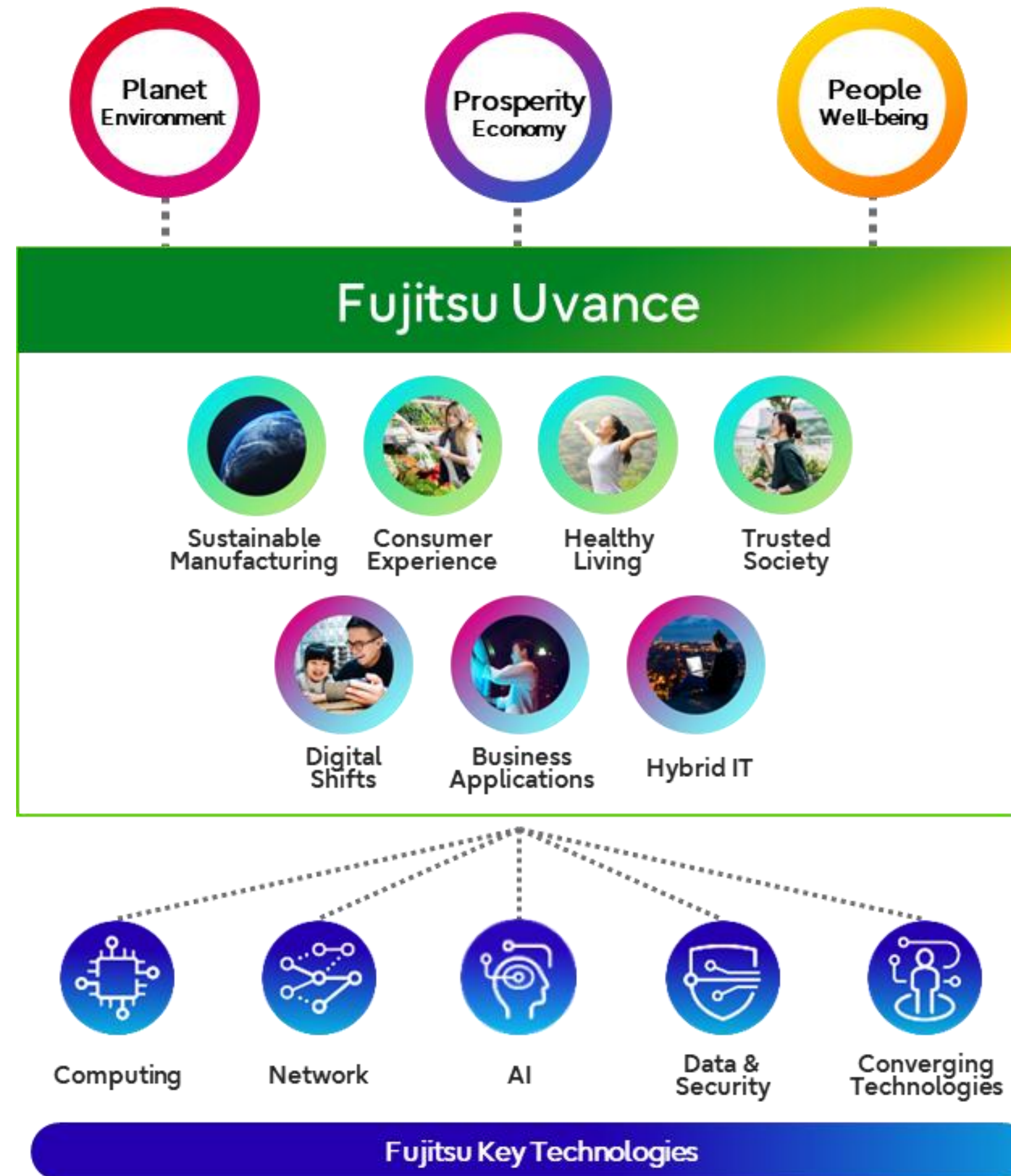
In September 2024, the Fujitsu Cyber team partnered with Canberra Cyber Hub for the [International Women in Cyber Day – Canberra Awards](#), where Laura O'Neill, Head of Advisory and Assurance at Fujitsu Cyber Security Services, was awarded [Cyber Change Maker of the Year](#).

Additionally, Fujitsu Australia welcomed its first group of cyber security graduates this year, recognising their potential in this growing field.



2

# Digital innovation and inclusion as a vehicle for purpose-driven change.



## Key targets



### Sustainability Transformation

Support our customers to be regenerative enterprises through tailored and sustainable digital transformation.

\*Powered by [Fujitsu Uvance](#) and our [Fujitsu Technology and Service Vision](#).

## FY24 impact

Fujitsu seeks to create a sustainable digital society by working alongside customers to ensure fair access to digital tools. We assist clients in overcoming business challenges, enhancing resilience, and adapting to today's digital environment. Our dedication to Fujitsu Uvance supports our long-term strategy, the Fujitsu Technology and Service Vision (FT&SV), for sustainable business development.

We cover four cross-industry focus areas to tackle societal issues. Some examples from this year include:

## Future action

### What's next?



Continue to integrate emerging technologies in a scalable manner, to also foster cross-industry collaboration and leverage global expertise to enhance regional adoption.



### Sustainable manufacturing

We implemented a Microsoft Azure optimisation solution for a cardboard manufacturer, analysing real-time boiler and machine operations to reduce gas consumption and improve cost efficiency in the production process.



### Consumer experience

Our ServiceNow Retail Operations solution has supported a retail company to optimise its incident management, crisis response, store recovery and reopening procedures in the wake of disruptions caused by Tropical Cyclone Alfred – providing a safer, more informed consumer experience.



### Healthy living

We teamed up with colleagues in the UK and Japan to deliver the DEL (DNA Encoded Library) Screening Deconvolution Informatics Service to Monash Institute of Pharmaceutical Sciences. The service, funded by customers in Life Science, discovers new drug candidates more quickly through computational medicinal chemistry using Fujitsu's high performance [Digital Annealer](#).



### Trusted society

Along with our strategic partner Hexagon in Australia, we have been awarded a digital transformation contract with an emergency services provider to implement a Computer-Aided Dispatch (CAD) system for emergency responders.



## Key targets



Develop strategic collaborations with our community partners focused on closing the digital divide.



Increase digital skills training provided to groups under-represented in the IT sector.

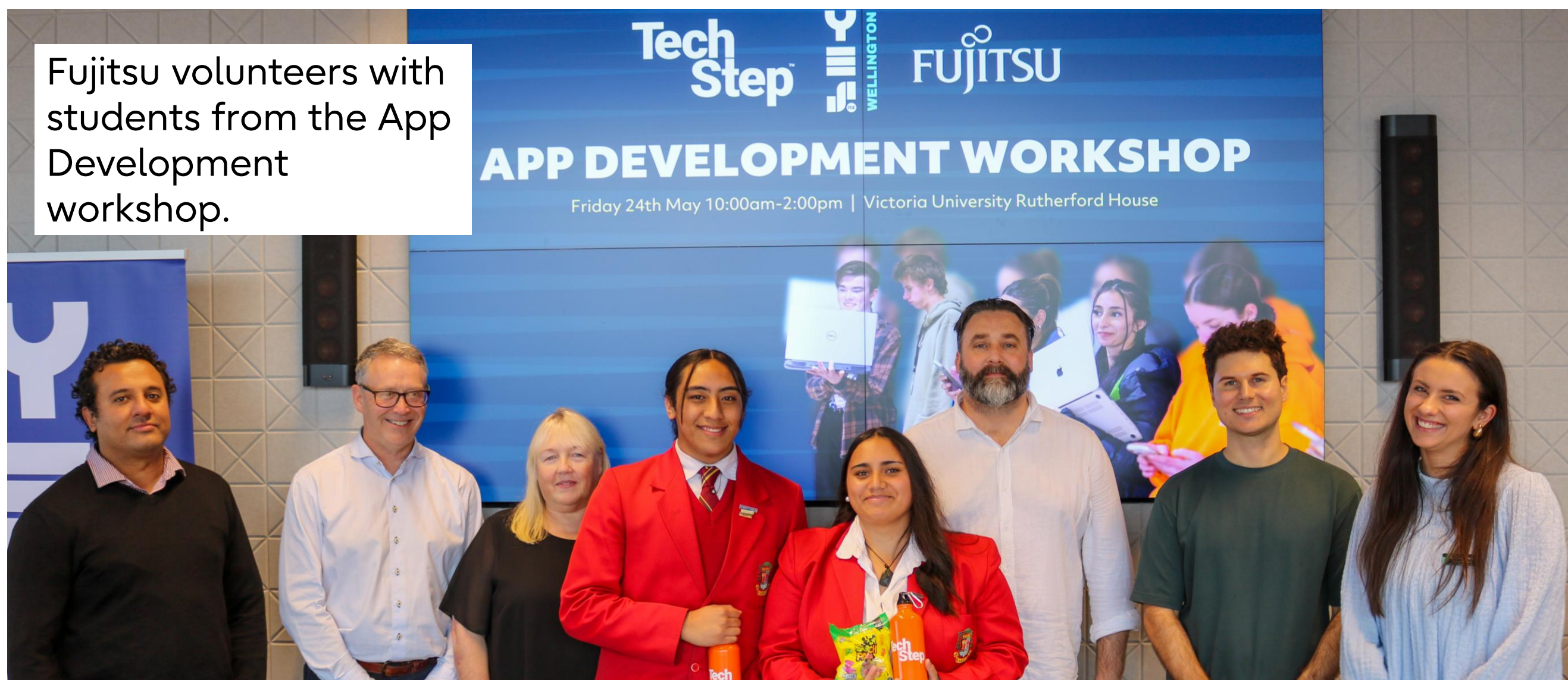


Donate all fit for purpose laptops to communities in need of access to the internet.

In line with Fujitsu's Group target of [Digital Accessibility for 150 million people](#).

## FY24 impact

In 2024, Fujitsu volunteers facilitated an app development workshop in Wellington, in collaboration with Young Enterprise Scheme (YES) and Tech Step. The workshop saw 38 students from across the greater Wellington region attend. These students learnt about the process behind developing an app and had the opportunity to build their own user flow or wireframe for an app, following specific criteria. This was a wonderful opportunity to collaborate with YES to empower students and continue to create a trusted digital society.



Fujitsu volunteers with students from the App Development workshop.



Fujitsu mentors volunteering their time to mentor in an ABCN workshop.

Fujitsu continues to support the Mini Woolies program, with our customer Woolworths. The Mini Woolies program involves the development of learning spaces that simulate a Woolworths supermarket on the grounds of specialist schools and post school providers for young people with disabilities in Australia and Aotearoa New Zealand. These sites are an educational tool for students to engage in hands-on learning experiences where they can practise new skills in a safe and comfortable environment. In May 2025 we celebrated our 100th site launch providing over 8,130 young people the opportunity to use a Mini Woolies space since 2018, developing their confidence and independence as they prepare for future experiences in the wider community. [Read more about Mini Woolies here.](#)



Fujitsu and Woolworths celebrated the opening of the 70th Mini Woolies at the TAFE NSW in Cessnock, NSW in 2024.

## FY24 performance to targets

61

repurposed and donated laptops to supported communities, including remote First Nations communities.

100

Mini Woolies sites opened with our customer Woolworths since 2018 to May 2025.

3

science, technology, engineering and mathematics targeted workshops called ['Innovate', hosted with ABCN.](#)

## Future action

### What's next?



Leverage our staff's technical expertise through Volunteering with Purpose Leave to build digital inclusion initiatives with our community partners.



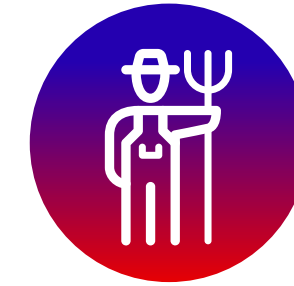
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# Foster a diverse and equitable supply chain.



View of Sydney Harbour taken from Kirribilli, NSW, Australia. Image supplied by Daniel Roberts.

## Key targets



Achieve our **diverse supplier\*** target for **Asia Pacific\*\*** of approx. AUD\$54M.



Achieve **AUD\$3M spend with First Nations owned suppliers** in Australia and Aotearoa New Zealand.



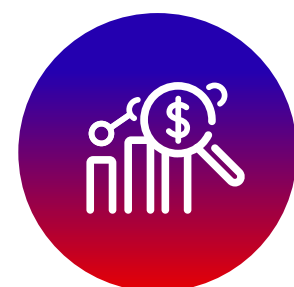
Uphold **ethical supply chain practices** by promoting sustainability principles and eliminating modern slavery risks.

\*Diverse suppliers include Small and Medium Enterprises (SMEs) and businesses owned by Aboriginal, Torres Strait Islander, Māori and Pacific (Indigenous) peoples; women and gender-diverse people; LGBTI+ people; persons with disabilities; veterans; minorities and social enterprises.

## FY24 performance to targets



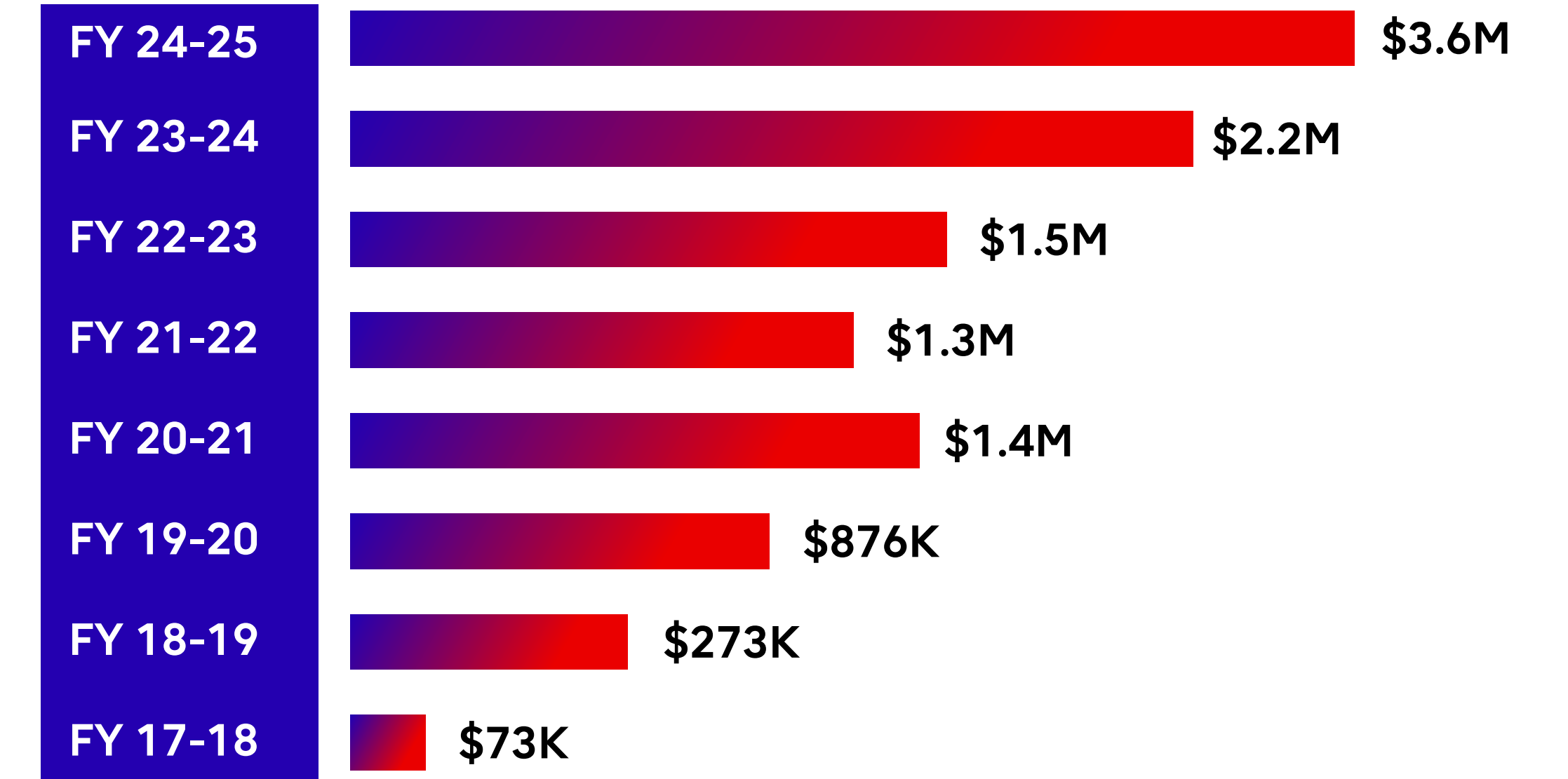
We exceeded our FY24 target, spending over \$68M in Asia Pacific on diverse suppliers including \$42.8M in Australia and Aotearoa New Zealand.



We achieved a total of just over \$3.6M spend with First Nations-owned suppliers, exceeding our \$3M target.

\*\*Asia Pacific includes Aotearoa New Zealand, Australia, India, Indonesia, Malaysia, Philippines, Singapore, Thailand and Vietnam.

## Fujitsu spend with First Nations suppliers (AU\$) - excl. GST



## FY24 impact

### Working with First Nations-owned suppliers

This year, we achieved our largest spend to date with First Nations-owned businesses at \$3.61M. Our goal is to continue to increase this spend to \$4M next year and increase the number of partnerships we have with First Nations organisations and communities as part of our Reconciliation Action Plan (RAP).

We will continue to work closely with Indigenous Defence Infrastructure Consortium (iDiC), Supply Nation and further develop our relationships with Aboriginal and Torres Strait Islander suppliers.

### Partnering with First Nations customers

We have been working to expand our customer base to include First Nations organisations. For example, we were thrilled to be the Digital Transformation (DX) partner of choice for the National Aboriginal Community Controlled Health Organisation (NACCHO). We look forward to partnering with more First Nations businesses in the next FY.



## FY24 impact continued

### Supporting First Nations digital inclusion

We continued to champion the Cherbourg Digital Service Centre (DSC). As we conclude the pilot, many milestones have been celebrated, including becoming [one of the top-performing call centres in the Asia-Pacific region in terms of user satisfaction](#). In this time, we have learned more about how we best work together.

Much mutual respect has been built, and Fujitsu employees have been on an enriching cultural learning journey. The Cherbourg team continue to demonstrate pride and determination to be a part of this industry. We look forward to the next stage of the DSC's journey.



Cherbourg Digital Service Centre partners and staff at the second anniversary of the centre's opening in 2024.

### Modern slavery and ethical supply chains

In FY24, we continued to work with all suppliers to assess modern slavery risks by conducting ongoing assessments as part of Fujitsu's Supplier Management Framework and risk management activities. We also included supplier obligations around modern slavery as part of tender and evaluation requirements by assessing a supplier's approach to their own procurement (presence of a supplier code of conduct, contracting and supplier management processes etc.).

We conducted outreach to major global supplier partners on securing compliance with Fujitsu Group's Sustainable Procurement Policy covering human rights and related labour risks.

A ServiceNow-based Risk Register is being used to assess and track social procurement risks including modern slavery risks. Regular reviews are conducted with risk owners and business stakeholders to measure progress and ensure accountability over remediation actions.

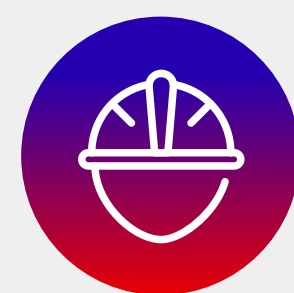
More information can be found in the [Modern Slavery Statement](#).

## Future action

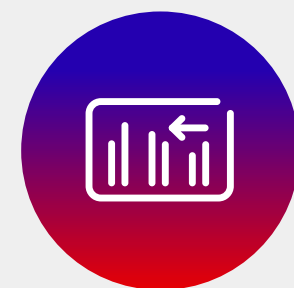
### What's next?



Further develop strategies to increase our spend with First Nations businesses and champion digital inclusion partnerships that support First Nations inclusion and self-determination.



Conduct the supplier assessment activity online through Fujitsu's e-procurement platform, providing improved efficiency and automated reporting that reduces the onus on suppliers to provide information.



Assess the Fujitsu Australia Limited Group of companies for modern slavery risks (review intercompany agreements, modern slavery clauses, etc.), focusing on companies with overseas operations and Fujitsu Group Global Delivery Centres.



View of Cromwell, Aotearoa New Zealand. Image supplied by Elle Le Faou.



# People

## Improving equity, belonging and wellbeing

[Read more](#)

At Fujitsu, people are at the heart of everything we do. As a human-centric organisation, we are committed to fostering equity, belonging, and wellbeing for our customers and our people. By embracing diversity, promoting lifelong learning, and driving innovation, we create opportunities that empower individuals to thrive.

Our focus on human rights, inclusive workplace cultures, and digital accessibility helps to empower people to contribute and succeed. We champion diverse leadership aiming to increase the participation of women and underrepresented groups in key roles. Through strategic employee development, wellbeing initiatives, and community engagement, we are building future where everyone can reach their full potential.

In Australia and Aotearoa New Zealand, we measure our impact and success against these three areas:



**Diversity, equity, and inclusion:** reflect the diversity of our community in our business and value chain.



**Employee wellbeing:** be an employer of choice where people live their purpose.



**Community impact:** our people contribute to the wellbeing of our local community.



# 1 Diversity, equity, and inclusion

Attract and retain talent that reflects the diversity of our community throughout our business and value chain.



Fujitsu Oceania's Head of Purpose, Charlotte Wright, delivering a keynote speech at the Carlton IN Business Diversity and Inclusion Luncheon in Melbourne, Australia in 2024.

## Key targets

- Accessibility and disability:** Publish Access and Inclusion Strategy and complete our second submission to the Australian Disability Network (AND)'s Access and Inclusion Index with an improved score by the end of FY26.
- Gender equity:** Increase representation of female leaders to 30% by the end of FY26; increase female representation at company, management and ELT to 40% by the end of FY30.



## FY24 performance to targets

### Building disability confident workplaces

We have been working on an Access and Inclusion Strategy and familiarisation of this inside the business, which we hope to roll out publicly next year. We also piloted 'disability confident' people manager training run by the Australian Disability Network, with plans to broaden the recipients in FY25.

### Tracking our gender equity targets

We continue to implement our Gender Equity Strategy which aims to increase female representation and more accurately account for gender diverse and non-binary employees.

% Female executives	55.6%
% Female leaders	23.7%
% Female all company	24%

### Celebrating LGBTI+ inclusion

Fujitsu proudly achieved re-accreditation with Toitu Takatāpui for the third consecutive year in FY24. We eagerly await the outcome of our AWEI (Australian Workplace Equality Index) submission and hope for another year with Gold status. We continue to demonstrate that our workplace is inclusive for all LGBTI+ people through a combination of training, executive support and celebrating Pride Month.

## FY24 impact

### Supporting accessibility for all

During this FY, our Service Desk team underwent specific training to bolster their skills in supporting clients using the National Relay Service and New Zealand Relay Service – making our services more accessible to customers who are deaf, hard of hearing or have a speech impairment.

We were also pleased to have six employees join the Australian Disability Network's Career Mentoring Program, where our mentors supported people with a disability to build career confidence and capability.

### Digitising the Australian Workplace Equality Index (AWEI)

We delivered a pro-bono project to develop an online version of the AWEI for Pride in Diversity. This national benchmark for LGBTQ+ workplace inclusion will benefit from digitisation through Microsoft and Snapforms, streamlining submission evaluations for Pride in Diversity staff and enhancing the user experience for member companies. We look forward to the project's future impact.



## Focus areas and key targets

**First Nations inclusion:** Reconciliation Action Plan (RAP) and Māori and Pacific Peoples Inclusion Plan



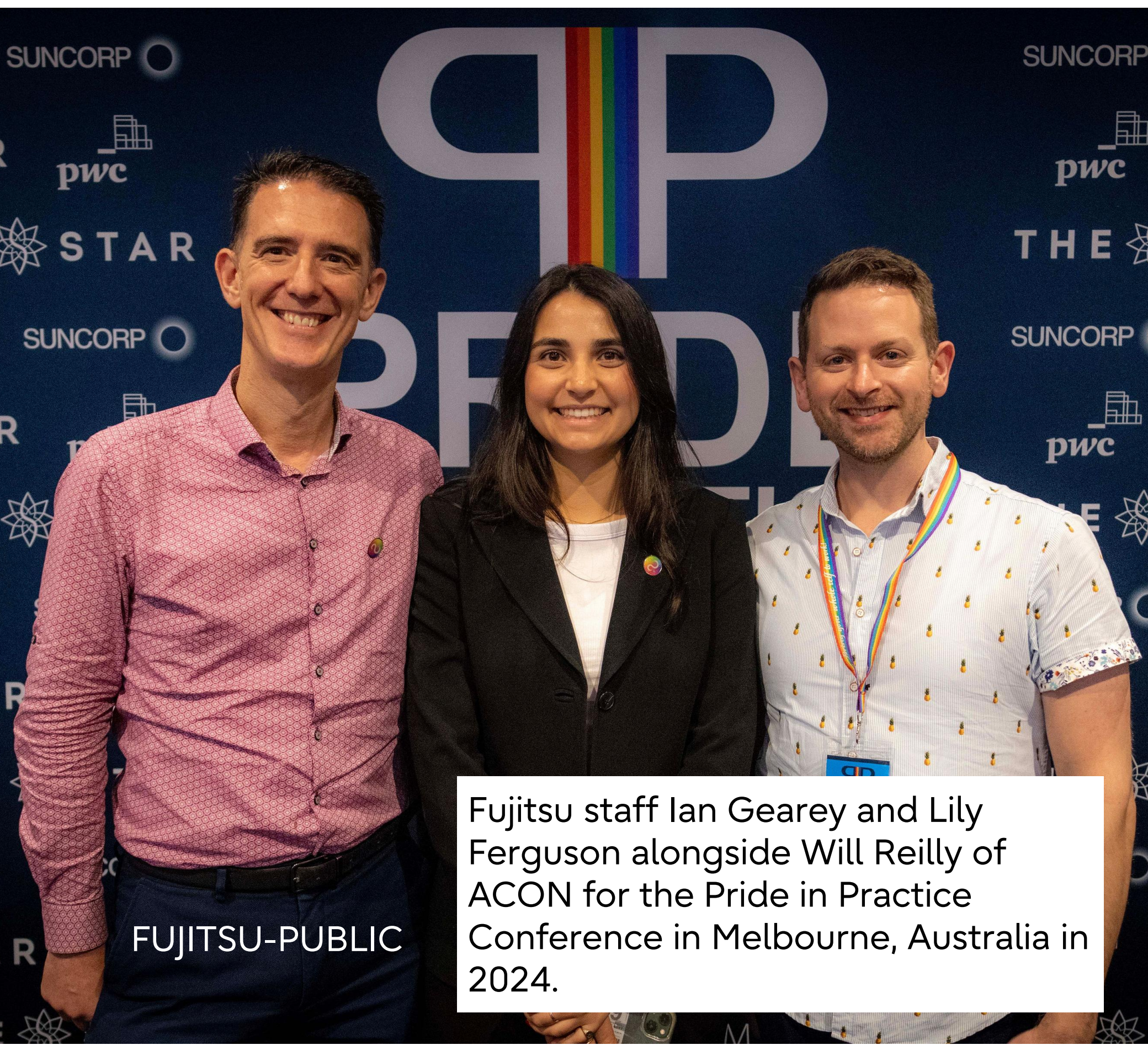
Publish Innovate RAP 2024-26 by end of June 2024.

Partner with external First Nations experts to support rollout of cultural competency training and education in Australia and Aotearoa New Zealand.

**Veterans and emergency responders:**



Achieve 'Veteran Friendly Employer' status in the Veteran Employment Program by FY24.



Fujitsu staff Ian Gearey and Lily Ferguson alongside Will Reilly of ACON for the Pride in Practice Conference in Melbourne, Australia in 2024.

## FY24 performance to targets

### Revitalising our reconciliation commitments

In Australia, we have been taking some time to reflect and revitalise our RAP. We did not meet our target publication date, as we have been carefully considering what we can contribute to the First Nations communities. We will be focusing heavily on digital inclusion in the next RAP to be launched in June 2025.

### Progressing Māori and Pacific Peoples inclusion

In Aotearoa, we onboarded a Māori consultancy firm, Te Amokura, and look forward to working with them to enhance our framework for implementing our Māori and Pacific Peoples Inclusion Plan.

### Growing support for veterans and emergency responders

We have been working to improve our recruitment, support, retention and public commitment for veterans and emergency responders. We have maintained the 'Veteran Employment Supporter' level and will apply for 'Veteran Friendly Employer' in 2025.



### Fostering cultural safety in the workplace

In Australia, we have worked with The BlackCard for group cultural competency training and have recently engaged Evolve Communities to roll out an online cultural awareness course to broaden access to this important knowledge across the business.

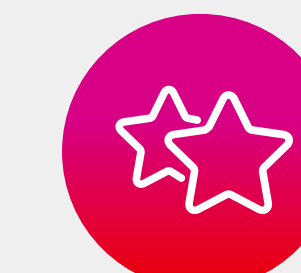


## Future action

### What's next?



Work towards certifications with the AWEI (maintaining Gold), Toitu Takatāpui, Australian Disability Network's Access and Inclusion Index and Veteran Employment Program. Obtain the Australian Workplace Gender Equality Agency (WGEA) Employer of Choice certification by the end of FY26.



Explore opportunities for diversity, equity and inclusion partnerships, including with customers and technology partners.



Empower our managers to be more inclusive leaders through training and education with our partners.



Improve data accuracy by increasing participation in volunteer employee demographic data surveys and capturing more qualitative and quantitative data.



2

# Employee wellbeing

Be an inclusive employer of choice where people feel they belong and can live their purpose.



Image: Sapphire Wind Farm in NSW, Australia, which provides Fujitsu's Power Purchase Agreement (PPA) in Australia. Image credit: Squadron Energy and Sapphire Wind Farm.

## Key targets



Improve employee engagement scores for questions on respectful treatment, equal opportunity and company purpose.



Zero occurrences of serious work-related injuries.

## FY24 performance to targets

	2021	2022	2023	2024	2026 targets
Respectful treatment	77	79	78	78	80
Equal opportunity	73	76	75	73	77
Company purpose	57	61	65	63	67

The questions tracked in this objective are:

- “I am treated with respect and dignity”,
- “Regardless of background, everyone at Fujitsu has an equal opportunity to succeed”, and
- “I can explain the relation between our purpose and my work”.



We met our goal of zero instances of serious work-related injuries.

## FY24 impact

Our employee engagement survey, conducted with our global partner Glint, enables us to measure and track engagement levels broadly and across specific groups where data is available.

This FY, we maintained a strong score for respectful treatment and saw a two-point decrease in equal opportunity and company purpose. We take this feedback seriously and have already taken proactive steps in response. Key initiatives included enhancing internal communication and providing managers with the tools they need to effectively interpret and act on survey insights. Encouragingly, our equal opportunity score remains one of Fujitsu's top three strengths and is just one point shy of the Glint benchmark.



We celebrated International Women's Day in March 2025 with a panel on gender equity, featuring guest speaker Dr Zoë Condliffe with Fujitsu's Nada Stankovic, Laura O'Neill and Charles Ponniah.



## FY24 impact - continued

While Fujitsu strives to eliminate preventable incidents and illness, if a work-related injury or illness occurs, we ensure that the impacted employee is supported during their recovery and return to work with a focus on early intervention. Our health and wellbeing support services also extend to those with non-work-related injuries or illnesses.

Fujitsu continues to support all employees through our Workplace Adjustments policy. Workplace adjustments are designed to remove or reduce barriers that a person could face during their day-to-day activities. Adjustments could be required for reasons such as but not limited to an existing or new medical condition, disability, neurodiverse condition or long-term injury.



A cherry blossom tree at Christchurch Botanic Gardens, Aotearoa New Zealand. Image supplied by Natalie Wium.

Ask Safety, a ServiceNow product, was introduced to achieve global standardisation in safety management.

We rolled out Leading with Purpose manager training in early 2025 which included 'Purpose Carving' workshops to help employees develop their own purpose at Fujitsu. Our training had a focus on occupational health and safety (OHS), psychosocial safety, wellbeing, inclusion and engagement.

## Future action

### What's next?



Increase 'respectful treatment', 'equal opportunity' and 'company purpose' engagement scores.



Consolidate partnership with global wellbeing team to develop wellbeing indicators and initiatives and implement psychosocial strategy.



Increase manager capability in leading OHS and leading mentally healthy teams through ongoing training.



Standardise our safety management system and consolidate Ask Safety system.



Continue to focus on early intervention and injury management.



Fujitsu staff conducting stock management at a Repair Centre and warehouse in NSW, Australia.



3

# Community impact

Our people contribute to the wellbeing of our local community.



Image: Barron Falls, QLD, Australia. Image supplied by Tobias Gattineau.

## Key targets



Increase the number of hours volunteered by staff using Fujitsu's Volunteering with Purpose Leave.



Increase overall contributions (cash, time and in-kind) spent on social impact activities per employee.

## FY24 performance to targets

	FY23	FY24
Volunteer hours	846 hrs	1,056 hrs
Spend per employee	\$270	\$288
Percentage increase (hours)	48%	24.7%
Percentage increase (spend per employee)	29%	6.6%

We use Business for Societal Impact (B4SI), a global standard for measuring and managing a company's social impact, to determine the positive contributions we are making within our local communities.



We contributed a **total of \$778,006** in cash, time and in-kind towards social impact activities.

## FY24 impact

All employees are eligible for Volunteering with Purpose Leave – 3 days paid leave each year to volunteer with organisations and for initiatives that align with our materiality.

Through strategic partnerships, we support organisations that make an impact in our local communities. These organisations include Young Enterprise Trust, the Graeme Dingle Foundation, ABCN and Soldier On.

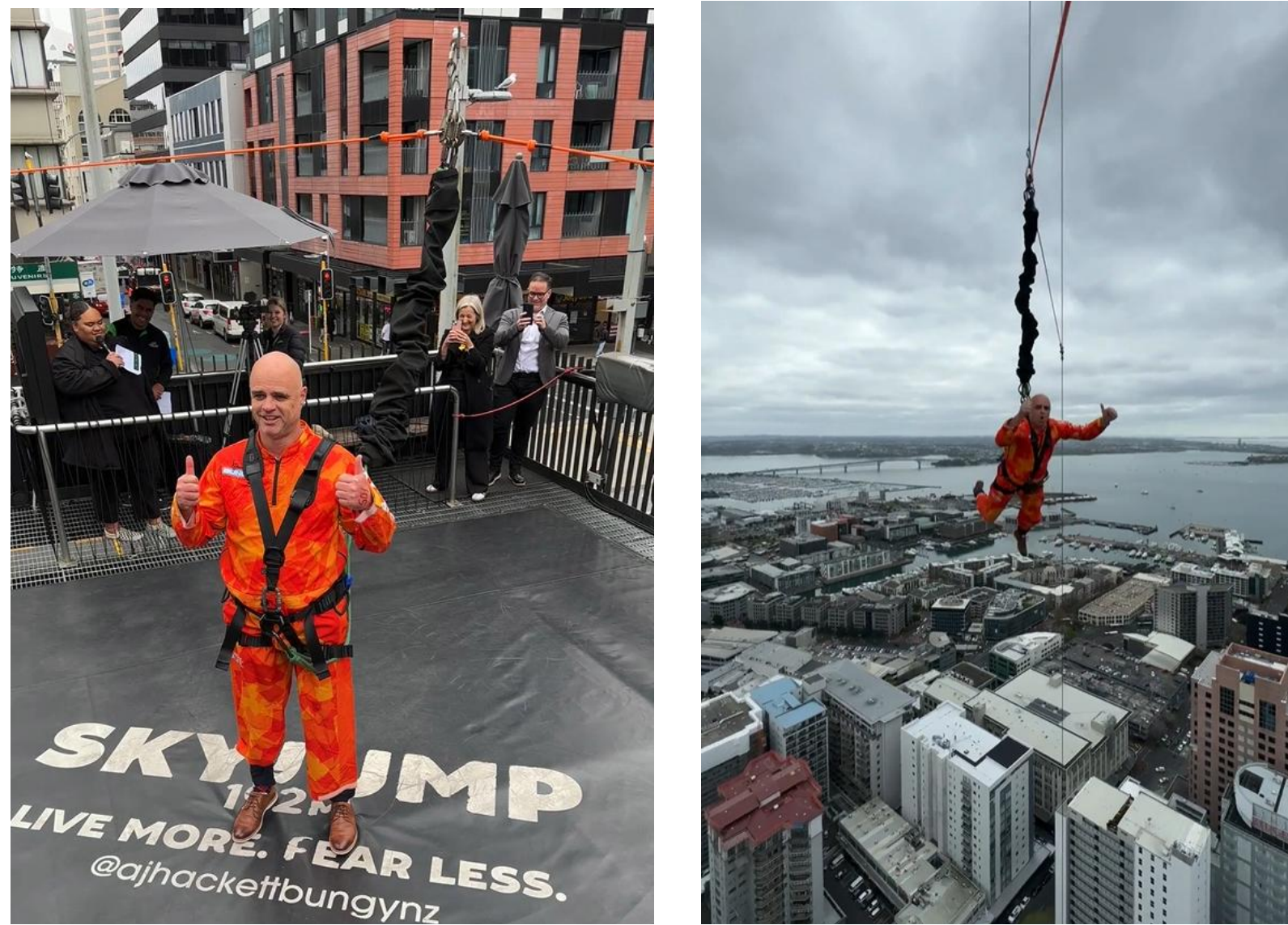


Fujitsu hosted ABCN students for a face-to-face workshop in Melbourne.

As [ABCN \(Australian Business Community Network\)](#) members, we are working together to close the digital divide through participating in workshops that encourage students to pursue STEM subjects. In 2024, Fujitsu participated in the Tech Careers Expo and volunteers mentored in three "Innovate" workshops held across Victoria, New South Wales and Queensland. A total of **115 Fujitsu mentors** volunteered in various ABCN workshops, supporting **316 students** across Australia. These workshops support students underrepresented in the IT sector including young women and First Nations students. We're also bringing our customers along on our journey, with City of Gold Coast Council mentoring together with us again, this time in a "Find Your Purpose" workshop.



## FY24 impact - continued



Wayne Brehaut supporting the Graeme Dingle Foundation.

### Graeme Dingle Foundation

Along with mentoring through the Graeme Dingle Foundation, we participated in their annual 'Drop Your Boss' event! Wayne Brehaut (Acting Head of Fujitsu Digital Acceleration Services) rose to the challenge and raised NZD \$1,875 funds for the Graeme Dingle Foundation who work with tamariki and rangatahi (young people) in Aotearoa New Zealand to help them develop resilience, build self confidence and face their futures with more confidence.

**1,055**

hours volunteered by employees to causes they care about in FY24

### STEPtember

During September, we had over 56 Fujitsu steppers take a massive 12,477,876 steps as part of STEPtember. It's an annual event run by the Cerebral Palsy Alliance to raise awareness and much-needed funds for people with cerebral palsy. Alongside a donation from Fujitsu, our impressive steppers raised \$4,645.

### Fortem

Fortem Australia provides social connection activities, clinical services, career management and mental health literacy resources to first responders and their families. In 2024, Fujitsu hosted Fortem Australia as its official charity partner at the 2024 ISPS HANDA Australian Open Golf Tournament in Melbourne. The partnership helped raise awareness of Fortem's work whilst raising a total of \$12,481 to support its vital services.



Fortem at the ISPS HANDA Australian Open Golf Tournament, Melbourne.

### Collaborating with tertiary institutions in our communities

To support Masters of Business Information Systems (MBIS) students at **La Trobe University** to [solve real-world business challenges](#), our consultants provide lectures, workshops, and hands-on guidance, helping them to develop their technical and professional skills. Since the beginning of our partnership in 2021, the program has since expanded to about 20 students each semester.

In 2024, we continued to nurture our longstanding partnership with **Victoria University of Wellington**, supporting two Honours students through the Fujitsu Cyber Security Services' scholarship.

In March 2025, we strengthened our strategic partnership with **Macquarie University** by introducing an online micro-credential course, [Fujitsu AutoML: Mastering Automated Machine Learning](#).

## Future action

### What's next?



Refine our impact reporting beyond contributions and outputs.



Develop and implement a Volunteering with Purpose Leave strategy and grow skilled volunteering.



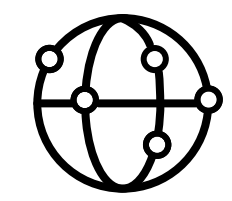
Advocate and improve digital accessibility as part of corporate strategy, which covers brand communication, customer experience and workplace.



Eyre Mountains/Taka Rā Haka, Aotearoa New Zealand. Image supplied by Elle Le Faou.



## Engage with us



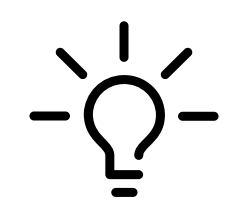
### Digital co-creation

If your business is interested in our digital co-creation capabilities, [book a co-creation session](#) to help solve your business challenges, or to discover more of our digital co-creation capabilities.



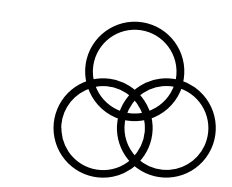
### Purposeful collaboration

Do our purpose and values align with yours? [Reach out to the Office of Purpose team](#) to see if there is a way for us to collaborate.



### Work with us

Fujitsu is a diverse organisation always looking for passionate people with varied backgrounds and skills to help us achieve our purpose of making the world more sustainable by building trust in society through innovation. [Head to our careers page to view our current vacancies.](#)



### Community partnerships

If you have a community partnership proposal for us to consider, that aligns with our strategy or purpose focus areas, [reach out to the Office of Purpose team.](#)

## Connect with us



Email [Oceania.Purpose@Fujitsu.com](mailto:Oceania.Purpose@Fujitsu.com)



