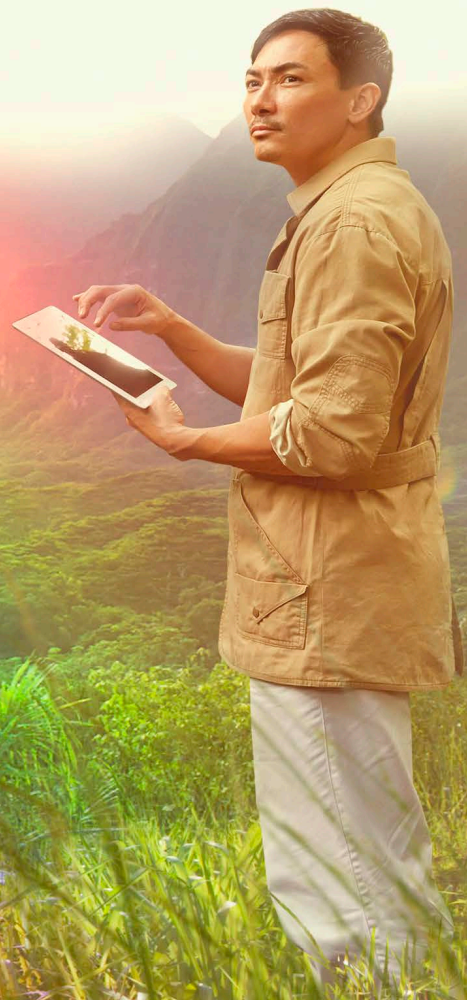


Oceania Responsible Business Report

2019 – 2020



shaping tomorrow with you

FUJITSU



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 the CEO

I am pleased to share the FY19/20 Responsible Business Report, our third report for Fujitsu Australia & New Zealand. As Fujitsu's new CEO, I am pleased to review the progress made in the last year, and to be leading an organisation that is an active, responsible member of the community.

This year, extraordinary local and global events have threatened our community and environment in a way, and on a scale, that we have not previously witnessed. The tragedy of New Zealand's White Island volcano eruption was quickly followed by the devastating Australian summer bushfires, and then the emergence of the coronavirus pandemic that has challenged every part of society. As we move forward into a climate-affected future, crises like these will arguably become more likely and more powerful. At the same time, as technologies like AI and machine learning enter the commercial mainstream, the need for diversity and proactive ethical decision-making in the tech sector will become more pronounced. How we anticipate and respond to these increasingly complex challenges will become more and more important. The belief that technology has a role to play in delivering a prosperous, sustainable future for all people shapes Fujitsu's local and global responses to these issues and our activities to implement the Sustainable Development Goals (SDGs).

Key to this response is trust, which is also the theme of Fujitsu's 2020 Technology and Service Vision. We believe that the responsible operation of our business, showing transparency in our challenges as well as our achievements, is a critical way we can create trust with our customers, employees, and communities. This way of operating has never been more important. As the coronavirus pandemic and its economic impacts continue to unfold, we believe that our progress and efforts towards conducting our business responsibly, creating value for customers, employees, society and the planet, will ensure Fujitsu's resilience and continued success. As the new leader for the region, I look forward to helping shape Fujitsu's response and seeing the ways our organisation will live its ambition.

This report documents our continuing efforts in the Oceania region and supplements the Fujitsu Group's Global Sustainability Report. We look forward to co-creating a trusted, sustainable future with our Oceania community and customers, and welcome your feedback and comments.

Graeme Beardsell
Chief Executive Officer
Fujitsu Australia & New Zealand

Executive summary

Using the power of technology to shape the future of business and society



Leading in environmental sustainability

As we approach the end of our current set of environmental targets, we reflect on the good progress made so far and the challenges that still remain. While we note that emissions from our office electricity and travel are at historic lows, improving data centre efficiency remains a challenge, as does balancing a renewable energy transition with cost effectiveness for our data centre customers.

Fujitsu remains the only data centre provider to have the entire portfolio NABERS rated, with our data centres assessed as 35 per cent more efficient than the industry average, delivering both environmental and commercial value for our customers. This year, our facility at North Ryde improved its rating from 3.5 to 4 NABERS stars, demonstrating the impact of continued efficiency efforts.

This year, we were delighted to celebrate winning the Banksia Award and NSW Green Globe Award for our Digital Owl solution. Co-created with the NSW government, Digital Owl uses artificial intelligence (AI) to analyse high-res photos taken by a drone, precisely pinpointing the population of endangered plant species. Digital Owl provides conservation teams with better quality data than ever before, obtained faster, at lower cost, and with fewer carbon emissions. We also worked with the NSW government's Saving our Species program to examine the potential of this solution to assist with ecosystem recovery in the wake of the bushfires.

During the reporting period, we extended the scope of our ISO 14001-certified environmental management system from 13 to 27 sites across Australia and New Zealand, to assist with the management of environmental impacts.



Being well at work

During the reporting period we concentrated on the expansion and maturation of our wellbeing and safety systems as part of the ISO AS/NZS 45001 certification expansion. This included a review of consultation networks and risk management tools, as well as engagement with managers and supervisors. We expanded first aid at Fujitsu locations to include defibrillators, asthma inhalers and EpiPens, and continued to offer company-funded influenza vaccinations to all employees.

In early 2020, we very closely monitored the emergence of a novel coronavirus in China, or COVID-19, as it's now labelled. We quickly adopted the principles for prioritising the wellbeing of our workforce and customers, and stringently followed the information and advice of local and international government and health authorities with regard to travel, gatherings, health and the workplace. To date, our employees who can safely and productively work remotely are doing so.

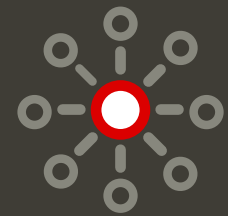


Working ethically

Our suppliers and partners are important to our business. This year, we achieved a significant milestone of \$1M spent with Indigenous-owned businesses since FY16. Working with our partners, the Indigenous Defence & Infrastructure Consortium (IDiC) and Supply Nation, has been critical in reaching this milestone and ensuring our future targets will be achieved.

In response to the Modern Slavery Act, we conducted due diligence surveys with suppliers across Australia and New Zealand. We provided assistance and guidance to suppliers who did not have any policy or due diligence in place to reduce the risk of modern slavery across our value chain.

In 2019, we launched our Cyber Resilience Centre (CRC), a new hub of cybersecurity for Fujitsu and our customers. Our CRC teams monitor the latest threats, respond to new security standards, and devise ways to protect customers' data and business operations.



Our commitments to our community

This year, Fujitsu continued its relationship as Innovation Partner with Camp Quality and as a Champion of Soldier On. Through contributing our time, money and skills, we support these organisations to deliver their important services to the community. This also provides engagement opportunities for our people, whether raising additional funds in the City to Surf, or signing over 1300 birthday cards for kids supported by Camp Quality.

We supported the Bawurra Foundation, an Indigenous-led not-for-profit organisation, with the use of Fujitsu ScanSnap technology as well as hosting in our cloud. This helped it with its mission to digitally preserve Indigenous cultural history and create educational resources for local communities.

In the FY19/20 year, we used the LBG framework to measure and benchmark our community impacts for the first time, with the aim of maturing our practices and outcomes in this area.



Creating a diverse and inclusive organisation

In this reporting period, we undertook a range of activities across our five diversity & inclusion pillars: gender; generational; culture & reconciliation; disability; and LGBTQI+. We celebrated a number of significant days including International Women's Day, IDAHOBIT Day, the International Day for People with Disabilities, Reconciliation Week and NAIDOC Week.

In 2019, we launched our second Reconciliation Action Plan (RAP). The Innovate RAP is our two-year plan that commits Fujitsu to measureable actions that support Indigenous-owned businesses, develop cultural awareness and competency within Fujitsu, and cultivate Indigenous careers in the IT sector.

We introduced a Fujitsu chapter of Male Champions of Change as part of our gender diversity strategy. Fujitsu also published our Gender Transitioning at Work Guideline, which aims to provide guidance for all stakeholders when a transgender person chooses to transition from one gender to another while continuing employment with Fujitsu, and includes a special 10-day leave entitlement.



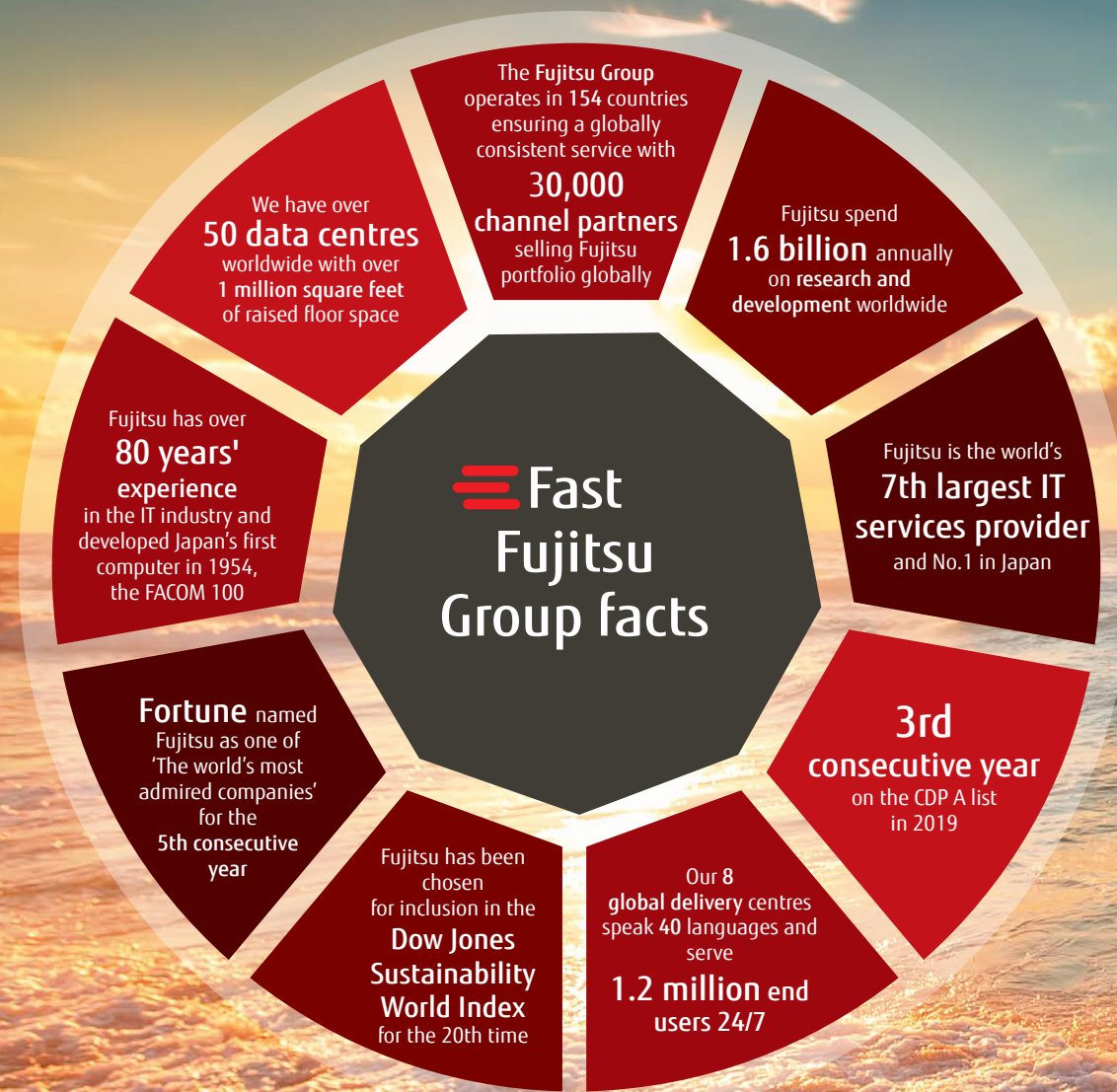
Technology for impact

Fujitsu is committed to delivering outcomes that matter for society. Being a responsible and sustainable business is critical to fostering trusting relationships with our customers and partners that allow successful co-creation. In 2019, we celebrated the launch of project Sagasu, which will leverage artificial intelligence technology to help brain aneurysm diagnoses and improve healthcare outcomes. Fujitsu is working alongside GE Healthcare, Macquarie University, and Macquarie Medical Imaging in the continuing development of this solution. Sagasu, like the Digital Owl (an innovative biodiversity monitoring solution), shows how Fujitsu uses our technology to benefit society as a whole, and contribute to the achievement of the UN Sustainable Development Goals.

During this reporting period, a number of Fujitsu's responsible business outcomes received external recognition. Digital Owl won the 2019 Banksia Award in the Large Organisation category, the NSW Green Globe for Natural Environment, the CRN Innovation award, and was highly commended at the ICT News Benchmark awards. Fujitsu was elevated to Silver Partnership level by NSW Sustainability Advantage. At a global level, Fujitsu was included on the Dow Jones Sustainability Indices for the 20th time and was listed on the CDP (Carbon Disclosure Project) A List for Climate Change for the third consecutive year.



About Fujitsu Oceania



Across Oceania, Fujitsu has **19 core partners** in its ecosystem helping to co-create and deliver innovative solutions for our customers



2 Banksia Awards for Large Organisations



Fujitsu Oceania is the **number 1 provider** of ICT services within the transportation industry



Fujitsu achieved a resource recovery rate of over **99% of business IT equipment** at recycling centres globally, with a reuse rate of over **99%**



Fujitsu has been supporting business and government in Oceania **for over 45 years**



100% of sites in New Zealand operate on renewable energy



Fujitsu provides solutions and services that enable nearly **40% of 000 calls** in Australia each year



+3,000 staff



Fujitsu supports retail customers in **52 countries** powering over **82,000 retail stores** worldwide



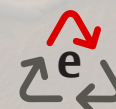
Fujitsu Oceania attends over **600,000 onsite calls** each year across metropolitan, regional and remote areas



\$1.1B of revenue and one of the leading ICT companies in Oceania



+1,000 customers



Recycled more than **1.5M kg** of eWaste since 2015



44,700 square metres of data centre footprint



Spent more than **\$1M** with Indigenous-owned businesses since 2017



6 NABERS rated data centres in Australia



\$650M annual spend with over 2000 supply chain partners



+45 years of innovation

About this report

About this report

This report covers Fujitsu Oceania operations across Australia and New Zealand, and Fujitsu Australia Software Technology (FAST), referred to as 'Fujitsu' throughout this report. Fujitsu New Zealand Limited is owned by Fujitsu Australia Limited. Fujitsu Australia Limited and Fujitsu New Zealand Limited are wholly owned subsidiaries of Fujitsu Limited, headquartered in Tokyo. Fujitsu Australia and New Zealand reported consolidated revenues of over \$1.1 billion for the fiscal year ended March 31, 2020. For more information, please see <http://www.fujitsu.com.au>.

Fujitsu corporate governance cascades from the company's Japanese head office global policies and procedures, with local policies and procedures put in place to meet regional expectations and objectives. Where the global operations are referenced in this report, these are referred to as the Fujitsu Group.

The reporting period is our Fujitsu financial year, April 01 2019 – March 31 2020. This report has been prepared with reference to corporate social responsibility reporting frameworks, including the Global Reporting Initiative. The Fujitsu Group CSR and Environment reports are produced following GRI Standard guidelines, a global reporting framework for responsible business disclosure.

Our Australian carbon emissions data (scope 1 and 2) is externally assured as part of our obligation under the NGER Act and our environmental management program is certified to the ISO 14001 environmental management system standard. Our community contribution has been verified using the LBG methodology.

Our responsible business approach

Understanding what our stakeholders want and expect from Fujitsu as a responsible business is paramount to the prioritisation of material issues. The Fujitsu Group has conducted a materiality assessment in accordance with the Global Reporting Initiative's G4 Sustainability Reporting Guidelines. This is available in the Fujitsu Group Sustainability Report.

Our Global Responsible Business Approach defines five pillars, which cover our activities as a group, and within the Oceania region. Fujitsu Oceania governance includes our diversity and inclusion council, compliance committee and sustainability board.

Fujitsu and the Sustainable Development Goals

Fujitsu recognise that we are ideally positioned to support the long-term sustainable growth of our customers and society by applying digital technologies to create innovations that will help resolve social and environmental issues. This is aligned with the United Nations' Sustainable Development Goals (SDGs). Looking forward to 2030, the SDGs represent an important initiative for the sustainable development of human society, and Fujitsu is positioning the goals at the centre of its management strategy.

The FUJITSU Way, our corporate philosophy, underpins this strategy and is built on business activities that contribute to achieving the SDGs. Initially, we are focusing on the six areas shown below, where we can deliver the greatest value by deploying the digital technologies at the core of Fujitsu Group's operations. We recognise that within our own operations we can take actions that contribute to goal realisation, such as pursuing renewable energy, product development that supports responsible production and consumption, and striving for gender equality in our workforce.



Sustainable food and agriculture



Wellbeing in an aging society and eradication of difficult diseases



Promotion of innovation and human-centric way of work



Intelligent industrialisation by shaping ecosystems



Realisation of better urban mobility and resilient cities



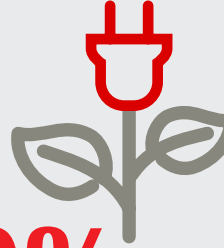
Achievement of zero CO2 emissions and contribution to a de-carbonised society

Environment

In this section:

- Performance against environmental targets
- Data centre sustainability
- Product stewardship and the circular economy
- Sustainability engagement and education

100%
of New Zealand
premises use
renewable energy



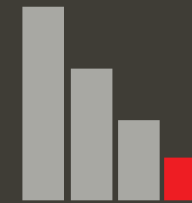
Over 1.5 million
kg of eWaste
recycled since
2015



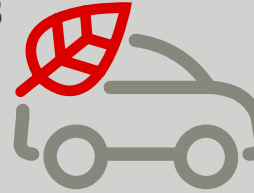
2019 Banksia and
NSW Green Globe

winners

73%
reduction in
emissions from
office energy since
2008



64%
reduction in
emissions from travel
since 2008




27 ISO 14001
certified sites

15
waste streams
source-separated



NABERS
6 NABERS
rated data centres




Over 240,000
coffee cups
recycled from
head office



**9 smart
eWaste bins**
across
Australia &
New Zealand

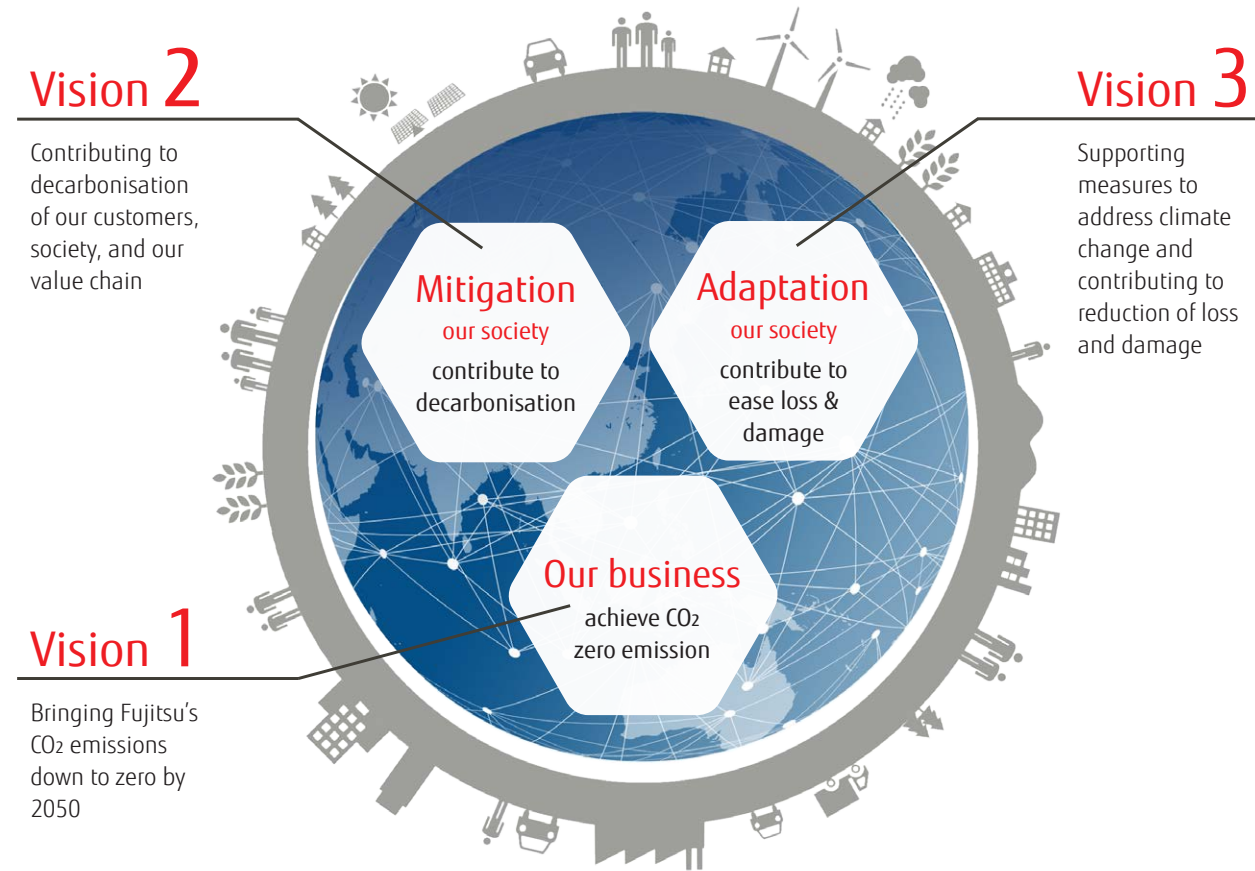


Data centre
portfolio is
35%
more efficient
than the market
average



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.

Our activities in the region are guided by the Fujitsu Group's Climate and Energy Vision, which states our intention of being a zero carbon business by 2050, and helping society to transition to a low-carbon future while adapting to a climate change-affected world. The Fujitsu Group's worldwide emissions reductions targets are endorsed by the Science Based Targets Initiative.



Targets and progress

FY19/20 is the penultimate year for achievement of our current set of regional targets, for which the final measurement point will be March 2021 (i.e. the end of Fujitsu's FY20). These four ambitious targets were set in 2008 in consultation with stakeholders combined with best available practice and science at the time. While good progress has been made, it is likely that two targets, data centre PUE and renewable energy use, will not be achieved.

Our Australian carbon emissions data (scope 1 and 2) is externally assured as part of our obligation under the NGER Act, and our environmental management program is certified to the ISO 14001 Environmental Management System standard.

Table: Performance against 2020 sustainability targets at glance

Emission source and target on 2008 baseline	FY 2008	FY 17/18	FY 18/19	FY 19/20	% change since baseline year (2008)
50% reduction office electricity CO2e (t)	6,584	2,677	2,248	1,724	73% reduction
Travel 80% reduction	6,357	2,522	2,302	2,226	64% reduction
Data centre PUE of 1.5	1.94	1.55	1.54	1.56	20% improvement
20% of our energy will be from renewable sources	0%	<1%	<1%	<1%	



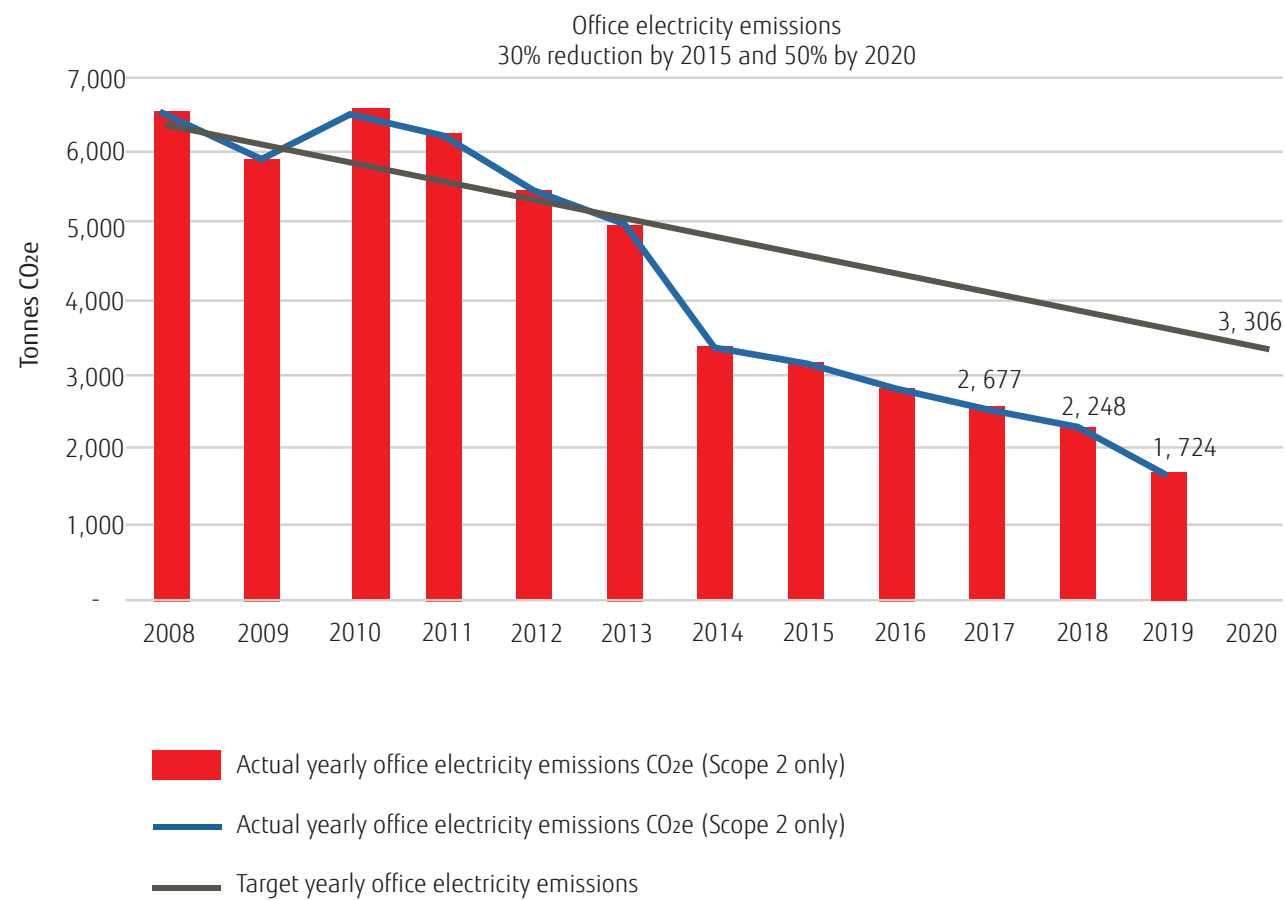
Office emissions reductions

In FY19, we achieved a **73 per cent reduction** in office energy, our lowest ever year on record and well ahead of our target of 50 per cent by end FY20. This was the first full year of occupancy in our consolidated premises, which delivered a reduction in emissions compared to our previous premises.

In response to coronavirus, the vast majority of Fujitsu employees moved to working from home in March 2020, further reducing electricity consumption in corporate offices. Where practical, Fujitsu closed parts of our office premises to minimise energy consumption during this time of very low occupancy. For instance, in our Macquarie Park Head Office, we closed 60 per cent of occupied floors. Fujitsu will continue to review office utilisation, space and fitout to maximise the right options for our people with the lowest possible footprint.

73%
reduction in
office energy
in 2019

Graph: Office electricity emissions target performance



Travel emissions reduction target

When the target of 80 per cent 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. Progress against this target continues to be made, although the rate of progress has slowed in recent years. However, the unusual circumstances of the coronavirus pandemic will make an unexpected contribution to the achievement of this target.

At the time of writing, Fujitsu has stopped all international and most domestic air travel in order to reduce the risk of coronavirus exposure for our people. This has had a corresponding reduction on other forms of business travel, such as taxis and hire care use, so that the last quarter of the FY19/20 result was unusually low. This reduction in business travel is likely to continue for much of the next 12 months.

Fujitsu’s fleet of nearly 200 vehicles across Australia and New Zealand continues to operate as normal during the pandemic, so emissions from fuel consumption in these vehicles is predicted to be in line with previous years. Fujitsu field engineers who support customers that are essential service providers including Woolworths, Coles, Countdown,

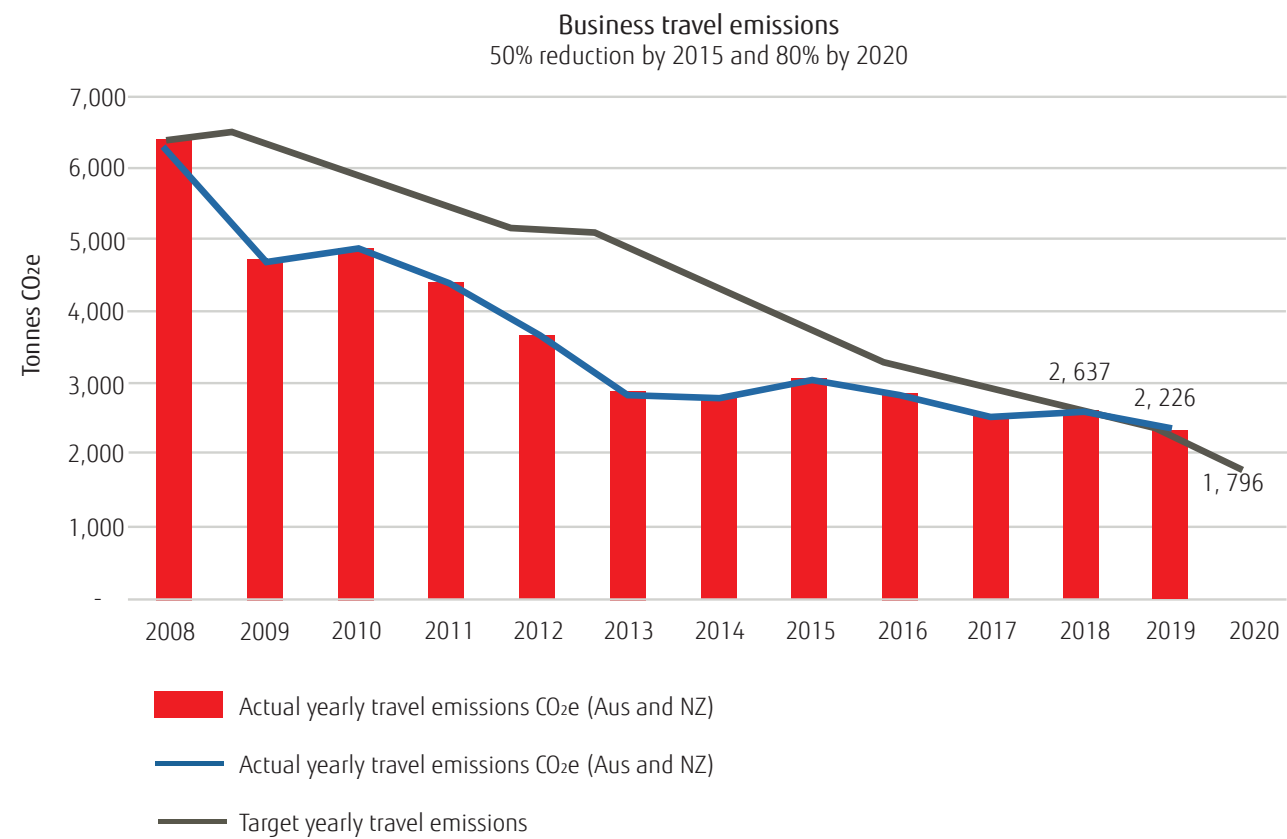
Australia Post and the Department of Defence, use these vehicles to conduct on-site hardware repairs and technical assistance.

While we forecast that FY20/21 will be a record low year for business travel, we continue to investigate ways to reduce our emissions footprint. In 2020 we will begin using carbon offsets to offset fuel emissions from our fleet vehicles the region.

Travel reduction measures we have adopted include:

- implementing strict travel policy controls and approvals
- deploying high-quality web and video conference facilities in our premises and providing more choice in collaboration technologies for our people
- modifying the company car hire policy to specify and favour fuel efficient models
- supporting active transport with end-of-trip facilities for cyclists and walkers
- offering promotions and incentives for public transport use
- using hybrid transport, with 68% of our New Zealand fleet now hybrid vehicles.

Graph: Travel emissions target performance



We continue to investigate ways to reduce our emissions footprint.

We continue to invest in improving energy efficiency across our portfolio.



Data centre sustainability

Fujitsu's six data centres in Australia account for more than 95 per cent of our energy use across the region, and are a significant focus of our sustainability program. This target measures power usage effectiveness (PUE), a common industry measure of data centre energy efficiency. Developed by the Green Grid, PUE is 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 PUE is 1.0 (theoretical).

We have achieved an average PUE of 1.56 across the portfolio, slightly increased from last year. PUE performance has been impacted by recent extreme weather, with 2019 the hottest year on record in Australia. Poor air quality from bushfire smoke meant that free cooling could not be used over much of December and January (although this time of year is generally less suitable for free cooling due to high outside air temperatures). Although we continue to invest in improving energy efficiency across our portfolio, it is likely that the target of an average 1.5 value will not be met at end of FY21.

This year, we have deployed a new environmental management and optimisation system progressively across our data centres. This has delivered promising results, including a 4 per cent reduction in fan energy consumption in the first two data centres (enough energy to power approximately 350 homes for one year). At North Ryde, we have upgraded condenser coils and misting systems that will reduce both water and energy usage, and completed LED lighting upgrades at the entire premises. At our Homebush facility, we completed major works including the replacement of chillers with more efficient units, fitted silencers to our onsite diesel generators, and completed construction of two new acoustically treated buildings around the chiller and generator compounds.

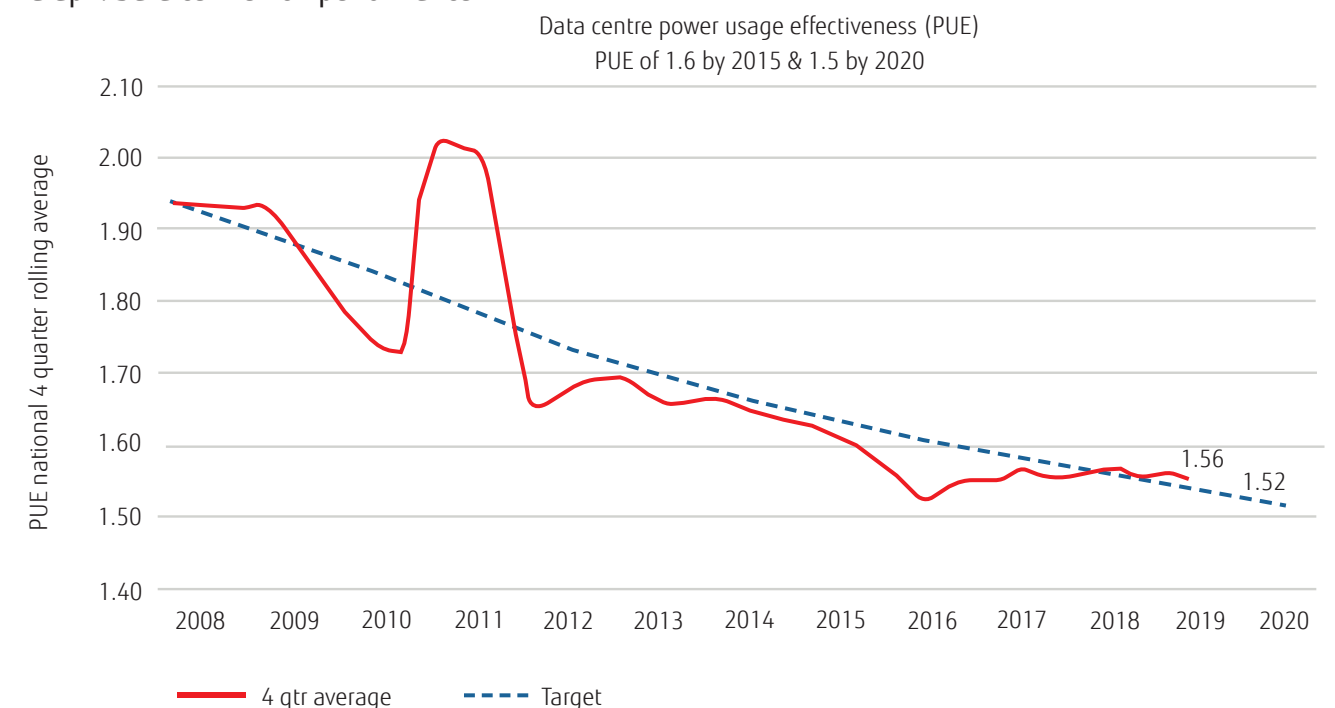
These works have significantly reduced energy and water use, as well as noise. This year, we also completed upgrades to leak detection and bunding (spill containment) for our underground diesel storage tanks at a number of sites, to minimise the risk and impact of any fuel leakage.

All of our major data centres have been rated to the National Australia Built Environment Rating System (NABERS) for Data Centre standard. Fujitsu has the first, and still the only data centre portfolio in Australia to have its entire portfolio publicly rated to the NABERS energy standard. NABERS ratings underline Fujitsu's commitment to achieving our sustainability vision, which ultimately flows on to energy saving benefits for our customers. The NABERS energy rating is calculated based on PUE across 12 months of operational performance, and is a simple six-star rating scale, where three stars indicates average performance.

During this reporting period, our North Ryde data centre in Sydney achieved a four-star rating from NABERS, up from its previous rating of 3.5 stars. This is the fifth data centre within Fujitsu's portfolio to achieve a four-star rating. The improved rating shows the result of our continued efforts to improve efficiency across our data centre portfolio. Compared to the market average, a four-star rating means that we are saving 3,042,135kg of GHG emissions annually. That's the equivalent of taking 640 cars off the road.

Our NABERS ratings show that Fujitsu is saving more than 29 gigawatt hours of electricity per year and reducing greenhouse gas emissions by 33,501 tonnes of CO₂e, which represents 35% less than the market average.

Graph: Data centre PUE performance



The use of renewable energy continues to be a key priority and a significant challenge in our responsible business program.

Renewable energy purchase and generation

2020 Target: 20 per cent of our energy will be from renewable sources.

The use of renewable energy continues to be a key priority and a significant challenge in our responsible business program as we approach the end of this target period.

More than 95 per cent of our energy consumption is in our data centre business, where the cost of energy is passed through to our customers. In consultation with our customers, Fujitsu understands that, while they want Fujitsu to make progress against its renewable energy goals, they also want a low price of energy, and at present, standard grid energy fulfils this need. Fujitsu is also aware that, because of the uncertainty in the business environment arising from the COVID-19 pandemic, many of our customers are seeking predictability and stability in their current pricing.

To balance these needs, we continue to explore ways to increase the amount of renewable energy use in our business, including different procurement models, on-site generation, and pricing models that will allow our customers to opt-in to purchasing renewable energy for their own data centre loads. However, it is unlikely that the 20 per cent target will be achieved in the short-term.

In New Zealand, we procure our power from Meridian Energy, who only generates energy from renewable sources such as wind and hydro power.

In addition to our regional target of 20 per cent renewable energy by 2020, the Fujitsu Group has a renewable energy target of 40 per cent by 2030 and 100 per cent by 2050 for operations both in and outside Japan. This commitment is formalised in our RE100 membership as Japan's first Gold Member.



We continue to explore ways to increase the amount of renewable energy use in our business.



Environmental management system (EMS) and governance

Fujitsu believe 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 ISO 14001. 2019, our EMS scope increased to cover an additional 14 sites across Australia and New Zealand, taking the total number of certified sites to 27. Highly skilled site representatives manage environmental risks and controls at each premises, monitoring and improving operational environmental performance.

As part of our ISO 140001 certification, all environmental impacts including hazards have been assessed. Any significant impacts have targets around their management and reduction. 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.

The sustainability board provides leadership and governance over Fujitsu’s sustainability strategy and policy. The board is accountable for successful implementation of the specific goals and objectives of the program. Chaired by the CEO, the sustainability board is the highest level of sustainability authority at Fujitsu and meets bi-annually to review the

formal report from the sustainability team on the overall performance of the strategy.

In 2019, we held the first workshops to specifically examine climate-change related risks for our Oceania business, in line with the Fujitsu Group 2019 endorsement of the Taskforce for Climate-change related Financial Disclosure (TCFD) recommendations. Risks identified will be managed via our standard corporate processes for local and group risk management. Public-facing disclosures are made at group level.

Towards a circular economy: our product sustainability

We recognise that the circular economy for electronic products is a material issue for Fujitsu, the consumers of our products, and for society. Fujitsu has long-term commitments to enhance the sustainability of our product, ranging from design, packaging and energy efficient operations to end-of-life recycling. We have been taking steps to promote circular economy thinking into our business.

In Fujitsu Oceania, most of our business is service based, with products representing the remainder. The Fujitsu Group leads the development, manufacture and distribution of our products, while in Oceania, we provide repair services and take-back schemes for end-of-life device management.



Whole-of-lifecycle ICT management

1. Product development and innovation

Fujitsu takes a full lifecycle approach to ensure that products adhere to our far-reaching corporate goals on energy efficiency and sustainability through all stages from cradle to grave. From the earliest stage of development, Fujitsu products incorporate energy conservation concepts in design and material selection. The Fujitsu Group has set a target to increase resource efficiency of newly developed products by 25 per cent or more by end FY20, compared to FY14.

Recent examples of innovation in our product design include:

- sophisticated light load-optimized power supplies with up to 94 per cent efficiency (Esprimo desktops)
- display sensors combined with PC security and energy saving solution; sets PC in standby mode when the user is not present
- EcoButton that allows users to extend battery life by powering down energy consumption of components and display brightness with a single touch
- sensors that detect ambient lighting conditions and adjust screen brightness in response.

2. Responsible sourcing

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 a member of the Responsible Business Alliance.

We are also improving resource efficiency by designing products to be lighter and smaller, using recycled plastics and packaging materials, reducing the number of parts, enhancing ease of disassembly, and improving recyclability. One of our initiatives is for product designers to spend time working in our recycling plants to learn first hand the processes involved and apply these learnings back into product design.

3. Manufacturing

We believe it is important that our business operations are as environmentally efficient as possible and our facilities are certified to the ISO 14001 Environmental Management System certification. Fujitsu ensures that we work with suppliers with an environmental management system aligned to ISO 14001. Fujitsu continues to shift transport modes to ocean shipments, which has a lower environmental impact than air shipment, as well as sharing joint transportation with other companies.

4. Consumption

We conduct environmental assessment for all products and continually work on the development of environmentally responsible products including energy saving and resource saving. The group target is to reduce CO2 emission due to power consumption during product usage by more than 14 per cent by end FY20, compared to FY13.

Fujitsu has a large portfolio of products that comply with EPEAT and Energy Star ratings for relevant ICT equipment. This label gives a clear indication of a product’s green credentials, helping our customers decide when purchasing and acting as immediate and visible proof that our products are designed according to our far-reaching corporate goals on energy efficiency and sustainability.

5. Product stewardship and recycling

Fujitsu strives to maximise the environmental standards and performance of all our products throughout their lifecycles and uses the commonly accepted waste hierarchy to guide our efforts. Our product recycling programs are based on Extended Producer Responsibility (EPR) and Individual Producer Responsibility (IPR), and we have onshore repair and parts harvesting capability in Oceania.

At end of useful life, we provide complimentary recycling of Fujitsu-branded hardware and we offer like-for-like recycling for enterprise and educational customers. Our eWaste recycling partner is located onshore in both Australia and New Zealand, so customers can be sure any devices are processed in a facility that protects human health and the environment. Fujitsu is a member of the approved co-regulatory product stewardship scheme Electronic Product Stewardship Australia (EPSA).



Waste

Fujitsu recycles 15 waste streams across its operations, and continues to introduce more recycling initiatives across our operations. During FY19, we implemented a number of waste control initiatives that allow employees to divert hard-to-recycle waste from home, such as Nespresso pod recycling at eight of our locations.

Our primary waste management activity is in our warehouse and distribution centre in Lidcombe NSW. In FY19, we achieved a diversion rate of 84.8 per cent of waste from landfill at this facility, a 4 per cent drop from the previous year (measured by weight, excluding eWaste). In FY18/19, we had a number of major deployment and asset refresh projects for nationwide customers, which resulted in a higher volume of packaging being received and recycled from the warehouse. Now that these deployment programs have concluded, the overall volume of recyclable waste decreased, accounting for the decline in percentage of waste recycled at the site. This has also caused the decline in the volume of electronic waste shown in the graph below, as fewer assets have been retired.

Electronic waste (eWaste) is Fujitsu's priority waste area. eWaste is the fastest growing waste type in Oceania, and contains substances that are toxic in landfill, like lead, mercury and cadmium. On the positive side, more than 95 per cent of eWaste (by weight) can be recovered for re-use, including scarce materials like gold and silver as well as commodities (glass, plastic). We have had a zero eWaste to landfill policy in place in Oceania since 2009, and collect eWaste from our own operations, our customers' business operations, and from our employee and customer community through collection events and our fleet of smart eWaste bins.

We work with our customers to promote eWaste best practice, including effective due diligence in the supply chain, to promote proper handling of eWaste. We continue to help customers ensure the best outcomes are realised for end-of-life assets in terms of data security, lifecycle environmental impact and value recovery. This includes offering (in conjunction with our eWaste processing partner) asset remarketing and parts harvesting options that extend the useful life of the asset.

Table: Oceania eWaste recycling volume (kg)

	FY 15	FY 16	FY 17	FY 18	FY 19
Total Fujitsu eWaste recycled	31,754	108,886	86,639	119,269	184,247
Total customer eWaste recycled	23,376	157,423	294,298	398,831	115,984
Total eWaste recycled	55,130	266,309	380, 937	518,100	300,231



We have committed to meeting the Australian goal of having all packaging be recyclable, reusable or compostable by 2025.

Packaging sustainability

All packaging is managed under the ISO 14001 EMS performance improvement system. Fujitsu is a signatory to the Australian National Packaging covenant (APCO) and our 2019/20 performance was graded 'advanced'. By signing the Covenant, we have committed to meeting the Australian goal of having all packaging be recyclable, reusable or compostable by 2025.



Fujitsu's ISO 14001-certified EMS covers warehousing, integration, staging and distribution of computer equipment. The warehouse manages not only the safe recycling and disposal of end-of-life equipment but also the disposal of packaging (including cardboard, polystyrene and soft plastics).

The Fujitsu Group has worked to reduce the amount of packaging used, increase the use of reusable packaging, and incorporate recycled product in our packaging. For example, our LIFEBOOK product packaging:

- contains recycling guidance
- contains at least 70 per cent recycled paper and FSC-certified pulp in boxes
- is an optimised structure of corrugated cardboard to minimise packaging volume
- contains recycled plastic in packaging foam and protective bags
- can be safely incinerated (in product destinations that use this method of disposal).



ICT's role in delivering a prosperous, sustainable future: Digital Owl

The information and communications technology industry (ICT) itself is now estimated to be responsible for approximately 2 per cent of the world's total global emissions, with this expected to continue to rise to 14 per cent by 2040. To achieve our sustainability vision, Fujitsu's goal globally and in the Oceania region is to play a pivotal role in driving down the impact of the ICT sector through ICT-enabling technology and to help reduce, and ultimately reverse, the current share of emissions produced by the ICT sector. That is, to harness the power of ICT innovations and solutions to the benefit of society as a whole.

Fujitsu works with our customers to use our ICT sustainability benchmark to measure and assess the full environmental impact of an ICT estate. This benchmark, the largest of its kind in the world, helps identify opportunities for emission and cost savings, as well as improving due diligence and measurement opportunities as a roadmap to best practice.

We also seek to use our technology to develop solutions that contribute to the achievement of the UN Sustainable Development Goals. Our Digital Owl solution, a co-creation project with the NSW Government's Saving our Species program, 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 provides conservation teams with better quality data than ever before, obtained faster, at lower cost, and with fewer carbon emissions; harnessing the power of technology to provide a ground breaking solution for on-the-ground conservationists to protect precious biodiversity under threat from climate change.

We're proud that this approach has been recognised this year and Digital Owl won a Banksia Award, NSW Green Globe and multiple ICT awards for innovation in 2019/20.

Oceania sustainability awards

Fujitsu continues to receive wide industry recognition both locally and globally and is considered a world leader in sustainability. Within the past financial year, sustainability recognition included:



2020
IT News Benchmark Awards
Highly Commended - Sustainability Award - (for Digital Owl)



2019
Banksia Sustainability Award
Winner - Large Business (for Digital Owl)



2019
Green Globes Awards
Winner - Natural Environment Award - Digital Transformation (for Digital Owl)



2019
Sustainability Advantage Silver Member



2019
CRN Impact Awards
Winner - Digital Transformation (for Digital Owl)

We are proud to be considered a world leader in sustainability.



Fujitsu group awards, ratings and leadership

The Fujitsu Group is committed to climate change mitigation and helping society adapt using our technology. We are committed to net zero operations by 2050.



Fujitsu Group has been selected for the CDP's (Carbon Disclosure Project) A-List for both climate change and water security. This is the CDPs' highest rating. This is the third consecutive ranking on the A list for climate change for the Fujitsu Group.



Dow Jones Sustainability World Index (DJSI World), the world's leading Socially Responsible Investment (SRI) index. Fujitsu has been listed on the index 20 times since the index was created in 1999.



FTSE is an investment-related organisation established by the London Stock Exchange which has created this globally-recognised SRI index that evaluates companies based on their environmental and social practices. Fujitsu has been selected for inclusion in the index for nine consecutive years.



GeSI is a globally recognised thought leader, partner of choice and proactive driver of the ICT sustainability agenda as measured by the development and use of its tools, broad member base and contributions to relevant policies.



Fujitsu announced its support of the United Nations Global Compact in December 2009. The Fujitsu Group is committed to global CSR activities that uphold the 10 principles of the Global Compact.



In 2018, Masami Yamamoto, senior director of the Fujitsu Board, was appointed as Vice Chair of the World Business Council for Sustainable Development.



Fujitsu Support activities by the World Economic Forum (WEF) to strengthen reliability and security through ICT cybersecurity.



The Fujitsu Group's emissions reduction targets are in line with science required to limit global heating to two degrees Celsius.

Sustainability engagement and education

Employee engagement in sustainability activity is fostered through a program that includes: internal social media; web pages; e-newsletters; and online and location-based meetings and events. Regular sustainability webinars attract many staff and provide information about a broad range of sustainability topics throughout the year. Fujitsu also recognises significant days such as Ride to Work Day, International eWaste Day, World Environment Day, and Earth Hour as part of our employee engagement program.

Our sustainability eLearning courses and our environmental management system (EMS) give all our people the knowledge and skills they require to ensure they can protect the environment and improve practices in their area of responsibility.

Fujitsu, Sustainability and You eLearning

80% completion rate

Fujitsu's Sustainability values and policies local and global perspective

Sustainability and ICT eLearning

80% completion rate

Examining the environmental impact of ICT and Fujitsu's contribution Towards the development of a low carbon society

* Numbers includes Australia and New Zealand permanent staff and contractors only.

Memberships

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

Fujitsu Oceania is a member of:

- 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
- LBG Corporate Citizenship
- TAKE2 Sustainability Victoria.



7

AFFORDABLE AND CLEAN ENERGY

11

SUSTAINABLE CITIES AND COMMUNITIES

12

RESPONSIBLE CONSUMPTION AND PRODUCTION

13

CLIMATE ACTION

Environment future focus:

- Attainment of 2020 targets, especially our renewable energy commitment and PUE target.
- Commence on-premise solar power installations at selected Australian sites.
- Implementing carbon offsets for fuel emissions from our vehicle fleet.
- Refresh our local materiality analysis and set new ambitious targets to guide the future direction of the Oceania sustainability program.
- Continue to explore further uses for our technology to contribute towards the Sustainable Development Goals.

Community

In this section:

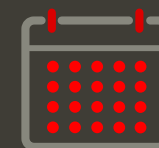
- Charity partnerships
- Bushfire relief
- Supporting customers in the community



More than
\$392,000
in cash, time and
in-kind contributions
made to the community



Over
97,000
leveraged
donations from
customers, partners
and employees



4 weeks
additional paid
leave given to
bushfire
volunteers



760
hours volunteered
by Fujitsu first
responders in the
bushfires



1,300
birthday cards
written for sick kids



2,000
lunches made
for hungry Kiwi
schoolkids



850
Camp Quality
volunteers completed
online training on
Fujitsu-sponsored
platform



NSW RFS
commendation
for 2020
Supportive Employer

At Fujitsu, we believe in making a positive difference in our communities

We aim to contribute to the creation of a trusted future: a connected, prosperous and sustainable society. Providing employees with opportunities to make this real to Fujitsu is an important part of our engagement and value proposition. As part of our drive to mature our practices in this space, this year we used the LBG benchmark to validate our contributions. The LBG covers the full range of contributions (cash, time and in-kind donations) made to community causes. Due to fundraising activities around the Australian bushfires in particular, the contribution will be higher than in regular years.

Fujitsu’s charity partnerships

We are proud to have long-term partnerships with Camp Quality and Soldier On.

Soldier On



Soldier On provides support to Australian Defence Force personnel and their families who have been physically and /or psychologically wounded in service. With the help and support of sponsors, Soldier On works to enhance recovery, inspire communities, and empower Australia’s veterans, giving those who have served Australia the dignity they deserve and the chance to do and be whatever they choose.

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. Over the course of our sponsorship, Fujitsu has provided both financial and in-kind support, through fundraising initiatives, donations, IT infrastructure services, and career development opportunities for veterans.

Fujitsu also supports the Pathways events for veterans making a career transition. The events provide support, guidance and opportunities for current or ex-service personnel in terms of employment opportunities, career guidance, resume writing, and networking. Fujitsu is proud to have attended and hosted several of these events in both NSW and ACT for Soldier On.

Camp Quality

Fujitsu has been a proud charity partner of Camp Quality since 2015. In that time, Fujitsu has raised over \$500,000 for the charity and hosted regular events and activities to help Camp Quality raise funds to give kids facing cancer the chance to be kids again.

Camp Quality makes a real difference to children aged 0 -13, impacted by cancer, with services and programs designed specifically to support them through their own cancer diagnosis, or the diagnosis of a loved one, including a sibling or parent. Camp Quality supports the whole family: in hospital, with Child Life Therapists and visits from the Camp Quality Puppets; at home, with the help of the *Kids Guide to Cancer* and *New Normal Navigator* apps, as well as Family Fun Days out; at school with the Primary School Education Program; and away from it all at camps and in the sad case of bereavement, respite at retreats.

As a proud sponsor the Australian Open of Golf Tournament, Fujitsu hosts a Super Monday Charity Golf Day (our biggest charity event of the year), inviting select Fujitsu staff, guests, partners and customers to play on the course directly after the Australian Open. This exclusive day is followed by a charity dinner and silent/live auction where Fujitsu raises funds exclusively for Camp Quality. In 2019 we raised over \$37,000.



In addition, seven Fujitsu staff participated in the *Sun Herald City to Surf*, where they raised over \$2,500 for Camp Quality. This provided a family facing cancer with the opportunity to get away from it all, to laugh, make friends and have amazing new adventures.

As Camp Quality’s innovation partner, we bring efficiencies to Camp Quality through digital transformation projects, utilising both our support funding and digital expertise. At the beginning of our partnership, Fujitsu funded the establishment of an online volunteer portal, which enables all of its volunteers to complete e-learning and training, before becoming fully-fledged ‘vollies’. A total 118 volunteers completed online training, plus another 104 upskilled in order to take on a new volunteer role (e.g. became a camp leader or first aider/medical volunteer), which required training, during the reporting period. All recreational volunteers are required to complete online training prior to volunteering and a total 1,123 volunteers have participated in this program.

Fujitsu employees helped write over 1,300 birthday cards to kids facing cancer this year. Each year Camp Quality sends over 8,000 birthday cards to children impacted by cancer. These much-loved birthday cards provide kids with a fun gift to help celebrate their new milestones.

Eat My Lunch



Thirty staff members in Auckland and Wellington volunteered for the third consecutive year with New Zealand’s ‘Eat My Lunch’ (EML, making and delivering over 2,000 lunches for school children across Auckland and Wellington). One in four Kiwi kids (approx. 290,000) live in poverty and thousands go to school without lunch every day.

EML is a New Zealand-based organisation that has a mission to ensure that no child at school goes hungry, starting with kids right in their own backyard. In just three years, EML has provided over 1 million lunches to Kiwi kids in need. For every personal or corporate lunch purchased, EML donates one lunch to a school. Many Fujitsu volunteers have participated multiple times and those attending for their first time get an appreciation of what just giving a few hours of your time can achieve by giving back to the community close to home.

Bawurra Foundation

Bawurra Foundation works with many Indigenous 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 Indigenous cultural and intellectual property protocols.

In 2019, Fujitsu supported Bawurra with the use of our ScanSnap technology and hosting in our cloud. 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.

The Bawurra Foundation digital library has reached over 1,300 students in 12 remote communities within Australia. The success of the Bawurra Foundation project encourages active learning to share knowledge of First Nations’ cultural values, practices and philosophies.

Bushfire relief

The 2019/20 summer was dominated by bushfires of unprecedented severity in Australia. By the end of March, more than 18 million hectares were estimated to be burnt, over 2,700 homes destroyed, and 34 lives were tragically lost. Nearly three billion animals were affected and many species may be pushed into extinction.

NSW RFS commendation
for 2020 Supportive Employer



4 weeks additional paid leave
given to bushfire volunteers



760 hours volunteered
by Fujitsu first responders
in the bushfires



\$120,500 donated
to 16 frontline charities, including over \$23,000
employee donations matched dollar for dollar



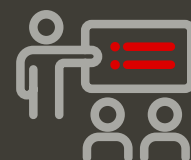
16 charities
supported



24kg food
delivered



1 DTC workshop
focusing on endangered
species recovery



40% of emergency services calls
in Australia are dispatched through
Fujitsu-supported solutions



Supporting our staff

Fujitsu has a deep background in emergency service management and, as a result, we have many employees who are members of emergency response agencies or defence reservists. Fujitsu provided an additional four weeks paid leave for all of our people that were called to assist at the front lines and in evacuation centres, so that they could serve their communities without needing to worry about the financial impacts. In addition, we also provided up to three days paid leave for employees who wished to support the firefight efforts, in roles other than frontline firefighting, with registered charities. We were humbled to be recognised as a 2020 Supportive Employer by the NSW Rural Fire Service.

Smoke from the bushfires decreased air quality across Australia and New Zealand to hazardous levels. During this time, we encouraged our people to work from home to avoid unnecessary exposure, as well as to help them cope with disruptions caused by the smoke including flight cancellations and child care centre closures. For sites where exposure could not be eliminated (e.g. warehouse receiving personnel), Fujitsu temporarily relocated some functions to areas with better air quality, provided PPE to protect against particle inhalation and adjusted work patterns to minimise exposure (such as inside breaks every 30 minutes). Fujitsu's positive approach to flexible work was integral in supporting both our employees and our customers.

In accordance with our standard practices for major events, Fujitsu disseminated useful links and resources to employees via a number of channels to promote health and safety and access to our Employee Assistance Program (EAP) provider, Assure.

Supporting our communities

Our employees donated more than \$23,500 to 16 charities involved in bushfire relief, all matched dollar for dollar by Fujitsu. These charities included the firefighting services, community and people support, foodbanks, and wildlife charities. To kick off the fundraising Fujitsu made a company contribution of \$20,000 across the volunteer state fire services, over and above the matching contribution. Across Australia and New Zealand, Fujitsu employees rallied, hosting numerous morning teas, food drives and other activities to generate resources to help the firefighting and recovery effort.

In early 2020, Fujitsu held a Digital Transformation Centre (DTC) workshop with Saving our Species, the NSW Government's threatened and endangered species protection program. The workshop focused on use of our Digital Owl

technology to monitor regrowth of invasive species in bushfire-affected Mt Kosciuszko National Park, NSW. We also participated in Saving our Species' dedicated bushfire recovery workshops, from which a number of other initiatives to use technology to better monitor wildlife and habitat recovery have been identified and continue to progress.

Supporting our customers

Fujitsu has a number of customers directly involved in firefighting efforts and emergency management, who rely on our ongoing support of their technology and systems to deliver these vital services. In fact, more than 40 per cent of 000 calls in Australia are dispatched by Fujitsu-supported solutions, including:

- Tasmanian Department of Police, Fire and Emergency Management
- NSW Rural Fire Service
- Fire & Rescue NSW
- NSW Police Force
- Queensland Police
- ACT Emergency Services Authority.

For the Tasmanian Department of Police, Fire and Emergency Management, Fujitsu implemented and supports the single multi-agency computer-aided dispatch system, called emergency services computer-aided dispatch (ESCAD). ESCAD allows real-time sharing of incident details, resource location, hazards/warnings and status tracking between ambulance, police and fire agencies, significantly improving operational response, improving the safety of frontline responders and the Tasmanian community. A key benefit of ESCAD is the near elimination of phone calls between agencies to coordinate a response, resulting in significantly improved response times and improved accuracy of incident information. We're proud to deliver this service which was relied upon in this difficult and extraordinary fire season.

Fujitsu also supports the Department of Defence, and during Operation Bushfire Assist, more than 300 Defence personnel and reservists were called into action. Operation Bushfire Assist delivered more than 5.4M litres of drinking water to communities, served more than 77,262 meals on Defence bases to emergency services personnel and evacuees, and cleared 4848km of roads and 1286km of fencing. Fujitsu continued to maintain high quality technology support to many customers with national reach that are critical to community in times of crisis, including Woolworths, Coles and Australia Post.

Supporting our customers, supporting the community

As a customer-led organisation, we are proud to support our customers in their community programs.

Ronald McDonald House



Last year, Fujitsu was recognised for our continued support of the Ronald McDonald House charities at the annual NSW Ball, an event we have been sponsoring for more than 10 years. The event hosted over 1000 guests including our Fujitsu account team, McDonald's management and customers.

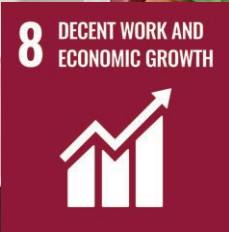
The Ronald McDonald House Charities NSW Ball raises funds for programs such as Ronald McDonald Houses in NSW, the Ronald McDonald Family Retreat Forster and Batemans Bay, the Care Mobile, the Ronald McDonald Learning Program and the Ronald McDonald Family Room program; all essential programs that ensure families who have a seriously ill child receive much needed comfort and support.

Fujitsu supported the Ronald McDonald house Charities by contributing over \$50,000 in donations and products for their silent auctions to raise vital funds for the charity and its programs throughout NSW, helping to keep families close in times of need.



Community future focus:

- Implement digital projects with Camp Quality and Solider On, using our skills and technology to deliver value to our community partners.
- Provide opportunities for our employees to safely engage with our community partners during the coronavirus pandemic.
- Continue to mature our value measurement using the LBG framework.



Diversity and inclusion

In this section:

- Progress against our D&I pillars: gender; generational; culture and reconciliation; LGBTI+; and disability inclusion
- Veteran inclusion
- Employee engagement and development



35%
external hires
were **women**

Launched
Innovate RAP
in 2019



52 
dads took
parental
leave

3 
women
externally recognised
for their contribution
to industry


776
digital badges
earned

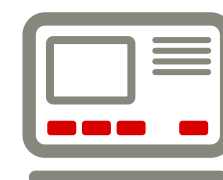
7 
military veterans
started a corporate
career with Fujitsu

300
outfits
donated to Dress
for Success



6
jobseekers
with a disability
hosted for
AccessAbility Day

55 
graduates
entered Fujitsu



56,096
unique visits to our
online learning tool

10
days paid leave
for colleagues
making a gender
transition





Be completely you

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. We also recognise that the responsible application of technology relies on including the voices of all people in society in the decision-making process.

Chaired by CEO Mike Foster, our Diversity & Inclusion council continues to drive the D&I conversation in Oceania. The working groups we launched last year maintain their governance across the five diversity areas to better inform and implement our strategy. These five key areas are: age; gender; health & disability; ethnicity and race; and sexual orientation and gender identity.



Gender

Changing the gender balance in Fujitsu is one of our key areas of focus, and targets for increasing the gender balance of our organisation and leadership levels have been set for FY20. This year, due to focused efforts through external hiring and internal development plans, we have seen an increase of women in technology and executive roles. We also continue to identify opportunities to grow the pipeline of women in technology through graduate and traineeship programs.

This year, our key statistics are:

- 21% women in Fujitsu Oceania
- 21.2% women in leadership roles
- 20% women in technology roles
- 35% female external hires.

Table – Employee gender split

	FY 17	FY 18	FY 19
AUSTRALIA			
Employee count	2,592	2,369.2	2,263
% Female	21%	21.1%	21%
Return to work after parental leave	100%	97%	100%
Fathers taken paternity leave	51	51	43
Women in executive roles	18.0%	20.7%	38%
Women in technology roles	12.2%	12.4%	16%
NEW ZEALAND			
Employee count	555	514.7	482
% Female	21%	23.6%	23%
Return to work after parental leave	96%	100%	100%
Fathers taken paternity leave	11	9	9
Women in executive roles	25.0%	25.0%	0%
Women in technology roles	14.7%	16.0%	19%
FAST			
Employee count	41	75	39
% Female	24%	21%	31%
Return to work after parental leave	*No PL taken	100%	100%
Fathers taken paternity leave	*No PL taken	*No PL taken	1
Women in executive roles	0%	0%	0%
Women in technology roles	11%	9%	21%
REGIONAL TOTAL			
Employee count	3,188	2,883.9 (*1)	2,745 (*1)
% Female	22%	21.5% (*1)	21% (*1)
Return to work after parental leave	98% (*1)	99% (*1)	100% (*1)
Fathers taken paternity leave	62 (*1)	60 (*1)	52 (*1)
Women in executive roles	30% (*1)	20% (*1)	38% (*1)
Women in technology roles	12.7% (*1)	13% (*1)	17% (*1)

(*1) data excludes FAST employees



Since 2016, CEO Mike Foster has been a member of the STEM Male Champions of Change (MCC) group. Male Champions are committed to redefining men's roles in taking action on gender equality, and seek to identify and share practical actions to increase the representation of women in leadership. In December 2019, we launched a Fujitsu MCC chapter, with the first meeting held in February 2020. All MCC's were tasked to try one thing, they could influence regarding gender equality. In August 2020, participants were due to complete their leadership shadow task, where they gain feedback from their colleagues on their actions to advance gender equality.

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 provides mentorship and development opportunities for women. Fujitsu is also a corporate member of Women in Information and Communication (WIC) in Canberra and supports a number of initiatives in this region.

Throughout FY19, our women's network and gender working groups hosted a series of events to promote women in ICT and help Fujitsu women build their skills and professional networks. International Women's Day was celebrated with a mix of multimedia, online and in-person events; including a clothing drive across Australia and New Zealand that collected over 300 outfits for 'Dress for Success', a charity that supports women re-entering the workforce with interview-ready clothing and coaching. In October, Ada Lovelace Day was an opportunity for Fujitsu to showcase our technical women via a series of online articles and profiles.

This financial year, three Fujitsu women received external recognition for their contribution to the IT industry. We congratulated:

- Jenessa O'Connell who won the 2019 Canberra Women in Information and Communication (WIC) Defying Gravity Award for emerging leaders
- Clare Burden, VP Portfolio and Alliances who was a finalist at the ARN Australia Women in IT Awards in the Community Services category
- Melissa Wooley, who was a finalist for the second consecutive year in the Shining Star category at the NZ Reseller News Women in ICT awards.

We also congratulated Simon Brettell, a finalist in the Male Champion of Change category at the Canberra Women in Information and Communication (WIC) awards night.

The Workplace Gender Equality Agency is an Australian Government statutory agency created by the Workplace Gender Equality Act 2012. Fujitsu reports against a set of standardised gender equality indicators (GEIs). Fujitsu is required to prepare a report for the Workplace Gender Equality Agency and this is available on the WGEA website.

Culture and reconciliation

In June 2019, we published our Innovate Reconciliation Action Plan (RAP) as a successor to our 2018 Reflect RAP. The Innovate RAP is our two-year plan that commits Fujitsu to measurable actions that support Indigenous-owned businesses, develop cultural awareness and competency within Fujitsu, and cultivate Indigenous careers in the IT sector. At the Canberra launch ceremony, we were delighted to be joined by Adam Goodes, CEO of the Infrastructure Defence & Infrastructure Consortium (IDiC) and Damien Cooke, COO of Reconciliation Australia to speak to our audience of customers, community and employees.



In the past year, we are proud that we have:

- achieved a milestone figure of \$1M spent with Indigenous-owned businesses in our supply chain, nearly tripling our spend figure from FY18/19, with support from IDiC and Supply Nation
- hosted a 'Yarning Circle' for employees to hear from members of Macquarie University's Aboriginal and Torres Strait Islander community including students, staff and an Elder, taking place outdoors in the university's Learning Circle for Reconciliation Week
- marked NAIDOC Week (7th-14th July) in Australia as one of our Reconciliation Action Plan commitments to recognise the contributions that First Nations people make to Australian society
- supported the Bawurra Foundation with its mission to digitally preserve and promote Indigenous culture with Fujitsu ScanSnap technology.

In New Zealand, Fujitsu hosted Māori students on day programs to showcase technical career opportunities. The group was hosted by Māori Women's Development Inc and CreateOPs, and included two rangatahi [young people] along with a teacher from Te Kāpehu Whetū, located in Whangarei. These programs focus on encouraging young people to get into the tech sector and support Fujitsu's goals of growing a pipeline of diverse talent in the sector.

During the reporting year, we also marked cultural days of significance such as Diwali at employee-led celebrations across the region. Our program in FY20/21 will focus on internship pathways for Indigenous students, formalising our Māori and Pasifika Inclusion strategy in New Zealand, and continuing to increase our supply chain inclusion programs.

Disability

At Fujitsu, we provide an open and safe space that recognises people who are differently abled by raising awareness and aiming to eliminate unconscious biases.

Fujitsu Australia participated in AccessAbility Day in November, hosting jobseekers with a disability across human resources, sustainability, data centres, repairs, general IT and quality assurance. We also held a web workshop with Aspect Autism Awareness to discuss and share employee stories. Aspect Autism Awareness has successfully placed employees with Fujitsu.

We were proud to celebrate International Day for People with Disability in Oceania and globally. We encouraged all employees to wear purple (our global colour for disability) and our Sydney office hosted a lunch and learn session with a guest speaker from Specialisterne, showcasing what their organisation does for the differently abled. Specialisterne spoke through some practical actions that staff can take to help create an inclusive workplace.

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



Generational



Our ambition is to be a global leader in workplace diversity. Oceania's diversity and inclusion generational pillar aims to nurture and promote connected relationships across all generations at Fujitsu. In FY19/20, Fujitsu achieved successes across our reverse mentoring program, Next Gen Network and internship opportunities. Fujitsu Oceania's six-month mentoring program started in January 2020. The program involved seven mentors, including graduates and experienced colleagues who mentored six executive leadership members. The program was designed to give mentors an opportunity to share their insights, experiences and bring a fresh perspective on our business, strategy and culture. This also allowed our leaders to deepen their insights into diversity and inclusion, allowing feedback to be received in a safe space.

The Next Generation Network (NGN, previously known as Young Community) celebrated its first anniversary in 2020 with a focus on belonging and inclusion. Our network runs across Australia and New Zealand with NGN ambassadors leading events in their locations. Events held in the reporting period included roundtable sessions, trivia, boxing, a fun run, fitness boot camp, pub quiz and speed networking.

Our graduate program helps build a pipeline of talent to lead Fujitsu into the future. Graduates are placed in roles across sales, marketing, finance, human resources, consulting, digital business, legal and commercial, customer services, technology and innovation architecture, and managed services. In FY19/20 we recruited over 55 graduates, an increase from the 44 hired in FY18/19.



LGBTI+

Last year we joined Pride in Diversity, Australia's largest employer support program for LGBTI+ inclusion, to support us with our activities to promote LGBTI+ inclusion. In 2019, Pride in Diversity supported our LGBTI+ working group to develop a three-year strategy, which will see Fujitsu take part in the Australian Workplace Equality Index in future years to benchmark our practices. We also participated in the Australian Workplace Equality Index Survey for the first time, which we have used to inform our strategy. This year we have increased promotion relating to training and awareness sessions offered by Pride in Diversity to our employees, as well as launching the 'Walking in Rainbow shoes' online awareness course on our eLearning platform for all employees in the region.

Fujitsu Pride, a networking group for LGBTI+ employees and allies, worked to organise the celebration of days significant to the LGBTI+ community, including IDAHOBIT Day (the International Day Against Homophobia, Biphobia, Intersexism and Transphobia). In 2019, we used IDAHOBIT Day to mark the formal launch of our Gender Transition in the Workplace Guidelines, which seek to promote understanding and provide guidance for all stakeholders when a transgender ('trans') person chooses to transition from one gender to another while continuing employment with Fujitsu. The policy also includes an entitlement of 10 days paid leave, so that the transitioning colleague can take paid time away while Fujitsu makes required changes (e.g. updating name and photos on staff directories or briefing colleagues). This entitlement sends an important signal of our commitments to be a great place to work for LGBTI+ people. We were listed on the Inclusive Employer Australia website for the first time in 2019.

We also celebrated Wear it Purple Day in 2019, showing support for rainbow youth with a series of fundraising morning teas across Australia and New Zealand, and increasing the visibility of the Fujitsu Pride networking group.

During the year, Fujitsu Pride networks from across the world formed a global steering committee to help share best practices in our global approach to LGBTI+ inclusion, as well as provide support to colleagues in regions where LGBTI+ people face persecution. The co-chair of the global working group is based in Sydney and is the chair of the local chapter of Fujitsu Pride.

Military veterans

Fujitsu has a deep relationship with the Defence sector and aims to provide opportunities to veterans who are making a transition to corporate employment. We work with our charity partner Solider On and With You With Me (WYWM) to provide employment opportunities to ex-service military personnel. Fujitsu has participated in several industry events with Soldier On and WYWM and assisted veteran talent members in their approach to the non-military market, including advertising Fujitsu's career opportunities on the dedicated members websites and working with veterans to discover how their military skills align with the future of work. During the reporting period, seven military veterans were employed by Fujitsu through these channels.



People development and employee engagement

Fujitsu's Oceania 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. It uses a global benchmark produced using a hybrid methodology, to be conducted twice annually across all Fujitsu regions. The 2019 results for Oceania indicated an engagement score of 56 per cent, which is broadly consistent with the previous year's result (which was undertaken with a different methodology). As a result, a number of initiatives focused on driving cultural change across our organisation have been launched.

Changing the culture of our business

The Oceania 7 values were launched in March 2019 and have since formulated the essence of Fujitsu Oceania's culture. Fully endorsed by the executive leadership team, these values are behaviours we want to see in the Fujitsu workplace. These values are:

- trust
- respect
- focus on the Customer
- accountability
- purposeful
- simplicity
- learning

Since inception, we have launched a number of initiatives that showcased the values and how they might be realised, and how to recognise them in action. This has included multimedia campaigns where employees shared personal stories of the values that resonated with them, a campaign where people could recognise their colleagues who had displayed the values, and aligning the values to various development initiatives we offer. Our values have also been integrated into our performance management framework to enable increased focus on assessing and providing feedback on both outcomes achieved and behaviours demonstrated.

Building manager capability

Over the past 12 months, we have continued to embed our manager capability program across Oceania, offering people managers, team leaders and those aspiring to lead with opportunities to further develop their careers within Fujitsu. This structured program includes best practice adult learning principles blending digital, virtual and social group learning to support professional development in the context of the workplace.

This program explores the Oceania 7 values in leadership, cultivating a strengths-based coaching language, digital leadership, and inclusive hiring practices in line with our employee value proposition. The program supports equal opportunities for promotion and development and complements the Fujitsu Future Leaders program and the Technical Experts programs to create the workforce for the future.

Building a digital learning culture

During the reporting period, we launched the Empower learning platform, offering access to thousands of learning resources for Oceania staff. The Empower platform has the learner experience as the number one focus, offering an easy-to-use approach when accessing the extensive library of various learning content types.

FY19 Empower metrics:	
56,096	Unique learner visits, i.e. access Mon and again Wed = 2 visits
38,845	Resource types accessed, i.e. books, audio books, videos
20,022	Number of distinct assets (titles) accessed by learners
8,605	Combined, total hours spent on platform
3,332	Resources launched via mobile app
776	Digital badges earned



Diversity and inclusion future focus:

- Increase representation of women in our business, with a focus on leadership and technical roles.
- Attract more women to Fujitsu and achieve a target of 50 per cent of new hires as women.
- Create pipelines for young First Nations people in our organisation.
- Greater acknowledgement of days of cultural significance across the broad mix of cultures at Fujitsu.
- Participate in the AWEI Index.
- Continue to grow the Fujitsu Pride network regionally and forge strong connections with international Fujitsu LGBTQI+ networks.
- Grow and enhance the Next Generation Group.
- Create a more visible employee value proposition in our external communications within the market.

Safety and wellbeing

In this section:

- Our safety and wellbeing strategy
- Dealing with the COVID-19 challenge
- Performance highlights

Our mental health strategy



0
**significant
or potentially
significant
injuries**



23
**defibrillators
installed**

27

**sites certified
to ISO 45001
Health & Safety
Management
System**

Putting people at the heart of everything we do

Numerous extraordinary local and global events that occurred in the 2019/20 summer period have threatened community and individual wellbeing in a way and on a scale that we had not previously witnessed. The tragedy of New Zealand’s White Island volcano eruption was quickly followed by the devastating Australian summer bushfires. As the immediate threat of these disasters subsided, we faced the ongoing global COVID-19 pandemic. The combination of these events, and in reasonably quick succession, has been a challenge for the public and workplace communities. It has also resulted in health, safety and wellbeing taking a very prominent role across the Fujitsu Oceania business and galvanised the spirit of the Fujitsu community in supporting each other during the tough and uncertain times. This is a testament to our commitment for putting people at the heart of everything we do.

Safety and wellbeing strategy

Early in 2019, the executive leadership team endorsed a new Fujitsu safety and wellbeing strategy extending our focus from risk management activity through to a workplace where our employees are supported to be the best they can be.



Wellbeing highlights

There have been many highlights for the reporting period, including:

- Deployment of a new, compliance review tool and activity allowing for validation of legal requirements at each of our Fujitsu Oceania workplace locations commencing with our data centre facilities.
- Successful expansion of our auditing program to include activities at a number of new sites across Australia and New Zealand in addition to transition actions to allow for certification to ISO AS/NZS 45001 in July of 2020.
- Design and implementation of a new consultation network with wellbeing and safety committees developed for each of the restructured lines of business and a country-based committee for New Zealand.
- Commenced a strategic review of our risk management tools for our critical risks to ensure we have contemporary and effective controls in place to minimise harm.
- Expanded first aid at Fujitsu locations to include defibrillators, asthma inhalers and EpiPens.



- Offered company-funded influenza vaccinations to all employees.
- Hosted RUOK? Day events to promote a work culture where employees look out for each other.
- Engaging with managers to drive their WHS accountabilities.



Performance measures

- The lost time injury frequency rate (LTIFR) for April 2019 to March 2020 (the Fujitsu financial year) was recorded at 1.5.
- Zero significant incidents or potentially significant incidents (pSI) were recorded for the reporting period.
- Successfully met target of 80 per cent attendance of ELT at monthly safety and wellbeing steering committees.
- Zero major non-conformances identified during external audit activity of the safety and wellbeing management system.

Focus on wellbeing

This year we have built on the foundation of Thrive, our mental health and wellbeing program, through numerous campaign events targeted at reducing the stigma of mental illness. Partnering with our EAP provider, Assure, we coordinated panel events on RUOK? Day where our CEO, managers and employees took the spotlight and shared their lived experience, either personal or family, of mental illness. The purpose was to use the power of a shared story in supporting people to voice their own accounts or to develop skills in listening to others who may be struggling.

Managers across the business completed mental health first aid training to expand a network of employees and leaders who have the skills to identify a mental health need, have a conversation and refer people to the existing support programs that can change a life.



Fujitsu Oceania’s mental health strategy



Project Sagasu

Fujitsu is proud to lead a project in collaboration with our partners GE Healthcare, Macquarie University and Macquarie Medical Imaging to use artificial intelligence to assist radiologists with the detection and monitoring of brain aneurysms. This project aims to save valuable time for clinicians, make diagnoses safer and more accurate, and hopefully save lives.

Brain aneurysms are weak spots on an artery wall in the brain that bulge and balloon outwards, filling with blood. At least 2 per cent of the world's population have a brain aneurysm, and the consequences of a ruptured brain aneurysm are severe and life threatening. Early and accurate diagnosis of brain aneurysms, and continued monitoring are critical for ensuring the safety of a patient. Computed topography (CT) scans are the typical choice for brain aneurysm detection; however they can be challenging to review, as they require more thorough examination compared to typical chest or skeletal X-rays. Unfortunately, trained senior neuro-radiologists are an expensive resource and are not available equally around the world.

Fujitsu's artificial intelligence software will include the following features:

- alerts for radiologists to areas of interest on CT scans
- tracking changes in aneurysm size and shape over time
- prediction of aneurysm risk of rupture.

As the lead partner of the project, Fujitsu will develop the core artificial intelligence algorithm that detects aneurysms on CT scans and monitors long-term size and shape growth. GE Healthcare will contribute through its leading medical imaging technology and global commercial expertise, and its existing CT stroke software will be used to annotate a large dataset of aneurysm images obtained from Macquarie Medical Imaging (MMI), which also provides radiology expertise and a first trial site. Macquarie University will use this annotated data to develop novel software to assess the risk of rupture of aneurysms, as well as manage the image database. Both Macquarie University and MMI will provide clinical expertise for development and testing of the artificial intelligence. The project has received a \$2 million-dollar research grant from the Department of Industry, Innovation and Science, Co-operative Research Centres Projects Scheme.

The challenge of the COVID-19 pandemic

In early 2020, we very closely monitored the emergence of a coronavirus in China, or COVID-19, as it's now labelled. We quickly adopted the principles for prioritising the wellbeing of our workforce and customers and stringently followed the information and advice of local and international government and health authorities as it related to travel, gatherings, health and the workplace. To date, our employees who can safely and productively work remotely are doing so.

There have been a number of initiatives put in place:

- We supported employees as they transitioned to regular working from home.
- We supported our essential workers and provided them with additional safety and hygiene precautions.
- We set up a COVID-19 site on our intranet to provide the most current guidance and recommendations.
- We run regular manager/employee communication sessions on COVID-19 with a focus on supporting managers who manage staff working from home.
- We offered technology upgrades to enable an efficient work from home experience.
- We emphasised the availability of the Employee Assistance Program (EAP) to assist those manage their health and wellbeing while working from home.

We have been very fortunate, at the time of preparing this content, to not have had a COVID-19 positive case among our employees.



Safety and wellbeing future focus:

- Developing manager capability in the identification, support and referral for employees who may be impacted by mental illness.
- An annual commitment to RUOK? Day as we build on the power of sharing personal stories of mental illness and reinforce workplace support.
- Continued promotion of our Employee Assistance Program, particularly given the potential impact of COVID-19 on people's mental health and wellbeing.

Operating practices

In this section:

- Responsible supply chain in Oceania and in the Fujitsu Group
- Modern slavery
- Compliance and anti-corruption practices
- Cybersecurity
- Responsible application of technology



97.6%

of Oceania staff
have completed
compliance
training

Prepared
1ST modern slavery
statement



Members of...



Over \$650M

spent with
more than 2000
suppliers

\$1.2M

spent with
Indigenous-owned
businesses since
2016

Responsible supply chain

Our supply chain consists of approximately \$650 million spend in the Fujitsu Oceania region on products and services, and globally a product manufacturing and services supply chain. Our supply chain policy has ethical, social and environmental principles embedded within it. The Fujitsu Group joined the United Nations Global Compact in December 2009 and is committed to upholding its 10 principles in all our business activities.

Globally, Fujitsu is a member 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. We work with our supply chain to promote due diligence in the supply of high-risk minerals that could lead to human rights abuses, which is outlined in our Approach against Responsible Minerals Procurement.

Indigenous inclusion in the supply chain

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 (Indigenous enterprise). This commitment was further developed in our Innovate RAP launched in 2019 and we continue to be Supply Nation members.

In FY2019/20 we have marked a significant milestone in our efforts to increase the value of procurement with Indigenous businesses, achieving cumulative \$1 million spent. Over the reporting period, Fujitsu has worked with the Indigenous Defence & Infrastructure Consortium (IDiC) to integrate Indigenous-owned businesses into delivery contracts for our major government and commercial customers across Australia, including in regional areas. This is a key outcome from this partnership, as it links Indigenous businesses to long-term contracts, promoting investment and growth of Indigenous capability in the digital sector.

We have set a target to achieve \$2 million in spend with Indigenous owned businesses in FY20/21, and this increased by \$0.5 million each year in FY21/22 and FY22/23.

To support our small and Indigenous supply chain during the COVID-19 pandemic, Fujitsu provided cashflow relief by reducing the payment terms for our small and Indigenous suppliers.

Year	Spend
FY16/17	\$4,500
FY17/18	\$73,100
FY18/19	\$272,000
FY19/20	\$875,870

Modern slavery

In Australia the Modern Slavery Act (Cth) (“Act”) became effective on 1 January 2019 introducing a new statutory modern slavery reporting requirement for companies with an annual revenue of \$100 million annually operating in Australia. Under the Act, Fujitsu Australia was originally required to submit its Modern Slavery Statement to the Modern Slavery Business Engagement Unit of the Australian Border Force (ABF) by 30 September 2020. The Australian Government extended this legislated deadline for reporting by an additional three months, to 31 December 2020, to support reporting entities impacted by the COVID-19 pandemic. This Statement will be freely accessible on the ABF online central register and Fujitsu Oceania will also publish it on our website.

In order to ensure that Fujitsu Australia meets its reporting requirements, a Modern Slavery Statement Committee was been established in early 2019. The Committee meets regularly to review Fujitsu’s compliance with the Act and progress against plans.

The Act requires that the Modern Slavery Statement contain the following:

- Fujitsu’s structure, operations and supply chains
- the risks of modern slavery practices in the operations and supply chains
- the actions taken to assess and address those risks, including due diligence and remediation processes
- how Fujitsu assessed the effectiveness of such actions; and
- The impact of COVID-19 on Fujitsu’s supply chain.

As at 1 April 2020, Fujitsu Australia has reviewed its current supply chain, and assessed and categorised each supplier as having a high, medium and low risk of modern slavery.

Fujitsu Australia is preparing a detailed due diligence Modern Slavery Questionnaire to be completed by all active in-scope suppliers, covering questions including:

- how each supplier is complying with the Act
- whether it had a form of risk assessment when engaging with a new supplier to it that considered potential risks of slavery
- whether it has formal policies and procedures in place to address modern slavery, and
- a request for each supplier to list the countries that it sourced their products and materials from.

From the collated responses, we will be able to identify and assess actual and potential modern slavery risks in our supply chain. We will then be able to work with suppliers that may need remediation processes put in place.

Since the introduction of the Act, we have, as part of our mitigation strategy, addressed modern slavery risks by:

- changing the terms and conditions of our supply agreements
- changing our recruitment and supply chain policies to:
 - ensure we comply with the Act
 - entrench human rights in our procurement and acquisition processes
 - where we identify a suspected situation of modern slavery in our supply chain, we will work with the supplier and put a remediation process in place.

This will support our ambition of transparency in supply chains as well as acting in accordance with human rights principles.

Global supply chain

To ensure ongoing sustainable operations, the Fujitsu Group supports and is a signatory to the UN Global Compact’s 10 principles in the areas of human rights, labour, the environment, and anti-corruption. Our corporate activities focus on minimising any negative outcomes for society and we are committed to reviewing and improving our socially responsible activities. In terms of compliance, we have implemented the Global Compliance Program throughout the Fujitsu Group to firmly establish a corporate culture where all executives and managers continue to lead each and every

employee around the world in an environment with zero tolerance for any wrongdoing.

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. Suppliers are subject to the Guideline if they provide components, materials, construction services, equipment, software and so on for use in Fujitsu Group products. Globally, we are members of Business for Social Responsibility (BSR), a global non-profit business network and consultancy dedicated to sustainability.

Fujitsu Group policy on conflict minerals

The Fujitsu Group regards corporate responsibility with respect to conflict minerals as an important business issue and, accordingly, formulated its “Fujitsu Group Policy on Conflict Minerals” in March 2018. The policy stipulates that the Fujitsu Group shall remove high-risk conflict minerals – those associated with fostering conflict, forced labor, or human rights violations – from its products, components, and supply chain. In addition to joining the RBA, Fujitsu is also a member of the Responsible Minerals Initiative (formally CFSI) and is part of the JEITA working group on responsible minerals. We are also working closely with our customers and suppliers to ensure that we have implemented suitable measures in our supply chains.



Oceania compliance framework

The compliance committee meets quarterly and is a forum for the sharing of compliance incidents and information that supports the compliance program in Fujitsu’s business practice. Further, the compliance committee assists Fujitsu to maintain an effective ethics and compliance program, maximise the inherent benefits of such a program, and consistently promote an organisational culture that demands ethical business conduct and compliance with the law.

Fujitsu undertakes regular compliance training through our online learning platform. In 2019, we revised our online compliance training offerings, which include appropriate workplace behaviour, workplace health and safety, and global compliance standards. As at 1 April 2020, 97.6 per cent of Oceania employees had completed the global compliance training unit.

Data security and privacy

Ensuring the security and privacy of data is key to building trust in partners and society. Fujitsu’s full range of professional security services and managed security services are based on best-of-breed security technologies. We develop and provide our own security products and solutions, and local and global security operations centres provide a 24x7 secure service that is tailored to customer requirements, and draws on more than 40 years of experience in highly secure environments.

Cyber Resilience Centre

In July 2019, Fujitsu Australia and New Zealand launched our first next-generation security operations centre (SOC) in Canberra. Named the Cyber Resilience Centre (CRC), the facility provides a centralised model for the management of new core Security-as-a-Service (SECaaS) offerings.

The CRC provides federal and state government customers with a dedicated, physical location for cybersecurity, an escalation point for security services, and the ability to operate at a classified level with complete managed detection and response capability. It was purpose-built to comply to the federal government SECRET level and operates 24x7.

The CRC delivers a comprehensive suite of managed cybersecurity services including:

- **Threat analytics** – collation and analysis of events and the protection, detection and remediation of security incidents as well as enabling retrospective analysis to support security investigations.
- **Vulnerability management** – probing of assets and configurations to identify weaknesses. This information can then be used to drive the remediation activity and enhance the protection of critical information assets.

- **Threat intelligence** – tracking external feeds to give early indications of potential targets.
- **Threat response** – proactively working with customers to plan how to react effectively in the event of a breach or potential breach.

With a greater focus on proactive intelligence-led cybersecurity, this investment was made to ensure Fujitsu is well-positioned to protect our customers from the ever-increasing threats in the cybersecurity landscape.

Ethical application of technology

Progress and innovation in the realm of advancing information and communication technologies (ICT), especially artificial intelligence (AI), are dramatically changing the way we live and the society we live in. By analysing enormous amount of data in real time, we are finding new ways to help transform industries such as manufacturing, finance, healthcare, transportation, logistics and agriculture; and working to resolve environmental issues such as water shortage, global warming and desertification.

Meanwhile, there are questions and concerns about unanticipated side effects, including discrimination, bias, and other ethical issues. We, as a developer and provider of AI solutions, firmly believe it crucial to find ways to use AI not only for convenience, but also to use it in way that contributes to safety and security for all people. As a company that seeks to create trust in society, we are alive to these concerns and believe the respect of human dignity is fundamental to creating trust. To ensure the trustworthiness of our AI, Fujitsu released its AI commitment in March 2019, outlining our vision for the safe and secure use of AI.

In alignment with our commitment, 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’ released in April 2019. In conjunction with AI4People (Europe’s multi-stakeholder first forum on the social/ethical impact of AI applications), the ECAI is heading up an extensive public consultation on AI across 12 European countries, representing the first such initiative of its kind.

Key points of the Fujitsu AI commitment

- provide value to customers and society with AI
- strive for human-centric AI
- strive for a sustainable society with AI
- strive for AI that respects and supports people’s decision-making
- as a matter of corporate social responsibility, emphasise transparency and accountability for AI.



Ethical operating practices future focus:

- Reaching our Indigenous spend recruitment targets and formalising a specific Indigenous procurement policy.
- Setting procurement targets for small business and other diverse supplier groups.
- Carrying out modern slavery training and awareness sessions for internal stakeholders who work with suppliers, and offer external training sessions to their major suppliers to improve their capability to identify modern slavery risks.
- Implementing a program of modern slavery spot audits for critical and/or major suppliers and continuously monitoring and reviewing all suppliers.

Conclusion

This year has challenged business and society like few years before it, and the ecological, social and economic impacts of both the bushfires and the coronavirus pandemic are still yet to be fully understood. In this year, we have drawn on the Fujitsu Way, and our desire to create a prosperous, trusting, sustainable society through innovation. The Fujitsu Way and our commitment to put people at the heart of everything we do has shaped our responses to these local issues as well as global issues such as climate change and cybersecurity.

We have emphasised the role of trust in this report, and recognise that progress across all areas of environmental sustainability, community inclusion, wellbeing, diversity and inclusion, and ethical operating practices are key to creating and maintaining trust with customers and society. As we note, it will not be a success-only journey, and sometimes setting ambitious long-term targets means that meeting them might not, in the end, be achievable. However, we believe that our continued endeavours towards conducting our business responsibly by creating value for customers, employees, society and the planet, and being transparent about progress, will help create trust.

We look forward to co-creating a prosperous, equitable and sustainable future with our Oceania community and customers, and welcome your feedback and comments on this report.

Supporter quotes

"We congratulate Fujitsu on its progress against its Indigenous procurement and Reconciliation Action Plan targets this year. The milestone of the first \$1 million spent with Indigenous owned businesses is one worth celebrating: it will support Indigenous digital capability and create significant value in the community, and reflects Fujitsu's substantial efforts in recent years to diversify its supply chain. Fujitsu's work to promote respect and opportunities in its business shows its genuine progress towards promoting reconciliation, and the IDiC looks forward to continuing to work with Fujitsu on its reconciliation journey."

Adam Goodes, CEO, Indigenous Defence & Infrastructure Consortium (IDiC)

"The Business Council for Sustainable Development Australia was pleased to welcome Fujitsu Australia as a member in 2020. This will be a key year as Fujitsu counts down to the achievement of its 2020 targets. While it is likely that achieving all of its targets on renewable energy and data centre PUE will not be realised, Fujitsu remains ambitious and accountable. The level of emissions reductions from office energy and travel is also creditable. We look forward to working with Fujitsu as it seeks impact not only within its own operations, but from the impact of its technology to achieve the Sustainable Development Goals."

Andrew Petersen, CEO, Business Council for Sustainable Development Australia (BCSD Australia)

"We are incredibly proud of our ongoing, five-year partnership with Fujitsu. In addition to supporting Camp Quality's Online Volunteer Platform, which connects and manages our essential team of 1200+ volunteers, our multi-faceted relationship with Fujitsu has included staff volunteering, running events and an annual Golf Day."

Over the next three years, we are excited to be working in collaboration with Fujitsu, as our Innovation Partner, to expand our virtual programs and services, which will offer kids facing cancer interactive and informative digital experiences, anytime, anywhere, whether they are in hospital, at home or at school."

We look forward to continuing this innovative partnership to support the important work Camp Quality does in helping kids and families find the light through their darkest moments."

Deborah Thomas, CEO, Camp Quality

"Fujitsu New Zealand has been a long-time and valued member of the Sustainable Business Council, and the sustainability community in New Zealand. In these times of extraordinary change, we are encouraged by its steadfast commitment to sustainability principles which reinforce the wellbeing of its people and the environment, as well as providing a firm foundation for business growth."

The Sustainable Business Council's new five-year strategy sets out a new purpose – to mobilise New Zealand's most ambitious businesses to build a thriving and sustainable future for all. We will do so by focusing on leadership, thriving people and climate action. Fujitsu's Responsible Business Report exemplifies this focus on people and planet. What stands out is the richness of Fujitsu's programmes to care for its people and the community, exemplified by their initiative encouraging young Māori to consider careers in the tech sector, an emphasis on building a digital learning culture, and its partnership with Eat My Lunch."

We applaud its commitment to climate action through its membership of the Climate Leaders Coalition, particularly seeing 68 per cent of its New Zealand fleet are hybrid vehicles and its promotion of active and public transport. The range and reach of its sustainability activity shows true leadership in the corporate space."

Mike Burrell, Executive Director, Sustainable Business Council

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

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