

# Responsible Business Report

Finland 2016

FUJITSU

# President's note

The essence of Corporate Social Responsibility (CSR), I believe, is listening to the voices of stakeholders, and flexibly adapting management practices based on the premise of sustainability in society and business.

There are, however, some elements we should not change. These include Fujitsu's promise to, "Walk shoulder to shoulder with customers, earn their trust, and use technology to co-create a human-centric society that is safer, more prosperous, and more sustainable." I firmly believe that Fujitsu's technology makes people happier. At present, I feel that there are two transformations to which we must respond. The first transformation is global society. There are many people in the world who lack access to safe food and water and live with inadequate educational and medical services. A host of problems are worsening due to urbanization and aging societies. These problems, however, cannot be solved by intensifying our current measures to address them. In striving to achieve the UN Sustainable Development Goals (SDGs), Fujitsu believes that its corporate mission is to transform society through the power of technology.

The second transformation to respond to is digital society. ICT creates new value through digital transformation that spreads to the many corners of business and society. Progress of the Internet of Things, artificial intelligence, and other endeavors makes problem solving and collaboration between humans and machines possible. At the same time, new areas of concern involving data security, privacy, and decrease of employment call for stronger responses. I believe that it is important for Fujitsu, in line with our responsibility as a global ICT company, to reduce any negative impacts of our business activities on society, while scaling up our businesses that benefit society.

As part of our worldwide corporate responsibility, Fujitsu supports, and is a signatory to the UN Global Compact's 10 principles in the areas of human rights, labor, the environment, and anti-corruption. Going forward, we will devote ourselves to respecting and upholding these principles and to the review and improvement of socially responsible activities with zero tolerance for exceptions. We will carry out these social responsibilities with no exceptions and continuously review and improve our activities. As for compliance, we have implemented the Global Compliance Program throughout the Fujitsu group in order to firmly establish a corporate culture where each and every Fujitsu employee around the world has zero tolerance for any wrongdoing. Moreover, through digital transformation, we would like to work with our partners to create a human-centric intelligent society that is safer, more sustainable, and more prosperous.



**Tatsuya Tanaka**  
President  
Fujitsu



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# Greetings

## Responsibility cannot be outsourced

Responsible operations are an important business issue today and this has been the case for many years. However, for many, responsibility is still just a word or an empty phrase. Fortunately, more and more recognize the link between responsibility and their business with many thinking about how to be more responsible. A lot of our employees donate blood regularly, volunteer in maritime rescue or visit lonely senior citizens every few weeks. "Of course I volunteer! I can help and it gives me a good feeling" is a comment I have heard often.



The reason why Fujitsu hold responsibility as an important topic is not because I have been told that is how it should be. Nor is the target to get positive publicity from charity events. A responsible company works continuously in an ethical and transparent manner and respects nature, people and society.

Sustainability is not a black art or a way to collect social media likes or clicks. It may seem boring, but from a company perspective corporate responsibility is a goal-oriented activity. The results and impact can be measured in the same manner as other business areas. Our sustainability has clear targets and indicators, which we follow on a monthly basis.

At Fujitsu we strive for continuous improvement in the Lean spirit. We want to be successful in a sustainable way in both customer satisfaction and business performance, not forgetting the well-being of our staff. We comply with industry standards.

The most advanced responsible businesses are those organizations which have responsibility as part of their DNA. Throughout Fujitsu's over 80-year-old history, human centric thinking is a huge part of our values. We ensure that people are always at the core of IT services. Our mission is to improve quality of life and make life easier for people, both as individuals and society. Our business results are ultimately generated as a result of how well we succeed in producing value for society.

Technology trends and digitalization have resulted in a turning point in the information technology sector. As a company, we take care of the fact that, for example, data security is built on a sustainable foundation from both the individual and the citizen's point of view. When this is taken care of, many other things are managed more responsibly.

Progressive automation, software robotics and the more common Artificial Intelligence will help to develop solutions that ease the burden people have created on our environment or increase efficient use of resources. In our neighboring country one example of this is already in place: based on the identification done with a palm solution young children pay conveniently for their lunch at school. Children's meal choices are at the center and parents receive notice of what their child has had for lunch.

In this year's Corporate Responsibility Report we have put together key information and the results of Fujitsu's corporate responsibility operations 2016 in Finland. Welcome to our report.

**Simo Leisti**

MD, Fujitsu Finland Oy

Member of WWF Finland oil spill response troops

# Executive Summary

Fujitsu is the leading Japanese ICT company, and the fifth largest globally, providing a wide range of technology products as well as ICT solutions and services. We have approximately 156,000 Fujitsu people supporting customers in more than 100 countries. We utilize our experience and our network of talent to shape the future together with our customers. Fujitsu Limited consolidated revenue was 4.7 trillion yen (US\$41 billion) for the fiscal year ended March 31, 2016.

Our goal is to enable businesses and communities to thrive through innovative operating models and technologies. We manage our customers' ICT and support services, as well as the availability and development of our customers' applications. Fujitsu's range of technology products covers the entire spectrum of computing, from laptop computers to datacenter solutions.

Overall responsibility means that, if they wish, customers can outsource their entire IT systems to Fujitsu, who will develop the systems and upgrade the hardware in accordance with a jointly prepared plan. Moreover, overall responsibility covers data security as well as employer responsibility and continual operational development in collaboration with the customer. Fujitsu is committed to promoting solutions that help organizations and businesses to develop their future activities in a secure and sustainable manner.

Fujitsu was chosen in 2016 for the 17th time for inclusion in the Dow Jones Sustainability World Index (DJSI World), the world's leading Socially Responsible Investment index, and was awarded the status of being an Industry Group Leader.

The roots of Fujitsu's sustainable development extend as far back as 1938, when the company built a parklike recreation area around its factory. The first environmental committee was founded in 1989 and in 2002 the world's first biodegradable plastic parts were installed in Fujitsu laptops. In 2003 all Fujitsu Japan's 13 factories achieved carbon neutrality. In 2006 Fujitsu applied the ISO 14001 environmental management system worldwide.

For Fujitsu, corporate responsibility means creating excellent results for our customers, investing in our own personnel and ensuring adherence to good practices throughout the production chain. For us, it is essential to understand how our own operations are linked to the surrounding world and to meet the needs of our diverse stakeholder groups.





# Our People

Responsible leadership is essential for the wellbeing of our people. Responsible leadership ensures we have skilled, motivated and healthy employees. We aim to ensure that our people are provided with optimal conditions in which to carry out their work for the benefit of our customers and our own business alike. Our goal is to achieve an environment of openness and trust in our workplaces. One key principle of social responsibility is to ensure good working conditions in diverse life situations, foster diversity and ensure equal treatment.

We have a long tradition of developing our line managers and these traditions are still valued. New line managers are trained to act in accordance with Fujitsu's global leadership principles. We organize training, addressing issues such as labor law issues, key leadership processes, how to deal with awkward situations, as well as leading change. Performance management processes bring together managerial aspects which create a uniform method and timetable of key themes dealing with: setting targets, conducting regular discussions and employee assessments.

## Our Workforce

In Fujitsu Finland we have 2,020 employees (31.12.2016). 2% of these are under the age of 29. Last year we hired 51 employees. 8.5 years is the average career length and 45.5 is the average age of our employees.

The IT market is changing faster than ever before. In October 2016 Fujitsu Finland launched a consultation process in order to improve our competitiveness. Negotiations were related to the EMEIA-level Transformation program. It is imperative for us to continuously adapt to the market conditions in order to remain competitive. The negotiations resulted in a number of activities e.g. work being transferred to lower-cost countries or tasks concentrated in EMEIA-level functions and enhanced across the board. Our digital competitive vision is set in a large Transformation program. Fujitsu is committed to the EMEIA region – this is the next-biggest market for Fujitsu after Japan.

In April, we completed an EMEIA wide program that created the right organizational structure, based on our Global Matrix model.

Employees affected by the consultation process have been offered training in job-searching by an external service provider and have had the opportunity to get training through the digital education system. In addition, Fujitsu has participated in recruitment fairs, where the aim was to help with job-seeking by bringing together recruitment companies in the technical sector and affected employees.

## Opportunities for Young People

We collaborate with educational institutes such as Aalto University, the Helsinki Metropolia University of Applied Sciences, the Haaga-Helia University of Applied Sciences, the Edupoli Adult Education Center and Keuda Vocational College. Fujitsu has been a supporting member of the Industrial Engineering and Management student guild, Prodeko, at the Aalto University for over 25 years. We arrange excursions and visits for students and visit educational institutes to talk about our company. We also offer students occupational training opportunities and opportunities to complete their practical assignments and thesis work at Fujitsu. In addition to the above establishments, we also collaborate with other educational institutes on a case-by-case basis.

## Diversity

24% of our workforce is female and we have 26% female managers from all of our line managers. These numbers are near the national average for the IT and telecommunications industry. Since 2012 the number of women in Fujitsu Finland has reduced from 27.5%. Fujitsu is undertaking a number of initiatives to increase female representation in the company. Fujitsu Finland signed the FIBS diversity network pledge in February 2016. By signing the pledge Fujitsu has agreed to provide equal opportunities, to identify and utilize individual skills and needs, to lead the right way and to communicate goals and achievements in this area. For the first time Fujitsu Finland took part in the Helsinki Pride parade on 2nd July 2016. Fujitsu employees dressed in red t-shirts, marched in support of diversity and inclusion. In Fujitsu globally there are over 156 000 employees in over 100 countries, therefore we are passionate about showing our support for diversity, inclusion and equality in both the workforce and society as a whole.

Fujitsu employees took part in the Mix & Match mentoring program in 2016. The program was created to support women's leadership after the ending of 2015 Dialogi project.

In addition, we are developing online training in Diversity and Inclusion to be launched in 2017.

## Learning and Development

It is important that our employees are trained, motivated and knowledgeable so they can reach their potential. Skills and knowledge development at work is an important part of working at Fujitsu. Fujitsu Finland offered its employees about 21,000 hours of training during the fiscal year 2015. In 2014 this figure was 30,000 hours.

Fujitsu has moved to an EMEIA-level model when it comes to producing and coordinating learning. This change allows more broad-based learning in different countries, ensuring the high quality of training. Major training efforts focused in 2016 on MetaArc and the cloud service K5. In addition, significant investments were also made in Sales / Offering Portfolios, Culture Training and Managing at Fujitsu.

Fujitsu offers its personnel the best possible workplace in terms of career development and training opportunities, wellbeing at work, the working environment and occupational safety. Our recruitment strategy is based on our values and during the recruitment process we try to assess how well the candidate's views match our values. We also invest in good people management practices – all Fujitsu employees should have a strong leader.

### The main training themes recently:

	FY15	FY14	FY13
1. Technical	(53%)	(35%)	(56%)
2. Leadership and Management	(16%)	(18%)	(3%)
3. Project	(3%)	(13%)	(8%)
4. Language and Culture Skills	(6%)	(7%)	(13%)
5. Service Manager	(9%)	(6%)	(7%)

### Employee Engagement and Wellbeing

Fujitsu Finland's Occupational Health and Safety team is actively planning and implementing activities and follows the requirements of the OHSAS18001 standard.

We also comply with all statutory regulations and ensure that all required internal workplace reports are prepared on the basis of the Finnish Regional State Administration Agency's risk and hazard assessment survey and workplace visits. Together with our occupational healthcare provider, we have devised an Occupational Health and Safety plan for our company. We continue to develop our activities in this sector on the basis of regular workplace visits and surveys. The main goal is to promote and maintain employee health so they are able to work, and to prevent hazards and poor health from affecting the workplace. Monitoring enables us to ensure that all applicable rules are followed in all of our workplaces.

### Accidents at Work

During 2016 employees reported a total of 15 accidents at work. 11 happened during commuting and 4 happened in work premises.

Fujitsu takes a proactive approach to accidents at work, and we take action to avoid near-miss situations or accidents. Our staff at the Finnish logistics center carry, at all times, a safety observation booklet where they should write down observed risks, near miss situations or accidents. They are analyzed carefully on a daily basis. Nobody is allowed to work or move around in the logistics center without safety boots and work clothing. The truck lanes are marked and they cannot be walked on. Visitors use yellow vests to distinguish them from staff and being present without a host is strictly prohibited.

### Employee Survey

In 2016 the "One Fujitsu employee survey", included all essential topics from earlier (2015) employee surveys. Fujitsu's international employee survey was launched companywide for the first time in 2016. The survey collects feedback from employees:

- Engagement and Enablement at work
- Understanding of our strategy, how employees see leadership working in the company etc.

The satisfaction has decreased compared to last year, due to big EMEA wide organizational transformation process, which is still ongoing. Satisfaction for engagement decreased from 71% to 60% and satisfaction for enablement dropped from 73% to 69%. Our aim is to improve these results by improving internal communication and giving leadership tools to managers. Our employees are however satisfied with the opportunities to do challenging and interesting work. Employees understand their targets and responsibilities and 74% of employees feel willing to accept responsibility beyond their day job, even though the satisfaction had decreased 5% from last year. Employees are satisfied with leadership; they feel that they get support from their line managers and they are treated with respect as an individual (83%). During these big changes uncertainty has increased which therefore has influenced overall satisfaction.

The results are processed by business units and each unit creates and implements their own development plans to improve the weakest areas.

We also use a survey tool that allows line managers to create surveys for their own group, for example to ask about the quality of leadership. With the help of the survey tool line managers can monitor the longer-term trends. The tool has also been used during our ongoing transformation to support our line managers.

### Wellbeing Programs

We have an early intervention model which is now developed as a "Dare-to-Care" model, allowing line managers to support individuals in challenging situations. With good leadership we want to prevent unnecessary sick leave and too early retirement.

A process for those aged over 58 is developed to confirm that we have needed competencies and the idea is to give our senior employee's the possibility to share their experience and also to prepare for pension or retirement. The goal is that everyone, regardless of age, can experience their work as meaningful. In the annual performance discussion line managers should bring up the topic of retirement plan with employees that are over 58 years of age. Age management is managing people at various ages and it is good human resources management.

We also organize wellbeing seminars for our employees under different themes.

Fujitsu supports and encourages staff in matters related to wellbeing. We also offer comprehensive occupational health services, flexible working arrangements, active recreational activities and hobby clubs and financially support sports services. Fujitsu has 25 hobby clubs. The largest is the cultural club, which has more than 200 members. At Fujitsu we embrace flexible working and actively support the methods that make combining work and family life easier. Teleworking also reduces our carbon footprint associated with commuting and workplaces, while proven to increase productivity and job satisfaction. In 2016 we also participated in the Global Corporate Challenge program to encourage our employees to be active and to add awareness of healthy life habits.

Fujitsu Finland organized two wellbeing days in 2016. The target was to increase employee awareness regarding the importance of wellbeing of body and mind, to promote work ergonomics, cycling, mindfulness and our Dare-to-Care concept. Employees have been able to do body measurements and get reports that help in monitoring their own health and stress.





# Contribution to GDP and Taxes

In FY2015, the amount of taxes and other fees paid by Fujitsu Finland amounted to EUR 102.6 million. This amount is composed of corporate income taxes (EUR 3.4 million) and other tax related payments (EUR 99.2 million). The majority of the other tax related payments were accumulated from the net value-added tax, which was EUR 58.2 million. The withholding tax and social security contributions amounted to EUR 41.0 million. The consolidated gross investments of the Fujitsu Finland group (incl. the subsidiaries Isoworks and Nico) totaled EUR 10 million in FY2015. The R&D investments amounted to EUR 3 million. Fujitsu's fiscal year runs from April 1 through March 31. We refer to our fiscal years based on the calendar year in which the fiscal year begins.

As a responsible tax payer, Fujitsu does not engage in any aggressive tax planning, tax avoidance schemes or offshore tax structures to artificially reduce the amount of tax it pays in Finland. We are fully committed to greater tax transparency.

In the Nordics, we strongly believe in an affluent society for all individuals equally. That is strongly financed by taxes – all Nordic people and also companies need to pay taxes, and the burden is quite heavy compared to many other countries. As set in our Global Business Standards, all Fujitsu Group companies are committed to act in compliance with local laws in all our business dealings. We have every intention of making profit in Finland, and thus contribute to the Finnish society with company tax. Fujitsu Finland has been profitable in recent years, and we have always been good citizens in this way – good tax payers.

## **Our commitment to Transparency and Human Rights**

Our vision is to create a better, fairer society through our products and services. Recently, the role of companies in upholding human rights has become clearer. Fujitsu is applying international standards, including the 2011 UN Guiding Principles on Business and Human Rights, to our business operations. In December 2014, we published the Fujitsu Human Rights Statement to show our commitment in this area.

In our daily business activities, we interact with a huge variety of stakeholders and touch millions of people every day. Fujitsu's influence is far-reaching. We have a responsibility to use that influence to respect and uphold international human rights norms. For Fujitsu prevention and elimination of corruption are very important values and our company has zero tolerance to any form of corruption. Anti-bribery and anti-corruption policies and measures have been implemented within each unit of the organization. In this way we strive to ensure that our operations comply with all Finnish and international anti-bribery and anti-corruption standards. We are using a risk-based approach to human rights due diligence on our own operations and through our value chain, and communicate the results through our global CSR report.

# Supply Chain

As a top IT services provider, we have a large and complex supply chain. By placing the highest importance on our partners' integrity and ethics, we use our position as a major global procurer to foster good practice and standards throughout the value chain. We have to meet the challenge of rigorously ensuring everybody applies these standards. This is achieved partly by risk-based due diligence prior to onboarding a supplier, regular audits and other control practices.

At Fujitsu, responsible business is firmly anchored in our corporate philosophy, the "Fujitsu Way". One of the fundamental principles of the Fujitsu Way is that of "Global Citizenship" – we act as global citizens, attuned to the needs of society and the environment. Fujitsu's Global Business Standards are designed to help us achieve this objective.

## Global Business Standards

Fujitsu's Code of Ethics and Global Business Standards (GBS) govern Fujitsu's relationships with others. This includes shareholders, employees, customers, suppliers, governments, other businesses, the environment and the community. The standards provide guidance on how Fujitsu is expected to act and are designed to ensure that Fujitsu's excellent reputation is maintained. They also prevent Fujitsu, its people and all those who come into contact with us, from being exposed to harm. Fujitsu demands that not only we, but also our suppliers and partners comply with them and are bound by the principles of the 'UN Global Compact' in terms of human rights, working standards, environmental protection, anti-corruption measures and the implementation of CSR initiatives. The principles of the UN Global Compact are set out in supplier agreements and underpinned in our binding 'Supplier Code of Conduct'.

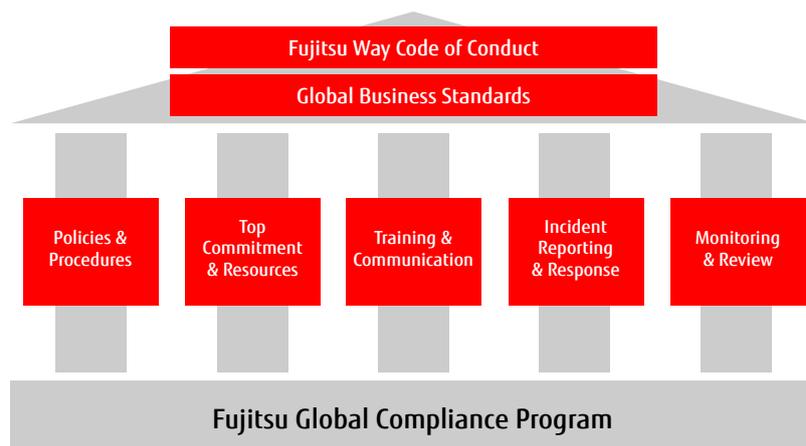
In order to promote and implement the Fujitsu Way Code of Conduct and GBS, Fujitsu has established the Global Compliance Program (GCP) and is working to maintain, review and improve its global structure for legal compliance.

In response to increasingly strict international regulations, active enforcement by authorities, and higher standards for compliance, in 2015, we revised the GCP with the approval of the Risk Management & Compliance Committee. The new GCP is a framework for activities to increase awareness of, and achieve compliance with, the Fujitsu Way Code of Conduct and GBS. It systematically organizes our existing activities concerning compliance into five pillars. In Finland the implementation is done via five pillars: Environment, Community Involvement and Development, Diversity and Inclusion, Wellbeing and Operating Practices.

Fujitsu supplies its customers with all equipment they need, regardless of the brand. We are able to include equipment from a number of different manufacturers in a single delivery, which reduces the logistic footprint. Our operations are developed in compliance with the continual improvement principle by using the Lean philosophy and methods in all aspects of our operations and by utilizing the ideas of our personnel. We also use customer feedback and customer requests to focus our operations.

Fujitsu has been awarded the following certifications related to product delivery: ISO9001:2008, ISO27001:2013 and ISO14001:2004. In addition, Fujitsu has the "known consignor" certification, which speeds up the delivery of products abroad. Fujitsu is one of the founding members of the Finnish ICT Producer Cooperative. The ICT Producer Cooperative manages producer responsibility matters on behalf of IT and telecommunications technology equipment manufacturers.

Fujitsu aims to favor suppliers that have a documented quality system or environmental management system in place.



Fujitsu assesses its prospective partners and suppliers based on the following questions:

- The product or service fulfil the specific need
- Suppliers financial, security-of-supply and ethical factors and environmental indicators
- If any quality and price factors are involved in procurement
- Risks are involved
- Suppliers willingness to commit to Fujitsu’s Global Code of Conduct
- Supplier meets the essential data security requirements required by procurement
- The supplier is willing to commit to other requirements required by the Legal Department, such as the Anti-Corruption Provision, export control regulations and the Certificate of Conformity.

**Conflict Minerals**

Fujitsu takes the issue of conflict minerals very seriously and considers due diligence an essential step to ensure these are not present in our global supply chain. We use the Conflict Minerals Reporting Template (CMRT) developed externally in collaboration by Global e-Sustainability Initiative (GeSI) and Electronic Industry Citizenship Coalition (EICC), two of the largest industry bodies that focus on sustainability and human rights respectively. This reporting template is recognized as best

practice by a large number of our stakeholders, and the industry as a whole. Since 2014, Fujitsu has used this to survey suppliers for our EMEIA manufacturing operations, based in Germany. Today we are covering 95% of spend, with a target of achieving 100% in FY2016. Since early 2015, we have used the template to survey suppliers for our global operations as well.

So far, all responses suggest that no conflict minerals are present in our supply chain and no corrective action has been triggered. None of our surveyed suppliers use smelters which are in the countries defined as at risk for conflict minerals.

Nevertheless, we are keen to encourage our stakeholders to act responsibly on conflict minerals and recognize the importance of raising awareness across our own organization. We address mineral sourcing openly with customers and provide them with the CMRT as completed by Fujitsu. We engage with our employees by raising awareness of ‘conflict minerals’ as part of our EMEIA Responsible Business program. Fujitsu asks all employees to complete human rights training which addresses conflict minerals.

We will continue to build on our engagement with suppliers to ensure our products do not contain conflict minerals.

# Fujitsu “Behind the Scenes” – Keeping Finland Running

We aim to offer our customers services and products that are produced in the most sustainable and responsible manner possible. Through our solutions, we contribute to building the foundation for a ubiquitous information society and we create practical digital solutions that can make people’s lives easier thanks to the smooth functioning of ICT.

Fujitsu holds the key to the benefits of digitalization. These benefits can be realized via new operating models and working methods. To us, digitalization means that we can ensure a smooth customer experience, whether it involves a well-functioning office environment or electronic services that make people’s lives easier. We are continuing to invest in our digital business during the Transformation program. Fujitsu is investing 250 million euros in EMEA during the Transformation. We are underpinning that commitment to the EMEA region with ongoing investment in MetaArc, our framework for enabling customers to digitalize with confidence, and in our cloud service K5. Finland’s K5 cloud service launched in January 2017. Cloud services are another example of new energy saving computer technologies. We have made a series of acquisitions over the last two years (such as ACT, UShareSoft, GlobeRanger and most recently in 2016 Symfoni ESM).

The aim of Fujitsu’s data security measures is to ensure that Fujitsu’s own data and its customers’ data are secured according to the applicable accessibility, confidentiality and integrity requirements. Data security must enable safe use of new services but, at the same time, all important data must remain secured.

Fujitsu Finland has a strong local service network but we also have an extensive international contact network. In Finland, we have around 40 local offices, which enables us to provide genuinely local support to our customers. The head office is located in Helsinki and the largest regional offices are in Turku, Tampere, Jyväskylä, Vaasa and Oulu. We also have customer support offices in Helsinki, Tampere, Vaasa, Tallinn (Estonia) and Tartu (Estonia).

Fujitsu Finland’s sales are distributed based on business sectors. We operate in sectors such as central government, local government, security and defense, healthcare, manufacturing, retail, finance and services. We also serve other large and middle-sized businesses and organizations from other business sectors.

## Major Accounts in the Public Sector

### Central Government

Society depends on effective and reliable provision of services by the government. Fujitsu Finland has worked with the government for a long time and has built relationships with a number of different central government agencies and sectors, and we are proud to be an innovative and visionary partner for public authorities. One of the spearhead projects of the Finnish Government is to implement user-friendly digital public services. Fujitsu has helped to reach this goal by implementing universal, user-friendly basic IT environments, digitizing government activities through smart system solutions and improving the interaction between citizens and authorities with our e-service solutions. Moving services online means integrated, smarter delivery of local services.

We have also accumulated extensive experience by implementing end-user services via the central government’s IT service centers. Our most significant central government accounts include the Tax Administration, Government ICT Center Valtori, VTT Technical Research Center of Finland, Veikkaus Finnish gaming company and Metsähallitus State Forest Enterprise.

Fujitsu played a key role in the preparatory work for the State’s joint ICT solutions as well as in working groups created to develop the public procurement legislation. Our role is to make improvement suggestions that enable the public administration to achieve significant cost-savings by implementing nationwide ICT solutions, such as the basic ICT systems jointly used by the ministries.

## In December 2016 Valtori chose Fujitsu's K5 Open Source-based cloud as their computing solution.

"The cloud capacity will provide fast-to-deploy, low-cost development and test environments for the use of central government agencies. The capacity is especially suitable for the implementation of open data, public interfaces, and as a test environment. In these environments, agencies can develop new digital services to citizens and public administrations. The advantage of public cloud services is fast deployments and trials. In addition, the service is priced according to use, thus not generating separate acquisition costs", says Valtori's CEO Pasi Lehmus.

Fujitsu has also implemented Virtu, the identification and access control service for civil servants. Virtu harmonizes the different methods by which civil servants sign on securely to shared information systems.

Fujitsu has implemented an electronic service platform for the Tax Administration as an integrated service. Thanks to this service, the Tax Administration has been able to digitize a significant proportion of its services. The platform is used by a number of electronic services, such as the Tax Card Online service, the tax return e-filing service and the Business Information System. Fujitsu has also implemented the Tax Administration's vero.fi service. Vero.fi is the online portal where citizens, companies and organizations can log in and for example, fill in their tax-return form or renew tax cards.

Fujitsu Finland wins Service Desk of the Year award. The jury appreciated good management, processes, high customer satisfaction and systematic operations monitoring. The competition was organized by HDI Nordic Oy and the victorious team was Fujitsu's SD 24/7, a team that works around the clock on every day of the week. Fujitsu has won the title four times, the previous ones in the early years of the millennium.

Fujitsu is the only organization to win this many times in HDI's annual competition.



Palkinnon vastaanottivat Fujitsun Service Desk -tiimin edustajat Pauli Ketolainen (vasemmalta), Mika Karppinen, Kajja Rintamäki, Katja Parviainen, Henri Lemetyinen ja Janne Kalliomäki. Kuva: Mirja Vainio, Wakaru Oy

## Local Government

For local government customers, Fujitsu is able to significantly reduce their carbon footprint. Our solutions are based on the Lean philosophy and part of our LeanMyCity concept. The LeanMyCity concept enables us to improve our customers' processes by eliminating waste and unnecessary costs. By adopting shared solutions between municipalities, commissioning of systems becomes faster, development resources of different municipalities can be combined to achieve greater results, and savings of 20–30% can be achieved from resource planning related ICT costs.

Fujitsu's CaseM case and document management solution reduces the number of manual steps required and speeds up decision making. The solution also enables the electronic archiving and smooth recycling of data. Fujitsu's CaseM system is awarded with all three Sähke2 certifications. These certifications verify that the system complies with the case and document management, data management and archiving standards of the National Archives Service of Finland.

## Kuntien Tiera

Fujitsu and Kuntien Tiera Oy (Tiera) collaborate extensively at the local government level. The solutions tendered by Tiera are intended for Tiera's customer-owners, i.e. Finnish municipalities. The information management service solution covers case, document and contract management, an electronic decision making and meeting system and the related publishing sites. The Tiera Sähköinen Arkisto electronic archiving service is intended for materials that municipalities are required to archive temporarily or permanently.

Fujitsu supplies the application services for the Tiera Tiedonhallinta information management service and ERP (enterprise resource planning) solution. The solution allows municipalities to cut down significantly on the spectrum of the systems. The SAP-based solution has been developed in cooperation with the municipal actors. In addition, all the Tiera customer-owners (more than 200 municipalities, 50 municipal federations and companies owned by municipalities), can immediately utilize the Tiera Cloud service. The cloud continues a long collaboration Tiera and Fujitsu have in the municipal sector. In the Tiera cloud service Fujitsu and Tiera offer Tiera's customers the opportunity to acquire server, storage and data center network capacity on IaaS basis.

### City of Mikkeli

In 2015, Fujitsu created an environmental calculation by using Fujitsu's EcoCALC tool for the City of Mikkeli regarding CaseM solution in city board meetings, and CO2 emissions were reduced by 80% thanks to the CaseM-solution. In 2016, Fujitsu made a wider benefit calculation which takes into account the environment in addition to worktime, financial and qualitative savings potential. The electronic environment introduces new ways of working that result in saved resources for both city officials and city residents. For example, residents can initiate issues electronically outside office hours and the city officials can promote and handle the residents issues faster when the work steps are automated.

Benefit calculation showed that the economic savings potential is in the order of EUR 650,000 per year. In addition, the qualitative benefits include better traceability and searchability of information, transparency of government, as well as a broader online services, namely the city is open 24/7 and consequently ensures a better service to residents.

"The City of Mikkeli has a population of about 55,000 which represents 1% of the Finnish population. Imagine the savings potential if this would be at the national level!" says the City of Mikkeli Promise 2016 program director Juha Ropponen.

### Healthcare

Fujitsu has a significant role in digitizing Finland's healthcare sector. The electronic prescription, Pharmaceutical Database and Patient Data Repository are some of these services that are collectively referred to as the services of the National Archive for Health Information, or the KanTa Services for short. The services are widely used in the healthcare sector. Fujitsu has implemented the services in collaboration with Kela, the Social Insurance Institute of Finland, which is responsible for the administration of the services.

Fujitsu has also implemented image archiving for the Tampere and Pirkanmaa region which is part of Kvarkki, the national image archive service administered by Kela. The service reduces the number of overlapping examinations, creates cost savings and reduces the need for patients to travel as patient data can be securely transferred in an electronic format. The solution also reduces the need for healthcare professionals to travel as consultations can be carried out electronically. Smart hospitals aim to automate their routine healthcare tasks, eliminating mistakes, improving logistics and the patient experience, optimizing the treatment processes and allocating their resources more effectively. Fujitsu enables Smart Hospital creation by using the Lean philosophy, which is commonly used in the process industry to eliminate waste and to prevent the compartmentalization of data within systems. Patient needs are taken into account from the outset in the development of applications and hospital services. Patient data is distributed to ensure easy access for the correct person at the correct time, which improves the customer experience as well as data security. Fujitsu's role is to integrate the services and to bring together the different healthcare professionals.

Fujitsu's new Plus wellness service is a digital care environment that supports the fast release of patients from the care unit and care provided at home. During spring 2016 Mainio Vire, a company that provides social and care services, piloted the new Plus wellness services. Mainio Vire clients and their families were excited to join the pilot project. Via our nationwide service network Fujitsu delivers the Plus-care environment as a service. Fujitsu is responsible for the service start-up, the guidance and technical functionality.

### **Robotic Process Automation pilot with Hospital District of South Ostrobothnia**

The Hospital District of South Ostrobothnia has been using HYVIS, online services for health care and social service. The customers of the hospital district can log into HYVIS e.g. medical history information before visiting a doctor. The challenge was that the prerequisite information could not be transported to the patient records. This resulted in nurses having to print the prerequisite information and manually update the patient records. The target was to skip this manual phase by using robotic process automation. By automating repetitive processes it is possible to reduce manual work steps, save time, free time for other relevant tasks, such as individual assessment required of patients. Automation improves transparency of the operations of the hospital as citizens can see that their prerequisite information has been received. The aim was also to improve the usability and findability of information and this was achieved.

### **SOTE game**

Social welfare and health care reform in Finland. An overhaul of the structure of the social welfare and health care services system has been on going in Finland for several years.

Fujitsu Finland created the SOTE game in cooperation with Turku University of Applied Sciences's Gamelabs. It runs on Fujitsu's K5.

Fujitsu built a playful, but at the same time "serious retro" adventure game in which the player is a decision-maker. The player's task is to choose the best solution for a variety of social and health care challenges. At the same time as the player progresses, he or she gets answers on how Fujitsu is thought to promote ICT solutions to change things or activities.

### **Defense and Security**

Fujitsu Finland has been involved in carrying out the Finnish Defense Forces' international projects, in particular, projects that require high security in demanding communication services. Our solutions are based on modifying our standard services to meet the requirements of safety authorities. We pay special attention to cyber threats as well as security and precautionary requirements in public administration. We focus on interactive co-operation based on customer needs and networking. Fujitsu has the competence to work with assignments that require advanced information security capabilities.

In co-operation with the Army, Fujitsu has implemented a platform solution for the Finnish Defense Forces that allows quick deployment of a secure environment in international operations. Fujitsu has built a managed, secure communications, workstation and server environment. It will be used, for example, as a platform for battle management systems in domestic and international operations.

"Fujitsu is one of Tampereen Sähkölaitos (an energy company) major partners. Responsibility has a big role in both our own, and in our partner's operations. At Fujitsu responsibility is at the heart of our vision, values and service. From our perspective, this is reflected in Fujitsu's excellent customer service i.e. increased operational efficiency, for example, acceleration of service requests for the electronic processing and automated reporting time."

Soile Heinonen, Risk Manager at Tampereen Sähkölaitos.

## Major Accounts in the Private Sector

### Working with the Services

We aim to connect users and services through our Human Centric Intelligent Systems and information. Fujitsu's services cover the following five areas and sectors: Transport and Logistics, Telecommunication, Communications, Media, and Business Services. Automation is one of the key themes in this area.

### Posti Mobile Solution "PoMo"

Fujitsu's role is to deliver the smart phones and related accessories such as protective covers and touch screen pens. Fujitsu's service also covers the phones pre-installations, remote management service, after-sales service and warranty information for safe recycling of the phone. In the pre-installation phase the Posti Mobile solution is installed to the phones. The solution is produced and delivered by a third party. With the help of smart phones the postman gets real-time information regarding distribution. The service utilizes the Posti's early morning shift and basic distribution shift.

### Retail

For its retail customers, Fujitsu provides solutions that support its retail customers' businesses and retail operations. The majority of Finnish food passes through Fujitsu systems on their way from the field to the table. Fujitsu Finland serves 2,000 individual retail stores in Finland, which have a total of 12,000 POS terminals. Internationally, Fujitsu serves 130 retail chains in over 50 countries and provides support services for 82,000 individual stores. Fujitsu's StoreCENTER store management solution, developed in Finland, is part of the Fujitsu Retail Solution Market Place application. The application is designed for omnichannel retail environments, and is also available for mobile devices. Fujitsu has been involved in developing this service and delivers the interface to the refueling points.

### Finance

Fujitsu has been a long-standing operator in the Nordic financial sector. With our solutions we ensure that the financial sector is able to service our customers in all circumstances. We help to bridge the solutions of financial technology, also known as FinTech, and innovation with more traditional financial services fronted and backend systems, while ensuring that security services are taken into account.

### Automatia

Fujitsu is responsible for the ATM application services and servicing of Automatia's approximately 1,200 Otto and 35 OttoPlus automated teller machines. The Otto ATM network is the most significant cash dispensing channel in Finland.

### Manufacturing

Fujitsu's ICT solutions are ingrained in the processes of Finnish manufacturing companies. Our solutions cover resource planning, project and maintenance activities, financial administration, customer data management, purchase management and strategic planning. Our Application Modernization is a standardized, global service for taking the customer's aging but business-critical apps into the today's digital environment. Fujitsu is an end-to-end global provider of SAP application and technology services and Microsoft products.

### **Fujitsu World Tour and Fujitsu Forum**

Fujitsu World Tour presents the latest ICT trends and new business development ideas to business and data management managers. The Fujitsu World Tour event organized in Helsinki on April 7th, 2016 attracted over 1,100 participants, including 787 customers and a number of Fujitsu employees from countries such as Japan, Germany and other Nordic countries.

The Fujitsu World Tour event was held at the Finlandia Hall, where the event organizer had built a large exhibition area and separate areas for different themes involved in the Tour. During the event, participants could enjoy listening to inspiring keynote speakers and panel discussions. The day ended in a relaxed networking event. According to the feedback from participants, the Fujitsu World Tour was among the top events organized in Finland in 2016.

Every year in November, Fujitsu hosts one of the largest European ICT events, the Fujitsu Forum in Munich, Germany. In 2016 we held another successful event and 12,500 visitors from 83 countries took the opportunity to learn more about how Fujitsu is driving digitalization.



# Fujitsu Innovative technology

Particular importance is attached to Research and Development at Fujitsu. We aim to ensure Fujitsu remains at the forefront of innovation, with state-of-the-art technology solutions. The company invests around two billion US dollars each year globally and owns more than 100,000 patents.

## **Fujitsu Laboratories**

Fujitsu Laboratories is at the center of Fujitsu Group's R&D strategy, with a history of important scientific discoveries and technological innovation. Fujitsu Laboratories is deeply engaged in research aimed at empowering people through innovation, as a tool to promote a better world. Fujitsu reflects this vision with the phrase 'Human Centric Innovation', and our laboratories target research and development aligned to this.

Fujitsu Laboratories of Europe (located in London and Madrid) is the local "face" of Fujitsu's global laboratories' organization in EMEA, working with customers, collaboration partners and society as a whole to drive the evolution of ICT. Its project activity focuses on Future Mobile Communications and Wireless Standards, Big Data Processing and Linked Open Data, Social Innovations and Supercomputer Applications. Social Innovation has a particular emphasis on smart healthcare, aging society, security and privacy.

## **Services and R&D of Services**

The main goal of our R&D process for services is to ensure that our services are designed to meet our customers' current and future needs. The focus of the R&D of services is to understand and develop our customers' operations in a more user-friendly direction in order to enhance the effectiveness and quality of the customers' business. This reduces the customers' risks and facilitates the migration towards continuous services.

Over recent years, Fujitsu has created an extensive portfolio of cloud services that are closely linked to Fujitsu's vision of the Human-Centric Intelligent Society. The goal of this vision is to be able to manage social and business innovations with the help of ICT solutions. We want to help our customers to combine their different cloud environments in a sensible manner and to enable innovative modernization of the customers' own IT solutions in a faster and easier manner. Our different identification and encryption solutions are also available to our cloud customers. Customers are always kept informed of where their data is located.

## **Fujitsu and Agriculture**

Our world is facing a challenge of resource shortage and urbanization. Food production needs to increase by 50% by 2030. Meanwhile, urbanization is moving labor and know-how away from rural communities, crucial to long-term food production. In response, Fujitsu is proud to pioneer a world-first: the Akisai cloud to drive greater agricultural efficiency, without employing GM or chemical methods. Akisai connects distributors, agricultural regions, and consumers through an enhanced value chain. Over 200 companies use Akisai today, increasing crop yield between 30- 60%, while reducing labor time by 23%.

### **Connected Cow**

A new cloud service "Connected Cow" from the Akisai food and agricultural cloud series will streamline livestock husbandry, and promote bovine health maintenance.



### **Fujitsu Salad**

Fujitsu Limited, and Fujitsu Kyushu Systems Limited, have opened a new company in Finland, Fujitsu Greenhouse Technology Finland Oy, which will operate a high-tech factory growing produce completely by artificial light. Using its technology the company plans to grow and sell produce. It is scheduled to begin full scale operations in the first half of the fiscal year, 2017.

The factory is planned to be fully automated, using artificial light from LEDs. Fujitsu and Robbe's Little Garden aim to grow and deliver a steady supply of vegetables throughout the year, such as baby greens and leaf lettuce in Finland, which has few hours of sunlight during its harsh winter. Fujitsu also aims to package the knowledge and cloud services resulting from this business and deploy them throughout the European Union.

### **Active Involvement in Quality and Data Security in Finland**

Quality is a significant part of our corporate responsibility. We participate actively in the work of the ICT sector standardization working groups created by the Finnish Standards Association and in the activities of the Finnish Lean community.

Fujitsu's role in the area of cybersecurity, i.e. matters concerning the security of the electronic and networked society, is to globally introduce new data security solutions and to participate in Finnish projects within the sector. We are a member of the Finnish Information Security Cluster FISC and are co-owners of Cyberlab Oy owned by FISC. FISC acts as the representative and voice of its member companies in the planning of regulatory, statutory and other data security principles and promotes the export of Finnish data security solutions to international markets.

# Green Technology and IT made in Germany and Japan

## Design and Manufacture

Fujitsu carefully considers its environmental impact at every stage of the product lifecycle, from design to manufacture to end-of-life recycling. The company has implemented a strict in-house guideline called 'Environmentally conscious product design and development' which applies to all Fujitsu product development. Fujitsu's environmental guidelines are aimed at reducing waste, minimizing energy consumption and eliminating hazardous substances.

Aligning with the European Union's WEEE (Waste Electrical and Electronic Equipment) and RoHS (Restriction of the use of certain Hazardous Substances) directives, the environmental guidelines ensure environmental compliance from designing to the very end of a product's life. The environmental guidelines form part of every Master Purchasing Agreement with Fujitsu's suppliers.

## Lifecycle management

Fujitsu is the only IT manufacturer that covers the whole IT value creation chain in Europe, from development through hardware production to recycling. Prototypes are assessed and optimized with a view to their subsequent disposal. For many other companies, Europe is considered too expensive for hardware production. Our state-of-the-art facility in the German city of Augsburg is considered to be the most modern computer factory on the European continent, allowing us to achieve efficiency gains and competitive pricing. As an IT producer, Fujitsu collaborates with the EU to define the emission levels for IT equipment as well as how to improve those levels.

Our product delivery organization in Finland is specialized in lifecycle management in order to reduce environmental burden, workload of customers, business disruptions and costs arising from equipment replacements. Tasks of the product delivery organization range from end-user software pre-installation prior to the delivery of a product, to extending the product lifecycle by reusing products as equipment or as spare parts and materials for other products.

Augsburg Plant: Three year Objective Exceeded, ISO 50001 Certification confirmed. At the Augsburg Plant major importance is put on environmental protection. The production site has already been awarded numerous prizes, such as the 2013 LEW Innovation Climate and Energy Award for transparency in its energy management system. Fujitsu Augsburg plant also obtained ISO 50001 certification at the end of April 2014. During a surveillance audit in February 2016, the German Society for the Certification of Management Systems (DQS) certified the location as being a very mature management system.



The recycling at the end of product's lifecycle is taken care of by ensuring data security and protection of the environment.

Data destruction is carried out according to the guidelines by the Finnish Communications Regulatory Authority.

Fujitsu's logistics and installation center has had a certified environmental management system in place since 1999. It has created the basis for environmental work at Fujitsu Finland. Examples of the center's sustained environmental performance improvements are the reduction of packaging material; options such as collection boxes and movable containers are in place. In addition, packaging materials are reused in recycled equipment deliveries. Recently cardboard boxes were replaced with envelopes in domestic small parcel shipments. Fujitsu's waste is burnt at Vantaa's waste-to-energy plant and not end up in landfill. Logistics and installation center is top performer in material utilization of waste with 80% rate.

We do not export any IT products for recycling purposes abroad. We carry out all the recycling in Finland with trusted and certified partners. This is a key element of our product development: we aim to reuse our products and components as effectively as possible at the end of their lifecycle.

In developing new products, we work to create "Super Green Products." Super Green Products are those that meet the required conditions for Green Products and are also top-class in terms of low energy consumption and/or 3R design technology, non-use of hazardous substances, packaging materials and use of eco-friendly materials and technologies. Super Green Products are products or systems recognized as having environmental characteristics superior to those of others we supply or that are available on the market.

#### Fujitsu Products

Environmental considerations have been reflected in Fujitsu products since the 1980's, and the company's many industry firsts include the first green PC in 1993 and the first lead-free PC mainboard in 2002, long before it was required by the RoHS guidelines of 2008.

Today Fujitsu sells a wide range of green-certified products such as its LIFEBOOK notebooks, FUTRO thin clients, ESPRIMO desktops, CELSIUS workstations and displays, and the company is continuously expanding its green portfolio with new products. All of these products have been independently tested and proudly bear eco-labels such as Blue Angel, EPEAT and ENERGY STAR®.



Ecolabels provide unbiased information about the environmental impacts of Fujitsu products. In the manufacturing of its equipment, Fujitsu also uses recycled and renewable materials, such as recycled plastics, recycled magnesium alloys and bioplastics.

Our developers are constantly working to improve the energy efficiency of our products even further. They have managed to reduce the power consumption levels for ESPRIMO PCs by around 80 percent over the last six years. Server performance has been increased by 72 percent, and the PRIMERGY servers are designed to meet the strict Energy Star and CSCI standards. This means that much less energy is required to achieve a certain output level. Compared with conventional systems, the PCs in the Fujitsu ESPRIMO range are capable of reducing energy costs by up to 70 percent.

Fujitsu is a member of the global Green Grid organization, which aims to reduce the total consumption of energy in datacenters of its member organizations. The Green Grid is the first industry initiative chartered to take a holistic view of the ICT ecosystem, with a focus on addressing the pressing issues facing datacenter users. In addition, Fujitsu is a member of the CSCI (Climate Savers Computing Initiative) organization, which aims to improve the energy efficiency of computers and servers. As a CSCI member, Fujitsu is committed to developing and offering products that, at a minimum, meet the requirements of the present energy efficiency standards. Fujitsu has also established its environmental credentials as an Industry Leader (World) in the Dow Jones Sustainable Development Index.

Fujitsu Finland is a member of the Finnish ICT Producer Cooperative and Finnish Packaging Recycling RINKI Ltd. Globally, Fujitsu has introduced a flexible equipment return and replacement program that covers 27 countries in Europe. In Finland, we handle equipment locally and do not send equipment abroad. For our customers we offer an environmentally responsible and data secure way to dispose of outdated equipment. Our recycling services take responsibly care of disposable devices. Over 90 percent of the materials can be utilized by using our recycling services, which exceeds the Finnish statutory level of 45% for WEEE. The statutory level will be 65% from 1st January 2019.

#### **Fujitsu Cloud**

The cloud provides an opportunity to integrate ICT with datacenter infrastructure, providing a more energy-efficient environment. A number of the inherent characteristics of cloud, such as scalability, elasticity, sharing, dynamic provisioning, and consuming according to need, can lead to more efficient and particularly energy efficient computing. Fujitsu has 6 global cloud centres, 2 are in Europe. Cloud services are also provided by local cloud centers, Fujitsu has 3 in Finland.

Fujitsu Cloud Service K5 is a next generation cloud platform and it helps enterprise customers achieve the operational efficiencies the market increasingly expects: lower costs, faster responsiveness and pay-as-you-go models. Designed in-house and built on our expertise with the open-source OpenStack, K5 offers you a cloud platform optimized for cost-efficient operations. K5 makes it faster and easier to deploy digital solutions.

### **Datcenters**

Fujitsu datacenter services are provided in a centralized manner in our own facilities. This enables control over environmental impacts throughout the service lifecycle. The capacity services (server and storage capacity services) are mainly provided by using new, energy efficient hardware or, where possible, virtually. Since our datacenters are located in Finland, we can produce nationwide public services locally. Our main datacenters, located in the capital district, have had PUE (Power Usage Effectiveness) rate below 1.5 for the past four fiscal years.

Server virtualization has significantly reduced the amount of hardware needed. Fujitsu has invested in energy efficient cooling at its datacenters by using free cooling and waste heat as well as investing in more energy efficient equipment. These efforts have resulted in a 1.5-fold increase in cooling power. Optimal benefits have been achieved by using Fujitsu's own energy efficient servers that adjust cooling according to the server load. The power consumption of the server equipment is controlled centrally so that services that are not being used are automatically set to standby mode to save energy. Finland's cool climate enables the use of free cooling which improves energy efficiency.

All Fujitsu Finland's datacenter services are provided by using renewable energy.

### **Technical Maintenance Services**

In technical maintenance servicing Fujitsu uses 64 Opel Combo vans which CO2 emissions are 129 g/km. Our services team consists of approximately 300 employees of whom approximately 200 use the service cars. Fujitsu's service cars are in use throughout Finland. Thus the problem is usually solved with only one service visit. We measure the number of visits and our goal is "First Time Fix" that means that the problem is solved on the first visit.

During 2016 we had 205,000 service visits, and 88% solved during first visit. For comparison: 2015 we had 215,000 visits and first time fix rate was 87.1 % and in 2014 we had 250,000 visits with 86.8% rate). The change in visits per year is mainly due to reduced work load and we work more efficiently (the service visits kilometer length and time used per visit have been optimized).

In 2016 our technical maintenance service team drove in total 2.6 million kilometers. In 2015 the number was 2.7 million kilometers.

### Carbon Footprinting for ICT

Fujitsu's EcoCALC (Eco-contribution CALCulation) tool enables us to measure to what extent Fujitsu's ICT services can reduce our customers' carbon footprint. This unique tool was specifically developed for the assessment of environmental benefits.

With the tool, we can calculate the CO2 emissions before and after the deployment of the service or feature selected by the customer. The tool generates an easy-to-read and versatile report that the customers can use, for example, in their annual reports. An EcoCALC calculation is an excellent way to inspire companies to think about their environmental impact in terms of their

ICT solutions. EcoCALC complies with the environmental action plan of both Fujitsu Finland and the global Fujitsu Group. Traditionally, the main ICT indicator used has been improvement in business, production or quality. EcoCALC was adopted first in Japan in 2010. Globally, we have performed over a thousand calculations and around a dozen in Finland.

The EcoCALC tool assesses CO2 emissions for seven different factors before and after the deployment of the selected ICT solution. The factors are: resource consumption, human movement, goods transportation, office space, warehouse space, electricity consumption of ICT equipment, and data communication.

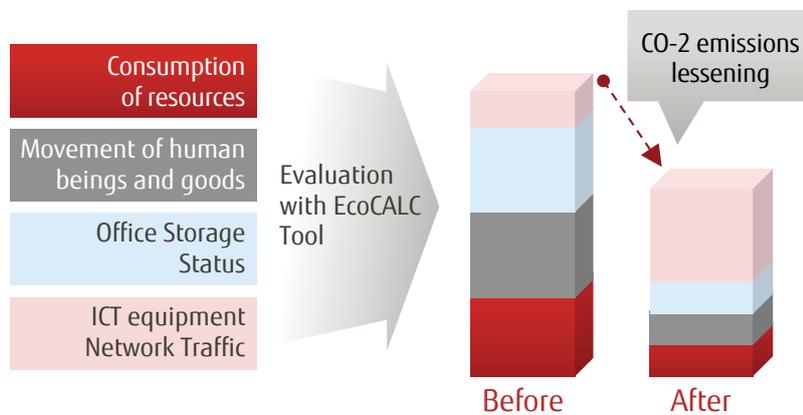


Fig. 1: Eco-contributinal CALCulation



# Internal Environmental Performance

Environmental protection and sustainability have been top priorities at Fujitsu for 80 years. Sustainability is firmly enshrined in our corporate philosophy, 'The Fujitsu Way'. The Fujitsu Group Environmental Action Plan forms the core of Fujitsu's commitment to sustainability. Since its inception, we have set progressively ambitious targets every three years.

From 1993 to 2009, in stage I through V of our environmental program, we focused on reinforcing our own consideration for the environment. From 2010 to 2012 in stage VI, our ambitions expanded to three axis- contributions to customers and society as a whole, redoubling of efforts to lower the Fujitsu Group's own environmental burden, and conservation of biodiversity. From 2013 to 2015 in stage VII, we focused on the areas of our society and our business and in the latest stage VIII from 2016 to 2018, we strengthen our previous approaches by further promoting the deployment of ICT throughout society as a whole.

## Value Chain Engagement

At COP21, Japan proposed a target of 26% reduction in GHG emissions by FY2030 when compared to FY2013. To contribute to the achievement of this internationally accepted target, the Fujitsu Group is undertaking reductions along the entire value chain.

Under Environment Action Plan (Stage VIII), we will make greater efforts than ever in initiatives in each of these areas. First, in our business facilities we have applied Japan's GHG emissions reduction target to the Fujitsu Group and set a target of a 5% reduction compared to FY2013. To achieve this, we will work to deploy high-efficiency equipment and improve the efficiency of our facilities, while also expanding targets for administration and strengthening management throughout Fujitsu Group. With regards to the supply chain, we are requesting that secondary suppliers as well as primary (first-tier) suppliers develop activities to reduce GHG emissions.

In the EMEA region, Fujitsu has developed the EMEA Green Procurement Policy in collaboration with external sustainability experts Greenstone to achieve a high environmental performance of our suppliers.

## Four Main Themes of Environmental Responsibility

Fujitsu Finland's environmental program aligns with EMEA region environmental themes which are:

### 1. Natural Environment and Biodiversity

We are committed to protecting biodiversity and natural environment by promoting volunteering activities and charities. Fujitsu employees participated in a nature protecting event organized by WWF in 2016 to remove invasive plant species. Fujitsu is also participating in a Baltic Sea fundraising campaign arranged by WWF. Fujitsu also supports WWF Finland by participating in the Green Office network.

### 2. Prevention of Pollution

We perform an environmental impact evaluation of our business each fiscal year as part of our environmental management system actions. Business travel such as road travel and flying have the most negative impact on the environment.

Fujitsu Finland's environmental program aims to reduce adverse environmental impacts of energy consumption at offices, traveling and waste. Furthermore we have set targets for datacenter energy efficiency. These targets are monitored on a monthly basis and the progress is reported to management.

We also encourage our employees to use public transport by offering them free tickets when traveling for business and by displaying public transport schedules in lobbies. We participate annually in the WWF Earth Hour campaign.

### 3. Sustainable Resource Use

Our goal is to be more sustainable in the way we use natural resources by preventing and reducing waste, using more renewable resources and using resources more efficiently.

Our objective is to increase material utilization of waste to 80%. By replacing cardboard boxes with envelopes in domestic small parcel shipments in FY16, we are able to reduce generation of packaging waste in our logistic center.

#### 4. Climate Change and Energy

Fujitsu Group is committed to the objectives of the Paris Convention on Climate Change. We use them as a reference framework for drawing up environmental programs for greenhouse gas emission reduction targets. Fujitsu Finland is also committed to reducing its greenhouse gas emissions.

In 2014, Fujitsu started to use renewable electricity at its datacenters and offices. The electricity is produced by hydropower. The origin of the electricity used by Fujitsu has been verified to originate from 100% renewable, CO<sub>2</sub> free energy sources. We are committed to reducing CO<sub>2</sub> emissions in our own operations as well as in the services we provide to our customers. By providing low-carbon datacenter services to our customers we assist them to reduce their indirect CO<sub>2</sub> emissions. Our targets include improving energy efficiency in our offices and datacenters as well as reducing CO<sub>2</sub> emissions related to business travel.

##### Environmental results from FY15

Our total energy consumption increased by 14 % compared to the previous fiscal year. The rise can be explained because of the increase of electricity consumption in our datacenters due to growth in service capacity. Though server virtualization has significantly reduced the amount of hardware needed in the datacenters.

Use of district heating has increased by 8% which can be explained by the colder average temperatures compared to previous fiscal year.

Energy efficiency at the offices improved by further optimizing lighting and air conditioning schedules as well as servicing our building systems. Electricity consumption at the offices decreased 7% compared to previous fiscal year.

Water consumption reduced by 15% through initiatives such as reducing the water flow and replacing or repairing defective bathroom fixtures.

Fujitsu reduced further road travel related emissions by approximately 190 tCO<sub>2</sub>ekv during the 2015 fiscal year. Route planning for technical maintenance personnel has had an impact as well as teleconferencing becoming an everyday practice.

In recent years, the biggest challenge has been and continues to be the increase in air travel. As our cooperation in Nordic countries and lately in EMEA region has grown, the air travel has increased significantly. Growth in air travel was 7% adding 140 tCO<sub>2</sub>ekv.

We have successfully improved the material utilization of waste to 78%, proving that our bio-waste, paper, cardboard, metal glass and hazardous waste are recycled accordingly. Since 2015 no waste ends up in landfill because of the waste-to-energy plant in Vantaa.

We succeeded to reduce our total greenhouse gas emissions for the fourth consecutive year by further 2%. In fiscal year 2015 we compensated part of our flight emissions, (121 tCO<sub>2</sub>ekv), for the first time. We supported the Gold Standard climate project by funding stove systems for families in Rwanda. The stove systems will save about 80% of energy and protect people from indoor air pollution from cooking.

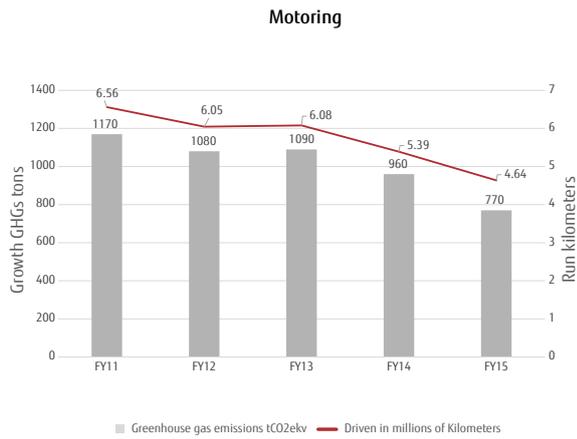


Fig. 2: Overall Impact of Automation

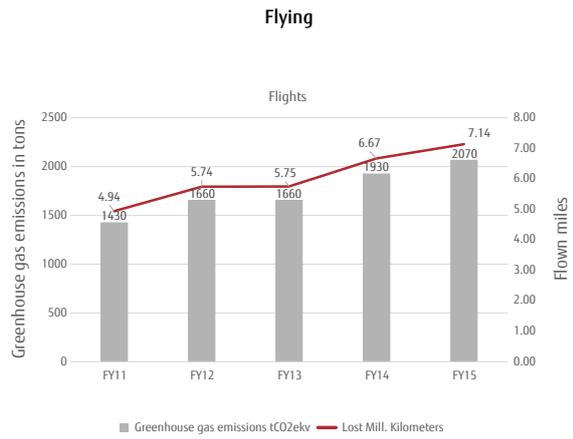


Fig. 3: Overall Impact of Air Travel

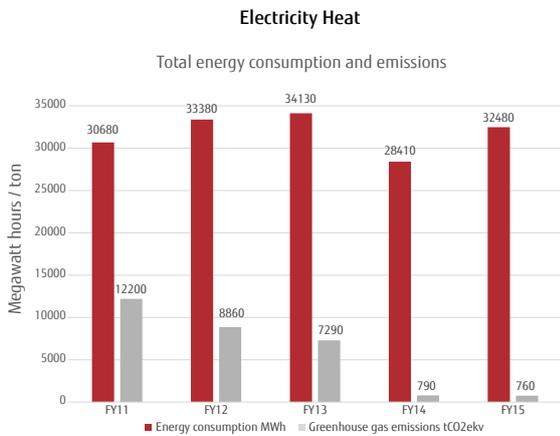


Fig. 4: Total Energy Consumption

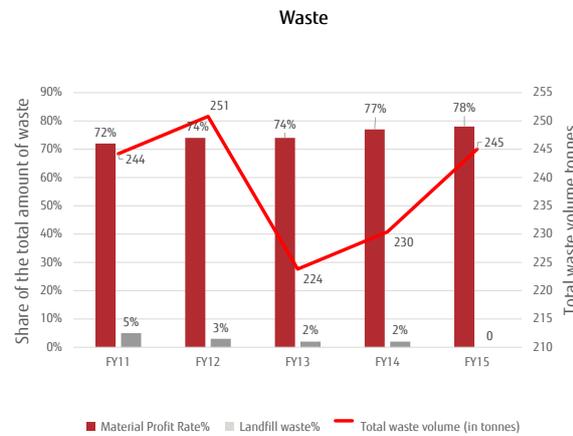


Fig. 5: Waste Treatment

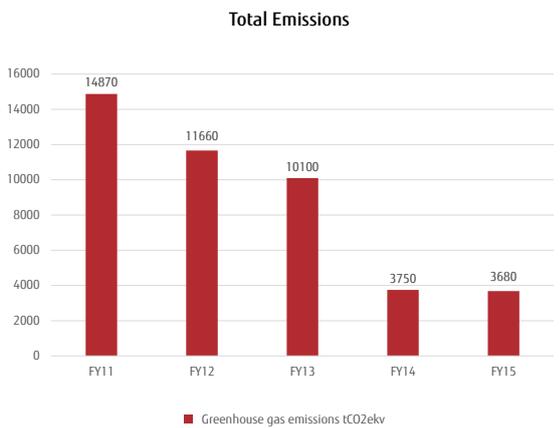


Fig. 6: Total Emissions of Carbon Dioxide

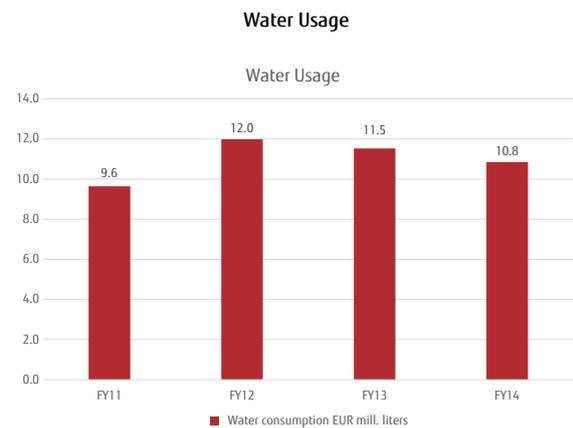


Fig. 7: Water Usage

## ISO14001 and other Certifications

### ISO14001:2004

There is a long history of environmental responsibility at Fujitsu Finland. For example, we have been collecting electronic waste since 1975. Fujitsu Finland has developed the company's environmental management system to comply with the requirements of the ISO14001 standard. In spring 2014, the environmental management system certification, ISO 14001, was extended to cover the entire Fujitsu Group. The environmental management system we have had in place at our logistics center has had the ISO 14001 certification since 1999.

### WWF Green Office

Fujitsu's Helsinki head office joined the WWF Green Office network at the end of 2010. Our environmental management system received the Green Office label in December 2011. The WWF Green Office is an environmental management system for offices. It enables offices to reduce their environmental impact, achieve cost savings and mitigate climate change. The goal of the scheme is to reduce offices' environmental footprints and greenhouse gas emissions.

### ISO/IEC20000-1:2011

Fujitsu is the first IT services provider in the Nordic countries to be awarded the ISO/IEC 20000 certificate, an international standard for IT services governance and management. The target of the certification is two of Fujitsu's customer accounts, infrastructure services of Orion Oyj and application services of Raisio Oyj. The certification ensures that Fujitsu meets detailed requirements for providing services and developing them on a continual basis. Fujitsu applies the requirements of this standard in its processes and their assessment.

### ISO9001:2008 Quality Certification

Fujitsu Finland has the ISO9001 certification that supports the operation of service companies. The certification covers Fujitsu Finland Oy, Nice-business Consulting Oy. The certification concerns development, production, operation and sales of ICT solutions and services, sales of ICT products and the related services.

### ISO/IEC27001:2013 Data Security Certification

The certification covers Fujitsu Finland Oy's Managed Services unit, Business and Application Services unit, Pre-Installation and Logistics unit and HR unit. The certification concerns monitoring of servers and data communication, management and use services, application services, end-user support services, mobile and Internet services, logistics and installation services and HR management. The certification was extended to cover the BAS unit during 2016.

### ISO 26000 Corporate Responsibility

We also follow the international standard for social responsibility, ISO 26000. Since 2012, we have conducted an annual CSR and Governance survey at 112 Group companies worldwide based on ISO 26000, to monitor the progress of initiatives at each Group company and influence our strategy and targets. In Fujitsu EMEA, we use ISO 26000 to help us set strategy and targets for action under the EMEA Responsible Business Program.

# UN Global Compact and our Responsible Business program

The EMEA Responsible Business Program is designed to continually improve and align our approach on corporate responsibility across the business in Europe, Middle East, India and Africa. Fujitsu supports the United Nations Global Compact's 10 principles in the four areas of human rights, labor, the environment, and anti-corruption, as a signatory company (since December 2009), in order to conduct sustainable business.

Fujitsu Finland was selected as one of the pilot countries in the EMEA area that, in spring 2015, started implementing the Responsible Business program, which emphasizes the significance of responsible and growth-oriented business operations. The program approaches the different areas of corporate responsibility on the basis of five pillars: Environment, Community Involvement and Development, Diversity and Inclusion, Wellbeing and Operating Practices. During the program, each country sets local action plans and targets against regional themes considering where we can have the most impact and what our material issues are. The program has three important goals: First, the aim is to reinforce our employees' feeling that we all are involved in an important process that can also benefit the surrounding community and society. Second, the goal is to enhance Fujitsu's profile and reputation. Third, the aim is to support business growth.

## Community Investment and Responsible Business

Responsibility has been an integral part of our operating philosophy for a long time. We implement responsibility as a company and as individuals by volunteering our time to various charities. For Fujitsu, corporate responsibility means the implementation of a fair culture and the Fujitsu Way corporate philosophy within all our activities.

## Work with NGOs and Charity Partnerships

### WWF

Fujitsu Finland has supported WWF operations since 2011 by participating in the WWF Green Office network. In August a team of Fujitsu employees took part in a WWF event to remove invasive plants.



### FIBS

Fujitsu Finland is a member of the Finnish Corporate Responsibility Network, FIBS. FIBS was founded in 2000 and it is the only independent non-profit corporate responsibility network in Finland. Fujitsu has been a member since 2014. Fujitsu Finland signed the FIBS diversity network pledge in February 2016. By signing the pledge Fujitsu has agreed to provide equal opportunities, to identify and utilize individual skills and needs, to lead the right way and to communicate goals and achievements in this area.



### The Finnish Red Cross

Fujitsu has actively supported the Finnish Red Cross by organizing box collections (e.g. for the annual Hunger Day campaign) in its offices and by giving employees the opportunity to donate blood during working hours. Fujitsu received a golden diploma from Finnish Red Cross Blood Service and Fujitsu employees have again actively donated blood during 2016.



### The Linnanmäki Day and the Children's Day Foundation

Fujitsu employees have participated in the family day organized at the Linnanmäki amusement park for several years now. This popular event, which began in 2002, has become an important tradition for us. The event improves community spirit, which is at the core of any well-functioning workplace. At the same time, we can support child welfare work in Finland. For over 65 years, the Children's Day Foundation has maintained and developed the Linnanmäki amusement park in order to raise funds to improve the welfare of Finnish children.



### The Kilometrikisa Cycling Campaign

Finland took part again in the National Kilometer Race, a campaign that promotes biking to work. Finland employees gathered almost 5,500€ in its sister event, the Ketjureaktio campaign, organized by the Finnish Red Cross. The race is to encourage us all to use bicycles instead of cars in all our activities: commuting and free time, daily shopping etc. Our 112 cyclist reached nearly 136,000 kilometers in the five months long race and almost 24 tons CO<sub>2</sub> saving.



### A theater visit for children with special needs

In recent years, Fujitsu has offered a day at the Finnish National Theater for children. In May 2016, we invited the Downiaiset - Suomen Downin syndrooma association, Icehearts and Wilholan kindergarden to our theater day. Downiaiset is an association for parents of children or young people with down syndrome. Icehearts is an innovative early-intervention model targeted at boys and girls. It offers long-term professional support for children and families who need it. Almost all of the seats in the Small Stage of the National Theater were filled, meaning that over 200 adults and children benefitted. The parents appreciated the opportunity to visit the theater with their children, as normally that would be difficult to arrange.

### The Joulupuu Campaign

In December 2016, Fujitsu Finland participated for the second time in the Joulupuu charity campaign. The aim of the campaign is to give Christmas gifts to children that would otherwise be left without. The campaign is organized nationwide by local Junior Chambers.



### Earth Hour

Fujitsu Finland took part in Earth Hour for the 7th time and turned off all the office building lights in our head quarters.

### Digital Pride

It was the first fully online Pride event, aiming to reach global LGBTQI communities. Fujitsu participated in the first fully online LGBTQ Pride event, Digital Pride. Created by Gay Star News, Digital Pride aims to bring the celebrations of physical LGBTQI Pride events, familiar in many countries worldwide, to everyone in the world through the Internet. Fujitsu supported the event through a global video conference on 28 April on the theme of identity and belonging. The discussion was hosted by Stephen Dixon, Sky News presenter and anchor of the channel's morning news program Sunrise.

Panelists joined from UK, Finland, India and Japan. From Finland Fujitsu CSR manager Christine Löfgren participated with external quest non-discrimination ombudsman Aija Salo.

### Cooperation with VAMOS

"It has been rewarding for VAMOS young marginalized persons to participate in two Fujitsu events. The first was assisting in the facilitation of Fujitsu World Tour event in April in Helsinki and the second event was the June workshop with Fujitsu management members which was also a great experience. VAMOS and Fujitsu planned both events in cooperation and VAMOS young people were able to participate and learn at every stage. "At the World Tour event we assisted with welcoming the visitors and in return we got a genuine work experience. The June workshop gave the young new information about work life, work duties and the IT industry in general. The cooperation with Fujitsu is appreciative and provides a positive experience for the young. VAMOS youngsters, who are interested in IT industry, have also had individual mentoring sessions with Fujitsu employees. The youngsters have found the session's encouraging." said VAMOS career coach Timo Estola.



### European Sustainability Development Week

On the 30th May – 3rd June Fujitsu Finland participated in the European Sustainable Development Week (ESDW) event. The goal of ESDW is to inspire and raise awareness of actions, projects and events that promote sustainable development and their Sustainable Development Goals. During the ESDW week Fujitsu:

- Promoted commuting by cycling and offering morning porridge to those who chose to travel this way.
- Arranged a recycling point at the HQ in co-operation with a local recycling center.
- Fundraised and held a lecture regarding the status of the Baltic Sea (external speaker from Finnish Nature union, Antti Halkka). 4) Hosted a talk from Fujitsu´s own Jukka Hakala about oil spill responses in the Baltic Sea and how we could help and volunteer.

### Helsinki Pride

For the first time Fujitsu Finland took part in the Helsinki Pride parade 2nd July 2016. Fujitsu employees dressed in red t-shirts, marched in support of diversity and inclusion.



### European Mobility Week

Fujitsu Finland took part in the European Mobility week commencing 19th September. During this week people are encouraged to reflect on their own everyday mobility choices and their impact on the environment and society. During this week Fujitsu arranged several wellbeing and sport activities at several Fujitsu sites in Finland, e.g. short outdoor walks after lunch, dance lessons, stretching, orienteering etc. Good visibility was achieved on social media and positive feedback received from our employees.



### Energy Saving Week

Fujitsu took part for the 6th time in 2016. During the week in October we had a diverse program. Fujitsu long term customer MTK visited and gave a presentation on ruokaasuomesta.fi online portal. We encouraged our people to use the stairs instead of the elevator. We arranged a recycling point at the HQ in co-operation with a local recycling center. 28 students from Kannelmäki 4th grade visited Fujitsu FI HQ. The 10 year old students had prepared recycling related activities and messages for our employees. The event was part of the schools week of phenomenon's. The week of phenomenon is a nationwide week and each school selects a theme, which will be studied from many different angles and by means of various scientific disciplines. For example, climate change can be studied from physics, chemistry, biology and history points of view.

### Rinnekoti Säätiö

In November a diverse group of employees from Fujitsu Finland met with marginalized young people from Rinnekoti Säätiö. We discussed company values, recruitment and shared career stories.

# Epilogue: Fujitsu Forward

It's in the nature of a report like this to look back. But the achievements, relationships and structures described in this report also act as foundations for Fujitsu's forward development. It also shows that we take this seriously and are committed to being a responsible business.

In our core technology disciplines, we prioritize continuous improvement, feeding everything we learn into the development of our services. This means our customers, partners and people benefit as soon as possible from our learning. The same rationale applies to all our activities. The green technologies we develop today will become even more effective, our personal and team development programs will evolve in the light of

new insights and challenges, and our business practices will continue to achieve new levels of transparency, efficiency and effectiveness. Fujitsu - its people, its ideas, its experience - is woven into the fabric of our society. We know that if you're serious about helping to make the future better for us all, you can't turn that commitment on and off when it suits. In presenting this overview of Fujitsu's activities in Finland, we are recognizing - with pride - our stake in the communities we serve. Our duty as a business is to promote responsibility because the future belongs to us all, and even more so to the future generations. We must all develop and nurture our social consciousness. The future is our responsibility.

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## Glossary

Glossary of CSR terms and abbreviations used in this report

**CO<sub>2</sub>-ekv** = Carbon Dioxide equivalency is a quantity that describes, for a given mixture and amount of greenhouse gas, the amount of CO<sub>2</sub> that would have the same global warming potential (GWP), when measured over a specified timescale (generally, 100 years).

**GHG** = greenhouse gases, the most abundant greenhouse gases in Earth's atmosphere are: Water vapor, Carbon Dioxide, Methane, Nitrous Oxide, Ozone, Chlorofluorocarbons

**OHSAS18001** = Occupational Health and Safety Assessment Series is an internationally applied British Standard for Occupational Health and Safety management systems.

**RoHS directive** (The Restriction of the use of certain Hazardous Substances in Electrical and Electronic Equipment) = The RoHS Directive (2011/65/EU) restricts the use of cadmium, mercury, lead, hexavalent chromium, polybrominated biphenyls (PBB) and polybrominated diphenyl ethers (PBDE) in electrical and electronic equipment. The restrictions apply to new electrical and electronic equipment placed on the market as of 1 July 2006. In the next few years, in electrical and electronic equipment placed on the market the use of bis(2-ethylhexyl) phthalate (DEHP), butyl benzyl phthalate (BBP), dibutyl phthalate (DBP) and diisobutyl phthalate (DIBP) will be restricted as well.

**PUE** (Power Usage Effectiveness)= a measure of how efficiently a datacenter uses energy; specifically, how much energy is used by the computing equipment (in contrast to cooling and other overhead).

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