

Responsible Business Report Finland 2015

FUJITSU



shaping tomorrow with you

President's note

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

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

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

And the last perspective is Fujitsu's own sustainable development. As part of its social license to operate, Fujitsu supports, and is a signatory of, the UN Global Compact's 10 principles in the areas of human rights, labor, the environment, and anti-corruption. Additionally, Fujitsu makes use of the ISO 26000 framework. We have adopted a Global Matrix structure and are devoting ourselves to the review and improvement of socially responsible activities with zero tolerance for exceptions. With these three perspectives in mind, I will hold us to the expectations and requests of our global customers and stakeholders, and will put into action business management that supports sustainable development.

Tatsuya Tanaka

T. Tanaka

President
Fujitsu



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Foreword

This report provides an overview of corporate responsibility at Fujitsu Finland Oy (Ltd). Globally, Fujitsu has contributed to the promotion of sustainable development since 1938. This work is also actively carried out in Finland.

Here at Fujitsu, we are proud to be part of an organization with a developed and sincere sense of responsibility. Corporate responsibility is a value-based philosophy that requires continuous effort in all our activities and the evaluation of our past performance. However, sustainability requires investing effort in every action undertaken, thinking responsibly about the consequences, and choosing the way to guarantee a better future for our society, rather than simply taking the easiest or most profitable route. My duty as managing director for Finland is to push for this responsibility, promote relevant activities, as well as facilitate their compliance.



We have four basic goals, to which we give equal weight:

- **Results:** we strive to be the most productive – to deliver great results in everything we do
- **People:** we want to be a great place to work for everyone we employ
- **Customers:** to be the desired service provider – go beyond customer satisfaction in every relationship
- **Society:** to be a responsible, accountable business in society and a good company in every community we serve and be the most advanced operator and partner

Fujitsu bears responsibility for its customers and society by being a reliable partner. The life cycle management of Fujitsu's services and products is important to us. For example, the recycling services provided by Fujitsu's logistical and pre installation services ensure environmentally responsible disposal or recycling of the equipment. In the autumn of 2014 we received a significant quality recognition when Fujitsu Finland won the large enterprises series and received a five-star recognition from Laatukeskus in the Recognised for Excellence contest. According to the competition evaluators Fujitsu's key strengths include the ability to involve, empower and inspire staff, mobilizing strategy, continuous development, Lean-thinking, customer focus, human resource management and values. For us it is important that we offer customers the full benefits of an extensive and unique comprehensive offering of IT services, solutions and equipment. Through this, we want to play an active role in enabling the responsible behavior of our customers.

Henry Nieminen

A handwritten signature in black ink, appearing to read 'Henry Nieminen', with a stylized flourish at the end.

MD, Fujitsu Finland Oy
Fujitsu Finland Oy

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 159 000 Fujitsu people supporting customers in more than 100 countries. We utilize our experience, our network of talent to shape the future together with our customers. Fujitsu's net sales amounted to 4.8 trillion yen (40 billion USD) for the fiscal year ending 03/31/2015.

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 data center 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 2015 for the 16th time for inclusion in the Dow Jones Sustainability World Index (DJSI World), the world's leading Socially Responsible Investment index. Fujitsu achieved the highest points in the Software & Services industry group, one of 24 DJSI industry groups, 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. This report describes how we implement our responsible business principles in Finland to benefit the economy, society and the environment.



Values

Values guide Fujitsu's action and they are a natural part of everyday life. Fujitsu Finland is a specialist organization whose activities focus particularly on customer service.

- **Customer First**
We shall all do our best to make the customer happy.
- **Keep your promises**
Make challenging promises and keep them
- **Be creative and act disciplined**
We encourage innovativeness and do things as agreed.
- **Create your own success**
Use Fujitsu's network to create success for yourself and our company.



Fujitsu celebrated its 80th anniversary in the summer of 2015

We celebrated the anniversary in Finland by planting eight cherry trees in Porvoo Kirjailijanpuisto park. The trees symbolize our company's many successful years and bring joy to the visitors of the park. The planting was hosted by Fujitsu Finland's MD and Japan's Ambassador to Finland, Kenji Shinoda and Porvoo Deputy Mayor Fredrick von Schoultz.

Our people

Responsible leadership is essential for the wellbeing of our people.

The aim of our responsible management and leadership activities is 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 a climate 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.

Our Workforce

We have in Fujitsu Finland around 2300 employees. 5 % of these are under the age of 29. Last year we hired 85 employees. 12,5 years is the average career length and 44 is the average age of our 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 Centre 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 27 % female managers from all 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%, but however the number of female managers has increased from 23 % to 27%. Fujitsu is undertaking a number of initiatives to increase female representative in the company, such as Dialogi 2015.

Fujitsu is one of ten companies that this year is involved in the public program called Dialogi (Finnish for "dialogue"), which is on a mission to revolutionize the working life. This year's theme is gender diversity. Target is to improve women's career possibilities, start discussions and raise awareness in our society. Dialogi actions takes place on three levels: at the companies partaking in the program, between the companies and their potential employees (in co-operation with students), and as an active social and public debate.



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 30 000 hours of training during the fiscal year 2014. The year before this figure was 27 000 hours.

The main themes of the trainings have recently been:

	2014	2013
1. Technical training	(35 %)	(56 %)
2. Leadership and management training	(18 %)	(3 %)
3. Project training	(13 %)	(8 %)
4. Language and culture skills	(7 %)	(13 %)
5. Service Manager training	(6 %)	(7 %)

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.

Employee Engagement and Wellbeing

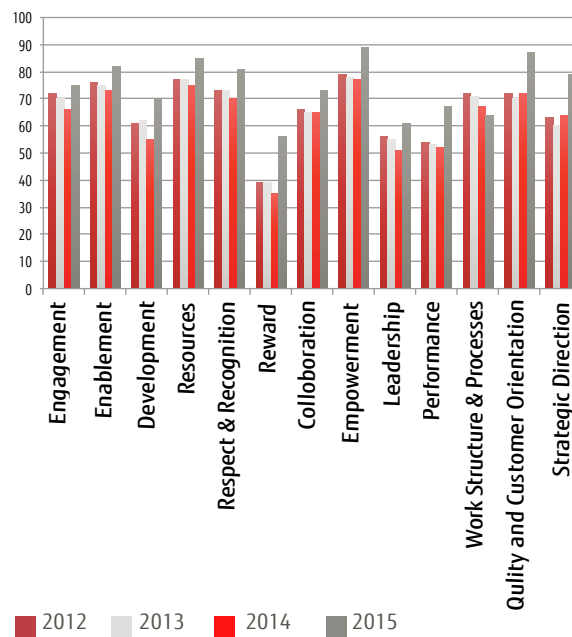
Fujitsu Finland's occupational health and safety team is actively planning and implementing activities and follow the requirements of the OHSAS18001 standard.

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.

We have two employee surveys annually. During spring time the Shaping tomorrow with you survey is launched company-wide, and during autumn we hold a Leader Feedback survey.

Shaping tomorrow with you:

Fujitsu's international employee survey that is conducted annually in April. The survey collects feedback from employees on their engagement and enablement at work. The results have improved compared to last year, thanks to targeted action plans across the last year. Our aim is to improve results every year. Our employees are satisfied and proud of working in the company. They also see that our services are on high level and they are ready to recommend Fujitsu as an employer. This satisfaction



Picture 1: Shaping Tomorrow employee survey results

has increased 5 % from last year. Employees understand their targets and responsibilities and almost eight employees in ten feel willing to accept responsibilities beyond their day job. Improvements are needed e.g. in giving feedback, and during the last years we done improvements in this area. The results are processed in units and each unit make their own development plans to improve the weakest areas.

Leader feedback:

Employees are requested to evaluate their own line manager's leadership skills. The survey is conducted yearly in October or November. Fujitsu's and Isoworks' employees and temporary workers are requested to answer the survey. Last year the total satisfaction was 4.01 out of 5, a slight increase from the previous year of 3.93. Overall satisfaction with line management style is also at a good level, at 4.11, while support from managers is strong, leadership is perceived as fair and trust in managers is on very high levels (4.33).

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.

A process for those aged over 58 is developed to confirm that we have needed competencies and the idea is to give for our senior employee's possibility to share their experience and also to prepare for pension. 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. Last year the theme was work life balance , while this year the seminars will cover Nutrition and living habits.

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. Life is not just work. 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.

Responsible Business Day

Fujitsu Finland organized its first Responsible Business Day 21st of October 2015. The target of the day was to increase employee awareness regarding Fujitsu 's responsibility. Employees also had the opportunity to plan and make their own responsible activities during the day.



Picture 2: Responsible Business Day promises

Contribution to GDP and Taxes

In 2014, the amount of taxes and other fees paid by Fujitsu Finland amounted to EUR 104.8 million. This amount is composed of business taxes (EUR 3.6 million) and other fees (EUR 101.2 million). The majority of the other fees were accumulated from the net value-added tax, which was EUR 59.6 million. The withholding tax and social security contributions amounted to EUR 41.6 million. The consolidated gross investments of the Fujitsu Finland group (incl.

the subsidiaries Isoworks and Nico) totaled EUR 19 million in 2014. The R&D investments amounted to EUR 4 million.

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.

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 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. In December 2014, we published the Fujitsu Human Rights Statement to show our commitment in this area. We are using a risk-based approach to human rights due diligence on our own operations and through our value chain, and will 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 fits the 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.

The Global Business Standards

The Global Business Standards 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 ourselves, but also our suppliers, comply with Fujitsu Global Business Standards 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 Fujitsu Group demands responsible procurement and it has set out the principles of the UN Global Compact in its supplier agreements, introducing a binding "Supplier Code of Conduct". This outlines the commitment to ethical and responsible procurement.

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.

Our supply chain consists of all activities and processes (from purchasing to recycling) required to deliver a product to its final installation site or, if the product is at the end of its lifecycle, to reuse it as hardware, spare parts or materials. 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 fulfill 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

Approach on 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 (CFRT) 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.

Fujitsu has used this to survey suppliers for our EMEA manufacturing operations based in Germany since 2014, today covering 95% of spend, and 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 there are no conflict minerals 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 CFRT as completed by Fujitsu. We engage with our employees by raising awareness of 'conflict minerals' as part of our EMEA 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.

Lifecycle Management

Fujitsu is the only IT manufacturer that covers the whole IT value creation chain in Europe, from development through hardware product to recycling. This allows us to put the focus on sustainability even at the product development stage, so its energy efficiency is considered earlier, not just as part of the later development stages. Prototypes are assessed and optimized with a view to their subsequent disposal at our Recycling Center. Fujitsu has achieved a 99% re-utilization rate, which exceeds the statutory level of 75%. For many other companies, Europe is considered too expensive for hardware production because of the relatively high cost of industrial safety compared to other countries and high wage levels. 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.

Our delivery organization is specialized in lifecycle management in order to reduce our environmental burden, customers' workload, business disturbance and costs arising from equipment replacement. The delivery organization's tasks range from pre-installation of end-user software prior to the delivery of a product to extending the product lifecycle by reusing products as whole equipment or as spare parts and materials for other products.

Fujitsu complies with the Finnish regulations and EU directives governing the appropriate handling of electrical and electronic equipment. We handle the recycling of equipment at the end of their useful life in a manner which ensures data security and we destroy all user files and data, both virtually and physically. Data destruction is carried out according to the guidelines by the Finnish Communications Regulatory Authority. After data destruction and the required repair measures are carried out, a significant proportion of waste equipment ends up being sold to new users, in emerging markets, for example. The demand for recycled, or so-called "aftermarket" equipment is also increasing in Finland.

We collect a substantial amount of components from equipment to be disposed and reuse them in a versatile manner. Furthermore, the remaining waste is then processed in an environmentally friendly manner.

Fujitsu's logistics and installation center has had an environmental management system in place since 1999. Over the years, the center has improved its operations so that the total annual amount of waste now transported to a landfill is less than two percent. We have managed to reduce our total amount of waste by 20%, despite our sales volumes having increased twelvefold. To reduce the amount of packaging material, we now use options such as collection boxes and movable containers. In addition, we recycle our packaging materials by reusing them, for delivering recycled equipment, for example.

As an equipment producer, Fujitsu also collaborates with the EU. We have worked with the EU to calculate the emission levels of our equipment and have made suggestions to reduce those levels. We do not transport equipment for recycling abroad and instead carry out the recycling in Finland. This is a key element of our product development: we aim to reuse our equipment and components as effectively as possible at the end of their useful life.

Having our own recycling units enables us to carefully sort the different waste fractions. Our aim is to reuse as much of the waste as possible and keep the amount of waste to be incinerated as small as possible.

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. We provide solutions for all industries, but particularly for the manufacturing, central government, healthcare and retail sectors. The majority of food consumed by Finns passes through systems supplied by Fujitsu on their way from the field to the table. 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. Benefits of digitalization can be realized through 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.

Cloud services are another example of new energy saving computer technologies. Fujitsu is an end-to-end supplier of cloud services, offering a wide range of cloud services for various needs. Cloud services are an effective way to achieve cost-savings as they prevent overcapacity. 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 Vaasa, Tallinn (Estonia), Tampere, Helsinki and Tartu (Estonia).

Fujitsu Finland's sales are distributed based on business sectors. We operate in sectors such as central government, local government, security & 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 a 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 and Finland's Slot Machine Association RAY.

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.

By using Fujitsu's solution Vetuma, the joint public administration electronic identification and payment service, citizens can identify themselves and make secure payments for various services, such as the Suomi.fi service portal. Over 200 public administration organizations, such as Kela (the Social Insurance Institute of Finland) and Trafi (the Finnish Transport

Safety Agency) use Vetuma. Annually, the service handles more than 25 million identification events and payment transactions. 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. Virtu keeps data security as the highest priority, while making the processes involved more time-efficient. The Virtu service is currently being deployed throughout different government sectors.

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 e.g. fill in the tax-return form or renew tax cards.

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.

Komlis is a modular business intelligence solution to support decision making and resource planning in municipalities. The solution combines the main financial and HR management systems and integrates data from a number of different information systems. Komlis also enables the comparison and monitoring of data between numerous local information systems. Making decisions on the basis of local-level data can lead to greater efficiency, quality, cost-savings and

transparency in municipal decision making. Komlis also reduces the carbon footprint of municipalities by digitalizing the resource-consuming work stages.

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. At present, Fujitsu's CaseM is the only system in Finland 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.

Mikkelin city CaseM case

"The CaseM solution has enabled us to modernize and improve our operations to catch up with the developments in digitalization. In addition, the software suite developed by Fujitsu has enabled our carbon footprint to be reduced. Previously, we printed over 45,000 documents and envelopes per year, which amounted to costs of almost EUR 2800. The postage costs of the 900 envelopes that we sent on average each year totaled more than EUR 4600. Now these costs are at zero."

Juha Ropponen

Project Leader at the City of Mikkeli

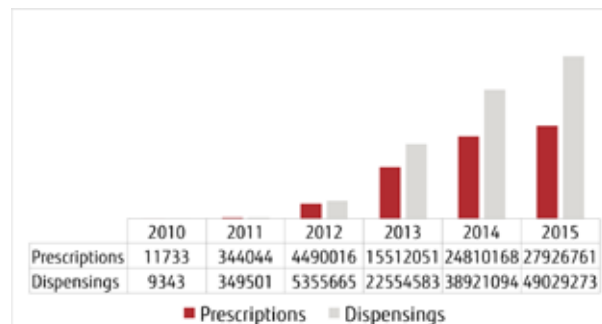
The city board and city council meetings have been digitalized with the help of Fujitsu's CaseM case and document management system. The time savings and environmental benefits have been excellent. Since the City adopted the tool in May 2015, the local CO2 emissions have reduced by almost 80%. Today, all the meeting materials are saved and distributed electronically using the CaseM workspace. This has also eliminated the need to print out the meeting materials and send them by post.

Customer Case: 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. Fujitsu supplies the application services for the Tiera Tiedonhallinta information management service. The solution covers case, document and contract management, an electronic decision making and meeting system and the related publishing sites. Fujitsu supplies the solution as a SaaS cloud service. The Tiera Sähköinen Arkisto electronic archiving service is intended for materials that municipalities are required to archive temporarily or permanently. The solution supplements the Tiera Tiedonhallinta service and enables organizations to digitalize their entire case management process and the related materials. The time and cost savings achieved and the environmental impacts are significant.

Healthcare

Fujitsu has a significant role in digitizing Finland's healthcare sector. The electronic prescription, Pharmaceutical Database, Patient Data Repository and Patient Data Management System and My Kanta pages are just few of the new Finnish public services enabled by Fujitsu. These services are also collectively referred to as the services of the National Archive for Health Information, or the KanTa Services for short. They form a unique statutory service concept, which will be introduced for the use of citizens, healthcare services and pharmacies in phases during 2010–2016. Fujitsu has implemented the services in collaboration with Kela, the Social Insurance Institute of Finland, which is responsible for the administration of the services. KanTa is for adults over 18 years old and is accessed using Internet Authentication by eBanking identification or an electronic ID card. KanTa provides a medication summary and enables a fully electronic prescription–dispensing–reimbursement process. By January 1, 2017 all prescriptions will be in electronic format.



Picture 3: Prescribed and dispensed electronic prescriptions per year (12/31/2015), source: <http://www.kanta.fi/fi/web/ammattilaisille/tilastot>

The eArchive is a centralized active and real-time data store and a legally-compliant archive. It enables data to be shared between healthcare providers securely and with patient consent. In other words, it enables electronic archiving and long-term storage of patient data. The eArchive plays a key role in exchanging data between different healthcare service providers. Citizens are able to access their medical records through the My Kanta pages.

Fujitsu has also implemented the image archive 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

are 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.

Customer Case: Turku University Hospital

Fujitsu has planned and implemented a real-time electronic work shift scheduling system in collaboration with the Turku University Hospital, a professor at the University of Turku and a representative of the Hospital District of Southwest Finland. The goal of the new system was to coordinate the placement of float pool nurses and floating nurses in hospital departments according to real-time needs. The system has generated significant cost savings for the hospital and saved staff time. Every time a nurse falls ill, it is critical to quickly find a substitute for that nurse. In her Master's thesis (2014), Outi Tuominen studied how many specific work tasks are required at the Turku University Hospital to schedule a substitute. From up to 19 tasks involved in the paper-based system, Fujitsu's solution helped to decrease the number of tasks to eight. Scheduling substitute nurses also improved after the introduction of the electronic system. When using the paper-based method, substitutes were obtained for every third absence, whereas now substitutes are obtained for every second absence.

According to the thesis, the easy-to-learn electronic system has created almost EUR 140,000 of savings annually at one health clinic alone. The system includes a human resources bank and can be used as a staff scheduling system. The electronic solution also functions beyond department boundaries.

Defense & Security

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 the development of our solutions, we use the expertise of our selected partner network and research produced by our international contact network in addition to our own expertise. In all our solutions, we pay particular attention to security issues.

Based on our customers' needs, we can adapt services or products created by members of our global Defense & Security network. We continuously re-evaluate and improve our offerings to ensure that they meet the existing and future challenges in the evolving operating environment of security authorities. Fujitsu helps security authorities to build and harmonize communication networks between the bodies. We also make our tried and tested solutions available to other authorities in order to improve their collaboration.

Major Accounts in the Private Sector

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.

SAS

Fujitsu Finland provides self-service solutions and related support services for Scandinavian Airlines (SAS). In the airline industry, self-services significantly increase flexibility and comfort for passengers, which was also the goal of SAS. The Fujitsu solution enables passengers to complete check-in by themselves. This reduces the number of tasks, saves time and eliminates unnecessary walking. Our service covers the service, maintenance and support services for the check-in machines in the Nordic countries and at Heathrow, Gdansk and Charles de Gaulle airports.

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. We continuously monitor and study developments and trends in the retail industry in order to invent new services and improve existing ones. We support our customers and develop new solutions and services in close collaboration with them. Our services cover all the required consulting, planning, implementation, maintenance and support services. Fujitsu Finland serves 2000 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.

Finance

Our finance-sector solutions are specifically designed to enhance our customers' operations and customer service. The goal is to help customers make their operations more flexible. In the finance sector, our customers include banks, insurance companies, brokerage companies and specialized financial institutions. The customer solutions we have implemented include, among others, online banking and insurance systems, mobile banking services, office systems, magnetic and smartcard systems, customer data management systems, self-service machines and communication solutions.

Varma and Legacy Modernization

Varma is the largest pension insurance company in Finland and handles the earnings-related pension coverage of over 860,000 people. Varma has approximately 66,000 employer and self-employed customers. With investments of EUR 40 billion, Varma is the largest private investor in Finland. Varma's pension insurance system is used for the processing and payment of pensions. The system was built on a traditional mainframe architecture in the last century, and technically the solution has now reached the end of its lifecycle. In addition, Varma also wanted to remove the high license fees of its outdated application development tool. Varma chose to modernize the system in collaboration with Fujitsu.

"The future is not getting simpler, that's for sure. Digitalization brings with it more and more requirements, even for the basic systems. We need both dynamic online services for professional business users, and easy-to-use services for regular users. Moreover, investment customers need their own tools. From a know-how point of view, it all requires multi-talent."

Varma CIO, Tiina Kurki.

Automatia

Fujitsu is also responsible for the ATM application services and servicing of Automatia's approximately 1340 Otto automated teller machines. In addition, we have agreed to supply Automatia with 600 new NCR ATMs that will replace the old machines over the course of the next five years. The Otto ATM network is the most significant cash dispensing channel in Finland. The new NCR machines have a built-in audio feature that can be controlled using a Fujitsu application. The new machines are so-called talking machines, which also enable easy cash withdrawal for the visually impaired. The collaboration between Automatia and Fujitsu has continued since 1995. Automatia is owned by Nordea Bank Finland, the OP-Pohjola Group and Danske Bank, the largest banks operating in Finland, each with a third of the shares.

When withdrawing cash, Finns donate up to hundreds of thousands of euro to charitable organizations each year. The donation function has been available in the Otto. ATMs since 2011 and, up until now, 20 different charities have received donations, with the most commonly donated amount being three euros.



The ATM manufacturer NCR recognized Fujitsu in 2014 with the Circle of Distinction Award for exceeding its sales targets and named Fujitsu subsidiary Isoworks Service Partner of the Year

2013 for its excellent maintenance services. Both awards are European-wide awards. The Service Partner Award was given, in particular, for delivering high accessibility and customer satisfaction rates. The accessibility rate of the Otto. ATMs continuously achieves top marks and is approximately 98%.



Picture 4: Heikki Rosendahl, the CEO of NCR Finland, presented the Service Partner Award to Marko Savolainen, the CEO of Isoworks, at Isoworks' Valimo head office in Helsinki on October 1, 2014. The event was also attended by Isoworks' Head of Production Seppo Issakainen (on the left), Purchaser Erkki Niskanen (second from the right) and Service Director Sami Raittila (on the far right). The Circle of Distinction Award was presented to Fujitsu in a partner seminar held in Barcelona a couple of weeks earlier.

The maintenance and installation services for ATMs are performed by the Fujitsu subsidiary, Isoworks Oy. The collaboration between NCR and Fujitsu has been in place for thirty years.

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 solutions are based on SAP and Microsoft products. We provide global services to Finland's leading companies in the food and project business sectors. For example, we have provided our Patja service, among others, for the wind turbine and industrial gearbox manufacturer, Moventas, since 2005, for the dairy company, Valio, for more than 20 years, for the glass technology company, Glaston, since 2007, and for the steel and construction industry company, Ruukki, since 2008.

Our Commitment to Transparency

The prevention and elimination of corruption are extremely important values for us, and we take a zero tolerance approach when it comes to bribery and other forms of corruption. Each of our units and our security team have adopted Fujitsu's anti-bribery and anti-corruption policies and measures. By this, we want to ensure that all our operations comply with all the applicable Finnish and international anti-bribery and anti-corruption requirements.

Our Global Code of Conduct combines all of Fujitsu's principles concerning corporate responsibility and sustainable development as well as our commitment to complying with the laws and regulations of the countries in which we operate. Our Code of Conduct highlights the importance of honesty and that each of our employees is responsible for ensuring compliance.

Subsidiaries



Isoworks

Isoworks helps businesses to use their ICT solutions in an effective and flexible manner. The company's goal is to ensure that businesses' ICT solutions support their operations as effectively as possible in all circumstances. This enables businesses to make savings in terms of their own resources, avoid the trap of continuous technological investments and use their ICT assets in a cost-effective manner and according to their needs. Isoworks operates in 28 locations in Finland and employs around 500 professionals. Annually, the company handles around 400,000 service requests.

Isoworks will be merged with Fujitsu 1.6.2016.



Nico

Nice-Business Consulting Oy—Nico for short—provides recruitment services and ICT professionals for its customers' ICT development projects and services.



Fujitsu Innovations and Green Technology

Our R&D activities

Particular importance is attached to research and development at Fujitsu. We aim to ensure Fujitsu remains at the forefront of innovation, state-of-the-art technology solutions. Globally, Fujitsu innovations have resulted in more than 100 000 patents.

Fujitsu Laboratories

The company invests around two billion US dollars each year globally in R&D and owns more than 100,000 patents. Fujitsu Laboratories is the central pillar 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.

For example:

- A tailored security system that warns employees of potential mistakes based on their individual usage patterns.
- A personalized service model that protects individual privacy.
- Collaborative manipulation of virtual objects in physical space based on participants' actions.

Fujitsu Laboratories of Europe 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. Technology has the potential to address some of the world's greatest social and environmental challenges, and by investing in this type of research, Fujitsu is an architect of the future.

Fujitsu World Tour Helsinki 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 22, 2015 attracted over a thousand participants, including 604 customers, 60 channel customers, 51 partners, 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 the participants, the Fujitsu World Tour was among the top events organized in Finland in 2015.

Every year, Fujitsu hosts one of the largest European ICT events, the Fujitsu Forum. The event brings together over 15,000 industry professionals. At the event, Fujitsu presents its latest technology solutions and services.

Innovative technology

As a technology company, Fujitsu is aware of the role it must play to support a more sustainable, friendlier and safer society for people. The world is experiencing unprecedented technological advances and growth of some of the greatest social challenges, including resource scarcity, population growth, ageing society and mass urbanization. Fujitsu is passionate in responding to these societal and business risks by pioneering ICT solutions to create a fairer society. 'Social innovation' represents an exciting growth target, ensuring our business solutions are in demand to drive change in healthcare, agriculture, disaster relief, education, environment and transportation.

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.

One of the more widely known service innovations developed by Fujitsu Finland is the Patja concept. The Patja service enables more energy-efficient performance through automating data center functions as well as virtualizing and consolidating server environments. Thin clients and other virtual desktop solutions save energy and the Patja service's communication tools increase efficiency and generate time and energy savings. Teleconferencing saves time and money and reduces CO2 emissions from traveling as well as other harmful impacts on the environment. At the core of the Patja service are responsibly produced services, such as our cloud services, which are produced in our own data centers using renewable energy. The Patja concept is continuously being developed in order to also be ready to meet all future business challenges.

Over recent years, Fujitsu has created an extensive portfolio of cloud services that are closely linked to Fujitsu's vision of 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. Fujitsu has six global cloud centers, two of which are located in Europe. In addition, we have regional cloud centers—some of which are located in Finland—that provide cloud services. The Fujitsu Cloud can offer our cloud customers the data security level they need, which enables us to tailor the level of data security and related costs according to the customer to ensure that these are not over- or under-dimensioned. Our different identification and encryption solutions are also available to our cloud customers. Customers are always kept informed of where their data are located.

Active Involvement in Quality and Data Security in Finland

Quality is a significant part of our corporate responsibility, and we have used the EFQM model to assess our operations since 2005. Our sustainable quality efforts were awarded in 2014 when we won first place in the large corporation category of the Recognized for Excellence competition.

In addition to our EFQM activities, 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.

Collaboration

We are collaborating with local companies and aim to facilitate the export of Finnish innovations abroad. Together with our partners, we have been able to actively introduce our Smart Hospital solutions to our healthcare customers. A good example of such collaboration is our partnership with Quuppa. Since 2012, Quuppa has been planning, implementing and testing its next generation HAIP (High Accuracy Indoor Positioning) technology, i.e. Intelligent Locating Technology. Where possible, Fujitsu Finland has incorporated the solution into its own solutions with the aim of introducing it to the international markets.

Think tanks

Fujitsu has also organized think tank events where Fujitsu employees responsible for development and strategizing gather together to envisage future solutions. We have also actively invited various startup and niche-player companies to these events to present their own products and solutions to us. One of the goals of these think tank events is to find new partners among small startups to help them gain access to larger market areas.

Green Technology

Corporate responsibility and sustainable development are important values to our company, and we also take them into account in our product and service development. Fujitsu ranks in fourth place on the last Cool IT Leaderboard published by Greenpeace, which scrutinized technology companies for their environmental policies, impacts and climate solutions. According to the international environmental organization, ICT companies have a central role to play in enabling a modern, renewable-powered energy infrastructure. Greenpeace evaluates global ICT companies in order to identify which firms are leading efforts to drive change in the energy sector.

Fujitsu Finland's environmental policy is based on the environmental policy of the Federation of Finnish Technology Industries, environmental management standard ISO 14001 and legislative and statutory requirements. When evaluating our environmental impact, our aim is to take into account the direct and indirect impacts of our business activities. We monitor and update the Environmental Action Plan annually as part of our strategic reviews. Fujitsu has set clear environmental goals for all its business areas. The Fujitsu Green Procurement Policy means that our entire supply chain, including our partners, must also commit to complying with our policies.

Green IT

Fujitsu is committed to taking account of its energy savings targets throughout its product development process, from logistics planning to material selection. Our aim is ensure that we can provide our customers with products that can reduce their environmental impact and provide them with green ICT solutions. We want to help our customers to achieve their own environmental and sustainable development goals by providing them with the most suitable ICT solutions for the job.

Fujitsu is a member of the global Green Grid organization, which aims to reduce the total consumption of energy in data centers of its member organizations. 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.

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Fujitsu products

Fujitsu's product range covers the entire spectrum of high-quality hardware and software. Fujitsu launched the first Green PC on the market in 1993. At that time Fujitsu was also the first to develop holistic concepts for manufacturing environmentally friendly IT. Almost ten years later (2002), we started using lead-free soldering for mainboards, long before it was required by the RoHS guidelines of 2008. This is additional



proof of Fujitsu's leadership in the sustainable manufacturing of IT components.

Fujitsu provides information about environmental issues related to each of its product separately. In addition to ecolabels, all Fujitsu products are delivered with an environmental declaration. Fujitsu equipment has a number of different ecolabels, such as der Blaue Engel, Nordic Ecolabel, Energy Star and EPEAT. The goal of these ecolabels is to 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 thanks to the patented zero-watt technology used. Zero watt technology ensures that almost no more electricity is used in equipment which has been switched off.

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.

All Fujitsu Finland's data center services are provided using renewable energy.

Fujitsu is responsible for green product innovations such as the ECO keyboard and the ECO mouse. Of the ECO keyboard materials, 45% are plastics from renewable materials. The power cord is free of PVC. The mouse is made completely of biodegradable materials, and its power cord is also free of PVC. As a new challenge, Fujitsu has introduced the WoodShell design concept that promotes using natural materials and bioplastics in computer casings and components.

Data Centers

Fujitsu data center services are provided in a centralized manner through our own data centers. This enables environmental impacts to be controlled throughout the service lifecycle. The capacity services (server and storage capacity services) provided by Fujitsu's Finnish data centers are mainly provided using new, energy efficient hardware or, where possible, virtually. Since our data centers are located in Finland, we can produce nationwide public services locally. Our main data centers, located in the capital region, are very energy efficient and their PUE (Power Usage Effectiveness) rate has remained below 1.5 for the last three fiscal years.

Server virtualization significantly reduces the amount of electrical equipment needed. Fujitsu has invested in energy efficient cooling at its data centers by using free cooling and waste heat and replacing old cooling equipment with new, 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. Our latest data center can use waste heat to heat the nearby buildings. Finland's cool climate enables the use of free cooling and allows energy efficient data centers to be built.

Commitment to the Environment

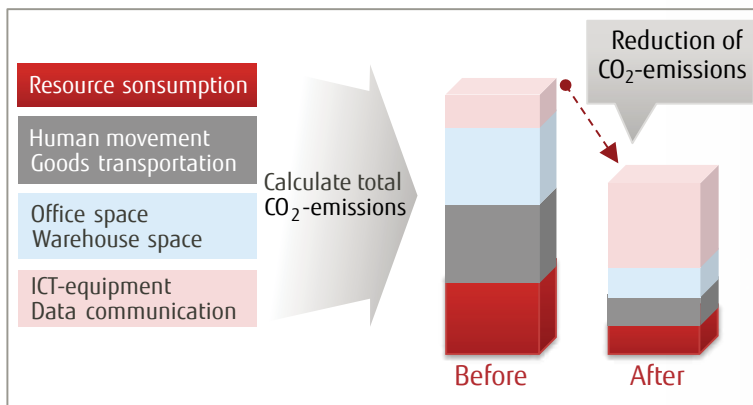
To respond to this environmental challenge and to help achieve a more sustainable society, Fujitsu has launched the Global Environmental Action Plan (Level VII), which covers from FY 2013 to FY 2015. It includes objectives focused on both improving the efficiency of the company's operations and on the development and implementation of products, solutions and services that help to reduce the carbon footprint of society. Fujitsu is committed to climate change mitigation to ensure a habitable and responsible world for the future. In Japan, Fujitsu has committed to reduce its annual CO₂ emissions by 30 million tons by 2020. To achieve this goal, Fujitsu has introduced sustainable development principles into all its activities.

Carbon Footprint 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.



»I was very pleased and impressed that the calculations resulted in such good and concrete results both in terms of CO₂ emissions and costs. Carrying out the EcoCALC measurement seemed simple, and its interpretation was easy thanks to the visual representation of data,» says **Jaana Suonsaari, Development Manager, Business Architect at the City of Espoo**

Picture 5: Eco-contribution CALCulation



Espoo case

For the City of Espoo, Fujitsu has provided the Microsoft Lync service since 2009 and SharePoint workspaces since 2013. However, the City units have deployed the services in a varying manner, and the services are not used to their fullest potential. We presented the results of our EcoCALC measurement to the management group for continuous services at the City of Espoo, and they were stunned. One of the calculations carried out for Espoo concerned the digitalization of payslips. Before migrating to the electronic system, the City printed out and posted the payslips. Over the reference period of ten months, the payroll generated 205,000 payslips, i.e. a total of 410,000 sheets of paper and envelopes. The introduction of the electronic solution has reduced the number of payslips printed out and posted to 84,500. The paper consumption and postage costs were significantly reduced and the CO2 load decreased by 13,000 kilograms, or 58 percent. The EcoCALC measurement is part of a more extensive ongoing reform of working culture in Espoo. The City has chosen the path of digitalization to find practical benefits of technology solutions. Fujitsu and its services are very involved in this journey.

[http://www.net.fujitsu.fi/fi-FI/22015/
Palkkakuittien_sahkoistys_laski_merkitta\(8640\)](http://www.net.fujitsu.fi/fi-FI/22015/Palkkakuittien_sahkoistys_laski_merkitta(8640))

Internal Environmental Performance

Fujitsu's Environmental Action Plan defines targets to reduce the environmental impacts from electricity consumption at offices, traveling, CO2 emissions and waste. Achievement of these targets is monitored on a monthly basis and the progress is reported to Management. Our environmental goals include mitigating climate change by improving energy efficiency at our offices and data centers, by buying electricity produced using renewable energy and by reducing the harmful environmental effects of travel by favoring teleconferencing. 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 prevent the generation of waste, minimize the amount of waste transported to landfills and increase material use through recycling. We invest in active environmental communication since improving staff awareness about the environment is one of our most important goals. We participate annually in Finnish Energy Awareness Week and in the WWF Earth Hour campaign. Our company car policy encourages employees to select a low-emission car: employees can benefit from a company car more if the car meets the specific emission levels given for each year.

At the beginning of 2014, Fujitsu started to use renewable electricity at its data centers and offices. The electricity is produced from hydropower. The origin of the electricity used by Fujitsu has been verified to originate from 100% renewable, CO2-free energy sources.

Our total energy consumption has reduced by over 60% compared to the previous fiscal year. We reduced our emissions by an amount equal to the annual emissions of 1500 houses heated with electricity. Total energy consumption, including electricity and

district heating, has reduced by 17% compared to the previous fiscal year. Server virtualization significantly reduces the amount of electrical equipment needed. Fujitsu has invested in energy efficient cooling at its data centers by using free cooling and replacing old cooling equipment with new equipment. At offices, we have improved energy efficiency by optimizing lighting and air conditioning timer schedules and servicing our building systems.

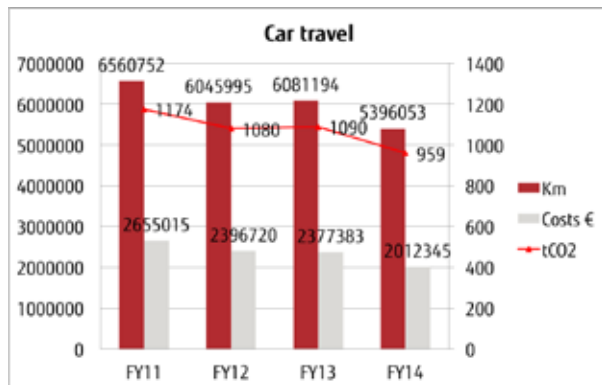
Water consumption has reduced by 6% year-to-year through initiatives such as reducing the water flow.

Fujitsu cut its emissions from car usage by 130 tons in Finland during the 2014 fiscal year. This also resulted in significant cost savings of EUR 365,000. The need for car usage has reduced as we have encouraged teleconference use as an alternative. Route planning for installation personnel has also had some impact.

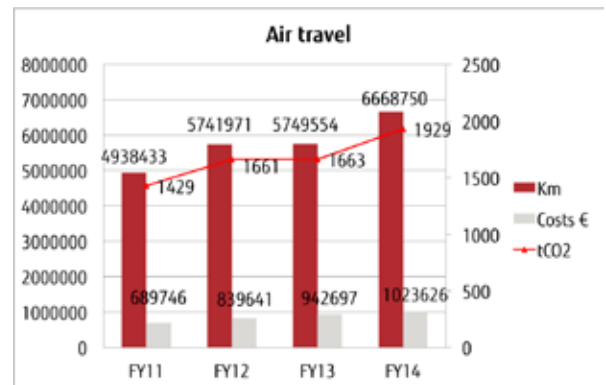
In recent years, the biggest challenge has been reducing the need for air travel. Finland is located at the periphery of Central Europe, and as our international cooperation network has expanded, the need for air travel has significantly increased.

On the other hand, we have successfully reduced the proportion of waste ending up at a landfill to two percent of the total waste generated. We have also gradually improved the use of materials, and our biowaste, paper, cardboard, metal and glass use rate is very high.

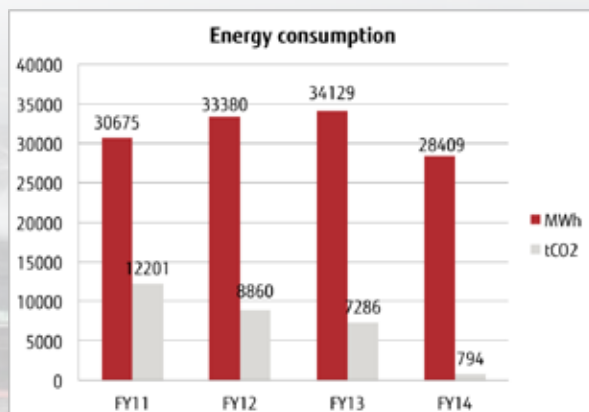
Today, our largest offices generate hardly any waste that ends up in a landfill. Waste is either subsequently used for energy production or used as a material for other products.



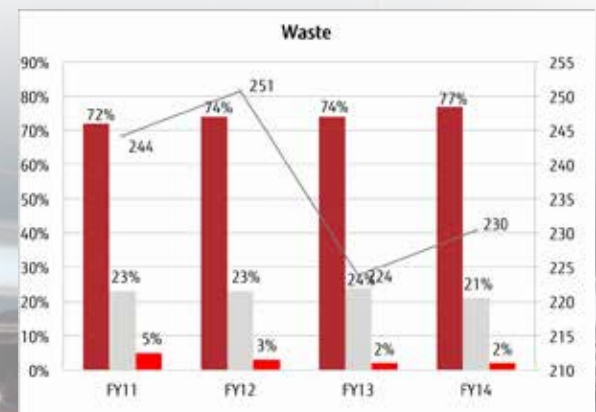
Picture 6: Influence of car travel



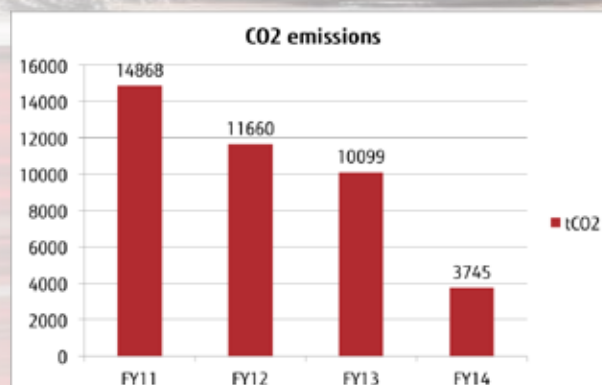
Picture 7: Influence of air travel



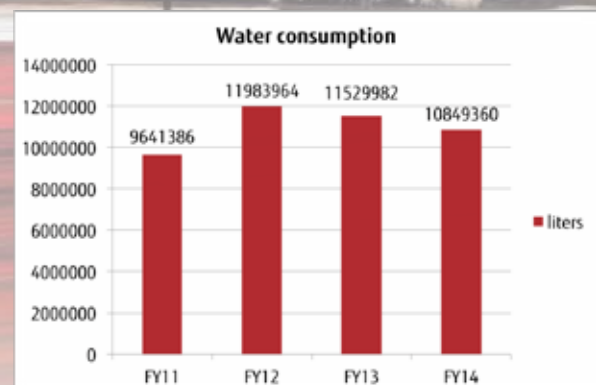
Picture 8: Energy consumption



Picture 9: Waste processing



Picture 10: CO2 emissions



Picture 11: Water consumption

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, Patja services of Orion Oyj and Sohva 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 and Isoworks 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 and HR unit and Isoworks Oy's operations in Helsinki. 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. In 2014, the certification was extended to cover the Service Desk operation and user ID management in Tallinn and Tartu, Estonia. The certification will be extended to cover the BAS unit during 2016.

ISO26000: Social Responsibility

Fujitsu champions ISO26000, deploying this best-practice social responsibility framework in 122 subsidiaries worldwide. Fujitsu's annual CSR and Governance survey, used across operations globally, is based on ISO 26000 and is the main tool for identifying risks or areas for improvement against this framework, and in turn strategic planning by the global CSR Division.

EFQM Recognised for Excellence

In 2014, Fujitsu Finland Oy won first place in the large corporation category of the Recognized for Excellence competition. The operations of the competing participants are evaluated using the European Foundation for Quality Management model, EFQM. There are nine core areas of assessment in total, and they cover the operations and results of the whole organization. The assessment areas evaluate the organization's operations, its methods of self-assessment and improvement and the results achieved. Fujitsu has assessed its own operations using the EFQM model since 2005.

Community Investment

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 just culture and the Fujitsu Way corporate philosophy within all our activities. Fujitsu Finland has been 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 pilot country will create, or strengthen, its corporate responsibility strategy and implement the pillar model and the relevant indicators. 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 growth.

Work with NGOs and Charity Partnerships

WWF

Fujitsu Finland has supported WWF operations since 2011 by participating in the WWF Green Office network.



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.



Picture 13: Fujitsu computers received at Finnish Red Cross refugee Centers

The Finnish Red Cross

Fujitsu has actively supported the Finnish Red Cross by organizing box collections (e.g. for Nepal and for the annual Hunger Day campaign) in its offices and by giving employees the opportunity to donate blood during working hours. In November Fujitsu Finland donated 10 Fujitsu laptops to the inhabitants of Finnish Red Cross refugee centers in the Helsinki metropolitan area.



Picture 12: Fujitsu collecting donation for Finnish Red Cross

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 Kilometrikisa cycling campaign

As in previous years, last year we participated in the Kilometrikisa campaign that promotes biking to work and its sister event, the Ketjureaktio campaign, organized by the Finnish Red Cross. With the company's support, Fujitsu cyclists successfully raised EUR 11,000 for the campaign. This joint charity effort also brought us international exposure. We ranked second in Fujitsu's Environmental Contribution Award Scheme competition. Sixty-five applicants entered the competition, of which three were placed first and ten were placed second. Our competition entry emphasized social responsibility and promoted biking for environmental reasons.



filled, meaning that over 200 adults and children turned up. The audience giggled and laughed as Puluboi, who does not like the letter R, was playing "dwama" on the stage with his girlfriend, Poni. The parents appreciated the opportunity to visit the theater with their special needs children, as normally that would be difficult to arrange.

The Joulupuu campaign

In December 2015, Fujitsu Finland participated 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.



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 2015, we invited the Mahdollisuus Lapselle association, an association for parents of children or young people with special needs, to our theater day. The association helps children and young people to develop according to their own abilities and supports the parents. Almost all of the seats in the Small Stage of the National Theater were



Employee Volunteering

As part of our Responsible Business program, in the fall of 2015 we investigated whether our staff were able and wanted to volunteer for charity work. Our staff are highly active in volunteering outside of working hours. We received 795 (41% of the total employee base) responses to our survey.

Of the respondents, 65% said that they volunteer or regularly donate money to charities. Based on the survey results, people would be most interested in improving the welfare of children and young people, the environment and nature, and helping elderly people. We are currently kicking off project planning concerning these three categories.

Epilogue:

Fujitsu and the Future

In a report like this one, it is natural to look back at the achievements, partnerships and structures that form a solid foundation for the growth of Fujitsu as a responsible business. To prepare this report, it was necessary to draft a comprehensive overview of the corporate responsibility culture in our company. The report also reveals that we have a genuine desire to operate in a responsible manner and to create innovative new ways to build a better world.

For us, it is truly important to continuously improve our operations. It is important to incorporate the lessons learnt and experiences gained as part of our service development. This will also benefit our customers, partners and employees.

And development never stops. The green technology we develop today will become more efficient, staff development programs will take new paths due to novel insights and new challenges, and our business practices will become more transparent, efficient and effective.

All businesses and people worldwide are aware of the serious global environmental challenges, of which climate change may be the one with the most concrete consequences. The road ahead is not an easy one, but the challenge will encourage us to continue our efforts to reduce our own and our customers' environmental impact. We want to continue to be a responsible and productive member of this society and continue to foster the best practices. We also want to ensure that our partners and suppliers act responsibly and commit to our responsible business goals.

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.



FUJITSU FINLAND

Valimotie 16, 00380 Helsinki
+358 29 302 302
info@fi.fujitsu.com
www.fujitsu.com/fi

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