

Fujitsu Finland

Responsible Business
Report
Fiscal Year
1.4.2018–31.3.2019

FUJITSU



Published in June 2019

shaping tomorrow with you

Hi,

Welcome to Fujitsu Finland's Responsible Business report. It is the fourth in order. The report is based on self-evaluation. Its data has not been verified by an external CA. In this report, we review the last fiscal year's actions, present our achievements and what we are working on. We also look at the new fiscal year and present some of the targets we have set.

We are glad that You have found our report and hope you enjoy reading it!

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President's Message

In Pursuit of 'Success' on the Path to Creating a Sustainable Society

The world is currently undergoing enormous change as a result of digital transformation. We expect leading-edge technologies, such as Artificial Intelligence (AI) and the Internet of Things (IoT), to generate improvements in our daily lives and make the world a better place. I feel that, just as this revolution was triggered by people, the impetus for ongoing digital transformation lies with the human connection. In this context, the Fujitsu Group is pursuing "connected services" with the objective of shaping digital ecosystems that link research institutions, international agencies and other organizations – in addition to our customers and partners.

At Fujitsu, we firmly believe that technology enables people's happiness and wellbeing. We are committed to using the power of ICT to help resolve social problems as we continue on the path toward a sustainable society. My view is that accelerating the pace of innovation to respond to societal expectations and demands will scale-up the beneficial impacts to people and society as a whole, whilst also contributing to the achievement of common goals such as the Paris Agreement on climate change and the UN's Sustainable Development Goals (SDGs).

Further, the Fujitsu Group 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. To ensure ongoing sustainable operations, I have initiated various measures aimed at minimizing any negative outcomes for people and society that result from our corporate activities. In terms of compliance, we are consolidating our global corporate culture, enabling all executives and managers to lead by example in an environment that does not allow for exceptions and has zero tolerance for any wrongdoing.

The Fujitsu Group always reflects on its approach and practices and aims to help resolve social problems by harnessing the strengths generated by connecting people and society and then by linking those strengths with the power of ICT, thereby creating "success" as we work towards a sustainable society.

Tatsuya Tanaka

President and Representative Director
Fujitsu



Introduction

Fujitsu as a company

Fujitsu is a leading Japanese information and communication technology (ICT) company, offering a full range of technology products, solutions, and services. Approximately 132,000 Fujitsu people support customers in more than 100 countries. We use our experience and the power of ICT to shape the future of society with our customers.

The heart of Fujitsu's sustainable development activity extends as far back as 1938, when the company built a park-like recreation area around its factory to ensure that the local community was not impacted by the building of a new industrial property. Responsibility is the DNA of everything we do. In 2018 Fujitsu was included in the Dow Jones Sustainability World Index (DJSI World) for the 19th time; the world's leading Socially Responsible Investment index. Fujitsu was also listed in FTSE4Good Index and UN Global Compact Sustainable Stock 100 Index. Fujitsu was also named to FORTUNE Magazine's 2019 List of "World's Most Admired Companies".

Fujitsu Limited reported consolidated revenues of 4 trillion yen (US \$36 billion) for the fiscal year ended March 31, 2019. Around 65 % of the revenue comes from Japan and around 19 % from Europe. For more information, please see www.fujitsu.com.

In Finland we have roots since 1960 and the Finnish Cable factories' electronics department was our starting point. Later it became part of Nokia. Through company mergers in 1990's Fujitsu became the main owner of the company and at the same decade started the focus on ICT (you can read more on our history at www.fujitsu.com/fi/about/finland/history). In Finland we have a strong local service capability as we operate in 20 locations. Our HQ office is located in Helsinki and the largest offices outside of the capital are in Tampere and Turku.

Fujitsu Finland Oy is fully owned by Fujitsu Global. Fujitsu Estonia subsidiary is a part of Fujitsu Finland Oy and has in total 2,300 employees.

For Fujitsu, corporate responsibility Responsible Business 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 meet the needs of our diverse stakeholder groups. In addition we also want to offer a great place to work for our employees.

Fujitsu Limited

MEMBER OF

**Dow Jones
Sustainability Indices**

In Collaboration with RobecoSAM



**Sustainability Award
Bronze Class 2019**



**CLIMATE
CHANGE**

**Corporate
Responsibility**

Prime

rated by

ISS - oekom



FTSE4Good

Fujitsu in Finland 2018

In 2018
Air Travel caused

19 %
less CO₂ -emissions
than in 2017

27
Local Offices

We made
882
Volunteer Hours

1,855
Fujitsu People
work in Finland

25
Hobby Clubs

Greeting from Head of Fujitsu Finland

Choices that secure our future

During the last few years, Fujitsu has actively reduced its environmental footprint. Simo Leisti, the CEO of Fujitsu Finland wants to cut down on flying due to business. If Simo has to fly he would like to see on his flight ticket how much carbon dioxide (CO₂) emissions the flight causes.

We have measured and reduced carbon dioxide emissions since 2011. We have used energy produced by hydropower since 2014, thus reducing our environmental footprint. Most of the CO₂ emissions we measure is caused by flying and driving by car.

We have ambitiously set out to reduce our flying and we have succeeded in doing so the second year in a row. In addition to reducing flying we have also off set our emissions.

We are planning how we can take this to the next level. Our target is to move from monitoring air travel to travel wisely. In international companies, we cannot fully stop traveling, so we seek to find a model of favoring low emission flights. For example, it would be helpful to see the emissions of the planned flight when booking it. This would help when selecting low emission flights and encourage airplane companies to become more climate friendly.

We encourage our employees to use public transportation or bicycles when commuting. We have also replaced the cars we use in field service with low emission models.

Climate change is happening

Extreme weather conditions are frequent. The amount of cyanobacteria in water increases, winds become stronger and storms cause more damage. Changes in weather have to be taken seriously. We must systematically make decisions that slow down climate change. For Fujitsu, being responsible is about making conscious decisions and actions. We are willing and able to set demanding goals.

The realization of sustainable development requires changes in habits. For example, in households recycling is an active decision. Companies are also required to take active decisions – the more challenging the issues the more urgent it is to take action.

We are committed to business essential environmental objectives and we actively measure and lead against them.

I am deeply concerned about what kind of earth we leave to present and future generations. As a CEO I strive to make decisions that are sustainable. Companies need to make choices that will safeguard and not destroy the future.



"What I do at home to play my part in helping slow down climate change? When we purchase something for our home, we plan it carefully and we avoid plastic and disposable materials. We prefer locally produced food and products when it is possible."

We can do a lot, too

as an ICT organisation we are at the heart of digitalization. We are building smarter services for our customers, who also know how to demand quality services. It means responsible production and efficient, saving resources and promoting recycling. I believe that the benefits of digitalization will gain more weight in the future.

We have already measured the environmental impact of some of our services and the importance of such work is increasing. We also want to help our customers understand the impact of their own operations on the environment. Transparency, process optimization and electronic solutions are also essential if you want to reduce the environmental load and to be sustainable.

Fujitsu's vision is to build a human centric and intelligent society. Part of being human centric is caring for human well-being. We encourage, for example, commuting with playful competitions as well as we supporting national top sport as part of overall responsible thinking.

Simo Leisti

CEO, Fujitsu Finland Oy

Member of WWF Finland oil spill response troops

Our Promises

Corporate Vision

Through our constant pursuit of innovation, the Fujitsu Group aims to contribute to the creation of a networked society that is rewarding and secure, bringing about a prosperous future that fulfills the dreams of people throughout the world.

What we strive for

Society and Environment	In all our actions, we protect the environment and contribute to society.
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Profit and Growth	We strive to meet the expectations of customers, employees and shareholders.
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Shareholders and Investors	We seek to continuously increase our corporate value.
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Global Perspective	We think and act from a global perspective.
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What we value

Employees	We respect diversity and support individual growth.
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Customers	We seek to be their valued and trusted partner.
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Business Partners	We build mutually beneficial relationships.
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Technology	We seek to create new value through innovation.
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Quality	We enhance the reputation of our customers and the reliability.
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Code of Conduct

- We respect Human Rights.
- We comply with all laws and regulations.
- We act with fairness in our business dealings.
- We protect and respect intellectual property.
- We maintain confidentiality.
- We do not use our position in our organization for personal gain.

Fujitsu and the UN Sustainable Development Goals

The Sustainable Development Goals (SDGs) adopted by the United Nations in 2015 are a set of common goals to be achieved worldwide, including by developed countries, by 2030. Achieving these goals places considerable demand on private-sector enterprises to play an active and useful role through their technology and capacity for innovation.

The Fujitsu Group has worked for many years to utilize technology and create new innovation with the aim of achieving a “human centric intelligent society”. That is a society which uses co-creation to generate outcomes that have a lasting impact on the community. These activities are recognized as being aligned with efforts by the international community toward achieving the SDGs.

In this sense, the SDGs are one element in an ecosystem aimed at achieving the Fujitsu growth strategy of ‘connected services’, pointing the way to creating new business opportunities through ventures that work to resolve social issues. The Fujitsu Group sees the SDGs as a global common language and undertakes SDG-related activities as an opportunity for wide-ranging collaboration with other organizations, including international agencies and governments, private companies and non-governmental organizations (NGOs). By adopting a multifaceted approach through cooperation with many partners, we can create and grow social value on an even larger scale.

As a first step, using the digital technologies that are at the core of our business, we are focusing on the five areas shown below as those in which we can deliver the greatest value.



Sustainable Food and Agriculture
Increase food productivity and resilience.



Wellbeing of People
Realize a high quality of life for everyone in an aging society, and eradicate difficult diseases by medical innovation.



Decent Work and Sustainable Economic Growth
Accelerate innovation and realize human-centric way to work.



Sustainable Industrialization
Realize intelligent industrialization through innovation.



Sustainable City
Enable intelligent mobility, and increase safety and resilience to disasters.

Responsible Business at Fujitsu

Focus on five pillars

The Responsible Business Program is designed to continually improve and align our approach on corporate responsibility. At Fujitsu, Responsible Business is firmly anchored in our corporate philosophy, the "Fujitsu Way". Our Global Business Standards (GBS) govern our relationships with all stakeholders involved: employees, customers, suppliers, governments, other businesses and local communities. GBS is a further development of our Fujitsu Way Code of Conduct and is designed to provide guidance to all of us working for Fujitsu as to how we must act so as to comply with laws and regulations. The GBS sets the common global standards. We also follow the international standard for social responsibility, ISO 26000.

The 5 pillar -Responsible Business Program approach is implemented in Fujitsu across EMEA (Europe, Middle East, India and Africa), North America and Oceania. Responsible Business is an essential part of our growth strategy and business model. The managing director of each country owns the program for that country, following the model created in the UK. 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. Read more regarding our program goals and achievements on the following pages.

Country-specific responsible business management teams meet regularly, once a month in Finland. On the agenda is the status of responsibility pillars and current responsibility topics. In addition to the CEO, the Executive Team includes Pillar Leaders, Personnel Representatives, representatives of Fujitsu's major offices in Finland, and the Responsible Business Lead. The Finnish Responsible Business Team consists of a Responsible Business Manager and an Environmental Specialist. The Responsible Business Manager reports to both the CEO and the EMEA Head of Responsible Business.

"Partners and suppliers must comply with our Global Business Standards. They must also commit to the United Nations Global Compact's 10 principles. In addition, we require compliance with responsible operating principles. We have added the UN Global Compact principles to our Supplier Code of Conduct."

Anu-Kaisa Raita
Nordic Head of Legal and Commercial



The Responsible Business Program has a five pillar approach:

- Environment
- Community Involvement and Development
- Diversity and Inclusion
- Wellbeing
- Operating Practices

Under these focus areas, we set local action plans and targets against regional themes considering where we can have the most impact and how these relate to our material issues. This allows us to balance the need for a consistent approach with an understanding of local differences. We look at common themes across the region such as engaging young people in STEM, or gender equality, while setting local level KPIs as appropriate. We have built up a network of colleagues working on Responsible Business throughout the region who share ideas, solve challenges together and work towards best practice.

Pillar 1:

Environment

We are fully committed to reducing our environmental impact across the scope of our operations and through services we deliver to customers.

Environmental sustainability has always formed a core part of Fujitsu's business. As a global ICT company, Fujitsu creates new value to transform business and society. Significant climate change and declining biodiversity are just two of many serious environmental issues that continue to escalate on a global scale. With the world's population growing, there are rising concerns about a shortage of food, water, energy and other resources.

The Fujitsu Group is committed to helping resolve global environmental issues using the power of ICT. By doing so, we continue to work together with our stakeholders in the global value chain which includes our customers, partners and suppliers in order to shape a sustainable and prosperous society.

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 we focused on reinforcing our own consideration for the environment. From 2010 to 2012 our ambitions expanded to three focus areas — 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 we focused on the areas of our society and our business and in the latest stage from 2016 to 2018, we strengthened our previous approaches by further promoting the deployment of ICT throughout society as a whole.

Zero Carbon: FUJITSU Climate and Energy Vision

At COP21, Japan proposed a 26 % reduction of emissions compared to FY2013 as a target set for FY2030. The Fujitsu Group is also committed to reducing emissions and has established the "FUJITSU Climate and Energy Vision", a medium- to long-term environmental vision through 2050, with the goal of bringing the Fujitsu Group's CO₂ emissions to zero, and achieving a decarbonized society, as well as contributing to the response to climate change, through technology supporting digital transformation.





Fujitsu Finland aims to reduce flying emissions and improve energy efficiency

Fujitsu defines top-level environmental goals and themes from Japan and EMEIA. They create the frame and direction for each country objectives of environmental management system (EMS). In Finland the EMS has been built specifically for around the four main themes: "Natural environment and biodiversity", "Prevention of pollution", "Sustainable resource use" and "Climate change and energy". Each theme contains concrete, numerical goals that are always set for the fiscal year. The achievement are measured and monitored at monthly meetings of the Responsible Business Team. We operate according to ISO 14001: 2015 -standard.

The activity and commitment of our employees are key elements of the environmental program 's success. That is why we communicate actively and openly on environmental issues both internally and externally.

We monitor the consumption of electricity, the energy efficiency of our datacenters, the emissions from traveling and the quantities and sorting of waste at our largest sites. The biggest contributor to CO₂ emissions is travel, and in particular air travel, which is partly explained by our global organization. However, working remotely and remote attendance at meetings are becoming more common, reducing the need for travel. In addition to working remotely, we encourage our employees to favor public transport instead of private car. For example, we support our staff by providing the opportunity to make use of ePass for public travel to cover transport costs.

To reduce air travel we have, for the first time set a target to reduce CO₂ emissions from air travel. The target was a reduction of 10 % of CO₂ emissions compared to the 2017 fiscal year. We met, and exceeded this target and reduced CO₂ emissions from air travel by 19 % during the last fiscal year.

On a monthly basis we track business mileage. As a result, we monitor the CO₂ emissions of car travel and our car fleet is renewed regularly for low emission models. In addition, our car leasing policy encourages our employees to select cars that are either completely CO₂ free or as low-emission as possible.

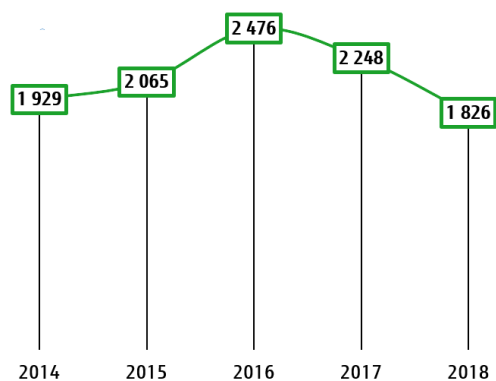
Electricity is a fundamental resource for our operations, so we track and measure our energy consumption. We are committed to ensuring an economic use of energy, both electricity and heating. On the other hand, for our data centers, our business is based on increasing the use of electricity. In our data centers, we are continually working to improve energy efficiency. We use in our data centers and in our largest offices electricity produced with hydropower.

Across our operations, energy consumption is second largest in our offices, after the data centers. We have 27 offices in Finland. At our headquarters in Pitäjänmäki, Helsinki, a thousand people are based here, while the smaller offices have only a few employees. All our offices in Finland are located in rental properties, which leads to challenges when tracking consumption data. However we track electricity consumption in our top 10 offices and we set an annual target to reduce office electricity consumption. In the 2018 fiscal year, our office electricity consumption increased by 7 % compared to the previous year. However, we reached our goal to reduce office electricity consumption by 9 % for the fiscal year compared to 2016. In addition to office electricity consumption, we also monitor heating and water consumption in the Helsinki offices.

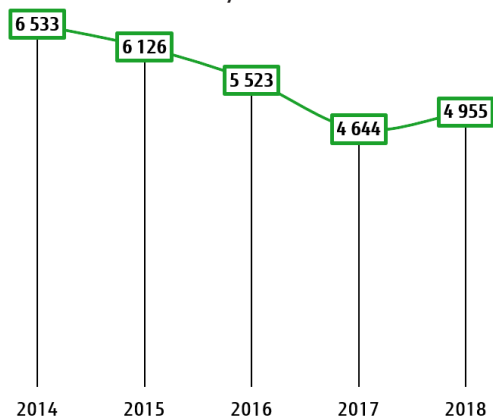
With regard to waste, we aim to prevent waste generated by communicating regularly to our employees about environmentally friendly and resource-efficient consumption habits. We also direct our employees to sort waste as efficiently as possible. We monitor the waste recycling rates for our Helsinki offices and exceeded our the target of 79 % during the past fiscal year, reaching an 80 % recycling rate.



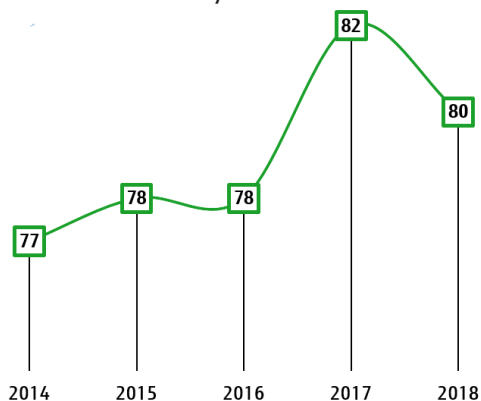
Air travel CO₂ emissions (tCO₂)
in financial years 2014–2018



Office electricity consumption (MWh)
in financial years 2014–2018



Waste recycling rate (%)
in financial years 2014–2018



19 % less CO₂ emissions from flying

Our air travel for the fiscal year 2018 was less than the fiscal year 2017. We are compensating for the 30 % of the CO₂ emissions generated by the accumulated mileage, target was to compensate 10 % by supporting the Gold Standard project Low-Smoke Stove Project in Sudan Darfur.

The project offers families in North Darfur the opportunity to replace their traditional wood and charcoal fires with modern, energy efficient and clean-burning liquefied petroleum gas (LPG) cook stoves. As a result, the breathing air of homes is significantly cleaner and safer. Mothers now have time to work and children have time to go to school when the time is not spent collecting firewood so the new stoves free up time for families. By participating in this project, we help to reduce income gap and gender inequalities, as well as slowing down climate change.

We have supported this project for the two previous fiscal years, and now we are doing so for the third time.



Data Centers

For Fujitsu, 'Greening of IT' is part of our path towards creating a more sustainable business. We provide our customers with tools to achieve their energy efficiency goals whilst also implementing this knowledge into the running of our own data centres. IT infrastructure remains a key area for reducing costs and improving efficiency, but the role of the data center in achieving energy goals is also important to many of our customers. In order to support their goals, we develop energy efficient IT products and provide professional services to support in the design, implementation and optimization of IT infrastructures.

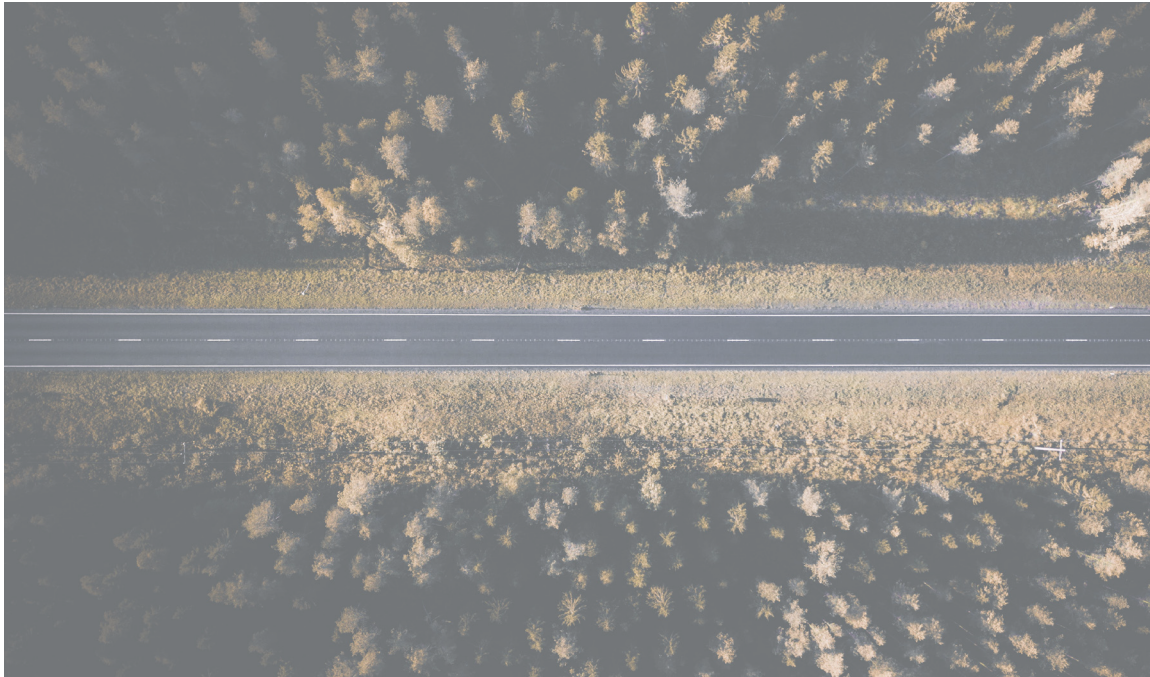


Fujitsu data center services are provided in a centralized manner in our own facilities or in carefully selected partners' data centers. This enables control over environmental impacts throughout the service lifecycle. The capacity services (server and storage capacity services) are mainly provided by using new, energy efficient hardware or, where possible, virtually. Since our data centers are located in Finland, we can produce nationwide public services locally.

Data center servers are renewed regularly, and this happened in the fiscal year 2018. Replacing old servers with new and energy efficient ones improves the overall energy efficiency of the data centers. We have had a Power Usage Effectiveness (PUE) rate of 1.45 in the last fiscal year and a PUE rate of under 1.5 in the fiscal years 2012–2017.

Server virtualization means partitioning a physical server into a number of small, virtual servers with the help of virtualization software. Server virtualization has significantly reduced the amount of hardware needed. Fujitsu has invested in energy efficient cooling at its data centers 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. We are a member of the global Green Grid organization and its aim is to reduce the total consumption of energy used in datacenters.



Technical Maintenance Services

In Technical Maintenance Servicing (TMS) Fujitsu uses 65 vans. In the beginning of fiscal year 2018 we replaced the old vans with Ford Transit Connect vans who's CO₂ emissions are 115 g/km. Our services team consists of approximately 150 employees of whom some use their own cars in service tasks. At customer locations we have 90 employees doing onsite services. 88 % of the problems are solved with only one service visit. We measure the number of visits and our goal is "First time fix" which means that the problem is solved on the first visit. This reduces emissions caused by driving. In addition, the routes are optimized.

In 2018 we had 125,890 service visits, and in 2017 there were 140,183 visits. The change in visits per year is mainly due from shifting to remote management, automation and to reduced work loads. During fiscal year 2018 our technical maintenance service team drove in total 2.4 million kilometers, which is almost the same as in 2017. Some of the service requests are handled by our service partner.



Pillar 2:

Community Involvement and Development

We will build collaborative partnerships to engage and empower communities to help create positive social impact.

In Fujitsu, responsible thinking means we take responsible actions, and we strive to involve our entire employee population in responsible projects and volunteering.

We follow the international standard for social responsibility, ISO 26000. From 2012 we have conducted an annual CSR and Governance survey of our Group companies worldwide based on ISO 26000, to monitor the progress of initiatives of each Group company and the impact of 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.

At the heart of our community action is the closing of the digital divide by engaging our employees and supporting specific target groups. For example, we have donated used computers to families in need on a regular basis through the Hope – Yhdessä & Yhteisesti organization and also organized coding lessons for our own employees.

Another important area is to prevent youth unemployment. We have organized opportunities for young people to get to know the ICT world in cooperation with the VAMOS activities of the Helsinki Deaconess Institute.

We work with schools and educational institutions to provide mutual innovation and co-creation events and training.





Charity in cooperation with Hope, Finnish Red Cross and with WWF

We believe in acting responsibly and encourage our employees to use volunteering time to support various charities. Our employees are all able to have one working day per year to do volunteering work. We have arranged several volunteering events during the year in cooperation with our charity partners.

Our main charity partners are Hope – Yhdessä ja Yhteisesti, Finnish Red Cross and WWF. During this fiscal year we have done many things including donating used computers to several NGOs, among others to Hope, Helsinki Humane Society, HESY and the Finnish League for Human Rights.

We consider it important to support different groups of society to help them achieve their own goals. In principle we don't donate money, favoring other means of support.

Fujitsu has actively supported the Finnish Red Cross by organizing box collections (for example, for the annual Hunger Day campaign) in our offices and by giving employees the opportunity to donate blood during working hours. Fujitsu received a golden diploma from Finnish Red Cross Blood Service as Fujitsu employees donated blood more than 30 times in 2018. Finland took part in the Ketjureaktio campaign, organized by the Finnish Red Cross again. Ketjureaktio is the sister event of the National Kilometer Race (a campaign that promotes cycling to work). The Fujitsu team consisting of 62 people came 27th in the Kilometer Race large company category travelling 299 kilometers in the five month long race. The Fujitsu team raised 3,532 € and Fujitsu Finland matched the amount. In the Ketjureaktio the Fujitsu team came 4th.

This was the last year for our long-term team captain Kimmo Vaikkola in the Ketjureaktio. He praises the active cyclists. "I've put together a little statistics over the years. It turns out that we have in total cycled 1,391,500 kilometers. Together with Fujitsu, we have donated nearly € 41,000 to the Red Cross over a five-year period since 2014. "

In May, we arranged a volunteering event where we packed thousands of condoms in individual packages. The packages will be distributed during the YLE Summer Rubber campaign. During the summer, the Red Cross distributes a total of 200,000 individually packed condoms at summer events in Finland.

Fujitsu Finland has supported WWF operations from 2011 onwards by participating in the WWF Green Office network. During the fiscal year 2018 we took part in several events arranged by WWF to remove invasive plants from our natural habitat. Several people from our country management team participated in the WWF's oil spill training event and are members of WWF's voluntary oil spill voluntary troops.

Fujitsu has again supported the Hope organization in 2018. One part of our support activities have been the volunteering work carried out by Fujitsu employees. They have donated clothes and other items and participated in sorting donations and arranging the shelves at several Hope locations. In 2018, we donated 30 computers to be given to families in need.



Collaboration with Schools and Educational Institutions

We work closely with selected educational institutions and have received recognition for this work. As far as possible, Fujitsu is providing internships to young people.

Haaga-Helia chose Fujitsu as the business partner of the year in 2018. Heikki Hietala, a lecturer at the Haaga-Helia, was chosen as the partner manager of the year. Hietala is the person managing Fujitsu's and Haaga-Helia's partnership, which began at the end of 2017.

"Cooperation between Haaga-Helia and Fujitsu has been open-minded and very flexible. This model has worked here in the best possible way from the perspective of both the university and the company", Heikki Hietala said at the partner conference.

Fujitsu's experts teach at the Haaga Primary School

Fujitsu's experts taught programming and information technology to the eighth graders of the Haaga Primary School in Helsinki in the autumn of 2018. Teaching was once a week until the Christmas holidays. Pupils learned about various types of equipment, computer operation, basic coding principles and coding training, basic programming, programming languages, programming technology and data security.

The course received praise: a concrete link to the future of working life is created when genuine experts in the field present their knowledge.

"This kind teaching motivates children more than a regular teacher-driven lesson. Of course, well-informed teachers can also find good answers, but through work-related links, these examples are always more convincing." says Johannes Posti, Physics, Chemistry and Mathematics Teacher at Haaga Primary School.



Pillar 3:

Our People and Diversity

We believe in the power of human difference to create a better future in a digital and diverse world with equal opportunities for all.

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 their own benefit, the benefit of our customers and our own business alike.

Our goal is to achieve an environment of openness and trust in our workplaces. Key principles of social responsibility are to ensure good working conditions in diverse life situations, foster diversity and ensure equal treatment. We have zero tolerance for any kind of harassment or bullying. If inappropriate behavior is detected, our safety organization and managers resolve the behaviour locally. Fujitsu's Human Rights Statement requires all Fujitsu employees to act responsibly on human rights issues, so we do not accept discrimination, the use of child labor and the use of forced and punitive labor. If we detect this kind of activity, we have a global process to deal with this issue.

We have a long tradition of developing our line managers. New line managers are trained to act in accordance with Fujitsu's global leadership principles. Performance management processes bring together managerial aspects which creates a uniform method and timetable of key themes dealing with: setting targets, conducting regular discussions and employee assessments.





In June 2018 we participated in the Helsinki Pride parade for the third time. Wearing white t-shirts with Fujitsu logo we marched in support of equality and diversity. We are passionate about showing our support for diversity, inclusion and equality in both the workforce and society as a whole.

Diversity and Inclusion

Fujitsu is committed to being a Responsible Business that brings together diverse perspectives and talents in an inclusive environment where all our people can be completely themselves. Inclusion & diversity underpin our ambition to build a customer-focused, agile, innovative and high-performance culture.

We aim to promote respect and equal opportunities for everybody. We all bring with us diverse perspectives, backgrounds, lifestyles and cultures – diversity is a source and driver of innovation and we must value the factors that differentiate us. This includes age, disability, ethnicity, gender, gender identity and expression, religion or belief, sexual orientation, social status, working style and many other personal characteristics. We believe in the power of human difference to create a better future in a digital and diverse world.

In Fujitsu, rewarding consists of material rewards and of non-material rewards. The compensation can also be described as work satisfaction, built not only by financial rewards and staff benefits but also by our employees own growth and development. In 2019, we have entered into a local wage solution that focused on a separate wage increase, especially to narrow the pay gap between women and men and secure Fujitsu's competitiveness.

The average age of our employees is 46 years old and 2 % of our employees are under the age of 29. Last year we hired 51 employees. 15 years is the average career length.

23 % of our workforce is female and we have 26 % female managers amongst all of our line managers. These numbers are near the national average for the IT and telecommunications industry. Fujitsu is undertaking a number of initiatives to increase female representation in the company. In order to encourage women in the IT field, we hosted a Women in Tech network meeting in spring 2018. We participated in events aimed for girls and women; in the spring of 2018 we held an event called Super Ada for teenage girls and in the autumn in Shaking up Tech event. In addition we arranged two "Bring your daughter to work" days, one in our Helsinki office and one in our Tampere office.

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.



Opportunities for Young People

We collaborate with educational institutes and universities. We arrange excursions and visits for students and visit educational institutes to talk about our company. We also offer students training opportunities and opportunities to complete their practical assignments and thesis work at Fujitsu.

Fujitsu offers job opportunities for young and newly graduates through the Graduate Program. During the last fiscal year, eight young people were employed through the program. In the fiscal year starting 1.4.2019 we are hiring 15 graduates.

Material rewards

Forms of material rewards include various incentives, such as the Excellence Awards Program and Fujitsu's comprehensive bonus system. In general, rewarding also includes various employee benefits such as arranged contract catering, paid phone, car benefits, service time bonuses, occupational health care that is considerably wider than statutory occupational health services, arrangements for the care of sick children, sports and commuting funding and other supported recreational activities. In addition, smaller forms of rewards include coffee, fruit and flowers. At Fujitsu, the salary is based on the complexity of the task, and gender does not determine wage levels.

Non-material rewards

Fujitsu uses various mechanisms to support the development of employee skills. We organize mentoring programs, community learning and coaching. We also support self-study and offer interesting and challenging tasks. The possibility of internal task change supports the employee's career development opportunities. Employees' individual life situations, such as the challenges of reconciling work and home life, is supported wherever possible when work and customer relationships allow working remotely. We can arrange for changes in working hours and work locations and provide network connections to work remotely.

In addition to various types of family leave and flexible working time arrangements, it is possible to exchange holiday pay with time off. With regard to parental leave, we comply with the law and pay for the first three months of maternity leave and two weeks for paternity leave. There have been 86 parental leave during the 2018 fiscal year.



Pillar 4:

Wellbeing

We promote a healthy work culture to empower and enable our employees.

Fujitsu Finland's occupational health and safety team is actively planning and implementing activities. Fujitsu has seen sustained promotion around mental wellbeing as we continue with our longer term strategy of developing a 'Positive Health Culture' for our employees, one where they are aware as much about the importance of caring for and being comfortable talking about their mental wellbeing as they are their physical wellbeing.

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 encourage our employees to actively participate in programs and goals that have a positive impact on health, safety and well-being.

Our organization is hierarchically low and issues can be brought to the top management's knowledge without any recurrences. Management is interested in the views of employees, and issues are regularly and transparently communicated. The Managing Director communicates to all staff in the "All Hands" monthly meetings. In the Executive Committee meetings we have the representation of staff, and cooperation between worker representatives and employers' representatives is open and confidential. Collaboration is constantly developing, most recently in co-operation days for HR and workers representatives in January 2019.





Learning and Development

Skills and knowledge development at work is an essential part of working at Fujitsu. It is important that our employees are trained, motivated and knowledgeable so they can reach their potential. We strive to anticipate potential training needs and opportunities.

Fujitsu Finland offered its employees approximately 21,800 hour of training during fiscal year 2018. For the previous fiscal year the figure was approximately 18,000 hours.

Since 2016 we have moved to an international 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 sales and offerings portfolios and during 2018 also in technical trainings. Training and coaching enables Fujitsu to become an increasingly digital provider of services. All staff have had to complete a three-part basic training in agile methods.

Performance management and performance evaluation are managed in via ZinZai Connect system, our HR system. Here our line managers record their team members' development goals and performance. In accordance with the performance management model, managers hold conversations with their team members on a regular basis, and jointly evaluate the achievement of agreed goals. In ZinZai Connect, both line managers and team members, can write reviews and feedback on performance.

We are committed to safeguarding the health and safety of our employees and working partners. We believe that we all employees should have a personal and collective responsibility to maintain a healthy and safe workplace and to promote safe working practices. Our recruitment strategy is based on our values. In the selection phase, we pay attention to the compatibility of the applicant's views and values. We also invest in high quality managerial work - good managerial work is the right of every employee.

Occupational Health and Safety

Fujitsu recognizes it has to protect its workers and those persons who can be affected by the business operations. We work to internationally recognized Occupational Health and Safety Standards. At Fujitsu, occupational safety is one of our core business values. We strive to eliminate all preventable diseases, injuries and consequent business losses. Our occupational safety system determines that the needs of employees are taken into account at all levels, both in the planning and implementation of operations. This process involves employees, authorities, suppliers and service providers.

We ensure effective resourcing to the development of occupational safety. We take all occupational accidents and near misses seriously and strive to both anticipate and manage effective risk identification, measurement and control. Our principle is that employees also understand their personal responsibility in regards to occupational safety. As our people are at the centre of everything we do, in 2018 we released a suite of Occupational Health and Safety eLearning courses to our employees across EMEA. With this program we are re-writing the rule book for Occupational Health and Safety training, as we are taking our people on a more personal, interactive experience which brings the safety training to life. The eLearning consisted of eight online courses. We implemented an Ask Safety reporting tool for employees to report accidents or near misses. The reporting tool obliges the line manager to investigate the circumstances of the event and determine the means to ensure that the same does not happen again. At the same time, we get important information about accident statistics and possible trends. In fiscal year 2018, our employees reported a total of 31 accidents. Of these, 24 occurred on a business trip and 7 at work.



"As a responsible company, we work closely with educational institutions and invest in lifelong learning for our employees – we take responsibility for having the right and up-to-date knowledge in Finland. There is talk about the need for retraining of up to a million Finnish workers – and one of Fujitsu's ways to promote lifelong learning is close cooperation between educational institutions. We have also been praised for this. As part of the continuous improvement of competitiveness, each of our employees can use two of the three competitiveness agreement days (agreement every company ask employees to work extra 24 hours per year to increase competitiveness in Finland) for competence development."

Simo Leisti
the CEO of Fujitsu Finland



Employee Survey

Fujitsu's international employee survey was completed companywide for the third time in 2018. The survey collects feedback from employees on two areas: their engagement and enablement at work. How do they understand our strategy? How do they see leadership working in the company?

In 2018 employee engagement improved 2 % compared to last year (from 64 % to 66 %). Satisfaction with enablement stayed at a good level (70 %). Most improved were employees' willingness to recommend Fujitsu as an employer (+ 5 %) and experience of equal access to opportunities for all regardless of background (+ 4 %).

The following were also at a very good level: the employees have autonomy to do their own work (91 %), understanding of own goals (87 %) and treated with respect as an individuals in the work community (86 %). The support given by the immediate line manager was also valued high (79 %). On the other hand, there is still room for improvement in the transparency of rewarding and in communicating the actions initiated on the basis of the survey.

The results are processed by business unit and each unit creates and implements their own development plans and ensures that they are tracked and communicated.

Wellbeing Programs

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

A process for those aged over 58 has been developed to give our senior employees the ability to share their experiences and also prepare for retirement. Our goal is that anyone, regardless of age, can experience their work as meaningful. In the annual performance discussion line managers bring up the topic of retirement plans with employees that are over 58 years of age.

In 2018 we participated in the Työkaari kanta -project arranged by the Federation of Finnish Technology Industries and Trade Unions. Within this project, we have been arranging training for long term employees, which aims to find new opportunities to maintain work motivation and cope with change. Feedback has been positive, and we continue to organize training.

Fujitsu supports and encourages staff in matters related to wellbeing. We also offer comprehensive occupational health services, flexible working arrangements, active recreational activities, hobby clubs and financially support sports services. Fujitsu has 25 hobby clubs. The largest is the cultural club, which has more than 200 members.

In 2018 we also participated with 8 teams in the Global Corporate Challenge program to encourage our employees to be active and to add awareness of healthy life habits. During the fiscal year 2019, we will continue in the Global Corporate Challenge program with ten seven-member groups.

In 2018 we organized two wellbeing days, one in the spring and one in the autumn. The goal was to increase awareness of the importance of both body and mind welfare. The topics were, for example, ergonomics and the importance of good sleep. Employees have been able to do body measurements and get reports that help in monitoring their own health and stress levels.

We have also set up a focus group that develops work wellbeing. The group consists of enthusiastic volunteers.



Pillar 5:

Operating Practices

We put ethical practices at the heart of every business decision. We promote anti-corruption practices and a responsible supply chain in our business.

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, clarifies items that Fujitsu should continuously work on, and seeks to promote external understanding of our compliance structure and activities.

The GCP is the basis for regular and compulsory employee training on anti-corruption and bribery, cartel and competition law and export control laws within EMEA. Fujitsu requires not only itself, but also its partners and suppliers to commit to the principles of the UN Global Compact on human rights, labour standards, environmental protection and anti-corruption, as well as the implementation of CSR initiatives. This is why Fujitsu provides its channel partners with a dedicated compliance training.

Fujitsu Way

The Fujitsu Way philosophy is reflected strongly in Finland. The Fujitsu Way supports everyday decision-making through processes that all employees have to adhere to. Our vision and values are unique and ours. Our philosophy encourages continuous innovation and the creation of a networked and prosperous society. By following our philosophy, we increase the value of our business and our contribution to global and local communities. The Fujitsu Way was launched in 2002 and its current version was released in 2008.

The Fujitsu Way online training is available in 16 languages. In addition, a video has been published on the intranet, where Fujitsu President Tanaka explains the Fujitsu Way philosophy based on his own personal experiences. This video is translated into 18 languages.

Fujitsu's employees are regularly reminded of our responsible approach at staff briefings. In addition, small group discussions and training for service managers have been organized. Our Responsible Business team has actively shared current topics on the intranet, such as the updated Hospitality Policy.



"To make sure we're working daily according to the Fujitsu Way, Global Business Standards and our other important rules and regulations applicable to our work, every Fujitsu employee needs to update their knowledge regularly. Fujitsu's compliance online trainings aim to strengthen the ability of personnel to make business decisions honestly and responsibly. The trainings are updated annually. All our employees must complete following trainings: the Fujitsu Way, Global Business Standards and Competition Law. "

Christine Löfgren
Corporate Social Responsibility Manager



Contribution to GDP and Taxes

In the fiscal year 2018, the amount of taxes and other fees paid by Fujitsu Finland amounted to EUR 89.3 million (in 2017 the amount was EUR 84.8 million). This amount is composed of corporate income taxes (EUR 3.1 million) and other tax related payments (EUR 86.2 million). The majority of the other tax related payments were accumulated from the net value-added tax, which was EUR 51.9 million. The withholding tax and social security contributions amounted to EUR 34.3 million. The consolidated gross investments of the Fujitsu Finland group (including the subsidiaries Nico and Symfoni) totaled EUR 14.4 million. The R&D investments amounted to EUR 1.2 million.

We are fully committed to greater tax transparency. As a responsible taxpayer, 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. 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.

Supply Chain

Fujitsu is committed to developing responsible business practices in our supply chain. Suppliers and Partners are required to comply with Fujitsu's Global Business Standards. They shall also commit to the principles of the 'UN Global Compact' in terms of human rights, working standards, environmental protection, anticorruption 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'.

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. This is achieved partly by risk-based due diligence prior to onboarding a supplier, plus regular audits and other control practices.

Fujitsu supplies its customers with all equipment they need, regardless of brand. We are able to include equipment from a number of different manufacturers in a single delivery, which reduces the logistics 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 employees. We also use customer feedback and customer requests to focus our operations.

Fujitsu has been awarded the following certifications related to product delivery: ISO 9001: 2008, ISO/IEC 27001: 2013 and ISO 14001: 2015. 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 Business Standards
- Supplier meets the essential data security requirements required by procurement

"Our Global Business Standard (GBS) guide our interaction with shareholders, employees, customers, suppliers, authorities and other companies and communities. Global Business Standards advise on how Fujitsu and our employees are expected to work and how to take care of our excellence reputation. Our GBS are also intended to prevent exposure of our employees and people interacting with them."

Anu-Kaisa Raita
Nordic Head of Legal and Commercial



Our commitment to Transparency and Human Rights

Our vision is to create a better, fairer society through our products and services. Fujitsu's influence is far-reaching.

Recently, the role of companies in upholding human rights has become clearer. In our daily business activities, we interact with a huge variety of stakeholders and touch millions of people every day. We have a responsibility to use that influence to respect and uphold international human rights norms. 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. 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.

For Fujitsu, the prevention and elimination of corruption are very important values and we have 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 ensure that our operations comply with all Finnish and international anti-bribery and anti-corruption standard. All business relationships and export activities are subject to strict controls to prevent any illegal or unethical activity.

Our GBS brings together the principles of corporate responsibility and sustainability, as well as our commitment to comply with the laws and regulations of each country. Our GBS emphasize honesty and integrity of our employees.

Conflict Minerals

The EU's conflict mineral rules aim to prevent the financing of armed groups through trade in minerals from conflict zones and to end human rights violations in the mining and mineral industries. Conflict minerals include gold, tantalum, tungsten and tin.

In March 2018, Fujitsu Group established our Group Policy on Conflict Minerals, which is available online. This commits us to responsible procurement with no use of conflict minerals from any known conflict sources. 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. Fujitsu has established a structure including relevant internal departments chaired by the President to conduct due diligence evaluations. Target is to increase transparency of the process for our customers and stakeholders.

We are a member of the Responsible Minerals Initiative and we use the Conflict Minerals Reporting Template (CMRT) developed externally in collaboration by Global e-Sustainability Initiative (GeSI) and Responsible Business Alliance (formally EICC). These two are 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 2013, Fujitsu has used this to survey manufacturing suppliers.

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 EMEA Responsible Business program. Fujitsu asks all employees to complete human rights training which addresses conflict minerals. In order to guarantee that our products do not contain conflict minerals, we will intensify this cooperation with our suppliers in the future as well.



Responsible Business Alliance Membership

In 2017, Fujitsu joined the Responsible Business Alliance, previously the Electronic Industry Citizenship Coalition (EICC), a coalition promoting high ethical standards within the global electronics supply chain. RBA is a nonprofit multi-industry body established in 2004 with the goal of supporting the rights and wellbeing of workers and communities worldwide affected by the global electronics supply chain. Currently, over 110 global companies have joined the group, including electronics makers and ICT companies, as well as retail, automotive, and toy-related companies. RBA has set standards through its Code of Conduct for compliance issues in the supply chain related to labor, health and safety, the environment, ethics, and management systems. As a member, Fujitsu will respect the RBA's Code of Conduct, and, together with its partners, further strengthen initiatives related to ethics in the supply chain.

Third party Due Diligence

In order to decrease the risks of bribery and corruption when working with third parties and to comply with its own ethical standards and the anti-corruption guideline, a "third party due diligence process" for the verification of vendors has been implemented in EMEA. Prior to entering into business relationships, Fujitsu is intensively examining whether its vendors meet the high standards of the Fujitsu Group with regard to combatting corruption.

Whistleblower System

During the 2012 fiscal year, the introduction of the "Fujitsu Alert" was carried out as a company-wide whistleblower system. It is fundamental to Fujitsu that all of us are able to report actual or suspected compliance breaches without fear of retaliation. Fujitsu Alert is available to Fujitsu employees as well as third parties and allows also for anonymous reporting. Allegations are always followed up and investigated by the Corporate Compliance Department in cooperation with other departments. If required, sanctions are imposed and countermeasures for identified weaknesses are implemented.

Handling Gifts & Hospitality and Sponsoring

Integrity is a crucial factor for sustainable business success. No one working for the Fujitsu Group may accept or offer, directly or indirectly, bribes in any form whatsoever. Advantages may not be provided to influence decisions by public officials or business decisions. The Guidelines for Gifts & Hospitality Services and Other contributions has been prepared in accordance with applicable anti-corruption laws and Global Business Standards and our guidelines came into force at the start of the 2017 fiscal year.

"Artificial Intelligence (AI) and intelligent automation are hot topics now. Businesses and public actors are linking AI at an accelerating rate to their daily activities, services and products. AI and related technologies promise a lot, whether it is developing new drugs, improving patient care, finding illnesses from X-rays, reducing social exclusion, reducing trade losses and fraud in self-checkout stores, or even automating business decisions. The red thread is Fujitsu's AI vision, which emphasizes the safe and ethical application of AI. "

Jari Vuori
Head of Digital Business Services



"In our security policy, we define the principles, roles and responsibilities we follow in developing, maintaining and monitoring information security and data protection. Policies oblige Fujitsu, our subsidiaries, and through contracts as well our suppliers and subcontractors. The importance of data protection also increases with the data protection regulation. "

Marko Remes
Head of Security Governance

Data Protection and Quality

Data Protection is a key part of our operations and services. Customers, legislation and business make demands on Fujitsu, and secure operation help our company meet these requirements.

It is also very important to educate end users to act in a secure manner so that they understand the risks involved in processing information. If the risk awareness of users is modest, security can become a serious challenge for the company.

Risk management is an important part of Fujitsu's internal operations. Through risk management, we ensure that risks affecting the company's business are identified, managed and monitored.

New digital opportunities increase cyber crime. When everything goes online, more and more people are exposed to more diverse and professionally committed abuses.

Fujitsu has been awarded the Information Security Management System ISO/IEC 27001 Data Security Certification. The ISO standard includes a comprehensive set of security and management requirements that the company must have in use, communicated, described and approved by management, as well as being subject to continuous development.

Leading international ICT service providers have adopted ISO/IEC 27001 certification extensively. 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.

Risk management

In Fujitsu Finland one person from each unit is assigned to implement and monitor the implementation of risk management. Participation in monthly risk management meetings is part of the role. In the Risk Management Framework activities extends from top management to team level. Where necessary, risk observations are reported and escalated to the organizational unit management. The risk assessment is based on a comprehensive assessment model used in Fujitsu EMEA (Europe, Middle East, India and Africa). The tool is a country-specific online tool that is compatible with the EMEA tool. Monthly inter-departmental risk assessment are conducted and results reported to top management.

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 is to 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.

Fujitsu takes its data privacy obligations very seriously, and an extensive General Data Protection Regulation (GDPR) readiness programme was implemented within the group which included employee communications and training, reviewing and updating internal policies, system capability reviews and customer and supplier engagement.

Fujitsu is Building a Stable and Sustainable Society

Fujitsu is known in Finland for systems that are nationally important and essential for our operations and services to both the public and private sectors.

Fujitsu's success factors include a strong local customer understanding and extensive ICT expertise combined with a long-term, partner-oriented approach to working with customers. Finnish customers have also been able to seamlessly utilize Fujitsu's international capabilities and innovations to optimize their operations and improve their competitiveness in the most appropriate way for their customers. In line with our vision, we will continue to consider it important to take responsibility for Finland's success and the development of our society together with public administration and businesses. Now more than ever, Finnish organizations have to think about their activities and business models. In the next few years, digitalization will shake traditional patterns regardless of industry.

During the digital change, Fujitsu's mission is to help customers make more comprehensive, up-to-date and secure use of information. To enable this we invest in local and international expertise, as well as various industry and technology ecosystems, to provide the best possible expertise and innovation capability to enable customers to succeed.

Our customers range from:

- Government agencies
- Government-owned organizations
- Organizations responsible for defense and national security
- Municipalities and cities
- National, public and private healthcare organizations
- Manufacturing companies
- Retail companies
- Service companies



Central Government and Local Government

Fujitsu builds streamlined services for government, citizens and businesses. Fujitsu Finland has worked with the government for a long time and has built a relationship with a number of different central government agencies and sectors. We are known as an innovative and visionary ICT partner in public administration that influences the development of society in Finland.

We develop and enhance the performance of the central government by implementing a unified and end-user-oriented basic information technology environment, changing administrative functions with intelligent system solutions, and developing interaction between citizens, businesses and authorities with digital solutions.

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, Keva Public Sector Pension fund and Metsähallitus State Forest Enterprise. Fujitsu is an ICT service provider chosen by the government's central purchasing body, Hansel.

We are also an active participant in the different work groups of the Federation for Technology Industries of Finland. We make improvement suggestions that

enable the public administration to achieve significant cost-savings by implementing nationwide ICT solutions. Recently, Fujitsu has provided user support to the government for mobile and video conferencing. Fujitsu's special strengths are security-audited services that are well suited to local needs. We are currently introducing a local a secure cloud, and in particular a one-stop solution for security authorities.

Among other things, Fujitsu implements at Valvira National Supervisory Authority for Welfare and Health the Soteri system, which enables the implementation of freedom of choice for healthcare. The Roti system is currently being developed for the Criminal Sanctions Agency creating and target is to have a common information system. As a result, customer relationships and work in the Criminal Sanctions Agency is managed by a centralized, automated information system that plays a significant role in guiding operations. The Roti project also enables cooperation between authorities and rapid exchange of information.

At the end of 2018, Fujitsu was selected to provide support services to Keva's digital services production. Fujitsu has been implementing a smart food center for the University of Turku, which will change the lunch meal experience. In May 2019, the project launched the Fujitsu Event Process Platform (EPP), which manages the data generated by numerous IoT sensors and collects information for the University's research purposes.

Healthcare

We have a significant role in the digitization of our country's healthcare sector. We deliver solutions for sharing, exploration and securing information across organizational boundaries. Fujitsu has also recognized the wider importance of medical devices. The new Medical Equipment Regulation (MDR) 2020 calls for a broader and more detailed quality system for ICT companies operating in the healthcare field. The challenging situation in the health care could benefit from a number of digital services. A particular challenge is the aging population and the goal of safe living at home as long as possible for them.

Apotti

Apotti is a change project that develops social and health care services and introduces a regionally integrated social and health care information system in Uusimaa. In 2016, Fujitsu Finland won the tender for Apotti operating services.

The name Apotti is an abbreviation of the long system name Asiakas- ja POTilastietojärjestelmä (customer and patient information system). In Apotti are included the Hospital District of Helsinki and Uusimaa (HUS) and the cities of Helsinki, Vantaa, Kirkkonummi, Kauniainen and Tuusula. The first deployment of the Apotti system took place in November 2018 at HUS's Peija Hospital. Apotti has a high-availability production environment built on its servers and data bases within Finland.

"Fujitsu is responsible for Apotti's environment as a whole and for ten of its related services such as service management, support and hardware. The service plan is the base for managing and developing it. Information security is a broad and critical area and has its own security manager," says Toni Takari, Service Manager at Fujitsu.

Walking Monitoring

Walking Monitoring is based on research by Fujitsu Laboratory and Fujitsu Finland implements it. The City of Helsinki's physiotherapy units have carried out a usability study on the suitability of the Walking Monitoring solution and the benefits of physiotherapy. The study has been conducted by two Arcada University physiotherapy students as a thesis work.

Physiotherapists analyze the walking of patients and then write a description into the system. Walking Monitoring creates data regarding the walking and it can be linked to the patients' information and it can be used to compare the progress of rehabilitation. The solution is based on data generated by motion sensors, which the algorithm analyzes for more usable and visual form. The product will get with the same CE mark as other medical device have.

Also physiotherapists in the private sector have already tested the solution. The most significant benefits come from time saving in recording data and in the work itself as the data can be used to track the progress of rehabilitation. Customers can also follow the data produced by their own walk in a visual way, helping them to understand possible changes in walking.

Defence and Security

Fujitsu has the competence to work with assignments that require advanced information security capabilities. We are strongly involved in security and defence projects across the globe. Through cooperation, we can take advantage of our extensive expertise also in national solutions. Fujitsu has distinct security and defence expertise centers in Japan, Australia and UK.

Digitalization has become one of the major development targets for enhancing security and defense. New technological solutions have been found to enable more faultless and efficient services. Also, the upgrading of old information systems will bring us better usability and significant savings.

Fujitsu is determined to work to improve security. One indication of this is the level ST3 safety certificate issued by the competent authority to Fujitsu Finland. This is reviewed annually.

In deliveries of equipment, we pay special attention to information security and security challenges related to delivery. Our delivery system is audited and we comply with the requirements of the Finnish security authorities. Fujitsu Finland and the Finnish Defense Forces have a customer-specific agreement based on the TUVE agreement for the delivery of Fujitsu branded terminals. The agreement is based on the frame agreement with Hansel.

Finance

Fujitsu has been a long-standing operator in the Nordic financial sector and we are actively creating a financial ecosystem, enabling Fintec solutions to be combined with existing back-end systems. We provide our customers with cloud-based technologies and extensive industry expertise with agile delivery models. An essential part of the whole system is security, which guarantees continuity of operations.

The Otto ATM network is the most significant cash dispensing channel in Finland. Fujitsu is responsible for the ATM application services and servicing of Automatia's approximately 1,200 Otto and 85 OttoPlus automated teller machines. The latest machines are so called recycler machines because users can withdraw and deposit money to their account at the same time.

Retail

Fujitsu provides solutions that support its retail customers' businesses and retail operations. Fujitsu Finland serves over 2,000 individual retail stores in Finland, which have a total of 12,000 point of sale terminals. Internationally, Fujitsu serves 500 retail chains in over 50 countries and provides support services for 82,000 individual stores. The Fujitsu Market Place for Grocery solution is developed in Finland and is part of the Fujitsu global Retail Solution Market Place application. The application is designed for omni-channel retail environments, and is also available for mobile devices.

Fujitsu's Market Place for Grocery solution also enables mobile payment with MobilePays application to easily meet customer requirements. Mobile payment has become more common thanks to various applications increasing its accessibility.

Manufacturing

Intelligent factories is the next step in the industry. Real-time management of production facilities by means of internet of things (IoT), artificial intelligence and advanced data analysis helps to completely transform the manufacturing industry. Manufacturers using state of the art technology can optimize their business with suppliers, partners, and customers in a new way.

With the help of IoT, industry combines traditional manufacturing processes with IT processes. All of the company's activities have been digitized: sales and customer service, research and development, supply chain, manufacturing, human resource management and the finance. Seamless integration of ICT and production facilities provides intelligent processes that enhance operations, reduce costs and make production more environmentally friendly.

Fujitsu Green Technology and Lifecycle Management

Environmental considerations have been reflected in Fujitsu products since the 1980's.

We launched the first green PC in 1993 and the first lead-free PC mainboard in 2002, long before it was required by the Restriction of the use of certain Hazardous Substances (RoHS) guidelines of 2008. From 2008 on, we launched a line of zero Watt products, another breakthrough. The 0-Watt monitor was the first in a series of devices that do not require any electricity in stand-by mode.

But Green Technology is not just a topic for today. We will continue to make ICT more efficient, lower in cost and – most importantly – even more sustainable to protect the environment. Fujitsu carefully considers its environmental impact at every stage of the product lifecycle, from design to manufacture to end-of-life recycling. Fujitsu's environmental guidelines are aimed at reducing waste, minimizing energy consumption and eliminating hazardous substances. Today Fujitsu sells a wide range of green-certified products.

Fujitsu is the only major IT company that completes the full lifecycle in Europe – we control the whole IT value creation chain, from development through to hardware production to reuse and recycling. This allows us to put the focus on sustainability even at the product development stage.

We are a recognized supplier of the state procurement unit Hansel and we meet Hansel's very strict equipment requirements.



Products-unit

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.

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. We do not export any ICT products for recycling purposes abroad. Finnish legislation and EU directives require that the Waste Electrical and Electronic Equipment (WEEE) be recycled. Displays, CPUs, laptops and peripherals are classified as hazardous waste that always requires legitimate processing and disposal.

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. Fujitsu is a member of the Climate Savers Computing Initiative (CSCI) 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 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 care of disposable devices responsibly. Over 90 % of the materials can be utilized by using our recycling services, which exceeds the Finnish statutory level of 45 % for WEEE. The statutory level is 65 % from 1st January of 2019.

Hybrid ICT and Fujitsu Cloud

Cloud services are easy-to-deploy ICT solutions that can respond to changing needs quickly and cost-effectively. 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. The hybrid ICT service brings together all the ICT services of an organization. Through this, information management sees all the hybrid service, general cloud services, and traditional workstation services in use. With multi hybrid, it is also easy to add, extend, edit and delete services as needed.

We offer strong authentication and one port for managing all clouds and integrating old legacy IT into the latest solutions. We help our customers combine multiple cloud environments sensibly so they can renew their own ICT solutions innovatively, faster, easier and more environmentally friendly.



Logistics

Fujitsu's delivery, spare part logistics and pre-installation operations were transferred to ALSO in 2017. 50 % of Fujitsu Finland's deliveries are concentrated in the Helsinki Metropolitan Area. This makes the ALSO logistics center located Pirkkala less favorable from the geographical point of view compared to the previous logistics center in Vantaa. As a result, ALSO is developing buffer stock optimization, which reduces transportation from suppliers to Pirkkala. Thus, the aim is to optimize the logistics and thus to reduce the environmental impact of traffic. ALSO's logistics operations are 90 % outsourced to Posti, whose transport is carbon neutral.

The logistics center in Pirkkala was opened in 2016. The building is heated by ground heat, lighting is done with LED lights and the electricity used in the center is produced by wind power. The waste sorting rate for ALSO is 98 %. ALSO is constantly developing its operations in a more environmentally friendly way, including by developing its packaging line and increasing the size of the box, resulting in more efficient use of packaging materials and more efficient optimization of the transportation.

Looking Forward

Fujitsu and Innovations

Particular importance is attached to research and development at Fujitsu. The company invests around two billion US dollars globally each year and owns more than 100,000 patents.

Fujitsu Laboratories areis deeply engaged in research aimed at empowering people through innovation, as a tool to promote a better world. Fujitsu Laboratories of Europe are located in London and Madrid. Fujitsu reflects this vision with the phrase 'Human Centric Innovation', and our laboratories target research and development aligned to this.

The Fujitsu Innovation Award competition took place in May 2018. The competition was hosted by Fujitsu Laboratories of Europe and Fujitsu Innovation Gathering 2018. The competition was attended by a team of five different universities from Sweden and Finland. Finland was represented by Teams from Haaga-Helia University of Applied Sciences.

The teams took part in a hackathon focused on solving tasks related to societal challenges in the areas of healthcare, environment, autonomous transport and the shared economy. The target was to build solutions to the challenges by utilizing digital technologies such as artificial intelligence, biometrics, and service robots.

Of the 27 proposals presented by the teams, five teams were selected for the final and two of them were from Haaga-Helia. The winner, The Chalmers University of Technology, was invited to a three-day workshop at the Fujitsu Research Center in London. The winning proposal dealt with intelligent road infrastructure and the development of junction areas to meet the future needs of the Smart City for a more sustainable society. (www.fujitsu.com/fi/microsite/world-tour-2018/award/)

The students' innovation competition was part of the Fujitsu World Tour 2018 Nordic event in Stockholm. More than 800 customers from all Nordic countries participated in the event. The theme was Co-creation for success. Through it, we witnessed how Fujitsu can help different organizations to benefit from creative collaboration and gain new and tangible benefits for their own business and society as a whole. At the same time, we also offered an interesting IT challenge to students in the context of institutional cooperation.

End Note

Fujitsu Forward

It is 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.

In our core technology disciplines, we prioritise continuous improvement, taking everything we learn into the development of new services. This means our customers, partners and society benefit as soon as possible from our learning.

More than ever we look forward, energetically. Fujitsu and its staff are aware of the serious environmental challenges, where climate change is the biggest challenge. We are committed to continuing our sustainability work so that we can increase our own and our customers' positive environmental and societal impact.

Fujitsu – shaping tomorrow with you.



Report illustration:

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