

Fujitsu Finland Oy



Responsible Business Report
Financial Year 1.4.2019–31.3.2020

Dear Reader,

You have Fujitsu Finland's fifth Responsible Business Report in your hands. It was published in September 2020. The report describes how Fujitsu operates in society and is helping to build a better future for Finland and the Finns.

We publish an annual corporate responsibility report after the end of each financial year. The information presented in this report covers the financial year 2019–2020, which began on April 1, 2019, and ended on March 31, 2020. The information in the report is based on self-assessment, and the report has not been externally verified.

The report is available in both printed and electronic form. More information on our corporate responsibility and our previous reports can be found at <http://www.fujitsu.com/fi/about/finland/yritysvastuu/>. You may read more about Fujitsu's global corporate responsibility activities at <https://www.fujitsu.com/global/about/csr/>.

We hope you enjoy the report!

Kind regards,
Fujitsu's Corporate Responsibility Team

Contents

Message from the President	3
Fujitsu in Finland	4
Interview with the Managing Director	6
Corporate Responsibility in Fujitsu	8
Society	11
Responsible Business Program	20
Environment	22
Community	30
Diversity and Inclusion	34
Wellbeing	38
Operating Practises	44
Final Words	50

Message from the President

Since the Industrial Revolution, technological advances and the trend toward globalisation have led to astounding progress in society. This sudden growth, however, has also triggered global warming and rapid urbanisation and created numerous social distortions, such as widening inequality. Turning to the digital society, new technologies like Artificial Intelligence (AI), the Internet of Things (IoT) and 5G are bringing unprecedented convenience to our daily lives and businesses. On the other hand, new challenges such as privacy, security and reduced employment are emerging.

I am convinced that we must make a contribution to the sustainability of the planet if Fujitsu is to continue growing on a worldwide basis. To ensure a prosperous future for Fujitsu and global society, the fundamental approach to sustainability-oriented management must be to radically change the way enterprises consider their impact on the economy, society at large and the business world.

To date, Fujitsu has employed information and communications technologies (ICT) and worked hand-in-hand with customers to deliver value in myriad ways. Fujitsu itself is now transforming from an ICT company into a Digital Transformation (DX) enterprise. We will then be ideally positioned to support the long-term growth of our customers and society by applying digital technologies to create innovations that will help resolve a host of issues.

The essential philosophy is to contribute to the United Nations' Sustainable Development Goals (SDGs). Looking toward 2030, the SDGs represent an important initiative for the sustainable development of human society, and Fujitsu is also positioning the goals at the centre of its management approach. This global framework - built on our business activities, which are underpinned by the FUJITSU Way corporate philosophy - is nothing less than a reflection of the trust and creativity we have cultivated over many years with our customers and the fulfilment of our ongoing responsibilities as a global enterprise.

One step on this path is the integration of our Global Responsible Business (GRB) management structure to unify the sustainability activities and policies of the various Fujitsu Group regions around the world. Fujitsu will now work with a single focus to tackle a range of challenges, including non-financial issues such as reducing environmental impacts, promoting respect for human rights and the cause of diversity and inclusion, and boosting the deployment of responsible delivery systems. We will specify key performance indicators (KPIs) for each GRB category and will share with stakeholders our plans for achieving these KPIs.

A decade ago, Fujitsu announced its support of the United Nations Global Compact, which consists of 10 principles in four areas: human rights, labour standards, the environment, and anti-corruption. I am committed to further reinforcing our corporate culture of zero tolerance, which does not tolerate any wrongdoing, as we make every effort to minimise negative impacts on people and on society as a whole.

Takahito Tokita
President and Representative Director
Fujitsu



Fujitsu in Finland

Innovative ICT services help develop new business

Global Japanese ICT company

Fujitsu is a leading Japanese ICT company offering a full range of technology products and ICT solutions and services. About 130,000 Fujitsu employees serve customers in more than 100 countries. We leverage our experience and the power of ICT to shape the future together with our customers.

Fujitsu provides information and communication technology as services and solutions. In addition to versatile services, our business covers the development, manufacture, sales and maintenance of high-tech, high-quality hardware products. Fujitsu has its own research and development activities in Asia, Europe and North America.

Strong local services

A global IT services company also offers strong local service capabilities. In Finland and Estonia, we employ about 2,200 people. The turnover of the entity during the financial year was approximately EUR 420 million.

In Finland, we have operations in about 20 locations. Our head office is located in Helsinki and our largest regional offices are in Tampere, Turku and Lahti.

Fujitsu Finland's net sales for the 12-month financial year, which ended on March 31, 2020, were EUR 419.8 million and operating profit was EUR 15.6 million (3.7 percent of net sales). The equity ratio was 48.3 percent. There are about 1,800 employees in Finland and about 400 in Estonia.

During the financial year, Fujitsu's Finnish subsidiary accelerated the implementation of its multi-cloud strategy. Another important focus was to continue building partnerships with among others Microsoft, among others, in hybrid cloud services.

Fujitsu Finland's business consists of services and product sales. We offer, among other things, digital business solutions, cloud services, application services, ICT services, information security, and support and maintenance services. Our products include workstations, integrated systems, storage systems, servers and peripherals.

Ownership structure

Fujitsu Finland Oy is owned by the Dutch-registered Fujitsu Services Holding B.V. Fujitsu Finland has a subsidiary in Finland, Nico i.e. Nice-business Consulting Oy.

Tax policy

Fujitsu is committed to promoting tax transparency. Fujitsu does not make tax avoidance arrangements, nor does it relocate tax structures abroad to reduce the amount of taxes payable in Finland.

During the financial year, Fujitsu Finland Oy paid a total of EUR 94.8 million in taxes and other tax-like items (EUR 89.3 million in the previous financial year). The amount consists of taxes on business activities (EUR 3.8 million) and other payments (EUR 91 million). Most of the other payments came from the net amount of VAT of EUR 58 million. Withholding and social security contributions totaled EUR 33 million.

Key stakeholders

The value and social impact of our business are created in close cooperation with our stakeholders. Our key stakeholders are customers, employees, business partners, public authorities and third sector parties. We influence Finnish society as a member of various industry organizations and local chambers of commerce, as well as the Technology Finland and the corporate responsibility network FIBS Association.

Modern office premises support New Ways of Working

We started renovating our office premises at our head office in Valimo, Helsinki, in the spring of 2019. The goal is to update our office premises and to increase the efficiency of space usage. As remote working increases, each employee no longer needs to have a desk of their own. Efficient use of office space helps us also save on costs and energy usage.

The office renovation is closely related to renewing our ways and culture of working. The aim is to support agile ways of working, to increase interaction and spontaneous meetings and thereby to help create new ideas and enable faster decision-making. With updated office premises we also want to encourage community spirit and co-operation between teams.

To support this cultural change we have created Ways of Working (WoW) playing cards, which help crystallize new practices and ways of working. Everyone was invited to identify the practices either in digital or physical workshops. Practices concern e.g. meeting colleagues, working in open space areas, being considerate of others, taking care of one's own work well-being, using digital tools, self leadership, meeting practices and cyber security.

The office renovation also supports employee well-being. Versatile space solutions enable individual needs and ways of working. Renewed premises include having an open cafeteria and co-creation rooms, as well as silent areas meant for activities that requires concentration. There are gender neutral restrooms in the renovated premises in addition to traditional restrooms dedicated for men and women separately.

Wellbeing and environmental aspects have been taken into account in the renovation project. Old office furniture has been repaired and utilized in the new premises as much as possible. Left-over furniture and supplies such as dishes and kitchen utensils have been donated both to employees and externally to Hope Association, the scouts, day care facilities and youth clubs. Some furniture was also donated to charitable organizations in Estonia.

Moving into the renovated premises began in spring 2020 and the renovation is expected to be finalized by the end of the year.

Interview with the Managing Director:

We act responsibly also during exceptional times

Even in an exceptional situation such as the Corona virus global pandemic, Fujitsu's role is to secure the critical functions of society. Fujitsu's services ensure that people can access cash from ATMs, food from retail stores and health care services when needed. We also innovate and build new digital operating models that help our customers achieve their sustainability goals. Fujitsu Finland's Managing Director Simo Leisti emphasizes that strong local responsibility and care for employees, customers and finances are needed to in a globalized world.

What does corporate responsibility mean to Fujitsu?

Corporate responsibility is at the core of our business. Our mission is to use information and communication technology to solve the challenges of society and the environment in cooperation with our customers and partners. At the heart of our operations are Fujitsu's global values and principles, and we pay attention to the various aspects of corporate responsibility, from information security to work well-being and environmental sustainability in everything we do. However, we primarily measure the impact of our operations through the services we provide to our customers. For example, we offer energy-efficient data center services that allow our customers to reduce their own carbon footprint.

Fujitsu is a global company, but emphasizes action at the local level. What does this mean?

We are strongly committed to building a local ecosystem with our customers and partners. We create solutions to local problems and develop the well-being of local communities. Exceptional circumstances such as the pandemic further emphasizes the importance of locality. Finland's digital self-sufficiency is critical to the functioning of our society. We need to have the necessary systems, capacity and know-how locally to secure digital services in different industries in exceptional situations such as the Corona Virus pandemic. Local action needs to be taken also to protect the safety, health and well-being of employees, which is our most important responsibility as an employer.

How do you build a better world in practice?

We develop innovative solutions that add value to society as a whole. One recent example is the cloud service solution we provided to the technology company Proventia Oy based in Oulu. The solution collects data on the use of public transport vehicles. It is part of Proventia's business where the exhaust gas cleaning system is installed in vehicles already in use. These systems are used in several major cities around the world. Our cooperation with Proventia shows that innovative technological solutions can be used to combat global pollution and climate change.

How did Fujitsu Finland survive the state of emergency that began in mid-March?

We started preparing for the pandemic as soon as bad news first came from China in early 2020. As one of the first large global companies, Fujitsu imposed a travel ban on its employees as early as in January. Many of our customers are in key positions in providing critical services to the Finnish society, and we need to be able to respond quickly and ensure the continuity of those critical services and the system maintenance even in case of emergency. Our customers have given us excellent feedback on our operations during the crisis. I am proud of how we have worked together seamlessly.



We interviewed the Managing Director Simo Leisti after the crisis caused by the coronavirus broke out in the spring of 2020.

What is the next challenge that companies should prepare for?

We won't be able to escape global challenges such as climate change. Combating it will require strong action from both companies and governments. However, I believe that with the help of modern information and communication technologies, we can develop creative solutions to global problems and improve the well-being of people and the environment. It will also be interesting to see if the crisis has any positive effects. Will ways of working change and will emissions from business travel, for example, be reduced permanently? And what new business opportunities will arise as the need to digitize services continues to grow?

What will you focus on in terms of corporate responsibility in the new financial year?

Fujitsu will continue to focus on delivering value to society and promoting sustainable development goals through innovative solutions. The development of our own ways of working and work culture is even more timely than before. We are currently renovating the premises at our head office in Valimo, Helsinki. The aim is to encourage a more flexible working environment that our people enjoy and feel energized by. Every Fujitsu citizen is needed to build a more functioning society and a future we can trust. The results of our business ultimately come from how well we succeed in generating value for each other and for society as a whole.

Corporate Responsibility at Fujitsu

Our vision of society guides our business

Corporate responsibility is anchored in our operating philosophy Fujitsu Way. We aim to build a human-centric networked society in which information and communication technology solves the challenges of society and the environment and enables human well-being also in the future. Our vision guides the actions of every Fujitsu employee and all decisions concerning our business.

Our global values and business rules provide a framework for interaction with our stakeholders such as employees, customers, suppliers, authorities, as well as other companies and communities. We also comply with the Social Responsibility Guidance Standard ISO26000.

In 2019, Fujitsu was selected for the 20th time on the Dow Jones Sustainability World Index (DJSI World). In the CDP (formerly Carbon Disclosure Project) climate program listing, Fujitsu received the best A-level rating in the fight against climate change for three consecutive years and sustainable water use for the first time in 2020. In addition, Fujitsu is included in the FTSE4Good and UN Global Compact 100 listings. Fortune magazine also named Fujitsu one of the most admired companies in the world for the second time in a row in 2020.

MEMBER OF
**Dow Jones
Sustainability Indices**
In Collaboration with RobecoSAM



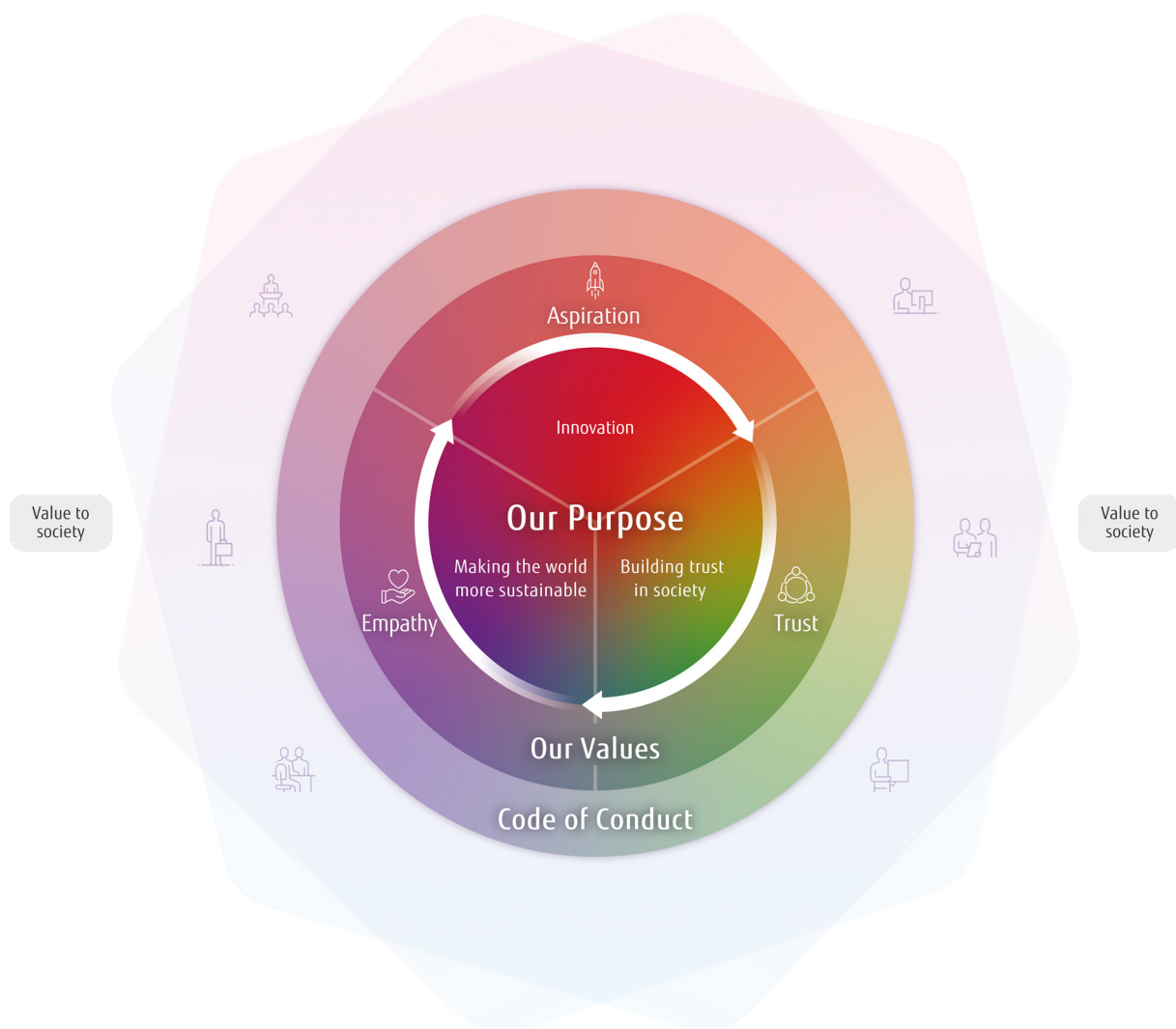
We advance the UN Sustainable Development Goals

We are committed to the United Nations Agenda 2030 for Sustainable Development. The program aims to eradicate extreme poverty and to support sustainable development equally for the environment, the economy and the humankind. In 2015, the UN member states agreed on the Sustainable Development Goals and an action plan to achieve them.

The goals provide Fujitsu with an opportunity to build a better future together with our customers and partners. They are an integral part of our business and growth strategy. As a technology company, we develop innovative solutions that generate value for our customers and society, as well as solve social problems and environmental challenges.

Fujitsu Finland has identified ten sustainable development goals, which it particularly seeks to promote in its operations.





An updated version of our corporate philosophy Fujitsu Way was published in June 2020. It covers Fujitsu's purpose, values and Code of Conduct.

Our Purpose

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

Our Values

Aspiration

- Set ambitious targets and act with agility.
- Embrace diversity and create original ideas.
- Stay curious and learn from failures and experiences.
- Deliver positive impact through human centric innovation.

Trust

- Honor promises and exceed expectations.
- Act with ethics, transparency and integrity.
- Work autonomously and unite for common goals.
- Contribute to a trusted society using technology.

Empathy

- Strive for customers'success and their sustainable growth.
- Listen to all people and act for the needs of our planet.
- Work together to solve global challenges.
- Contribute to a trusted society using technology.

Code of Conduct

- We respect human rights.
- We comply with all laws and regulations.
- TWe 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.





Society

We build a renewable and sustainable society together with our customers and partners

We implement our corporate responsibility primarily through our business. We take responsibility for the development and success of Finnish society in a changing world, and we work closely with various actors in society, such as public administration and business.

Fujitsu is known as a provider of many nationally important services and infrastructure that are critical to the functioning of the society, to the private and public sectors. Many of the services that we have built, such as Kela Kanta, are accessible to all citizens. ATMs and much of the cash register systems at grocery stores also depend on the solutions we provide.

Our success factors are strong local customer understanding and extensive ICT expertise combined with a long-term, partnership-oriented way of working with customers. We are actively involved in local industry and technology ecosystems that enable knowledge sharing and innovation together with different actors.

Microsoft, SAP and ServiceNow are our strategic partners both globally and locally in Finland. Through collaboration, we are able to offer customers comprehensive service and solutions that support digitalization. Our Finnish customers can also take advantage of our international expertise in developing their own operations.

The opportunities brought by digitalization on the one hand, and global challenges such as the Covid-19 pandemic and climate change on the other, are transforming traditional ways of acting. Finnish organizations in all sectors need to re-consider their business models. Our mission is to support our customers in adapting to change and developing their operations using information and communication technology.

We develop intelligent solutions for healthcare

We are widely involved in the development of Finnish healthcare, from the delivery of infrastructure services and workstations to applications and services. Our goal is to improve healthcare productivity, predictability and customer experience, as well as to find new solutions to challenges such as an aging population and rising costs.

We help the healthcare sector benefit from digital work environments and new technologies such as artificial intelligence and the Internet of Things (IoT). We offer solutions for capacity management as well as sharing, using and securing information across organizational boundaries. Our solutions play a key role in ensuring the maintenance and continuity of healthcare services in exceptional circumstances such as a global pandemic.

The demand for health solutions that utilize new technologies is constantly growing both in Finland and worldwide. At the same time, the legal requirements are becoming stricter. Legislation on medical devices changed in the EU in 2020 with the launch of the Medical Device Regulation, which replaces the old directives. The regulation requires a broader and more detailed quality system from ICT companies in the healthcare sector. We have launched a project for a medical device quality system and certified the first medical device on the market in 2020.

Walking Monitoring supports rehabilitation with artificial intelligence

In January 2020, we launched the Fujitsu Kiduku Walking Monitoring solution, which uses artificial intelligence to analyze walking data. The solution, which was created in Finland, can be used in for example rehabilitation. Sensor pairs attached to patient's legs produce walking graphics that allow the physiotherapist to plan and monitor rehabilitation. For example, patients with musculoskeletal disorders and multiple disabilities can benefit from the solution. In the future, the application may also help to identify neurological diseases at an early stage. Walking Monitoring is a CE-marked medical device.

"Walking Monitoring allows you to analyze and visualize your individual walking style. It makes it possible to monitor the patient's recovery more closely and to assess the quality and effectiveness of treatment. The application can also motivate the patient to train according to the rehabilitation plan. Walking Monitoring is one example of the kind of services we are making available to citizens. We want to build safe and easy-to-use services for the benefit of people," says Director **Mikko Lampinen** from Fujitsu.



We will continue as a supplier of Apotti's operating services

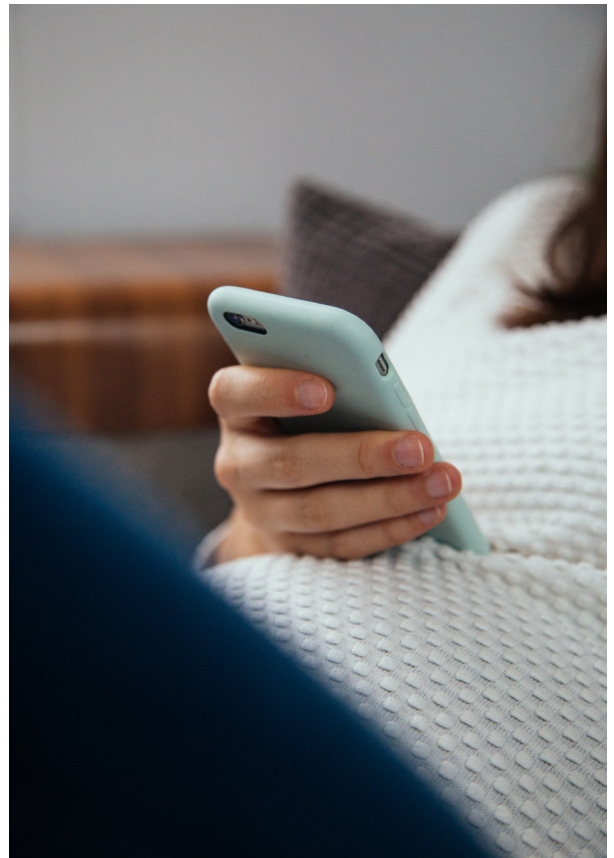
Fujitsu Finland was selected as a supplier of Apotti's operating services in 2016. The customer and patient information system Apotti is a change project that develops social and health care services and introduces a regionally integrated social information system in the Uusimaa region. We have built a high-availability production environment, and the servers and data resources are located within Finland. We will continue as the provider of operating services for Apotti also after the end of our current fixed-term agreement in September 2020.

The New service model supports the treatment of gestational diabetes

We are involved in the CleverHealth Network ecosystem, coordinated by the Helsinki University Hospital (HUS) and funded by Business Finland, where companies and health-care professionals develop new solutions for healthcare based on clinical research and health data, as well as new health technology products for export.

Fujitsu is involved in a development project launched by the CleverHealth Network that supports the treatment of gestational diabetes with a service model based on artificial intelligence. The goal is to improve the treatment and monitoring of gestational diabetes by developing a mobile application that measures and stores maternal health information in the cloud in real time. Artificial intelligence can be used to tailor individual guidance and care to a patient and to make predictions about the health of the mother and the unborn child.

In the project, Fujitsu is responsible for data integration and implementation of the mobile application for patients. In addition, Fujitsu is designing a user interface for nursing staff. The main partners in CleverHealth Network's first development project are HUS, Elisa, Fujitsu, Aalto University and the University of Helsinki.



The Risk of exclusion of young people is anticipated by an artificial intelligence solution

Fujitsu Finland, together with the South Karelia Social and Health Care District (Eksote), have developed an artificial intelligence solution called Nuora, which can be utilized in anticipating the risk of exclusion of young adults. Young people at risk of exclusion are a target group that is difficult for social and health care professionals to reach. The solution helps to identify in advance the factors that increase the risk of exclusion and enables early intervention.

Piloting of the application is planned for 2020. Currently, the algorithm is able to detect about 90 percent of young adults who are vulnerable to social exclusion. In the future, the forecasting model can be linked to comprehensive customer relationship management and individual ERP.

"Finland needs new medicines, because health care and social work can no longer cope only by treating already diagnosed diseases and problems. Artificial intelligence and big data will enable proactive care and the timely allocation of resources in unprecedented ways in the future," says **Toni Suihko**, Chief Information Officer at Eksote (Fujitsu press release on October 31, 2019).

We are a trusted ICT partner for public administration

We are building a human-centric intelligent society by providing services that enable smooth governance for public administration, citizens and businesses. Fujitsu has long-standing and confidential customer relationships with several government agencies and branches of government. We are known as an innovative and visionary ICT partner in public administration that influences the development of society in Finland.

We are developing and streamlining the operations of public administration, among other things, by providing a unified and end-user-focused basic information technology environment, changing administrative functions with intelligent system solutions and developing the interaction of citizens, companies and authorities with digital solutions.

We have a wealth of experience in providing services through the administration's IT service centers. Our customers include the Legal Administration, the State Treasury, the Government ICT Center Valtori, VTT Technical Research Centre of Finland, Finland's largest pension provider Keva, and Metsähallitus, a state enterprise, which manages state-owned land and water. In several procurement areas Fujitsu is the ICT service provider selected by Hansel, enabling its customers to procure services through small-scale tenders.

We influence the creation of state IT solutions and actively participate in the working groups of the Technology Industry and the Helsinki Chamber of Commerce. We identify solutions that enable public administrations to achieve significant cost savings by implementing state-level IT solutions.

Recently, Fujitsu has been involved in numerous Valtori development and deployment projects. The user support of the mobile and video conferencing services that we provide to the state administration through Valtori, has expanded to new user groups, and the service is provided on a 24/7 basis.

One strength area is providing security-audited services that meet local needs. We are currently implementing a single workstation solution aimed specifically for security authorities, operating at different security levels.

We are currently implementing the Roti system for the Judicial Administration, which will create one common information system for the Criminal Sanctions Agency. As a result, services and work in the field of criminal sanctions are managed with a centralized, automated information system. The Roti project enables not only effective control of work but also co-operation and rapid exchange of information between authorities. In early 2020, the Judicial Administration also selected Fujitsu to implement a common case management solution for the entire administration.

In March 2020, the State Treasury selected Fujitsu to provide an application integration service that enables increasingly seamless interoperability of applications and the ability of the State Treasury to develop its solutions in modern cloud service platforms. We also provide extensive support for the production of digital services to Keva, Finland's largest pension insurer. In this way, we ensure uninterrupted pension services for a total of 1.3 million public sector employees and pensioners.

Fujitsu has been implementing an intelligent dining center for the University of Turku, which will change the dining experience. Information on diners' lunch choices is collected into Fujitsu's digital event management platform, which forwards the data and stores it for scientific analysis and research.



A Maritime data bank was created with Fujitsu's solution

In the spring of 2020, Fujitsu created the Itämeri.fi website, which captures information about the Baltic Sea, by using its NetCommunity website solution. The Finnish Environment Institute SYKE coordinated the project. Several organizations producing marine information participated in the project. The site brings together information produced by various Finnish institutions and it serves boaters, teachers and researchers interested in the Baltic Sea.

Fujitsu is a long-term partner of Finland's environmental administration and the website is operated in Fujitsu's data center. Thirty websites have previously been created with the same solution for environmental administration. The solution offered by Fujitsu serves both as a platform for a huge amount of data and as a portal to access the data.

The contents of the Itämeri.fi website have been produced by the Finnish Environment Institute, the Geological Survey of Finland, the Finnish Meteorological Institute, the Natural Resources Institute, Metsähallitus, the Finnish Heritage Agency, the Brahea Centre of the University of Turku's, the Maritime Spatial Planning Coordination Group and the Åland Provincial Government. The project was funded by the European Maritime and Fisheries Fund (EMFF), and the work has been coordinated by the Finnish Environment Institute. The service will initially be available in Finnish and Swedish and an English version will follow in due course.

"Environmental values are very important to Fujitsu and we want to make every effort to support the protection of the Baltic Sea. As part of the job we secure that the contents related to the Baltic Sea are available to everyone. We humans decide the future of our environment and that of the Baltic Sea," says Simo Leisti, Managing Director, Fujitsu Finland.

We help municipalities and cities to serve their residents more effectively

We help municipalities and cities in digitalization and the ability for them to offer their employees and customers better daily lives by making operations more efficient, reduce costs and, above all, better serve local residents.

We help municipal employees work more efficiently through better communication tools and innovative ways of working. Well-functioning electronic processes also increase employee motivation and reduce routine work, freeing up organizational resources for decision-making and customer service. Fujitsu's OmaKunta concept enables municipalities to achieve their digital goals, reduces the work-load of busy administrative departments and add value to the entire community.

Everything is based on data and improving its availability. In the past, data has been scattered and largely untapped. When data flows are brought together, access to information as well as the understanding of citizens' needs is improved. The needs of local people can be met more quickly when the authorities have more flexible access to the necessary information. A fast digital service enhances the service experience for the benefit of all residents.



Lassi Häkkinen / City of Lahti

We support the City of Lahti in advancing sustainable development

We provide IT services to the City of Lahti and its surrounding municipalities and to the Päijät-Häme Welfare Group since February 2019. The aim of the cooperation is to achieve cost savings and develop civic services. With the agreement, Päijät-Häme's IT services will also be fully compatible with the planned reform of social and health services and regional reform.

Lahti has been named the first Finnish city to be the European Green Capital for 2021. The nomination is the European Commission's recognition to a city which pioneers environmental activities, serves as an example to other cities and develops innovative solutions to environmental challenges. We support the city of Lahti in promoting sustainable development by helping to digitize and streamline services.

We support Security and Defence in digitalization

Digitalization has become important in improving the efficiency of Security and Defence. New technology solutions enable more error-free and more efficient services than before. Upgrading old information systems also improves usability and bring significant cost savings.

Fujitsu is an active partner in the Security and Defence sector in Finland and around the world, and we have the capability to work in tasks that require increased information security. Fujitsu has separate centers of expertise in the security and defense industry in Japan, Australia and the United Kingdom. Through international cooperation, we can also utilize our extensive expertise in national solutions.

Fujitsu Finland is working resolutely to develop the overall security of its services and operations. The Finnish Defence Forces, has issued Fujitsu Finland with a TL III (confidential) level company security clearance certificate. When preparing a corporate security report, the authority examines how the company takes care of security arrangements.

In equipment deliveries, we pay special attention to information security and secure deliveries. Our delivery system complies with the requirements of the Finnish security authorities. Fujitsu Finland and the Finnish Defence Forces have a customer-specific agreement based on the TUVE secure network agreement for the supply of Fujitsu-branded data terminal equipment. The agreement is based on the contractual arrangements of the Hansel framework agreement.

We produce innovative solutions for companies

We provide services and solutions based on information and communication technology extensively to the private sector from retail to manufacturing. Many of the services are critical to the functioning of society and security of supply. Our services ensure the availability of cash and the continuity of food distribution. Our services also increase efficiency and protect the environment in many industries.

We help our retail customers produce human-centric multi-channel service experiences. We serve more than 2,000 stores in Finland with a total of 12,000 cash registers. Globally, we serve 500 retail chains and 82,000 stores in more than 50 countries. The Market Place for Grocery store system has been developed in Finland and is part of the global Fujitsu Retail Solution Market Place software.

The network of ATMs is the most important cash distribution channel in Finland. We are responsible for the application services and maintenance of Automatia's approximately 1,200 Otto and 85 OttoPlus ATMs. The latest machines allow people to both deposit and withdraw money from the same device.

In addition, we provide Finnish pension insurers and finance groups with key IT infrastructure and user support services, ensuring the continuity of their daily operations.

State-of-the-art technology and intelligent factories improve the efficiency of industrial production in many ways. The Internet of Things, artificial intelligence, and efficient data analysis enable real-time management of production facilities, and manufacturers can better optimize their operations with suppliers, partners and customers. Fujitsu's solution to this is the RICE (Real-time Intelligent Connected Enterprise) concept, which is a modular and secure way to build and develop an intelligent factory. Smart technology can not only save costs but also reduce the environmental impact of manufacturing.

In 2019, we entered into a global service agreement for workstation and infrastructure services with technology company Wärtsilä. Wärtsilä is an international leader in power solutions for the marine and energy markets, maximizing the environmental efficiency and economy of ships and power plants by leveraging technology solutions. We enable Wärtsilä to create an innovative digital work environment and improve the agility and efficiency of its operations.



We help Proventia to fight against climate change

The cloud service solution we delivered to the technology company Proventia Oy, based in Oulu, shows that innovative technological solutions can be used to combat climate change and global pollution.

The solution collects data on the use of public transport vehicles from various sources. Utilizing the data, Proventia builds solutions and services for the engine, machine tool and automotive industries to solve the global air pollution problem. Among other things, the company manufactures exhaust after-treatment systems for diesel engines, work machines and heavy vehicles. The cloud service we provide is related to Proventia's Retrofit business, where the exhaust gas cleaning system is retrofitted to existing vehicles. Proventia systems are in use in clean air projects in London, Seoul, Germany, Sweden and Finland, among others places.

"Strict urban air quality requirements demand reliable emission control solutions. Fujitsu's solution enables real-time monitoring of emissions and system operation. By analysing the driving data we can further improve the performance of systems in real urban traffic conditions. It is important to us that the customer can be confident that our technology will deliver on our promises. With the new cloud service solution, our customers can also ensure that emissions are reduced as promised," says **Jari Lotvonen**, President and CEO of Proventia.

We invest in research and development globally

Fujitsu invests heavily in research and development. It is important for us to ensure we are able to innovate and to remain at the forefront of developing new technologies. Globally, Fujitsu invests approximately \$ 2 billion (US) annually in various research and development projects, and our organization holds more than 100,000 patents.

Fujitsu Laboratories is responsible for Fujitsu's research and development. The European research centers are based in London and Madrid. These have made significant scientific breakthroughs and developed various technological innovations. In line with our vision, human centric innovation is strongly present in research aimed at improving people's work and everyday life.

Fujitsu and Kongsberg Digital are cutting greenhouse gas emissions from shipping using artificial intelligence

In 2019, Fujitsu launched an online service that optimizes marine fuel consumption and uses artificial intelligence to help shipping companies reduce fuel costs and greenhouse gas emissions from large ships, as well as meet new low-sulfur fuel regulations.

International shipping is a major source of greenhouse gases. Replacing current fuels with fuels that meet the new 0.5 percent maximum sulfur content required by the International Maritime Organization (IMO) from the beginning of 2020, could increase the industry's costs by as much as \$ 35 billion.

Fujitsu Vessel Fuel Optimization (VFO), a marine fuel optimization service launched by Fujitsu, has been developed in collaboration with Kongsberg Digital, a software and solutions company for the marine and energy industries. Fujitsu and Kongsberg Digital are committed to protecting the environment by creating climate-friendly and cost-effective business solutions.

The VFO service helps customers achieve significant fuel savings and emission reduction targets for the shipping industry. The solution does not require large investments or changes to the vessels, since the web-based service is immediately available. The service learns the captain's strategies and the ship's performance using artificial intelligence and combines them with weather information. It utilizes forecasts related to wind, waves and ocean currents, for example, and recommends the most cost-effective route options for maximizing energy efficiency, safety and profitability.

"The effects of the change will be huge as shipping moves to new fuels. Fujitsu's Vessel Fuel Optimization service is a fast and straightforward way to reduce fuel costs and maintain profitability. At the same time, we can also improve the air quality and reduce greenhouse gas emissions," says **Jari Vuori**, Director of Fujitsu.





Fujitsu has Responsible Business in its DNA. This means that corporate responsibility is in the core of our business and operating philosophy. It is also managed systematically. In Finland, a Responsible Business Board consisting of various functions monitors our progress on a monthly basis. In addition, Responsible Business is regularly discussed in the company's leadership team. A Commitment to Responsible Business is expected from both the management and employees. It is important that everyone feels they can promote responsibility both in their own work and in society at large.

*Milla Uusi-Pietilä
Corporate Responsibility Manager*

Responsible Business Program

Responsible Business is our tool for managing responsibility

We manage responsibility locally through the Responsible Business program. The program covers five areas or pillars: Environment, Community Involvement and Development, Diversity and Inclusion, Wellbeing and Operating Practices. The aim is to develop Fujitsu's corporate responsibility globally and to harmonize practices in Fujitsu's various countries of operation.

Responsible Business is an integral part of our growth strategy and business model. The project is owned by the CEO and has four goals. First, it sets the target level and metrics for our responsibility and ensures that we continuously develop our responsibility. Second, it gives our employees the opportunity to participate in the implementation of corporate responsibility and to feel that their work matters. Third, through the program, we aim to strengthen Fujitsu's reputation as a responsible player. The fourth goal is to support growth.

The Fujitsu country Responsible Business Boards meet regularly, and in Finland this is once a month. The agenda of each meeting covers current issues related to corporate responsibility and progress in different areas. In addition to the Managing Director, the Board includes the pillars leads, the employee representatives from our largest offices, and the Corporate Responsibility Manager. The Finnish Responsible Business team consists of the Corporate Responsibility Manager and the Sustainability Lead. The Corporate Responsibility Manager reports to both the Managing Director and Head of Responsible Business for Fujitsu North West Europe.

We set country-specific targets for each pillar of the Responsible Business program for each financial year. We discuss where we can make the most impact and what the relevant issues are to our stakeholders. The target-setting is also guided by European-level themes such as combating climate change, supporting youth employment and ensuring the overall well-being of employees. Regional Responsible Business networks share ideas and best practices and address challenges together across national borders.



Environment

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



Community Involvement and Development

We aim to tackle the issues that impact society and contribute positively to local communities.



Diversity and Inclusion

We are committed to developing a diverse and enabled workforce from the widest talent pools and promote equal opportunities for all.



Wellbeing

We value the importance of our people and strive to promote a positive health culture, in order to enable individuals to feel more resilient and cope successfully with both their personal and work life.



Operating Practices

We conduct our business in an open, honest and ethical manner and actively strive to implement anti-corruption practices and socially responsible supply chains.



Environment

We are dedicated to decreasing the environmental impact caused by our business activities and to decreasing the carbon footprint of our customers by providing them with innovative solutions.

Taking care of the environment and promoting sustainable development have always been a central issue in Fujitsu business activities. We actively measure and strive to minimize the environmental impact of our business activities. With our modern technology solutions and services we can reduce the carbon footprint of our customers.

Climate change and the depletion of biological diversity are the greatest environmental threats of our time. As the population of Earth is increasing more and more countries are facing with the problem of food poverty, having access to clean water, energy and other resources. It is likely, that in the near future the decline of sustainability and the scarcity of resources necessary for life will cause an increase in the number of refugees and this could cause social unrest around the world.

As a global ICT sector company we want to actively prevent and solve global environmental challenges using information and communication technology. We advance sustainable development in our global value chain, which we form together with our clients, collaborators and suppliers. Our common goal is to support the wellbeing of society and the environment now and in the future.

The environment and energy vision of Fujitsu extends to the year 2050. The goal is to decrease the CO2 emissions of Fujitsu to zero, to achieve a society which decreases CO2 emissions and to stop climate change with the help of technology.



Caring for the environment is an integral part of our responsibility. We protect the environment and promote sustainable development both through the solutions that we provide to our customers and the continuous development of our own operations. Energy-efficient data center services are the basis of our operations. We have developed sustainable products and services with our customers and partners which reduce exhaust fumes and food waste. We support changes in practices. In our own operations, we constantly strive to reduce travel and improve the environmental friendliness of our facilities and practices. In the planning of our new Finland Headquarters, we have taken the environment into account not only in material choices but also in waste sorting and recycling.

*Eva Luttinen
Chief Financial Officer
Environment Pillar*

The Environmental program sets the framework for our activities

We advance sustainable development within a country specific environmental program. In Finland the four central themes are climate change and energy, prevention of pollution, nature and biodiversity, and sustainable use of resources. We comply with the ISO14001:2015 standard that specifies the requirements for an environmental management system. Our Helsinki office has attained WWF's Green Office Certificate in 2011-2019.

Key performance indicators and objectives are set for each theme of the environmental program every financial year, and performance is reviewed against the goals in monthly Responsible Business Board meetings. Country specific goals are guided by global and Europe level environmental goals.

In the financial year 2019 our key environmental goals were to reduce the carbon dioxide emissions of our employees' air and car travel and the electricity consumption of our offices. In addition, our goal was to increase energy efficiency in our data centers and the recycling rate of our offices.

In the financial year 2020, we will continue to reduce emissions from travel and increase energy efficiency, as they account for most of our environmental impact. In addition, our goal is to measure the carbon footprint of our operations more extensively and accurately, and to draw up more detailed plans to reduce it further.

Essential for achieving these goals is that our employees are committed to them and work actively to promote them. This is why we communicate regularly over environmental matters and encourage our people to take environmental issues into account in their own activities. In Finland we also have an environmental team, which consists of employee representatives and develop our work for environmental sustainability.

We strive to decrease air travel and to improve energy efficiency

In Finland Fujitsu's most essential environmental impacts concern energy consumption, traffic and waste. The biggest source of CO₂ emissions is travelling; especially air travel, which is largely due to the fact that we are a global organization.

However, remote work and virtual meetings are increasing steadily, which reduces the need for traveling. Air travel at Fujitsu has decreased steadily during the few last years. We set targets regarding the decrease of CO₂ emissions caused by air travel in 2018. Our goal during the financial year 2019 was to further decrease CO₂ emissions by 10 percent compared to the previous year. In fact we decreased emissions by 23 percent. Part of this was caused by the COVID-19 pandemic, which started in the spring of 2020.

We encourage our employees to favor public transport instead of private car usage. We also measure the quantity of CO₂ emissions caused by work related car driving on monthly basis. Our car fleet is constantly renewed with lower emission models and our car policy is to guide our people to favor cars with the minimal carbon emissions when choosing leasing car models. Emissions created by car travel have also steadily decreased during the last few years.

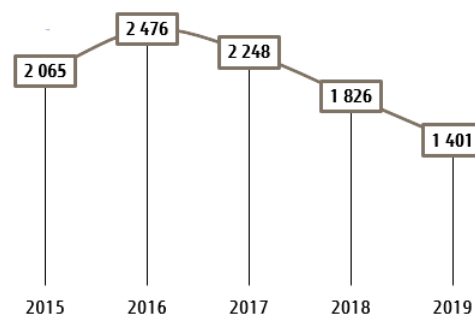
Electricity is a fundamental resource enabling our activities, and we constantly monitor and measure our energy consumption. We are committed to using electricity and heating energy sparingly, and we work constantly to improve the energy efficiency of our data centers. We are acquiring water and wind energy based electricity into our data centers.

The next greatest energy consumption after data centers is created by our office estate. Our offices vary greatly in size, for example our main office in Helsinki Pitäjänmäki has nearly one thousand employees whereas smaller offices may have only a few employees. All our offices in Finland are leased which creates its own challenges regarding consumption data monitoring.

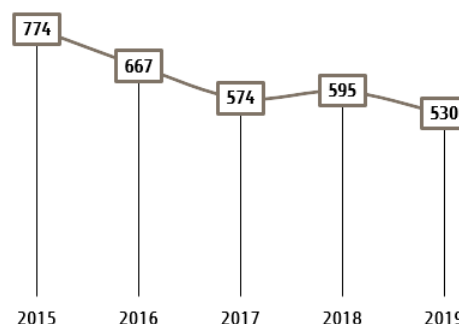
We measure electric energy consumption in our nine largest offices and we have set targets regarding the decrease of energy consumption in these sites. During financial year 2019 the electricity energy consumption of our offices decreased by 2 percent compared to the previous year. In addition to electricity energy consumption in offices we monitor heating and water consumption at our Helsinki offices.

We are minimizing the amount of waste by informing our employees about environmentally friendly and resource-saving consumption habits. We also guide our employees to sort all waste as efficiently as possible and monitor the recycling in our Helsinki offices. During financial year 2019 the recycling was 83 percent, with an improvement of three percentage points compared to financial year 2018.

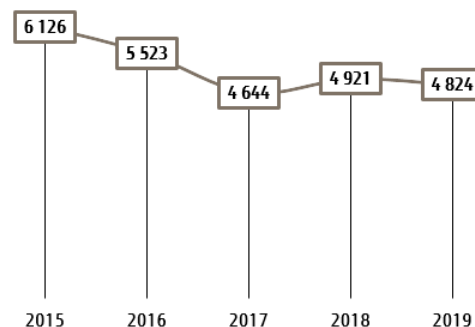
Carbon dioxide emissions (tCO₂eq) from air travel in the financial years 2015–2019



Carbon dioxide emissions (tCO₂eq) from car travel in the financial years 2015–2019



Office electricity consumption (MWh) in the financial years 2015–2019





In matters of sustainability, it is important to maintain an open and curious attitude. We must also accept that we are not perfect. There is always room for improvement. Our knowledge is constantly updating and we are constantly learning new ways to improve. Thus, it is necessary to be able to look at both the company's operations and one's own actions objectively. We are all part of a bigger picture. When we remember this, we better understand the complexity of the challenges and, and also the spectrum of possibilities. We will eventually live on Earth in a fairly closed ecosystem, which is both the strength and fragility of our planet. Our planet needs constant care.

*Pilvi Liikkanen
Sustainability Lead*

We compensate for air travel emissions

Air travel and related emissions have been steadily decreasing at Fujitsu. During the financial year of 2018 air travel emissions decreased by 23 percent compared to previous year and correspondingly during financial year 2019 by 19 percent.

We have been offsetting air travel related emissions since 2015. During financial year 2019 we offset 40 % of air travel related CO emissions by supporting a Gold Standard certified project in Darfur, Sudan.

The project provides families in Northern Darfur the ability to replace traditional wood and charcoal based fuels with modern energy efficient and clean liquefied petroleum gas (LPG). As a result, the air in homes is significantly cleaner and safer. With better cooking facilities, the mothers in families have more time to work and the children more time for school as collecting firewood takes less time. The project decreases local income differences, improves gender equality and slows down climate change.



Our data center services help our customers to save energy

Green technology is an important part of our sustainable business operations. We develop energy efficient products and provide professional services in the design, building and optimization of information technology infrastructure. This enables our customers to operate more efficiently and save on costs and energy usage.

Our data center services play a central role in our customers' efforts on achieving their energy saving goals. We constantly strive to improve the energy efficiency of our data center services. We are also a member of the global Green Grid organization, the goal of which is to decrease the total consumption of the member companies' data center energy consumption.

We produce national server and storage capacity services locally in Finland in our own or in carefully selected partners' data centers. This enables us to control the environmental impact of services throughout the whole life cycle. Services in Finland based data centers are produced mainly with new and energy efficient equipment and whenever possible as virtual services.

We strive to improve the energy efficiency of our data center services by renewing servers regularly and exchanging them with more energy efficient models. The greatest benefit is achieved by using Fujitsu's own energy efficient servers, which use load based cooling. Energy consumption of server equipment is controlled centrally by moving unused services automatically into an energy saving standby state.

Virtualization of servers and free cooling of servers also increases energy efficiency. In virtualization of servers a physical server is connected with several virtual operating systems, which decreases the amount of actually used electrical equipment. The PUE value (Power Usage Effectiveness) of our data centers during the last financial term was 1.52. We are acquiring water and wind energy based electricity into our data centers.

Finland's climate enables free cooling which uses cold outside air. Free cooling starts when outside temperature decreases to five degrees. Also the recovery of waste heat and replacing cooling equipment with new and more energy efficient models improves the energy efficiency of cooling.





Ficolo invests in energy efficient data center and cloud infrastructure solutions

Data center and cloud services company Ficolo and Fujitsu Finland signed a long term cooperation agreement in 2019 for providing data center infrastructure services. Fujitsu's data center in Vantaa was transferred to ownership of Ficolo with Ficolo investing heavily on its expansion and modernization. Through this cooperation Fujitsu is able to offer its customers more energy efficient data center services.

"Finland and Europe must be able to provide local, trustworthy and cost effective data center and cloud services. A central question is where the data is located and how digital services are produced, taking into account the requirements related to energy efficiency and waste heat recovery. Top class data center and cloud services have a fundamental role on functionality of society, competitiveness and growth", Ficolo Managing Director **Seppo Ihalainen** explains.

The Vantaa data center provides optimal location, safety, energy distribution and waste heat recovery possibilities. It is also the first data center in Nordic countries which has been awarded the "Dark Green" classification of environmental research institute Cicero. The data center utilizes the most modern technical innovations in cooling, active fire prevention, heat reuse and flexible power distribution. . The result is energy efficient and low PUE value data center services.

We take into account environmental impact throughout the entire life cycle

We are world's only information technology company the operations of which cover the complete value chain from data center solutions to mobile products. We take into account sustainability and the environmental effects all the way from research and development to recycling of products. The most important thing is to manufacture high quality products which have a long operational life time. This reduces the need to exchange products and thus minimizes the negative environmental impacts of production.

Our product portfolio includes a large selection of environmentally certified products and we constantly strive to improve the environmental sustainability of our products. Our main goals are to minimize waste and energy consumption and to remove dangerous substances. In the manufacture of our products we also use recycled and renewable materials such as recycled plastic, magnesium alloys and bioplastics, thus supporting the circular economy.

Computers imported to Finland were manufactured in Japan and Germany up until 2020. From 2020 onwards manufacturing is done in Fujitsu factories in Japan and the Czech Republic. The Shimane factory in Japan is RBA (Responsible Business Alliance) certified.

Fujitsu is a Hansel (government joint acquirement authority) approved supplier, which means that Fujitsu fulfills Hansel's very strict product requirements.

We recycle products responsibly

We offer our customers all-encompassing ICT product life cycle management services. Through the services we strive to decrease the work load, expenses and disturbances caused by product exchange to business operations of our customers. The services range from software pre-installation to product recycling. In recycling, products are utilized either as complete units, as spare parts or as materials for other products. Our partners for complete unit recycling are ALSO and 3StepIT, which guarantee the information security in recycling. They destroy user information and software in recycled products in compliance with Traficom's (Finnish Transport and Communication Agency) instructions and recommendations.

Finnish legislation and EU directives demand that electric and electronic waste is recycled. Screens, CPU's, portable PC's and peripheral devices are classified as harmful waste, which require handling and disposal as regulated by legislation. We make sure that the product materials we have supplied are recycled at the end of their life cycle in accordance with legislation and information security requirements. Presently over 95 percent of materials can be recycled. Our partner in material recycling is Kuusakoski. Products at the end of their life cycle are not exported outside Finland.

We are also a member of the ICT producer co-operative, which takes care the supplier responsibility of ICT products for its members as required by legislation, and of the Suomen Pakkauskierrätys RINKI Inc producer society, which takes care of recycling of packaging material. Battery and rechargeable battery recycling is done in co-operation with Recser Oy.





Optimizing transportation decreases negative impacts on environment

Fujitsu Finland supplies products to customers in Finland, Sweden, Denmark and Estonia. ALSO has been responsible for Fujitsu delivery and spare parts logistics as well as pre-installation activities since 2017. Transport caused by product deliveries has been optimized constantly in order to decrease the environmental impact. We are developing a buffer storage for products together with ALSO to reduce the need for transportation and packaging material. 90 percent of the ALSO's logistics related transportation services are carbon neutral.

ALSO's logistics center, located in Pirkkala, utilizes ground heat, LED lighting and wind energy produced electricity. The recycling rate was 100 percent in 2019. In addition to the normal recycling of electric and electronic waste ALSO offers an end of life cycle service to recyclable and information security sensitive products. Both ALSO's own equipment and that of its customers are recycled through the service. In 2019 the re-use rate of recycled equipment was 87 percent.

ALSO is continuously developing its operations to become more environmentally sustainable i.e. by developing its packing lines and by increasing the selection of packaging options, which optimizes the use of packaging materials and space in products deliveries. The warehouse in Pirkkala warehouse has been moved from fully automated to semi-automated operations to guarantee the individuality of product deliveries. The semi-automated warehouse is able to handle deliveries more flexibly, when several different products are delivered to the same place. This ensures that deliveries arrive at the recipient location at the same time and are packaged as efficiently as possible.

Optimizing support and maintenance services decreases emissions

Our support and maintenance team operates with 65 vehicles. In the beginning of the financial year 2018 these vehicles were replaced with vans which have a CO₂ emission value of 115 grams per kilometer. The vehicles most recently acquired are hybrid models. The rest of the field organization doing non-stationary work use their own vehicles for work. The number of people doing non-stationary work is approximately 150 and around 90 people are working in customers premises.

Our goal is to solve work orders during the first visit, and we aim to reduce emissions caused by driving. During financial year 2019, 89 % of the ordered maintenance work was carried out during the first visit. Driving routes are planned to optimize distances, if allowed by customer requirements.

The amount of work requests during financial year 2019 was nearly the same as in 2018 (approximately 130,000). The slight reduction in the number was due to better work efficiency, automation and decrease in the amount of work. Approximately 2.1 M KM of car journeys were accumulated during financial year 2019 related to support and maintenance services, which is slightly less than in the previous year.



Community

We share our time and knowledge to the benefit of our community. We also offer our employees a chance to participate in the development of our Corporate Responsibility.

For us, Corporate Responsibility equals actions. That is why we use our professional expertise for the benefit of the community and to promote values of importance in society. We also offer our employees a chance to participate in carrying out and developing our responsibility work. Participation binds us all into our common sustainability goals and strengthens the feeling that our own work is meaningful. By participating in different co-operative projects we also develop our professional competencies and ability to work with different people.

During the financial year 2019 our actions focused on narrowing the digital gap, on preventing youth unemployment and on encouraging young people to study STEM subjects (i.e. Science, Technology, Engineering and Mathematics). We also continued close co-operation with our charity partners – Finnish Red Cross, Hope Association and WWF – and offered a number of participation opportunities to our employees.

We encourage our employees to support their own community e.g. by donating blood, doing voluntary work and by sharing their skills and experience through co-operation with educational institutes and different professional networks. All employees can use one day per year for voluntary work. During the financial year 2019 our employees used a total of 700 hours to voluntary work around Finland.

Besides our Helsinki offices, our community activities cover the major offices in Oulu, Tampere, Turku and Vaasa. Local sustainability groups meet regularly and organize events with local partners such as charitable organizations and educational institutes. We also organize “Bring your Child to Work” days and code clubs for the children of our employees at our different office locations.



Volunteering benefits all parties. It makes you feel good, and it is professionally rewarding to see that you can help others by sharing your knowledge or time. At the same time, one's own worldview expands and the ability to feel empathy and accept diversity grows. These are useful skills as they also help to encounter colleagues and clients with an open mind. In addition, working together increases team spirit and improves well-being at work.

*Satu Pelttari
Communication Director
Community Pillar*

We strengthen youth's working life and IT skills

A central goal of our community work is to offer young people information and experience regarding work life and thus enhance youth employment. We co-operate with schools and other educational institutes e.g. by arranging visits at our offices, as well as innovation and co-creation events and trainings.

We offer work practice opportunities for young people. During the financial year of 2019 we offered work experience to young people studying in F.E.C. (Further Educated with Companies) program or at the vocational education institute Omnia.

We participate in MyTech program run by the Technology Industries of Finland, which is a multisector learning package for high school students. The goal is to show young people how STEM knowledge can be applied in work life. As part of the program the 9th grade of the Pornainen Comprehensive School visited our Helsinki headquarters in February 2020. The theme of the visit was health and well-being. Our experts introduced solutions which we have developed for health services and discussed cyber security related issues with the students.

We support Vamos youth on their journey to education and work life

We support young people on their way to education and work life through co-operation with the Helsinki Deaconess Foundation's Vamos program. It serves youngsters who are 16–29 years old and who need support in life planning. The aim is to help young people find their own path into studies or work life. We have arranged mentoring meetings and job shadowing for the young people. Fujitsu employees have shared their own career stories and answered questions posed by young people regarding work life at events arranged by Vamos.

In January 2020 we hosted in our Helsinki office a co-creation workshop for the Vamos youngsters and their coaches. In the half-day long workshop we discussed how digital applications could support engaging with young people in cities and municipalities which do not have local Vamos activities available. Solution suggestions included chatbots and virtual applications, such as a virtual game which would direct young people onward in their search for guidance. The workshop was marked by strong enthusiasm and a spirit of innovation.

A student group from Haaga-Helia University of Applied Sciences helped Fujitsu arrange a local World Tour event in the spring of 2019 in the Finlandia Hall in Helsinki. Students gained valuable experience on arranging a large customer event and on versatile customer service assignments.

We work with charity partners and encourage people to volunteer

We support different groups in society by sharing our time and expertise. Children, young people and senior citizens were identified as groups important to us in our employee survey in 2015. Protecting the environment also stood out as an important topic for our employees in the same survey.

Our most important charity partners in 2019 were Hope – Yhdessä & Yhteisesti association, Finnish Red Cross, Helsinki Deaconess Foundation's Vamos program and WWF Finland. We arrange several campaigns together with our partners around the country each year. We raise funds or goods donations and share the time or knowledge of our volunteers for good purposes.

During the financial year 2019 we continued our Red Cross Ambassador activities, in which our employees organized voluntary action together with the Finnish Red Cross. We regularly encourage our people to give blood, and we received a Platinum Diploma in 2019 for giving blood a record number of 77 times.

In the spring, we participated to the Finnish Red Cross's Ketjureaktio ("Chain Reaction") campaign, which is a side event of the Kilometrikisa ("Kilometer Competition") event. The aim of the campaign is to increase knowledge about climate change and raise funds for Red Cross's aid work. In 2019, funds were collected to help areas suffering from negative effects brought by climate change in southern Africa and the mountain areas of Tadjikistan. We were ranked 30th in the grand category of Kilometrikisa with a total of 77,515 kilometers. Our cyclists raised 3,101 euros and Fujitsu Finland again doubled the donation as in previous years.. Fujitsu employees have cycled a total of 1,469,015 KM between 2014 and 2019 and a total of 47,000 euros.

In May 2019, our volunteers also participated in the Kesäkumi ("Summer Condom") campaign organized by the Finnish Red Cross, the Family Federation of Finland and YleX radio channel by packing condoms in our offices. During the summer a total of 200,000 condoms were handed out in Finland's biggest youth summer events. The purpose of the campaign was to educate young people about the prevention of sexually transmitted diseases.

An emergency first aid course was arranged in the autumn for our employees at the Helsinki office together with the Finnish Red Cross. We also participated in the Nälkäpäivä ("Hunger Day") fund-raising campaign by organizing fund-raising at our offices. In November, the Finnish Red Cross organized a booth and a sales desk in our Helsinki office. In addition, together with the Finnish Red Cross, we organized Mapathon, a Missing Maps workshop in which roads and human habitation are tracked in satellite images.

The goal is to support the humanitarian work of the Red Cross and the economical development of peripheral areas of the world.

In 2019, we launched a project with the Finnish Red Cross where our experts developed pro bono an information collection form for reporting voluntary work.

We also participated in several ways to the Hope association's activities. Fujitsu employees collected and donated second hand goods and taken part in shelving and sorting of donated goods in different cities. In 2019, we donated funds intended for Christmas cards to Hope association for the first time. The association directed these donation funds to support hobbies of children and young people with insufficient means.

We have supported the work of WWF Finland for nearly a decade. In financial year 2019, we took part in several events organized by WWF to clear foreign species from the environment. A large part of our Leadership Team are also members of the WWF voluntary oil spill response troops.

During the year, we also organized smaller charity campaigns together with different organizations and supported charity campaigns around the country. For example, we took part in the Joulupuu fund raising campaign organized by the Junior Chamber International in five cities. The campaign collects Christmas presents for children and young people who are in the care of social services.

In March, we supported Hack the Crisis Finland event, the purpose of which was to find solutions to the corona crisis. We also donated used PCs to the Kaikille kone ("A PC for All") campaign to ensure that as many children and young people as possible would have equal opportunities to use digital tools during remote schooling.

We communicate actively over corporate responsibility and environmental sustainability issues to our people via our intranet and to larger audiences on our official web site and through our social media channels. Our intranet also has a Finnish language sustainability section directed to all local employees, which encourages people to take part in corporate responsibility work and suggests timely engagement opportunities for both individuals and teams. The internal and external sustainability web pages are updated regularly so that they serve the public with up-to-date information. We also include sustainability related news regularly in our info events directed to our employees as well as in newsletters to our customers.



A Mentoring program arranged by Centria and Fujitsu introduces young people to work life

We launched a mentoring program in the spring of 2020 with Centria polytechnic. The purpose of the program is to bring experts and students together. Experts can share their expertise gained from work life and give students advice on how to pursue their career paths. Students, on the other hand, can bring their generations' point of view into working life.

Mentoring is a part of the English language business economics training program at Centria, which includes project work, training and thesis co-operation with Fujitsu. As part of the program, Centria also collaborates with the Georgia State University in USA and offers a Digital Innovation Experience project course, in which students develop applications for working life related challenges using easy-access development platforms.

"The practical challenge offered by Fujitsu provides students with a concrete possibility to develop solutions designed to enhance business effectiveness. This has clearly enforced their motivation. Through business and university collaboration we can offer students competitive training, as well as testing of new concepts and tools for businesses. At the same time we create together a wider network of experts, which can better cater for future education needs with our partner schools," explain **Ali Bitarafan** and **Jonna Lahti**, who were responsible for running the course at Centria.



Diversity and Inclusion

We are committed to advancing a diverse and inclusive work community, which offers everyone equal opportunities to use their skills and competencies and to manage their work successfully.

We pay attention to diversity and equal treatment of our employees in all our operations and processes from recruitment to leadership and managerial work. We want to create a working environment which is open to different ways of thinking and points of view and in which everyone can be themselves.

We value diversity and do not treat anyone differently based on e.g. age, disability, nationality, ethnicity, gender, sexual orientation, religion or conviction, social position or personal characteristics.

Diversity is an important asset for us when striving to build a customer-focused, innovative and high-performing working culture. We believe that work communities, which value diversity support wellbeing and are productive – they can best identify customer needs and develop creative solutions.

Fujitsu Finland had approximately 1,800 employees in the financial year 2019. The average age of employees was 47 years old and the average length of employment 14 years. Attrition rate was 10 percent.

We advance gender equality in technology sector

Our Central diversity goal is to increase proportion of women in our business. Our aim is to have both men and women applying for our open positions and to have work assignments more equally distributed between men and women. We advance gender equality in all our operations and pay special attention to supporting women's careers.

During the financial year 2019, 77 percent of our workforce was male and 23 percent female. The percentage of women in leadership roles was 25 and in managerial roles 22.5 percent. 31 percent of the Leadership team were women. These numbers correspond to a typical gender distribution in IT companies.

We have started to focus more on diversity in recruiting and in job advertisements. We present both men and women in pictures we use, as well as the overall diversity of our people. Job titles are gender neutral, and we pay attention to job descriptions in job adds to make them more appealing to women, as well.

We participate in many collaborative projects; the purpose of which is to raise the number of women in IT companies. Increasing gender equality and awareness of career possibilities in technology sector are in the focus of the Women in Tech project coordinated by Technology Industries of Finland. We participated in the Women in Tech Forum in October 2019 and continue co-operation in 2020. We also took part in the Super-Ada event, the goal of which was to encourage 16–22-year-old girls and women to have a career in IT sector.

In 2016, we signed the Diversity Commitment of the Finnish Business & Society (FIBS), in which we committed ourselves to pay attention to diversity in everything we do. We offer equal opportunities and treat everyone equally. We are committed to responsible leadership and to open communications about diversity related goals and achievements.



We are committed to working in responsible ways. We combine multiple points of view and competencies in our working environment. We pay attention to ensuring equal and fair treatment in our operations. Diversity also supports our efforts to build a customer-focused, agile, innovative and productive working culture. A diverse work community creates a better future in the increasingly digital world.

*Anna Lehtoranta
HR Manager
Diversity and inclusion matters*

We support women's career development and equal pay

We offer opportunities for learning and development as well as for career advancement equally for women and men. We also support women's rise into leadership and managerial positions by offering opportunities to develop their competences and by prioritizing internal applicants when filling in open positions.

Our entire organization has regular performance and development conversations. Individual performance goals are set for each employee yearly, and performance is monitored against the goals together with their manager.

Women and men both have equal terms of employment, and we monitor salary equality together with the employee representatives.

For the year 2019, we signed a local salary agreement, in which a separate salary raise was allotted to minimizing differences in salaries between women and men, to correct salary imbalances and to ensure Fujitsu's competitiveness.

Remuneration at Fujitsu consists of both material and immaterial forms of remuneration such as giving personal feedback. In addition to the base salary, material remuneration includes different incentives like the Excellence Awards program and a performance-based pay system that covers the entire workforce. Our pay system is transparent and linked to role descriptions.

The amount of the total salary is based on the role requirements as well as personal performance. Assessing the requirement level of a certain role or position is a key way to ensure that jobs of equal value are paid an equal salary. We strive to ensure that female and male dominated tasks are treated equally when assessing the requirement levels of different roles and positions.

Remuneration at Fujitsu also encompasses different benefits offered to our employees such as lunch and car benefits, service time rewards, occupational health services that are much more comprehensive than required by the law, child care service in case of child sickness, sports benefit and other support for recreational activities.

We help with balancing work and family life

We offer working conditions which fundamentally do not favor either gender. We take into consideration different life situations, offer flexible work arrangements and support balancing work and family life in many ways.

We encourage our people – both men and women – to take parental leave. In 2019, we launched an information campaign to remind of different opportunities to fit work and family life together. Parents also have equal rights to take advantage of different work arrangements, such as part time or remote work or sick children care services.

We comply with legislation regarding parental leaves and pay salary during the first three months of maternal leave. We have extended the normal collective agreement regarding salary during paternal and adoptive leaves. Since 2019, we pay salary also to adoptive parents during the first three months of parental leave. 68 people took parental leave during financial year 2019. Those returning from longer parental leaves are always entitled to an on-boarding plan to help them return to work.



We offer training in Diversity and Inclusion

We offer training in Diversity and Inclusion both to our managers and employees. The purpose of the European level Unconscious Bias training is to help us recognize our own biases and to build a more inclusive work culture. The training is mandatory to all those in managerial positions.

Our employees can also participate in Fujitsu's international networks which support diversity and inclusion. Our Next Generation group encourages our young employees to contribute to the development of our company. Our Woman Business Network encourages women to be active and supports their career progress. Our Shine network supports diversity and the possibility of people to be themselves regardless of gender or gender identity. Our EED Disability Network supports career possibilities of disabled people and the valuing of their work.



In Finland we organized an #IamRemarkable workshop for our female employees to celebrate International Women's Day. The goal was to support women to recognize and share their own strengths. Thanks to good feedback, we plan to repeat the workshop during the next financial year.

We communicate openly about our diversity and inclusion related goals and achievements. We encourage our people to take part in the advancement of equality matters both in our own working community and in the society. For several years our employees have taken part in the Pride week activities around Finland.

We actively measure Diversity and Inclusion

In an internal Diversity and Inclusion survey, we looked at recruitment, learning and development, performance evaluation, remuneration and work well-being in terms of equality. It was noted that there is no immediate need to take specific actions to improve equality but to develop our processes as a whole. A new survey will be carried out during the financial year 2020.

We follow the development of equality yearly in our collaboration team. We go through statistical information on how men and women have been placed into different positions and on job classifications and salary differences. The equality plan is updated at the same time with the resourcing plan at least once every two years.

We have a management culture that emphasizes equality and a hierarchically flat organization, in which it is easy to bring matters directly to the knowledge of the leadership team. The team is genuinely interested in the views of the employees, and information is shared regularly and as openly as possible inside the company.

The Leadership team meetings includes employee representation, and the co-operation between employee representatives and employer side is open and confidential. Co-operation is also developed constantly in a yearly meeting between the Human Resources management and employee representatives. Employee representatives also have the ability to participate in the preparation of the equality plan at every stage.

Wellbeing

We want to offer our people the best place to work, which supports the overall wellbeing and offers everyone opportunities for learning and development.

We promote the overall wellbeing of our people so that everyone has the ability to manage their work and private life successfully. Healthy, competent and motivated employees benefit the company, as well.

We take care of the health and safety of our employees in several ways. We offer comprehensive occupational health services, flexible work times and support for employee sports and other recreational activities. During last few years we have especially focused on mental wellbeing and supporting ability to work. We strive to create an open working culture in which difficult matters can be brought into discussion easily.

We offer training, coaching, mentoring and work guidance as ways for personal development. We also support independent studying and offer interesting and challenging work assignments. We strive to keep our working premises comfortable and tools up-to-date. An ongoing renovation in the Valimo office aims to support not only wellbeing but a more agile and communal working culture.

We prioritize health and safety

We are creating a corporate culture in which people's wellbeing as well as health and safety are considered as priority. We comply with current health and safety regulations and exceed them where possible. We offer occupational health services, which are more comprehensive than required by law, and we take care of the overall wellbeing of our people in a multitude of ways.

Our occupational safety team actively participates in planning and realization of work wellbeing and safety. A new Occupational Health and Safety Committee (OHS) was elected for a three-year term at the end of 2019. It includes employer and employee representatives as well as a representative of occupational health services.

We have prepared a comprehensive OHS plan, and we develop our processes constantly. A central goal is to develop and maintain our employees' ability to work and to prevent health problems caused by work. We also continuously follow OHS related matters and carry out necessary internal work place audits at different office locations together with the OHS Committee members.

Advancing mental wellbeing is part of our long-term strategy. We aim to increase the awareness of our employees on how important it is to take care of their mental health. We encourage our employees to talk openly about issues related to mental health and to participate in different programs designed to maintain an ability to work. We support work-life balance with flexible work time arrangements and sick child care service, for example.

During the spring of 2020, we communicated with our people often about COVID-19 related matters. Large parts of our team started to work from home during the spring. We shared guidance on preparing for the pandemic and on OHS related matters regularly both via the intranet and in our weekly info sessions given by our Managing Director. We have also supported managers in this challenging situation together with the occupational health services.



We want to support a positive health culture and overall wellbeing of our employees. Good health and an overall wellbeing are pre-conditions for everyone to manage successfully their work and private life. Occupational health services that are functioning well and meet the work place requirements, are crucial in maintaining and developing employees' ability to work. We also support a good working community and leadership. Protection of the health, safety and wellbeing of our people have been the priority especially during the Corona Virus pandemic.

*Virve Haaja
Head of HR for Nordics
Wellbeing Pillar*

We prevent work related sickness and accidents

Work safety is one of the fundamental values at Fujitsu. We are committed to protecting the health and safety of our employees and partners in all of our operations and we strive to actively prevent work related sickness and accidents.

Our goal is help our employees increasingly understand the importance of personal responsibility for achieving work safety. Each employee must participate in a work safety related online education program consisting of several separate courses.

We use an Ask Safety reporting tool, with which employees can report work related accidents or close-call situations. The tool requires the manager to investigate the conditions of the event and to make a plan to ensure that the same event will not happen in the future. Through the tool we also gain important statistical information and can find possible development trends.

There were 34 work-related accidents during financial year 2019, of which 18 were related to commuting, 13 were related to work directly and three occurred in other circumstances. Accidents related to work and commuting are mainly minor and cause seldom sick leaves lasting over three days. Occupational sicknesses were not detected during financial year 2019. Longer sick leaves were mostly due to accidents that occurred during free-time activities such as sports.



We support wellbeing and motivation of our employees during different career stages

Good leadership is a key factor in the maintenance and improvement of the ability to work, in the prevention of unnecessary sick leaves and most importantly, in preventing attrition. During the last financial year, a central work wellbeing related project has been the development of the Dare to Care model, which supports the ability to work, and the active use of current models such as the 58+ management model.

The Dare to Care models aims at preventing deficiencies in our employees ability to work through active managerial work. Managers are offered management training to support the ability to work, and employees are offered training to help maintain their own ability to work. We develop and implement our Dare to Care model together with the occupational health services.

The goals of the 58+ management model are to support employees who already have long careers behind them and to ensure that the company has the required know-how also in the future. Senior employees share their knowledge with more junior ones and prepare to retire at the same time. It is important that everyone regardless of age can feel that their work is meaningful. Managers discuss possible pension plans with all those who have turned 58 during the regular goal-setting discussions.

Employees are also offered “New Boost to Work” training which aims to help clarify personal career expectations, to give tools to manage changes in work and career and to make plans for reaching personal goals.

Ten teams from Fujitsu Finland, with seven people in each of them, participated in the international Global Challenge project during financial year 2019. The project encourages healthy life style and diet, daily exercise, peaceful mind and adequate sleep.

We also offer our people recreational activities such as social events, hobby groups and supporting sports services. During financial year 2019, we arranged a spring party for our people as well as family days at Linnanmäki amusement park in Helsinki and at six other locations around the country. Christmas parties were also arranged in nearly every office location. Fujitsu had 19 active hobby groups during financial year 2019. The largest of these was the culture club with over 216 members.

A company-wide international employee survey was carried out for the fourth time during financial year 2019. The strength areas identified in the survey were care, respectful treatment and employee empowerment. The survey will be carried every six months going forward. In addition, smaller pulse surveys are carried out when needed. This is how we will be able to gain more timely information about our peoples’ wellbeing and to react faster to changing situations. Survey results are analyzed in business units, which plan and implement their own action points. We also gain information on the training needs of our employees through the surveys and can arrange targeted managerial training when needed.

A study examines factors that support ability to work and prevent work related exhaustion

Fujitsu is taking part in a three-year (2019–2022) study project called “Flexible workers in changing work life” organized by the Finnish Institute of Occupational Health. The goal is to understand how work wellbeing can be advanced in changing work life and how work related exhaustion can be recognized and prevented. The project is funded by the Finnish Work Environment Fund and the work insurance company Varma. Six Finnish organizations are participating in the study in addition to Fujitsu.

The research provides information on factors which increase the appeal of work and prevent exhaustion, on the one hand, and the factors that increase the psychological load. The study also examines how managers can support wellbeing, and the significance of the feeling of belonging on the one hand, and of being able to develop one’s own work and the culture of doing things together on the other. When various resource factors are increased and load factors reduced, the result is good health, work ability and commitment of employees.

The first employee survey related to the study was carried out at Fujitsu in autumn 2019. The survey revealed that work wellbeing at Fujitsu is generally at the same level as in other organizations. According to the survey, factors which increase the appeal of work and which help prevent exhaustion at Fujitsu are strong identification with the organization and the feeling of belonging together, possibilities for learning and development, fairness and manager support and feedback. Also the possibility to effect one’s own work was considered better at Fujitsu than in the other companies participating in the study.

We offer versatile possibilities for learning

Competence development is based on Fujitsu's strategy as a provider of digital services and competence requirements arising due to this strategy. Competence development supports the company's competitive and innovative capabilities on one hand and the professional development and motivation of our employees on the other.

In addition to training and coaching, competences are developed through mentoring and work guidance. We support independent studying and offer interesting and challenging work assignments. Changing position inside the corporation offers career development possibilities and we also encourage our people to participate in professional networks and communities.

An individual learning and development plan is made for each employee. Our principle is that 70 percent of learning should happen at work, for example by participating in different projects or by teaching others, 20 percent through interaction with others, for example through mentoring or by participating in professional networks, and 10 percent through traditional education methods. Our goal is that everyone at Fujitsu can find the best ways to learn.

The Learning @ Fujitsu Network was established in May 2019, with 30 representatives from Fujitsu Finland. The network investigates the competence needs of business operations and makes development plans and proposals for competence development.

In October 2019, we launched a new internal mentoring program open to all employees. The goal is to bring together employees of different ages and in different career phases and to encourage them to exchange thoughts and share experiences. We also take part in network mentoring, in which mentoring is arranged between different companies. The purpose of these mentoring programs is to help employees gain new perspectives and to develop their professional competences.

Giving feedback is an important part of working and management culture that supports competence development. Managers regularly discuss performance and development with their teams. Sharing positive feedback is also encouraged in team and project meetings.

We invest manager trainings and the development of technical competences

We have a long tradition of developing managers. All new managers are trained to work according to Fujitsu global managerial practices. Our goal based leadership model combines different areas of leadership, such as goal setting, regular discussions between the manager and employee, giving feedback and performance evaluation.

New expectations for managerial work were announced in Finland in June 2019, as well as a new set of manager training. The global and European level trainings are complemented by local coaching related to occupational safety and local management responsibilities, recruitment, goal-oriented management, competence development, pay and remuneration, occupational health, well-being at work, managing challenging situations, the Dare to Care model and vacation issues. The trainings provide tools for coaching and supports employee well-being. They also support managers' own ability to work effectively.

Besides managerial training, we have focused on developing competences related to digital services sales during the last years. The focus has lately moved towards developing technical skills. Training is often virtual and available through mobile applications to provide everyone with equal opportunities for participation.

On-boarding of new employees was developed and synchronized in Europe in 2019. Mandatory training for new-joiners is related to compliance, information security, work well-being, diversity and inclusion, and since 2019, also to occupational safety and work ergonomics. We are also renewing our local onboarding model.



The Fujitsu Graduate Program offers a path into working life

We offer work opportunities for young people and for the newly graduated from university through our Fujitsu Graduate program. Finland took part in this program for the third time in 2019. The program, developed in United Kingdom, is in use in other Fujitsu countries and has gained in popularity each year.

The program offers an excellent path to working life for the newly graduated. Selection criteria includes suitable education and potential and willingness for learning and development instead of professional experience. Participants are hired into permanent positions after a short practice period. During the two-year program they are offered both working and training periods, part of which are held within the North West Europe area with participants from other countries.

Open positions vary from sales to cyber security and from software development to project management. All participants are offered the same study periods which support their growth into becoming Fujitsu experts. This is how the participants will become immediately part of our international work community and can start to build their own networks within Fujitsu.

The goal of the program is to find future stars who want to commit themselves to working at Fujitsu after the two-year-long program. 13 young people were hired through the program in Finland in 2019.

We cooperate with universities and other educational institutes, with the aim of offering students opportunities to learn about work life as well as opportunities for internships and thesis work cooperation.

Responsible Operating Practices

We lead our business activities openly, honestly and ethically, and we expect liability also from our partners.

The Fujitsu Way crystallizes our responsible operating practices. It combines our business philosophy and the values and ethical principles which we abide by in our daily operations. Our vision is to create a better and more just society with the help of our products and services and to advance sustainable development in everything we do.

We are committed to ethical action, laws and regulations, openness and transparency as well as human rights in all our business activities. We constantly educate our people in responsible operating practices, and also demand that our partners and suppliers are committed to them.

An important part of our responsible operating practices is transparency in paying taxes. Fujitsu Finland does not carry out actions aimed at avoiding taxes nor does it transfer tax entities abroad in order to minimize the amount of taxes paid to Finland.

Quality work and risk management are an essential part of our corporate responsibility. We develop our operations based on constant improvement principles and actively prevent information security risks. Training of our people plays a key role in risk management and in implementing responsible operating practices.



Acting responsibly, ethically and abiding by law is at the heart of Fujitsu and the foundation on which to build a better world for everyone – a human centric intelligent society. The business philosophy, values and ethical principles are apparent in our everyday life and guide us to make the right choices and solutions. Lately, we have focused in our compliance related communications and training on what responsibility means in practice and in everyone's daily work. We will also participate in the "Say No to Corruption" campaign lead by the Ministry of Justice April 2020 in the financial year starting in April 2020. The campaign encourages organizations to commit themselves to anti-corruption activities and pay attention to different modes of corruption."

*Anu-Kaisa Raita
Head of Legal & Commercial Nordic
Responsible Operating Practices Pillar*

The global compliance program advances responsible operating practices

Our global Code of Conduct collects the principles concerning our corporate responsibility and sustainability work and our commitment to comply with national laws and regulations. It underlines integrity and individual responsibility for acting in the right way.

Our global Code of Conduct guides our interaction with shareholders, employees, customers, suppliers, authorities and other companies and societies. It sets the expectations to our own actions and those of our stakeholders, and prevents the exposure of our employees and those interacting with them to any harm.

Fujitsu has established a global compliance program (Global Compliance Program, GCP) to advance responsible operating practices and to monitor the implementation of the global Code of Conduct. We strive to maintain, evaluate and develop responsible and law abiding action through the program.

Fujitsu revised the GCP program in 2015 to meet the strict requirements set by national laws, international regulation and active authority control. The new GCP program covers all actions that advance responsible and ethical operating practices.

The program creates the basis for regular training on competition law, export control and prevention of bribery and corruption, which is mandatory for all employees in Europe. The yearly updated training is intended to enforce the capability of our employees to make business decisions in an honest and responsible way.

We also organize regular briefings, group discussions and trainings to our employees on responsible operating practices, and inform our personnel on related topics in the intranet.

The global compliance program covers also external stakeholders. With our program, we help our partners and subcontractors understand structures and practices related to Fujitsu's responsible and ethical operating practices.

We expect responsibility in the supply chain and procurement

Fujitsu is one of the world's largest information technology service providers. Consequently, we have a wide and multi-threaded global supply chain. We pay special attention to the honest and ethical behavior of our partners.

Our partners and supplies must comply with our global Code of Conduct and principles of responsible procurement, and commit themselves to the principle of the UN Global Compact concerning human rights, labor norms, environment and prevention of corruption.

We also comply with the UN Guiding Principles, which concern international business and human rights in all our operations. We make risk assessment based audits on human rights in our operations and supply chain and publish the findings in our global sustainability report yearly.

The Human Rights Statement published by Fujitsu in 2014 demands all Fujitsu employees to respect human rights in their actions.

We do not accept discrimination, the use of child labor nor the use of forced or penal work. We also have a global process to interfere in unwanted action.

We evaluate ethical and environmental aspects when selecting suppliers. We favor suppliers who have a documented quality or environmental system. The supplier must also fulfill essential information security requirements at the level defined by the type of procurement. We make regular audits on our supplies and take other monitoring actions.

Fujitsu joined the Responsible Business Alliance coalition (RBA) in 2017, formerly called the Electronic Industry Citizenship Coalition (EICC). RBA's goal is to advance high-level standards of ethical action in the global supply chain related to electronic industry. RBA has created requirements for responsible supply chains, which relate to work force, occupational health and safety, environment, ethics and management systems. As part of the coalition, Fujitsu is committed to comply with the ethical rules set by RBA and to advance initiatives related to ethical procurement together with its partners.

Zero tolerance against bribery and corruption

Our company has zero tolerance against bribery and other forms of corruption. We comply with both Finnish and international anti-bribery and anti-corruption principles and our anti-bribery and anti-corruption policy has been implemented in every unit of the organization. We monitor strictly all our business relations and export activities to prevent any kind of illegal or unethical activity.

Our gifts and hospitality policy was introduced in 2017 and updated in 2019. The intention of the policy is to ensure that anti-corruption laws as well as Fujitsu's Code of Conduct are complied with. It defines the rules and practices related to gifts, hospitality, sponsorships and charitable and political donations.

No Fujitsu employee is allowed to receive a direct or indirect bribe or offer a bribe of any kind. It is prohibited to offer any kind of benefit to influence decision making of another party such as a public authority.

Fujitsu has introduced a third party due diligence process in Europe to evaluate suppliers. The goal of it is to decrease the risk of bribery and corruption and to ensure ethical operating practices and compliance with anti-corruption principles. Fujitsu evaluates carefully whether a supplier fulfills the strict company-wide anti-corruption requirements before engaging the supplier.

We strive to constantly improve our operations

Quality work is an essential part of our corporate responsibility. We have a European level quality management system, which covers policies, processes, practices and guidelines. Every employee is familiarized with our operating models, and managers support and guide their team members in acting according to those models. Functional, efficient and flexible processes together with competent and motivated personnel are a prerequisite for excellent customer service.

We perform internal audits according to a continuous plan and actively track deviations and suggestions for improvement. We have a European level ISO9001:2015 Quality Management Certificate and ISO14001:2015 Environmental Management Certificate. We are also covered by the European level ISO/IEC27001:2013 Information Security Certificate.

Our goal is to work as efficiently as possible and to fulfill or exceed the customer expectations throughout the service life cycle. We constantly develop our operations according to the principles of continuous improvement and by using the Lean philosophy and methods. Every Fujitsu employee is encouraged to actively develop their performance and that of their teams. Different sources of information are used in the development of the operations, e.g. measurement and evaluation results and customer feedback.

We have set goals for quality of service and customer satisfaction, and defined supporting indicators. We continuously monitor the delivery of services in our business units and track deviations, as agreed in customer contracts. Some of the goals concern our processes in general, while customer specific goals are included in service contracts. Customer feedback and service reclamations are dealt with according to the feedback process.

Customer satisfaction is evaluated comprehensively, from management views to end-user experience. Those responsible for customers and operations utilize the feedback in continuous improvement. The goal of the feedback analysis is to find development areas and to suggest development projects to maintain and improve customer satisfaction.



Fujitsu Alert – a whistleblower program for employees and third parties

Fujitsu took into use a company-wide Fujitsu Alert in 2010. It is a whistleblower program which enables employees, suppliers, customers and other third parties to report breaches of Fujitsu's Global Business Standards. The announcement can be done anonymously, and all announcements are handled confidentially. Fujitsu Alert can be accessed at <https://www.fujitsu.com/fts/about/local/compliance/>.



Information security is everyone's responsibility

Risk management helps us to ensure that the risks affecting our business are identified, prevented and monitored. Risk management extends from the leadership to team level and to individual employees. We have named a person in every unit with the responsibility to implement and monitor risk management practices. Possible risk observations are reported to the unit management. The same risk assessment model is used in the entire Europe.

Preparing for and reacting to risks related to information security is an integral part of our risk management. Cyber threats or their attempts targeted against companies have been increasing in the last few years. It is very important to train both personnel and suppliers to act in a secure way, to understand the risks involved in handling of information and to react correctly to potential threats. We constantly work to increase awareness of information security by clarifying instructions and by informing and training our personnel.

During the past year, we have paid extra attention to physical information security at our Helsinki headquarters that is under renovation. We have renewed the access cards and increased the information on information security in the new premises.

We comply with national and international information security and information protection laws and regulations both in our internal operations and as part of the services provided to our customers. The management of our information security is based on ISO27001:2013 (Information Security Management) standard, the requirement of which applies among others to risk management, space and personnel security, protection of information systems and data traffic, development of information systems and continuity and recovery planning.

Information security is built into all of our processes. We regularly update policies and processes related to information security, check system requirements, train our employees and communicate actively about information security to our customers and suppliers. In 2019, we implemented a new system for documenting information security and maintenance topics.

Fighting against cyber threats requires wide co-operation

We seek to advance cyber security, i.e. the safety of the digital and networked society, by offering our customers information security solutions and by collaborating with private and public sector and with authorities. Wide-reaching cyber threats may endanger the functionality of the whole society and that is why it is important to prepare for possible threats together. Wide-ranging co-operation and open communication are required between different parties in the face of cyber threats in order to get an overall picture of the situation and to help prevent harmful effects.

As a key provider of ICT services essential for infrastructure security, we participated in the TIETO20 exercise, which is the largest collaboration exercise of companies and authorities to fight against cyber threats in Finland. The goal of the exercise was to develop the co-operation models between companies and public authorities. The first two parts of the exercise were held in the spring of 2020. They laid the foundation for an intensive phase to be carried out in January 2021, during which the participants will try to survive a wide-reaching imaginary cyber attack.

We participate in the VAHTI co-operation coordinated by Digital and Population Data Services Agency, the goal of which is to secure the functionality of the public administration and public ICT services. VAHTI promotes the digital safety of public service and coordinates the co-operation between parties responsible for service production.

Furthermore, we will participate in HAVARO, a national monitoring and early warning system provided by the National Cyber Security Center especially for critical infrastructure providers and central government. The system aims to detect malicious or abnormal traffic in organizations networks and to warn about potential information security threats. The system helps to build an overall picture of information security threats directed against Finnish data networks.

We also participate in the Finnish Information Security Cluster (FISC) association and Cyberlab inc. owned by it. Members of FISC are nationally important information and cyber security product and service provider companies and organizations. It promotes the interests of cyber and information security sector organizations and advances the wide utilization of cyber security know-how in Finnish society.



We are bringing information security closer to people and explain why things are done. At the same time we increase risk awareness in the organization. Our most important mission is to lower the threshold for people to report deviations and suspicious activities. Information security is everyone's business.

*Marko Remes
Head of Security Governance*



Final Words

Together we can find solutions to the challenges facing humanity

We are proud to have responsibility at the core of our business. We have a genuine will to build a better world and promote sustainable development. Our success depends on the innovative solutions that we are able to offer society.

The future looks very different to last year. The Corona virus pandemic is expected to change the world in many ways, and it is still difficult to predict the scope of changes. Both the way we work and the way we produce and consume services are changing.

It is certain that innovation based on information and communication technologies will continue to be needed in all areas of human activity. Fujitsu will continue to leverage our broad expertise and understanding of digitalism to build a better future together with our employees, customers and partners.

Global challenges further underline the importance of cooperation. Only by joining forces can we find creative solutions to the challenges facing humanity.

Fujitsu – shaping tomorrow with you.



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