



# Fujitsu Product Services Responsibility



**Fujitsu's Product Services team members are committed to social responsibility, promoting environmental responsibility and taking into consideration the environmental impact of all our life-cycle service operations, whether it's our own or our partners' devices. We truly believe that digital innovation can help to solve societal and environmental challenges. We want to promote sustainable development by connecting people, technologies and ideas into a world of opportunities where everyone has a chance make their dreams come true.**

## **UN Sustainable Development Goals**

In 2015, UN member countries agreed on United Nations Sustainable Development Goals and a plan of action to achieve them by 2030. We are committed to promoting goals that deal with the eradication of extreme poverty and sustainable development. They give equal weight to the environment, the economy and people.

## **Society and Fujitsu Product Services**

We realise business and social results in close cooperation with our stakeholders. We deliver innovative solutions for the private and public sectors and help our customers and Finnish society to achieve digital transformation. As an information and communication technology (ICT) partner, we further the development and security of the society we live in. By developing safe, transparent, efficient and responsible public services, we can both improve the productivity of public sector and build trust in society.



## Human rights and diversity

Human rights are part of our business culture. We take them into account in all of our business activities and we are constantly working to promote them. We strive to create a working environment in which our employees understand the importance of human rights.

Our responsible business practices reflect the world's diversity. We strive to build an inclusive culture where everyone can be completely themselves. We value diversity and make sure that people have the opportunity to succeed and be successful at work regardless of gender and gender identity, sexual orientation, race, ethnicity, health and age. 55% of Fujitsu's Product Services Finland unit employees are women and 45% are men. 43% of the Fujitsu Product Services Finland's management team employees are women.

*We respect justice and equality, and we promote diversity and inclusion.*

- 1** We support equal-employment opportunities and respect for human rights
  - We strive to provide equal job opportunities for everyone.
  - We are committed to treating our employees equally and to preventing discrimination.
- 2** We comply with labour legislation and regulations
  - We comply with the applicable laws and regulations of the countries in which we operate.
- 3** We prohibit human trafficking and all forms of forced labor.
- 4** We respect our work environment
  - We strive to achieve and maintain a healthy, safe and motivating work environment for our employees.



## Welfare

We constantly strive to improve and enrich our wellness culture. We pay active attention to our employees' physical and mental well-being. We appreciate our employees and we want to make sure that they have the opportunity to develop and grow in their roles at work.

### Our main well-being goals:

- Offer all employees meaningful, exciting and challenging work
- Enable continuous learning and development
- Enable staff collaboration across international and organizational boundaries

## Environment

We promote a carbon-free society and combat climate change by providing technology that supports digital transformation and services. We help our customers with digitalisation and in reducing emissions. Fujitsu's global goal is to reduce its carbon footprint to zero by 2050. In the spring of 2021, we updated our global greenhouse gas emission reduction goals. An initiative called Science Based Targets confirmed that our goals are aligned with the target of 1.5 degree temperature rise. Read more about the initiative: <https://sciencebasedtargets.org>

We employ an ISO14001-certified environmental system. We have identified four key areas where we strive to continuously improve our performance: nature and biological diversity, pollution prevention, sustainable use of natural resources, and climate change and energy.



### Our environmental program includes the following commitments:

- We are committed to reducing our CO<sub>2</sub> emissions both in our own operations and for our customers through the services we offer.
- We set annual goals for work travel to reduce related CO<sub>2</sub> emissions.
- We use 100% renewable energy in our offices and in our server facilities. We also constantly strive to improve our energy efficiency.
- We optimize product logistics and deliveries, as well as support and maintenance services in order to reduce emissions and other environmental impacts.
- We strictly comply with legislation and local regulations in waste recycling, and we strive to improve our own waste-recycling rate.
- As part of our ICT product life-cycle management services, we offer our customers a sustainable and data-secure way to dispose of old equipment. We use more than 90% of all materials again – either as whole units, as spare parts, or as materials for other products.
- We actively involve our personnel in improving our environmental performance and encourage them to undertake voluntary environmental work.

## Committed to compliance

We ensure that our group's officers and our employees are committed to complying with Fujitsu's policies. Through our commitment to social responsibility, we earn the trust of our stakeholders.

## Occupational health and safety

Occupational Health and Safety (OHS) forms an integral part of our operations. Work-safety occupational health activities support our personnel's ability to work and develop, prevent accidents and work-related illnesses, and ensure safe and healthy working conditions. Occupational health, especially the occupational safety aspect, are included in all our human-resources management processes and practices, such as employee familiarisation, competence development and supervisor training.

We actively try to prevent work-related diseases and accidents. We comply with local health and safety regulations and we exceed the requirements set out in those regulations whenever possible



1. We respect human rights.



2. We follow local laws and regulations.



3. We act fairly in our business.



4. We protect and we respect intellectual-property rights and property.



5. We maintain confidentiality.



6. We do not use our position within the organization in the pursuit of personal gain.



Juha Kemppainen  
Head of Supply Operations

## Supply chain

We support sustainable production, where people and the Earth are in harmony. We want to promote sustainable and environmentally-friendly lifestyles and create ecosystems that support them in different countries and in all industries. With the help of our expertise, supply chains gain efficiency and we come closer to achieving our goals regarding the circular economy and carbon neutrality.

Fujitsu has decades of experience as a supplier of digital solutions for industry. Our expertise covers the entire supply chain. We apply our long-term ICT experience to the latest digital solutions, such as artificial intelligence and high-performance computing. We also take care of data security and traceability.

## Partners

We require ethically, socially and environmentally sustainable operations from our partners. Our suppliers must comply with our global business rules and operating principles of responsible procurement, and meet essential information-security requirements.

## Device manufacturing and recycling

Fujitsu Finland does not manufacture devices in Finland. The Fujitsu brand workstations imported to Finland are mainly manufactured by Fujitsu at the Shimane factory in Japan, which is audited by the Responsible Business Alliance (RBA). We also make sure that the production facilities of our subcontractors meet the standards set by the RBA. Fujitsu's workstations have international sustainable-development TCO certificates and EPEAT environmental labels. To secure these, our products must meet very strict ecological and social sustainability standards. Fujitsu strives to manufacture devices that are as light as possible, with as few parts and as little material as possible. Our devices are easily recyclable either into spare parts, or as material for new products. The most important thing in reducing environmental load, however, is manufacturing high-quality devices that last a long time.

Finnish legislation and EU directives require that electrical and electronic waste be recycled. Monitors, processors, laptops and peripherals are classified as dangerous waste that requires handling and disposal in accordance with the law. Together with our service partners, we recycle these materials in

accordance with local requirements, in a data-secure fashion. Our devices-recycling partner performs the recycling safely, by removing user data and files in accordance with the instructions and recommendations of the Finnish Communications Regulatory Authority, Traficom.

Our recycling partner sells the devices, devoid of data, to their own partners, mainly in the Nordic countries. These companies are committed to recycling equipment during and at the end of the life cycle. Recyclable devices are not exported outside the EU. In 2020 more than 95% of recovered materials were recycled as raw materials. Our recycling partners sell further assorted raw materials to their own partners, who use those materials in the manufacture of new products.



## We are committed

- to reducing greenhouse emissions and thus to limiting climate change for our part
- to doing voluntary work for two working days per year
- to building an inclusive company culture
- to increasing the proportion of female employees in technical roles and management positions
- to enabling our employees' personal development and growth opportunities
- to strengthening responsible procurement
- to preparing a circular-economy roadmap for the products business
- to promoting our thought leadership in the circular economy and the life cycle of devices under our control
- to innovating projects that promote responsibility, together with our customers

## Our 2025 goals

- 1** Increasing the score indicating personnel commitment to 85/100 by 2025. Result in Glint job-satisfaction measurement\*, November 2021: 77/10
- 2** Increasing diversity
- 3** Increasing our recycling ratio to 1:1 by 2025 so that for each new device made, one is recycled
- 4** Personnel responsibility training
- 5** Spreading the word regarding Fujitsu's responsibility ethic—growing awareness and measuring our success with the help of a customer survey

\*Glint job satisfaction survey

At Fujitsu, we evaluate employee commitment, well-being, satisfaction and the performance of our professionals twice a year with the Glint job-satisfaction survey. The opinions of our employees are important to us, as they directly affect our strategy. The research indicates where we need to focus and what kind of concrete actions we should take to improve job satisfaction at team, department and business-unit levels.

The more participation and the more answers we get, the more comprehensive the research results. With them comes a better understanding of the organization's needs: our goal in the Fujitsu Northern and Western Europe (NEW) region is that 80% of our employees participate in the Glint job satisfaction survey.

The most recent survey is from November 2021. From the Product Services unit, no less than 89% of employees completed the survey, i.e. 47 of 53.

The survey showed an employee-commitment score of 77%; five points higher than in the last study, completed in June 2021.





FUJITSU FINLAND OY  
[www.fujitsu.com/lcm](http://www.fujitsu.com/lcm)