

Fujitsu Finland Oy

Responsible Business Report

Financial Year 1.4.2020–31.3.2021



shaping tomorrow with you

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Dear Reader,

Welcome to Fujitsu Finland Oy's sixth Responsible Business Report, which covers the financial year 2020–2021. In this report, we describe how Fujitsu is helping to solve sustainable development challenges and build a better future for Finland and people in Finland.

We publish a Responsible Business Report annually after the end of each financial year. The information presented in this report covers the financial year which began on 1 April 2020 and ended on 31 March 2021. The information in the report is based on self-assessment, and the report has not been externally verified.

The report is available in both a printed and digital form. More information on our corporate responsibility, our previous reports and their English-language versions can be found on Fujitsu Finland's corporate responsibility pages at <http://www.fujitsu.com/fi/about/finland/yritysvastuu/>. To read more about Fujitsu's global corporate responsibility activities, please go to <https://www.fujitsu.com/global/about/csr/>.

We hope you enjoy reading the report!

Fujitsu's Corporate Responsibility Team



Message from President Tokita

The threat posed by COVID-19 has made us realize just how vulnerable the sustainability of our societal systems really is. At the same time, I feel tremendous sympathy for everyone who has been impacted by this disease.

In the midst of this situation, the climate change issue is becoming more critical, and numerous social distortions continue to emerge, such as widening disparities between groups. From a corporate viewpoint, there is a heightened global awareness that companies will not survive unless they can contribute to solving societal challenges while also addressing the need for efficiency and profitability.

Given this reality, I believe that the way we must serve every one of our stakeholders is with the spirit of 'empathy for others. This year we defined the reason Fujitsu exists in society, our Purpose, as "to make the world more sustainable by building trust in society through innovation". We also decided to modify the Fujitsu Way, which was the first revision in 12 years. Under the banner of One Fujitsu and with a shared sense of values, all 130,000 employees are proactively working to enhance the sustainability of society.

Undertaking actions based on our Purpose equates to meaningful contributions to the UN's Sustainable Development Goals (SDGs). I view the essence of the SDGs as being systemic changes that the global community must achieve by 2030 to allow all 9 billion-plus people around the world to live a good life in 2050 - while keeping within the sustainable limits of this planet. The challenges addressed by the SDGs are complex connected chains that comprise many elements. To solve these problems, we need digital transformation on a scale that encompasses all aspects of society. At Fujitsu, we have vast global experience across a range of industries and business areas, and we aim to play a leading role in the creation of digital ecosystems that transcend traditional sector boundaries.

With this objective in mind, we will transform our mindset and corporate culture. In the management policy released this fiscal year, in addition to conventional financial indicators, we formulated new non-financial indicators to evaluate activities that impact the interests of our many stakeholders, including the community, our customers and our employees. In terms of the priority non-financial areas, we created a unified Global Responsible Business (GRB) framework that covers such issues as enhancing human rights, diversity and inclusion; the environment; and responsible procurement in the supply chain. Fujitsu aims to make stable, long-term contributions to all its stakeholders, both in a financial and a non-financial sense. This will create a positive cycle that results in further growth for our company.

Finally, as a signatory to the United Nations Global Compact, Fujitsu supports the 10 principles of the Global Compact in the four areas of human rights, labour, the environment, and anti-corruption. We are absolutely committed to minimizing negative impacts on people and society and to promoting a corporate culture with zero tolerance for corruption.

Takahito Tokita
President and Representative Director
Fujitsu



Fujitsu in Finland



A global Japanese ICT company

Fujitsu is a leading Japanese ICT company offering a full range of technology products and ICT solutions and services. About 126,000 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 diverse 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.

We aim to build a human-centric networked society in which information and communication technology solves challenges in society and the environment and enables wellbeing of people. We shape the digital future of our customers, ranging from defining strategy and creating digital platforms to implementing services and improving customer experience. We offer digital solutions in the fields of artificial intelligence, the Internet of Things (IoT), analytics, robotics, and blockchains.

Strong local services

Fujitsu Finland offers its customers strong local service capabilities. In Finland and Estonia, we employ approximately 2,200 people in total. In Finland, we have operations in approximately 20 locations. Our head office is located in Helsinki, and our largest regional offices are in Tampere, Turku and Lahti.

Fujitsu Finland's business consists of services and product sales. Among other things, we offer digital business solutions, cloud services, application services, ICT services, information security, as well as Service Desk and technical maintenance services. Our products include workstations, integrated systems, storage systems, servers and peripherals. Services account for approximately two thirds of our net sales.

Fujitsu Finland's net sales for the 12-month financial year, which ended on 31 March 2021, were EUR 371 million and operating profit was EUR 17.1 million (4.6 per cent of net sales). The equity ratio was 51.9 per cent.

Fujitsu Finland Oy is owned by the Dutch-registered Fujitsu Services Holding B.V. Fujitsu Finland has one subsidiary in Finland: Nico, or Nice-business Consulting Oy.

Our impact on Finnish society

The value and social impact of our business are created in close co-operation with our stakeholders. We develop innovative solutions for both the private and the public sector and assist our customers and Finnish society in the digital transformation.

We employ 1,800 people in Finland and also create jobs indirectly as part of a more extensive ecosystem. We also influence Finnish society as a member of various industry organisations and local chambers of commerce, as well as Technology Finland and the FIBS corporate responsibility network.

Fujitsu is committed to promoting tax transparency. We do not make tax avoidance arrangements nor relocate tax structures abroad to reduce the amount of taxes payable to Finland.

During the financial year, Fujitsu Finland Oy paid a total of EUR 100.2 million in taxes and other tax-like items (EUR 94.8 million in the previous financial year). The amount consists of taxes on business activities (EUR 3.4 million) and other payments (EUR 96.8 million). The majority of the other payments were accumulated from the net amount of EUR 64.1 million in VAT. Withholding and social security contributions totalled EUR 32.7 million.

Changes in our operating environment

Digitalisation is changing corporate culture and ways of working

The most significant change in Fujitsu's operating environment is the digitalisation of society. Business and public services are seeing an ever-accelerating rate of digitalisation, and completely new, purely digital services are being generated. The global coronavirus pandemic has further accelerated the transformation of services.

Digitalisation is also changing ways of working, and an increasing share of work is carried out in locations other than offices via remote connections. The global pandemic, at the latest, has shown that a large part of expert work can be performed independently of time and place.

New kinds of tools, together with a new kind of corporate culture, make the transformation of working life – smart working and a working environment with no boundaries – possible. When modern tools are incorporated in the culture transformation, the organisation becomes more agile, personnel wellbeing improves and the organisation is able to better meet customers' needs.

In the coming years, we will focus on strengthening our new way of working in both our own organisation and the organisations of our customers. We will offer services for adopting new tools and working methods and for the holistic change taking place in corporate culture. This will help us to create prerequisites for successful business for our customers.

New premises support the transformation of corporate culture

In Finland, we have been improving ways of working and promoting the transformation of corporate culture for many years. The renovation of our head office in Valimo in Helsinki, completed in 2020, promotes the transformation through versatile space solutions. The new premises are expected to increase interaction and co-operation between teams, thus supporting an increasingly agile and innovative corporate culture.

The office renovation also supports employee wellbeing, since the versatile space solutions cater to individual needs and ways of working. There are gender neutral restrooms in the renovated premises, in addition to traditional restrooms designated for men and women separately.

One of the goals of the renovation was to increase the efficiency of the use of space as remote work is becoming increasingly common. The new premises are also more environmentally friendly: energy consumption is reduced as the floor area was decreased by half, and energy-efficient LED lights are used in lighting. The premises also provide extensive waste sorting opportunities, and the parking garage is equipped with charging stations for electric cars.

Safety of personnel and the continuity of critical services ensured during the pandemic

The importance of health and safety in the work environment has been understood at a deeper level during the coronavirus pandemic. The new model of working highlights the employer's responsibility – the wellbeing of people must be supported and safe working conditions must be ensured no matter where the work is performed.

We followed the coronavirus pandemic closely from the beginning of 2020 both at a country-level and globally. We immediately took extensive measures that aimed to prevent the spread of the virus. Remote work recommendations were issued to all Fujitsu employees and work-related travel abroad was prohibited. The business hours of our office locations were limited, based on the regional pandemic situation.

In Finland, the coronavirus task force has been convening regularly throughout the pandemic to assess the situation and to prepare guidelines on safe working and on restrictions to the business hours of our office locations. Regular briefings have been held for personnel, and instructions and other information concerning health and safety have been made available on the intranet.

In addition to securing personnel wellbeing, we focused on ensuring the continuity of our services and operations and providing our customers with all the support they needed in the challenging situation. Our clientele includes many actors that are crucial to the functioning of society, and securing and maintaining their services is of utmost importance.

All of Fujitsu's office locations and global service centers deployed the arrangements that secure the continuity of the business operations. These are systems and processes, tested and proven in practice, that make long-term remote work possible and help continue the business operations in a normal manner.

Fujitsu Finland's entire leadership team took part in the planning and implementation of the measures. We

also made use of Fujitsu Group's expertise globally. The arrangements enabled us to provide continuous services to our customers despite the state of emergency.

Market uncertainty resulted in adjustment measures

Fujitsu Finland Oy conducted employee co-operation negotiations in accordance with section 8 of the Act on Co-operation within Undertakings in September–November 2020. The adjustment measures were a response to the market uncertainty caused by the coronavirus pandemic and to the need to streamline the company's service model and cost structure.

The negotiations resulted in the termination of the employment relationship of 63 people and temporary layoffs of one week. In addition, an agreement was made with the personnel representatives according to which pay raises defined in the collective labour agreement were forfeited for a specific period of time. These raises would have taken effect on 1 February 2021. Concurrently, it was agreed that personnel will be compensated for the cancelled pay raises in the 2021 holiday period by excluding Saturdays from the calculation of holiday time. The agreement will remain in effect until 30 April 2022.

Creative solutions in the co-operation negotiations saved jobs

Both employer and employee representatives concluded that Fujitsu's co-operation negotiations in 2020 were constructive and sought solutions that would satisfy all parties concerned.

Originally, Fujitsu estimated that the organisation-wide savings need would be the reduction of 120 employees and the temporary layoff of 500 people for up to 90 days. However, the negotiations resulted in the termination of the employment relationships of only 63 people and in temporary layoffs lasting one week.

In the overall agreement package, personnel forfeited part of their winter holiday bonuses, which helped shorten the layoff periods. At the same time, the 2 per cent pay raises planned for February 2021, which could be agreed on locally as per the collective labour agreement, were forfeited. The employer reciprocated by no longer including Saturdays in days calculated as holidays, which granted the employees five additional holidays in the 2020 holiday credit year.

"Different units negotiated on slightly different matters, and some of the solutions found were fairly innovative," says Fujitsu Finland's chief employee representative **Liisa-Johanna Pesonen**. "This offered a permanent benefit for the employer, but many employees find additional time off to be valuable."

Liisa-Johanna Pesonen admits that the arrangement was a fairly significant deal in terms of the personnel's salary development. "We had to carefully calculate the level that would still be acceptable to us. In this manner, we were able to secure the jobs of more people, the number of those who were eventually terminated remained in the range of 60 people and the temporary layoffs were shorter than first anticipated. This was a package that required careful consideration. In addition, this was the first time we have received positive spontaneous feedback on co-operation negotiations," Pesonen sums up the process.

An interview with Liisa-Johanna Pesonen was published on the Tivi website at www.tivi.fi on 10 February 2021.

Managing Director's viewpoint:

Building trust through responsible technology

Fujitsu Finland's financial year began under the emergency conditions caused by the global coronavirus pandemic in April 2020. In the interview, Managing Director Simo Leisti takes a look at the past year and how it has affected Fujitsu's long-term work to promote sustainability and develop working life.

What sustainability topics were highlighted in the operations in the past year?

The number one priority was to secure and develop services that are critical in society. For example, we participated in developing a solution for the Finnish State Treasury which enabled timely payments of cost support to enterprises suffering due to the pandemic.

Previously, we focused on setting targets to reduce emissions generated by our own operations, such as those caused by air travel. Now we focus more on sustainability in our business operations. Our goal is to build a better society through our core expertise and digitalisation.

as the best way to fulfil our corporate responsibility is to help our customers to act in a more responsible manner and to meet their sustainable development goals through intelligent digital solutions. The greatest positive impact on society is achieved through partnerships.

Our own objective of the carbon neutrality of our direct emissions as early as 2021 is not enough. We should also help our customers to reduce emissions in different sectors and by doing so, bear the responsibility for the indirect impacts of our operations on the environment and the climate.

A great example of the power of working together is our partnership with the City of Lahti. Lahti is the European Green Capital 2021, and as their innovation partner, we want to help the city and its residents to develop digital solutions that promote sustainability of urban life. This is how we implement the Fujitsu Way in practice – by making the world more sustainable and by building trust in society through innovation.

The coronavirus pandemic has changed the ways of working in many organisations. What does the future of working life look like and what is the role of technology?

Work performed in more than one location has become the new normal during the coronavirus pandemic, at the latest. The future work environment will have no boundaries, and work will also be performed in locations other than the office. The employer's responsibility is highlighted in the new model of working – employers must support the wellbeing of people and the sense of community among them and ensure safe working conditions regardless of where work is performed.

Technology offers new opportunities for this, as shown by the Book your office space application we developed. It enables employees to reserve the most suitable workspaces and also makes it possible to ensure that the allowed number of people is not exceeded in the office.

Nevertheless, this is a transformation of working life and corporate culture that extends beyond individual technology solutions. We offer our customers services not only for the adoption of new tools and ways of working, but also for building a new kind of corporate culture.

The choices related to ways of working often have direct impacts on the wellbeing of people and the environment. For example, we strive to virtualise our service desk and end-user support services to enable customers to find a solution for their technical issues by following the instructions given, which would eliminate the need for on-site visits. This will reduce driving and the greenhouse gas emissions that it causes.



How is the transformation of working life being manifested at Fujitsu?

The ways of working are being transformed globally. In Japan, 80,000 of our employees switched to working remotely permanently in the spring of 2020. At Fujitsu Finland, working remotely has been possible for a long time, and we have been investing in the development of our corporate culture even before the pandemic.

The office renovation in our head office in Valimo in Helsinki was just completed, supporting the transformation of our corporate culture. The new premises cater to the wellbeing of personnel and the environment in many ways: they are equipped with LED lighting, waste sorting stations and charging stations for electric cars. The floor area was significantly reduced, providing energy savings. The space solutions also support the sense of community and individualised ways of working.

These exceptional times have also underlined the fact that in a work community, everyone should bear responsibility: co-workers for one another, managers for their teams and individuals for themselves. We encourage everyone to take ownership of their own work. We trust that people themselves know what is best for them and the most productive way to work.

At the same time, these times have highlighted the employer's responsibility, which is no longer limited to the office but is comprehensive and aims to ensure personnel's overall wellbeing. We want to continue to be known as a responsible employer who includes employees in the development of better working life and in defining shared rules about how we work.

An example from the past financial year is the local agreement that took place during the co-operation negotiations. We negotiated a local pay solution that suited us: personnel forfeited the pay raises defined in the collective labour agreement and the employer discontinued including Saturdays in the calculation of holidays. This helped us reduce the number of employees whose employment relationships were terminated and shorten the duration of the temporary layoffs.

In the summer of 2021, Fujitsu will again participate in Suomi Areena, which will be organised around the theme of “Digitalisation may save the world”. In your view, what are the chances of technology solving global challenges?

We genuinely believe that digital innovations may help solve challenges in society and the environment. This is already solidly manifested in a number of sectors ranging from healthcare to security and trade. A good example is Ricex developed by Fujitsu. It applies automation and blockchain technology to increase the transparency and efficiency of the global rice trade.

The digital solutions we have developed in Finland help anticipate the risk of exclusion among young people, for example, and reduce the emissions of public transport in large cities around the world. These are the kinds of solutions we want to develop more in co-operation with our customers and partners.

We believe that technology offers opportunities to solve many problems. However, the greatest challenge is the ability of people to adopt new operating models and to let go of old ones. It is important to ensure that technical and digital prerequisites of developing new solutions are in place, although the most essential factor people's commitment to change.

Fujitsu talks a lot about building trust in society through technological innovation. What does this mean in practice?

In a data-centred world, the reliability of information is important. Consumers are increasingly interested in the origin and carbon footprint of products, for example. Manufacturers must be able to provide reliable information about both the social aspects of production and the environmental impacts of the products.

Digital solutions may help to obtain and verify reliable information. I believe that the blockchain technology, for example, may help increase the transparency of global value chains in the future and, consequently, consumers' trust.

Securing a functioning society also requires trust. The emergency conditions have further highlighted this. People must be able to trust the government and the authorities as the providers of accurate information and, on the other hand, they must be able to trust that commercial providers of services use and store personal data responsibly.

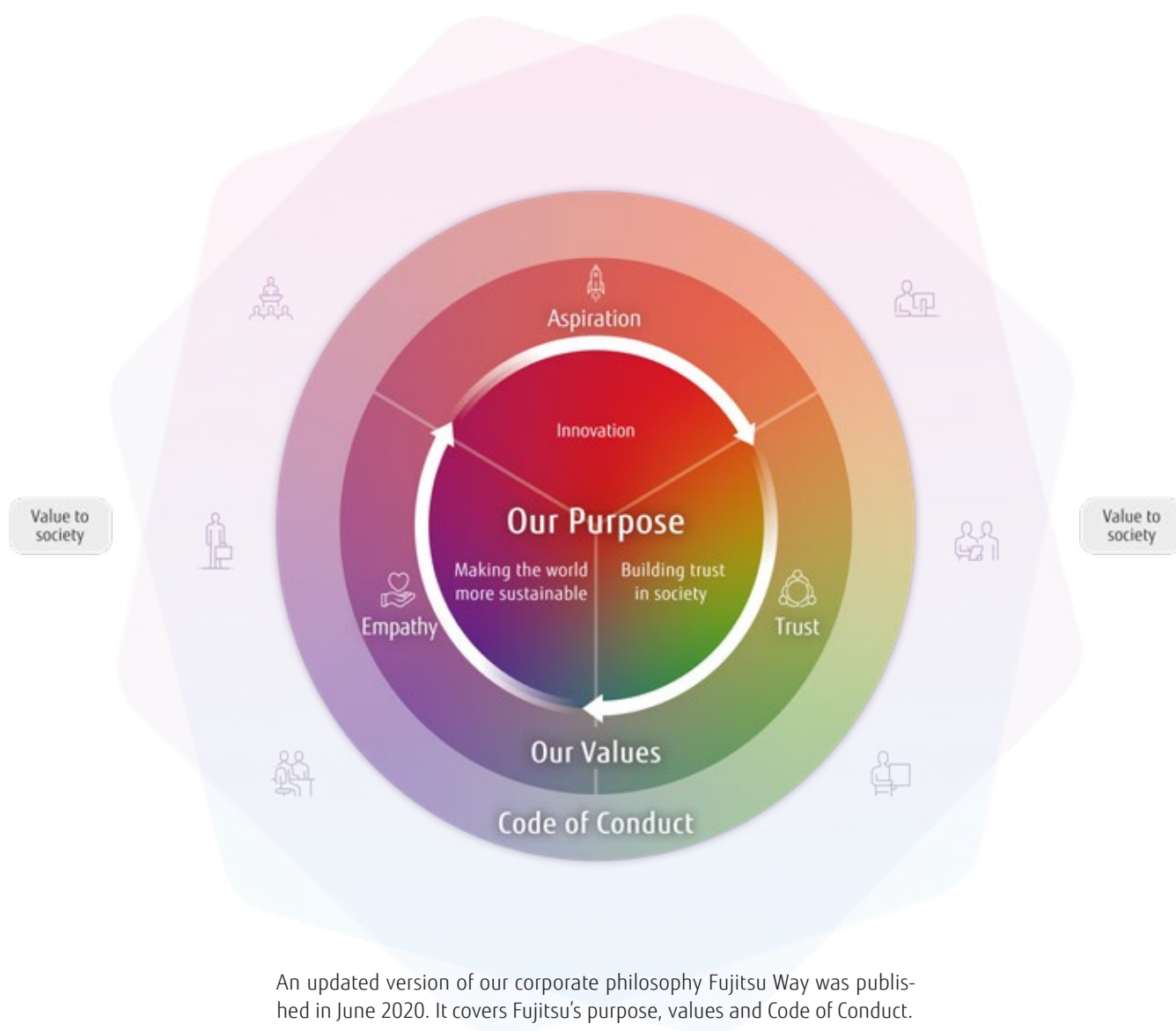
We are proud that Fujitsu is considered to be a safe and reliable service provider. We continuously work towards being worthy of our customers' trust. We want to be a responsible actor in Finnish society and build reliable digital services for the good of society.

Sustainability at Fujitsu

Our purpose is to build a more sustainable world

Sustainability is anchored in our global corporate philosophy Fujitsu Way, which defines our purpose and values and included also our code of conduct. The Fujitsu Way guides all our decision-making and the activities of each Fujitsu employee in relation to the world and our stakeholders. It is a central part of our business and growth strategy, which aims to create value through technological innovations for both our customers and society as a whole.

In the summer of 2020, Fujitsu updated its operating philosophy for the first time since it was published 12 years ago. The world has become increasingly complex, while the interdependence of people, companies, nations and other organisations has grown. As a global technology company, Fujitsu has an obligation to be an active participant in the transformation of society and to apply its technological expertise to solve social and ecological problems. The purpose of Fujitsu's operations is to *make the world more sustainable by building trust in society through innovation*.



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

We promote the UN's Sustainable Development Goals

We are committed to promoting the United Nations' Sustainable Development Goals, which aim to eradicate extreme poverty and to ensure sustainable development, in which the environment, the economy and people are taken into consideration equally. The goals and the policies to achieve them by 2030 were agreed on by the UN member states in 2015.

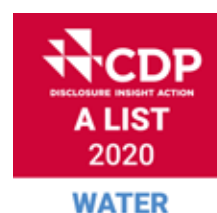
To us, the Sustainable Development Goals mean an opportunity to build a better future together with our customers and partners. We believe that technology can solve problems in society and the environment and create added value for the humankind.

External recognition and awards for sustainability work

Fujitsu Group was selected on the Dow Jones Sustainability World Index (DJSI World) for the 21st time in a row. In the CDP climate programme listing, Fujitsu has received the best A-list rating for combating climate change for four consecutive years and for sustainable water use for the second consecutive time in 2020. In addition, Fujitsu is included in FTSE4Good and UN Global Compact 100 listings and performed well in many other international ratings that measure responsibility.



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





Building a sustainable society

Sustainability is in the core of our operations: through our business, we apply our technological expertise and build a renewing, sustainable and reliable society together with our customers and partners.

Traditional operating practices are being transformed by the possibilities provided by digitalisation and the concurrent global challenges, such as the coronavirus pandemic and climate change. Our task is to support our customers in adapting to the change and in developing their operations by means of innovative technologies.

Fujitsu is known as a provider of systems and services that are of national importance and central for the functioning of society. We are a trusted partner of the gov-

ernment, healthcare and the defence sector alike. Many of the services we have built, such as Kela's Kanta health information system, are within the reach of all citizens. ATM machines and a large part of the checkout systems used by retail stores are run by solutions developed by us.

We are actively involved in various sector and industry ecosystems which enable the sharing of information and joint innovation between different actors. Microsoft, SAP and ServiceNow are our strategically important partners both globally and locally in Finland. Co-operation enables us to provide our customers with solutions that support comprehensive service and digitalisation.



Digitalisation partner of public administration

As the ICT partner of public administration, we participate in the development of society and in securing its functioning. By developing safe, transparent, efficient and responsible public services, we can improve the productivity of the public sector and build trust in society.

Fujitsu has long-standing and confidential customer relationships with several government agencies. Together, we develop and streamline the operations of public administration and implement services that enable smooth governance for public administration, citizens and businesses.

We are developing and streamlining the operations of public administration, among other things, by providing unified and end-user-focused basic information technology environments and intelligent digital solutions and improving the interaction of citizens, businesses and the authorities with digital solutions.

We have a wealth of experience in providing services through the public administration's IT service centres. In 2021, our important customers include the Legal Administration, the State Treasury, the Finnish Patent and Registration Office, the Government ICT Center Valtori, VTT Technical Research Centre of Finland, the Keva public sector pension provider, and Metsähallitus, a state enterprise, which manages state-owned land and water. In several procurement areas, Fujitsu is the ICT service provider chosen by Hansel, enabling Hansel's customers to procure services through small-scale tenders.

We also participate in the preparation of government's IT solutions and in the working groups of the Technology Finland and the Helsinki Chamber of Commerce.

Information management services for public administration

Efficient information management and management by information play an important role in the Finnish information society. New information is continuously generated and decision-making requires efficient consolidation and the analysis of data.

Thus, information management plays a central role in the development of functioning and reliable public administration and public services. Collaboration between the authorities is facilitated by the quick availability of up-to-date information that can also be rapidly shared both during normal conditions and, in particular, during fault situations and emergencies.

For many years, Fujitsu has been the public administration's partner in analytics and management by information. At the beginning of 2021, Fujitsu was selected as the maintenance and further development supplier for the analysis service of the Ownership Steering Department of the Prime Minister's Office. The service assists the Department in the financial monitoring and analysis of state-owned companies and state associated companies.

Fujitsu was also selected as the supplier of the new SAKO system for the Finnish Patent and Registration Office in

Smart digital services accelerated the processing of compensation claims during the coronavirus pandemic

The Government outlined in May 2020 that companies whose turnover was severely affected by the coronavirus will receive cost support to help them avoid bankruptcies and to secure the continuity of their operations. The support would be granted by the State Treasury.

Fujitsu participated in developing a new digital service process for the State Treasury for the processing of compensation claims. The system was developed in co-operation with the State Treasury and its partners Accenture, Fujitsu, Knowit and TietoEvy in only six weeks. The service enables the State Treasury to process the compensation claims, make payments and report them in real time.



2020. SAKO is an archive application that serves as the basic information system of many digital services provided by the Patent and Registration Office. The Finnish Patent and Registration Office provides an extensive range of digital services for businesses and organisations.

In the spring of 2020, the State Treasury selected Fujitsu Finland as the main partner of its integration services. The State Treasury is in charge of, among other things, government loans and debt and cash management, manages central government accounting, as well as develops and produces internal corporate services for central government finances and personnel administration. The State Treasury intensively invests in digital applications and support functions for digital services. Fujitsu's integration services ensure that information is transferred smoothly between applications.

For the Ministry of the Interior, Fujitsu supplied a case management solution that is used by both the Ministry of the Interior and the Police, Emergency Response Centre, Border Guard, Rescue Services and Immigration Service, which all operate under the Ministry. An efficient case management system automates routine functions and offers up-to-date and clearly presented information to support decision-making.

Efficient and secure solutions for the defence sector

Digitalisation has become an important factor in boosting the defence and national security operations. New

technology solutions enable more reliable and efficient services than before. Upgrading old information systems also improves usability and offers considerable 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 complete tasks that require increased information security. Fujitsu has separate centres of expertise in the security and defence industry in Japan, Australia and the United Kingdom. Through international co-operation, we can apply our extensive expertise in national solutions as well.

Fujitsu Finland works resolutely to develop the overall security of its services and operations. As a competent authority, the Finnish Defence forces has issued Fujitsu Finland a TL III (confidential) level Facility Security Clearance certificate. When preparing a Facility Security Clearance certificate, the public authority examines how the company in question takes care of security arrangements.

We pay special attention to security in product 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 end-user devices. The agreement is based on the contractual arrangements of the Hansel framework agreement.

Itämeri.fi website created through a solution provided by Fujitsu

The Itämeri.fi website was created by Fujitsu and launched in the spring of 2020. The site brings together information produced by various Finnish institutions and serves anyone interested in the Baltic Sea. The project, funded by the European Maritime and Fisheries Fund, was coordinated by the Finnish Environment Institute SYKE. Several organisations producing marine information participated in the project.

"Many organisations and agencies have collected a wealth of information and data on the Baltic Sea over the decades, but only a fraction of it has been publicly available. The Finnish agencies that produce marine information joined their forces to set up the new service, and it is now available to all marine enthusiasts. The website is a significant service, also on an international scale," said **Paula Kankaanpää**, Director of the Marine Research Centre of the Finnish Environment Institute SYKE in a press release published on 18 May 2020.

The website solution runs in Fujitsu's data centre. Fujitsu is a long-term partner of Finland's environmental administration, and the same solution has been previously used for creating thirty other websites for the environmental administration.

"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 work, we ensure that 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 Fujitsu's Managing Director **Simo Leisti**.

Better services and daily life for municipality residents

We help municipalities and cities in digitalisation and, thus, enable them to serve their residents better. The digitalisation of municipal services makes the operations faster and more efficient, reduces costs and improves the user experience. Well-functioning digital processes also streamline the work of municipal employees. The automatisisation of routine work frees up organisational

resources for decision-making and customer service.

Fujitsu is a long-term partner of the nationwide Kuntien Tiera company, which provides ICT services to and is owned by municipal actors. In 2020, we partnered with Tiera to help the City of Turku to overhaul the city's enterprise resource planning system. The reform enabled the city to provide more reliable and more comprehensive information on the administrative processes and by doing so, to offer smoother daily living for city residents.

Lassi Häkkinen / City of Lahti



Fujitsu helps innovate sustainable solutions in Lahti, the European Green Capital

The European Commission granted Lahti the 2021 European Green Capital Award (EGCA) as the first city in Finland. Fujitsu is Lahti's digital innovation partner during the theme year.

"As the European Green Capital, we will present the best European environmental solutions, support the climate targets of Lahti and Finland, as well as launch ambitious co-operation projects. We will promote the long-term environmental efforts of Lahti both in Finland and abroad and secure smooth daily life for our residents," says Lahti Green Capital's Programme Director **Saara Vauramo** in Fujitsu's press release published on 15 January 2021.

During the theme year, Fujitsu will organise innovation workshops which will bring together Lahti resident representatives and representatives of the city and local businesses. The aim is to find solutions that make urban life more sustainable. This is aligned with Fujitsu's goal of making the world more sustainable by building trust in society through innovations.

"As an innovation partner, we will help Lahti and its region to innovate novel solutions for the daily life of residents. Our society is changing at an unprecedented pace and in a fundamental manner. To solve future challenges, we will need innovative thinking and digital tools," says Fujitsu's Managing Director **Simo Leisti**.

The workshops apply the Human Centric Experience Design (HXD) method developed by Fujitsu, which integrates service design with value creation. Workshop participants brainstorm ideas and develop new concepts to reach a commonly defined target.



During the coronavirus pandemic, municipal councils and boards switched to remote work and decision-making. However, public decision-making requires solutions that are more effective and reliable than the regular communication tools. Fujitsu's CaseM case management solution and the integrated eMeeting module help organize remote meetings in dozens of municipalities in Finland.

CaseM enables secure and reliable remote meetings and voting as well as electronic signatures. It also promotes co-operation between the authorities, businesses and citizens. If needed, the entire service process, including

filing and processing various applications, can be carried out digitally through CaseM. This reduces manual work and makes decision-making faster, improving service quality and speed.

Mobile application supports the treatment of gestational diabetes

Fujitsu participates in CleverHealth Network's development project in which the treatment of gestational diabetes is supported by a new, digital service model based on artificial intelligence. The project will develop a mobile application that helps the pregnant mother to understand the impact of her lifestyle on her health.

A clinical patient study that uses the mobile application began at the beginning of 2021. The application measures, in real time, the mother's blood sugar, physical activity, nutrition and daily weight and saves the data in the cloud. The goal is to teach the user to make choices that help keep her blood sugar as steady as possible.

"There is demand for this kind of an application, since many people would like to receive more personalised and timely guidance. In addition, it may be difficult to measure the impact of one's lifestyle on the glucose levels with the current methods," said nurse **Jaana Palukka** in an article published in the Husari magazine (1/2021) of the Helsinki University Hospital.

Artificial intelligence will be added to the application later, which will make it possible to tailor individualised guidance and treatment for the patient. With the help of artificial intelligence, the application may propose changes to the mother's diet or provide forecasts on the health of the mother and the unborn child. In the future, the same service concept can potentially be applied in the treatment and prevention of other illnesses as well.

In the project, Fujitsu is in charge of data integration, mobile application modelling and designing the interface used by healthcare personnel. Fujitsu has been involved in funding the research related to the project carried out at Aalto University and the University of Helsinki.

In the CleverHealth Network coordinated by HUS, companies and healthcare experts develop new solutions for healthcare based on clinical research and health data, as well as new health technology export products for companies. The major partners in the eMOM GDM development project are HUS, Elisa, Fujitsu, Aalto University and the University of Helsinki, and the project is funded in part through funding granted by Business Finland.

Intelligent solutions for healthcare

We are extensively involved in developing Finnish healthcare. Our solutions help improve the productivity and customer experience of healthcare. Our solutions also play a key role in securing the continuity of healthcare services in exceptional circumstances, such as a global pandemic.

We provide workstations and applications, as well as infrastructure and other services for the needs of healthcare. 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 organisational boundaries.

The demand for health solutions that apply new technologies is constantly growing both in Finland and worldwide. At the same time, the requirements set by legislation are becoming stricter. Legislation on medical devices changed in the EU in 2020 when the Medical Device Regulation took effect, replacing the old directives. The regulation requires that ICT companies in the healthcare sector have more extensive and more detailed quality systems. We launched a project to develop a medical device quality system and certified the first medical device to the market in 2020.

Innovative solutions for the private sector

We provide ICT services and solutions extensively for the private sector ranging from retail to financial institutions and the manufacturing industry. Many of the services are critical to the functioning of society and to security

of supply. For example, our services ensure the availability of cash and the functioning of food distribution. Our services also help to make operations more efficient and reduce energy consumption or emissions in many industries.

In the 2020 financial year, we served more than 2,000 retail stores in Finland, in which a total of 12,000 cash registers run on Fujitsu's Market Place for Grocery store system. A digital platform makes retail simple, scalable and cost-effective. In 2021, we focus on examining solutions to the problem of food loss in co-operation with our customers and business partners.

In the 2020 financial year, we delivered key ICT infrastructure and user support services to Finnish pension insurance providers and bank groups. By doing so, we secured the continuity of many functions and services that are critical for Finnish society and economic life. We were also in charge of the application services and maintenance of the approximately 1,200 Otto ATMs provided by Automatia, securing the availability of cash in Finland.

We supported the manufacturing industry in the preparation for a digital transformation. Industrial production can be made more efficient in many ways through high technology and intelligent factories. Intelligent technologies and the digital architecture allow for the real-time management and operation of production facilities, which will help not only to achieve cost-savings but also to reduce the environmental impacts.

The cloud platform delivered to Orion accelerates pharmaceuticals development

The coronavirus pandemic demonstrated that the efficient manufacturing of pharmaceuticals is of utmost importance in saving lives. At the same time, the regulations that supervise the safety and availability of pharmaceuticals are strict. As a leading manufacturer of pharmaceuticals, Orion's mission in all circumstances is to meet or exceed these requirements and to promote the wellbeing and health of its customers.

Orion needed an intelligent platform for research and pharmaceuticals development. The research platform must enable the analysis of large masses of data and the automation of the analysis, as well as be scalable to the requirements of complex projects.

Orion chose Fujitsu, its current infrastructure service partner, to implement the cloud-based Data Science Workspace on Microsoft Azure. The solution offers a scalable research and product development environment for the testing of authentic use cases. The application development was provided by Bitfactor.

Orion's Data Science Workspace has accelerated the entry of new projects to the market. Accurate data simulations ensure that the time spent on development is shorter and pharmaceuticals that have the potential of saving lives are available to patients faster.



Fujitsu supports the fight against the coronavirus by giving free access to its intellectual property rights

In May 2020, Fujitsu announced its commitment to the Open COVID Pledge, stating that it would provide free access to its intellectual property rights to mitigate the financial and social impacts of the coronavirus pandemic. The pledge, which originated from the US, aims to promote free access to participants' intellectual property rights for activities aimed at ending the global spread of the disease.

In committing to the Open COVID Pledge, Fujitsu has declared that it will not assert its patents, utility models, or designs against individuals or entities for a certain period of time and will not seek any consideration or compensation for such activities. Fujitsu has also endorsed and declared its involvement with the "Open Covid-19 Declaration," a similar initiative in Japan.

By committing to these programmes, Fujitsu aims to prevent the pandemic from spreading by offering free access to its almost 40,000 patents, utility models and design patents (including pending applications) related to the development of new drugs and patient care, and actively promote cross-industry utilization by companies and research institutions around the world in the spirit of global cooperation and human centric innovation.

Energy-efficient and environmentally friendly products

Fujitsu is the only ICT company in the world whose operations cover the entire value chain, ranging from robust data centre solutions to workstations and mobile devices. Sustainable development and environmental impacts are taken into consideration throughout the life cycle of the products, starting from research and development to the recycling of the end product.

Fujitsu Finland does not carry out product manufacturing in Finland. The Fujitsu-brand workstations imported to Finland are manufactured primarily at the Fujitsu Shimane factory in Japan. The factory has been audited by the Responsible Business Alliance (RBA). We ensure that our subcontractors' production facilities also meet the standards set by the RBA.

Fujitsu publishes extensive information on the energy consumption and carbon footprint of the products it manufactures. Fujitsu's workstations are TCO and EPEAT certified. To be awarded either certification, a product must meet the extremely strict requirements set for its ecological and social sustainability.

Continuous work is also under way to improve the environmental friendliness and material and energy efficiency of the products. Fujitsu has set targets concerning, for example, the efficiency of the use of materials and water as well as the reduction of hazardous substances in the manufacturing process. In the manufacture of products, Fujitsu also uses recycled and renewable materials, such as recycled plastic, magnesium alloys and bioplastics.

Fujitsu aims to manufacture products that are as light-weight as possible, consist of a minimal quantity of parts and materials and that are easy to recycle either as complete units, spare parts or material for new products. However, in the reduction of the environmental burden, the most important thing is to manufacture high-quality products that are durable in use.

Optimised product deliveries for reduced burden on the environment

We deliver devices with customer specific configurations and preinstalled software from Finland to our customers' locations in more than 70 countries. The majority of the deliveries are internal in Finland, while export deliveries account for approximately a third of all deliveries. Fujitsu's most important partner in logistics and preinstallation services is ALSO, which accounts for over 90 per cent of Fujitsu Finland's product deliveries.

The energy efficiency and environmental aspects have also played an important role in the design and operation of ALSO's logistics centre, commissioned in Pirkkala in 2016. The logistics centre uses ground heat, LED lighting and electricity produced through wind power, and has effective waste sorting and recycling systems in place.

We strive for continuous optimisation of the logistics related to product deliveries, thus reducing the environmental burden caused by road transports. Ninety per cent of ALSO's logistics related to transports in Finland are carbon neutral. In addition, ALSO continuously develops its packaging line and increases the selection of available package sizes, which optimizes the use of packaging materials and space in product transport. Together with ALSO we have also developed a delivery option that is free of packaging materials, taking into consideration the protection needed by products during transport.

In export deliveries, our partners are FedEx and TNT, both of which work to reduce the environmental burden caused by deliveries. FedEx's target is to replace 30 per cent of the fuel used in airplanes with alternative fuels by 2030.

Responsible recycling of products and materials

We offer our customers an extensive product life cycle management service ranging from the preinstallation of customer software to extending the product life cycle through recycling. In recycling, products are used as complete units, spare parts or as material for other products.

The Finnish legislation and EU directives require that electrical and electronic waste is recycled. Monitors, PC units, laptop computers and peripherals are considered to be hazardous waste that always requires handling and disposal as stipulated by legislation. Together with our service partners, we ensure that the materials of the products we supply are recycled at the end of their life cycle in accordance with legislation and the information security requirements.

Our partners in recycling complete units are ALSO and 3 Step IT. They carry out software-based erasure of any user data and files remaining in products in accordance with the instructions and recommendations issued by the Finnish Transport and Communications Agency Traficom. After that, they sell the products primarily to their partners in the Nordic countries, who are committed to recycling the materials of the products at the end of the product life cycle. Recyclable products are not exported outside the EU.



Our material recycling partners are Kuusakoski and Las-sila & Tikanoja. In 2020, more than 95 per cent of the materials were reused as raw material. The recycling partners sort the raw materials and sell them further to their own partners, which use the materials in the manu-facture of new products.

We are also a member of the ICT Producer Co-operative, which ensures the supplier responsibility of ICT products for its members as required by legislation, and of the Finnish Packaging Recycling RINKI Ltd. producer commu-nity, which recycles packaging materials. Batteries and rechargeable batteries are recycled in co-operation with Recser Oy.

Ecologically sustainable products help achieve emission reduction targets

Finland's goal is to be carbon neutral by 2035. Many sectors and organisations participate in the joint climate efforts by setting emission reduction targets. The ICT sector plays an important role in combating climate change, since it is estimated that the sector accounts for 4–10 per cent of the electricity consumption and 3–5 per cent of the green-house gas emissions in the world (Climate and Environmental Strategy for the ICT Sector, Ministry of Transportation and Communications 2021). Digitalisation will further increase the quantity of ICT solutions and products and their relative share of the carbon footprint of society.

Fujitsu's Corporate Responsibility Manager Milla Uusi-Pietilä, how is Fujitsu responding to the climate challenge as a provider of ICT solutions and products?

We continuously work to reduce the climate impacts of both our own operations and the solutions we deliver to our customers. In addition, we apply our technological expertise in the development of new solutions. Innovative tech-nologies have an enormous potential to reduce emissions in different sectors ranging from traffic to the industry and services. They help to streamline the operations and develop completely new operating models that save the environment.

How does Fujitsu reduce the carbon footprint of the products it manufactures?

In product manufacture, we apply technologies that save energy and we continuously improve the energy efficiency of our products. We have already reduced the electricity consumption of the products by 23 per cent from the 2013 level. We also continuously optimise the logistics related to product deliveries to reduce emissions. In Finland, 90 per cent of product deliveries are carbon neutral.

Manufacturing ICT devices also consumes a lot of materials. How does Fujitsu take material efficiency into consideration in its products?

We take material efficiency into consideration throughout the product life cycle, starting from design. The most impor-tant thing is to manufacture high-quality products that are durable in use. In addition, we aim to manufacture devices that are as light-weight as possible, consist of a minimal quantity of parts and materials and that are easy to recycle either as complete units, spare parts or material for new products. Currently, more than 95 per cent of recycled mate-rials are reused as raw material of new products.

Persons in charge of product purchasing often face a daunting task when they look for information on the environmental impacts of products. Where can one find reliable information?

On our website, we publish information on the environmental impacts of the energy consumption and carbon foot-print of our products. Fujitsu's workstations are TCO or EPEAT certified. To be awarded either certification, a device must meet the extremely strict requirements set for its ecological and social sustainability. We want to provide devices that are as environmentally friendly as possible and help our customers reduce their environmental footprint. Pro-moting sustainable development is our shared goal.

The article was published in Fujitsu's online magazine Net on 25 May 2021.



Responsible Business programme

At Fujitsu Finland, we manage corporate responsibility and sustainability through a European-level Responsible Business programme. The programme owner is the Managing Director, and it covers five areas or pillars: Environment, Community Involvement and Development, Diversity and Inclusion, Wellbeing, and Operating Practices.

The programme has four key objectives: to ensure continuous development of corporate responsibility; to engage employees; to strengthen Fujitsu's recognition as a responsible actor; and to support the business operations and growth.

Fujitsu Finland's Responsible Business Board convenes once a month to discuss and make decisions on topical matters related to corporate responsibility. In addition to the Managing Director, the Board includes the individuals responsible for each pillar and the representatives of various business areas, personnel and the largest office locations. The Corporate Responsibility Team consists of the Corporate Responsibility Manager and the Sustainability Lead. The Corporate Responsibility Manager reports to both the Managing Director and the Head of Responsible Business at Fujitsu North West Europe and Central Europe.

The Corporate Responsibility Team sets country-specific goals for each area of the Responsible Business programme by financial year. We take into consideration the areas on which we can have the highest impact and which are the key issues with regard to our stakeholders. Setting local goals is also guided by global and European-level themes, such as combating climate change, supporting the employment of young people, and taking care of the comprehensive wellbeing of employees.

We regularly communicate corporate responsibility and sustainability matters on our internal discussion channels, on the intranet and in internal briefings. We make decisions related to corporate responsibility as transparently as possible and actively involve our personnel. We openly share related information on our website and social media, in bulletins and customer newsletters, and publish an annual Responsible Business Report covering Fujitsu Finland's operations.

A key development project in 2020 was the preparation of a roadmap to integrate sustainability even more closely in the business operations. The roadmap includes three key development goals: integrating sustainable development in the service provisions; increasing internal awareness and personnel's commitment to sustainability; as well as developing new business solutions that promote sustainable development and creating sustainability ecosystems together with our customers and partners.



Environment

Fujitsu is committed to reducing the environmental impacts caused by its business operations. We also aim to reduce environmental impacts of our customers through the ICT services we provide.



Community Involvement and Development

Our goal is to contribute to solving social issues and to producing ICT services and solutions that benefit society.



Diversity and Inclusion

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



Wellbeing

We value our personnel. We build a corporate culture that makes it possible to find balance between work and personal life. In this way, we offer opportunities to both professional success and sufficient recovery.



Operating Practices

We manage our business activities openly, with integrity and in an ethically responsible manner. We promote anti-corruption operating models and a responsible supply chain.

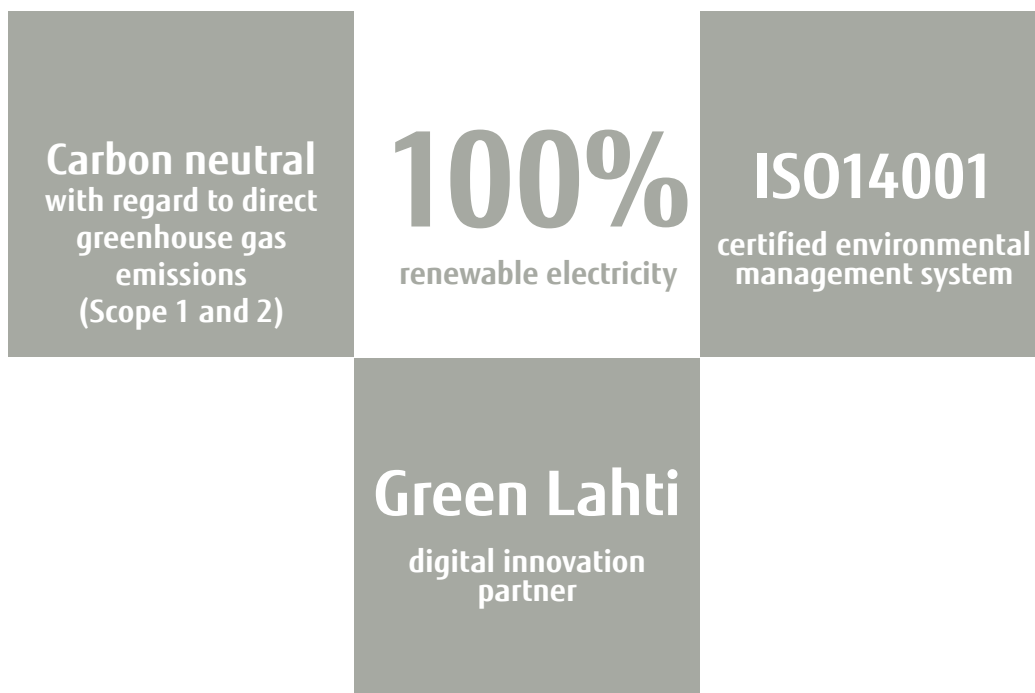


Environment

Fujitsu is committed to reducing the environmental impacts caused by its business operations. We also aim to reduce environmental impacts of our customers through the ICT services we provide.

Taking care of the environment is a key value in our business. In addition to promoting sustainable development in our own operations, we do so in the global value chain that we form together with our customers and partners.

We comply with the national and international environmental regulations and work to continuously reduce emissions and other harmful environmental impacts generated by our own activities. We also want to apply our expertise as a global ICT company and play an active role in solving global environmental challenges by means of information and communication technology.





The key principles of our global environmental policy:

- We help customers and society reduce the environmental impact of their business activities and improve environmental efficiency with comprehensive services that include advanced technologies, ICT products and solutions.
- We proactively promote environmentally conscious business activities to help the environment and economy coexist harmoniously.
- We strive to reduce the environmental impact of our ICT products and solutions throughout their entire lifecycle.
- We are committed to conserving energy and natural resources, and practice the 3Rs approach (reduce, reuse and recycle) to create best-of-breed eco-friendly products and solutions.
- We seek to reduce risks to human health and the environment from the use of chemical substances and waste.
- We disclose environment-related information on our business activities, ICT products and solutions, and utilize the resulting feedbacks to critique ourselves in order to further improve our environmental programs.
- We encourage our employees to work on global environmental conservation such as tackling climate change and preservation of biodiversity through their business and civic activities to be role models in society.

Global climate and energy vision for carbon-neutral society

The Fujitsu Climate and Energy Vision is a long-term plan aiming to bring the greenhouse gas emissions of Fujitsu's own operations globally to zero by 2050 and to contribute to the achievement of a decarbonised society through information and communication technology. Fujitsu is committed to the goal of the Science Based Targets initiative of limiting the warming of the climate to a maximum of 1.5 degrees.

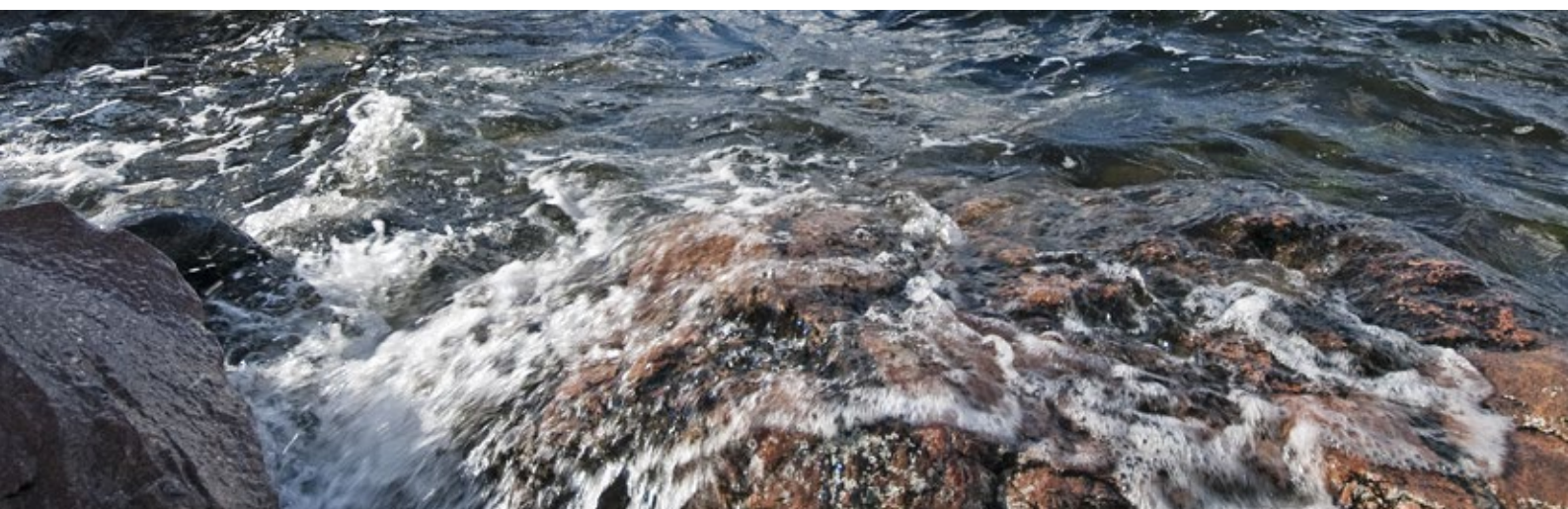
In order to carry out the vision, Fujitsu has prepared the Fujitsu Group Environmental Action Plan, which provides concrete goals for reducing environmental impacts throughout Fujitsu's global value chain. In 2019–2020, the action plan focused on combating climate change as well as on resource efficiency and promoting the UN's Sustainable Development Goals.

In the spring of 2021, Fujitsu introduced the tenth phase of the action plan for financial years 2021–2022. It sets concrete goals for the reduction of emissions and other environmental impacts in three areas: combating climate change, resource efficiency and retaining the natural capital. Fujitsu Finland will set its own environmental goals for the 2021 financial year, which are in line with the Group and European-level environmental goals.

Key goals and achievements in the 2020 financial year

Themes	Goals FY20	Achievements FY20
Mitigating climate change and preventing pollution	Calculating Fujitsu Finland's carbon footprint	Fujitsu Finland's carbon footprint has been calculated with regard to direct greenhouse gas emissions (Scope 1 and 2), and the main sources of indirect emissions (Scope 3) have been identified
	Purchasing renewable electricity (100%)	Purchasing renewable electricity (100%)
	Reducing the greenhouse gas emissions generated by air travel by 10 per cent compared to the previous financial year (2019)	The emissions decreased by 99.8 per cent *
	Reducing the greenhouse gas emissions generated by personnel's work-related driving by 10 per cent compared to the previous financial year (2019)	The emissions decreased by 75.3 per cent *
	Reducing the greenhouse gas emissions of driving related to technical and maintenance services by five per cent compared to the previous financial year (2019)	The emissions decreased by 3 per cent
Sustainable use of resources	Increasing the rate of the material recovery of waste from 83 per cent to 85 per cent (comparison year: 2019)	The rate of the material recovery of waste 48 per cent
	Launching the sorting of plastic packaging waste generated in office locations	The sorting of plastic packaging waste launched in Valimo and Oulu

*Extensive travel restrictions have been in effect throughout the 2020 financial year due to the coronavirus pandemic.





Key goals and metrics in the 2021 financial year

Themes	Goals FY21	Metrics FY21
Mitigating climate change and preventing pollution	Carbon neutrality with regard to direct greenhouse gas emissions (Scope 1 and 2)	Carbon neutrality with regard to direct greenhouse gas emissions (Scope 1 and 2): Yes/No
	Specifying Fujitsu Finland's carbon footprint calculations with regard to indirect greenhouse gas emissions (Scope 3)	Specifying Fujitsu Finland's carbon footprint calculations with regard to indirect greenhouse gas emissions (Scope 3): Yes/No
	Setting environmental goals together with the key suppliers to reduce the greenhouse gas emissions generated in the value chain (Scope 3)	Setting environmental goals together with the key suppliers to reduce the greenhouse gas emissions generated in the value chain (Scope 3): Yes/No
	Purchasing renewable electricity (100%)	Purchasing renewable electricity (100%): Yes/No
	Reducing the greenhouse gas emissions generated by air travel (Scope 3)	Reducing emissions by 10 per cent compared to the 2019 financial year
	Reducing the greenhouse gas emissions generated by personnel's work-related driving	Reducing emissions by 10 per cent compared to the 2019 financial year
	Reducing the greenhouse gas emissions generated by driving related to technical and maintenance services	Reducing emissions by 5 per cent compared to the 2020 financial year
	Offering company-sponsored bicycles for commuting to personnel	Offering company-sponsored bicycles for commuting to personnel: Yes/No
Sustainable use of resources	Increasing the rate of material recovery of waste to 85 per cent	Increasing the rate of material recovery to 85 per cent
	Preparing purchasing guidelines to reduce the waste generated	Preparing purchasing guidelines to reduce the waste generated: Yes/No
Nature and biodiversity	The renewable electricity we purchase has been produced in a manner that promotes biodiversity	The renewable electricity we purchase has been produced in a manner that promotes biodiversity: Yes/No
	Carbon offsets that we purchase are targeted to projects which support biodiversity	Carbon offsets that we purchase are targeted to projects which support biodiversity: Yes/No

Environmental programme sets clearly defined objectives

We promote sustainable development by a country-specific, ISO14001:2015 certified environmental management programme with the central themes of mitigating climate change and preventing pollution, sustainable use of resources as well as nature and biodiversity. We update the goals of the environmental programme by financial year and monitor their progress in the monthly meetings of the Responsible Business Board.

In the 2020 financial year, our central environmental goals covered the purchase of renewable electricity and the reduction of the greenhouse gas emissions generated by work-related travel. In addition, our goal was to increase the material recovery rate of waste and make recycling in our locations more effective by starting the sorting of plastic packaging materials. We also decided to measure more accurately the carbon footprint of our operations and to prepare a detailed plan to reduce the footprint and to achieve carbon neutrality.

To reach these goals it is essential that both management and personnel are committed to promoting them. We communicate environmental matters regularly and assist different functions and business areas in taking the

environment into consideration. In addition, a multi-disciplinary environmental team comprised of personnel representatives convenes regularly to promote sustainability in our operations.

Working to reduce the environmental impact of our operations

The most significant environmental impacts of our operations are generated by emissions caused by energy consumption (Scope 2) and driving related to the technical and maintenance services (Scope 1). These emissions formed our carbon footprint (390 tonnes of CO₂ equivalent) in the 2020 financial year.

Our key objective was to measure our carbon footprint more accurately than before and reduce both direct and indirect emissions. With regard to our direct emissions, we achieved carbon neutrality.

The most important means to reduce our emissions are the purchasing of renewable electricity, reducing energy consumption and the emissions generated by driving related to the local support services, as well as offsetting those greenhouse gas emissions that are inevitable in our operations.

We achieved carbon neutrality by purchasing renewable electricity and by compensating emissions

In the 2020 financial year, we achieved carbon neutrality with regard to our direct greenhouse gas emissions (Scope 1 and 2). Our direct emissions were generated by the energy consumption of the buildings we occupy and driving related to the local support services.

The electricity we purchase is fully renewable and, thus, emission-free. We compensated for the emissions generated by driving related to the local support services and by the production of the district heat we purchase by obtaining Gold Standard certified emission reduction units and using them to support a reforestation project in Humbo, Ethiopia.

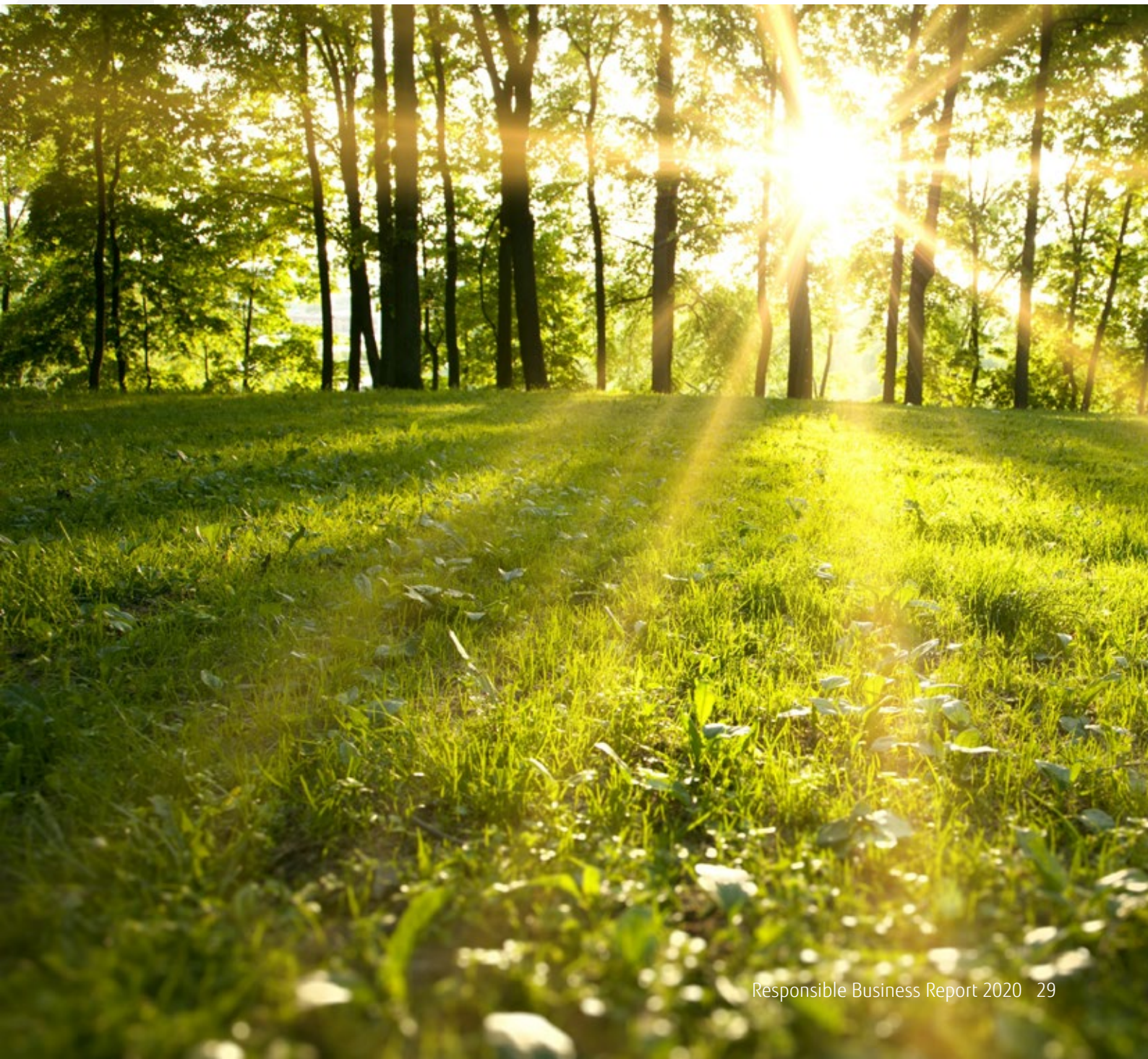
The objective of the project is to increase carbon sinks by protecting the severely diminished forests of southwestern Ethiopia and plant new trees as a measure to revitalise the region's ecosystem. It is estimated that the project will help bind 863,000 tonnes of carbon equivalent over the course of 30 years.

The project also supports employment among the local population and promotes gender equality. The project goal is to employ both women and men and to create at least 80 permanent jobs. A minimum of one fifth of the project leaders should be women. In addition, the project provides work to more than 1,500 seasonal employees.



A major part of environmental impacts related to our operations is generated indirectly through personnel's travel, the energy consumption of buildings and the maintenance of our leased locations, such as waste management. Indirect environmental impacts are also generated by logistics related to product deliveries.

Our goal is to agree on shared environmental objectives with our key partners during the 2021 financial year in order to reduce the indirect environmental burden of our operations. Our key partners include providers of data centre, real estate and logistics services.



Energy consumption

Electricity and heating energy are consumed by our offices, data centres and the local support services. We work to continuously improve the efficiency of our energy consumption and only purchase electricity produced from renewable sources. Our data centre service is powered fully by wind energy.

In addition to the electricity consumption at the data centres and offices, we monitor the consumption of heat and water in our locations in Helsinki. The district heating energy we consume is the second largest source of our direct greenhouse gas emissions (Scope 2).

Driving

Driving required by our business operations is related to either personnel's job duties or the technical and maintenance (TMS) services. Our personnel performing technical and maintenance service tasks operates 65 vans, each with a CO₂ emission value of 115 grams per kilometre. Fujitsu's vehicles used by TMS generate the highest direct greenhouse gas emissions in our business operations (Scope 1).

We aim to reduce the emissions generated by TMS driving by resolving work requests during the first visit and by planning the driving routes so that the number of kilometres driven is as low as possible. An efficient Service Desk also contributes to reducing the need for on-site visits.

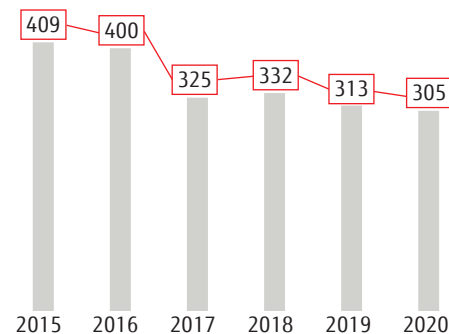
We aim to reduce the emissions generated by other driving by encouraging our personnel to use public transportation and other, low-emission means of transport. We compensate for the leasing expenses of vehicles with low CO₂ emissions and, starting from the 2021 financial year, we will be offering company-supported bicycles as an alternative to the company car benefit. However, making remote work possible is the most efficient way to reduce emissions generated by travel.

Air travel

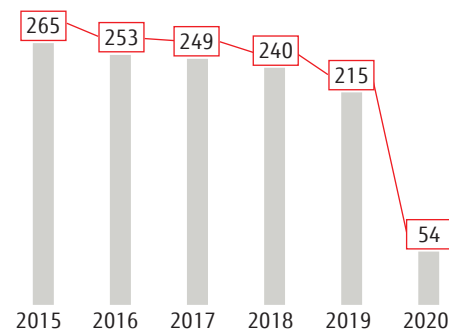
Air travel by our personnel was declining even before the pandemic, but the international travel restrictions imposed in the spring of 2020 practically stopped air travel in its entirety. Remote working and meetings are becoming increasingly common, which is likely to reduce travelling in the future as well.

We have been setting numerical targets for the reduction of greenhouse gas emissions generated by air travel since 2018. In the 2019 financial year, the emissions decreased

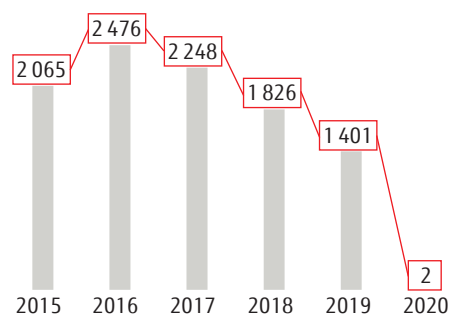
Greenhouse gas emissions (tCO₂e) generated by driving related to technical and maintenance services in financial years 2015–2020



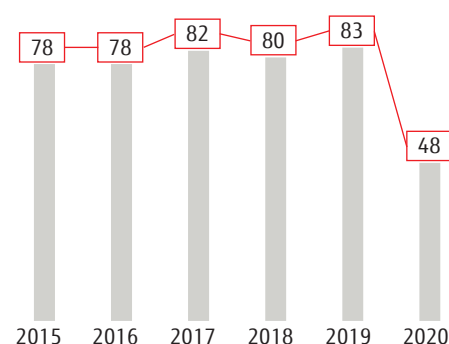
Greenhouse gas emissions (tCO₂e) generated by work-related driving by personnel in financial years 2015–2020



Greenhouse gas emissions (tCO₂e) generated by air travel in financial years 2015–2020



Material recovery rate of waste in financial years 2015–2020





by 23 per cent and in the financial year before it, by 19 per cent. We will strive to further reduce air travel in the future.

Waste

The majority of the waste generated by our operations is packaging material. Some electronic waste is also generated. The rest of the waste is typical office waste.

We work together with the lessors of the buildings in which our operations are located to reduce the amount of waste generated by our operations. At the same time, we work to increase the rate of material recovery of

waste through careful and extensive sorting.. We regularly inform our personnel of recycling opportunities and increase awareness of resource-savvy consumption. We also began the sorting of plastic packaging waste in our locations in Helsinki and Oulu last year.

We monitor the rate of material recovery of waste in our locations in Helsinki, and our goal was to increase it to 85 per cent in the 2020 financial year. We did not reach this goal since, due to the coronavirus pandemic, the majority of our personnel worked from home, and the waste generated in our locations was mainly waste fractions that are reused as energy. In the previous years, the rate of material recovery of waste has improved steadily.



Energy-efficient data centre solutions help our customers reduce their carbon footprint

We produce the server and storage capacity services for our customers in our own data centres and those of our partners locally in Finland. The providing of data centre services consumes a lot of energy, which is why we aim to continuously improve the energy efficiency of our data centre services.

We renew servers on a regular basis and replace them with more energy-efficient devices, and virtualise servers as much as possible. Unused services are automatically switched to an electricity-saving standby mode. Energy efficiency is also improved by free cooling and renewing the cooling equipment regularly.

We reduce the carbon footprint of our data centre solutions by purchasing renewable electricity. We are a member of the global Green Grid consortium, which aims to reduce the total consumption of energy by the data centres of its member companies.

Our main partner in data centre services is Ficolo, whose The Air cloud service centre has been granted the Dark Green rating by the Cicero climate research institute as the first data centre in the Nordic countries. The data centre uses green energy and the latest technical innovations for cooling, fire protection, heat reuse and flexible current distribution.



Community Involvement and Development

Our goal is to contribute to solving social issues and to producing ICT services and solutions that benefit society.

We work to build a human-centric intelligent society, in which technology helps prevent inequality and produce wellbeing for all. We share our time and knowledge for the benefit of our communities and build innovative ICT solutions together with our customers and partners.

We also engage our employees in the development of our corporate responsibility. Our aim is to strengthen the commitment to our shared sustainability goals and the sense of purpose among our personnel. By participating in various co-operation projects, they can also develop their professional competence and ability to work with different kinds of people.

We encourage our employees to carry out volunteer work and to share their skills through co-operation with educational institutions and various professional networks. Every employee can use one work day per year for volunteer work. In 2019–2020, our employees in Finland spent a total of nearly 1,000 hours to volunteer work.

Our community activities cover Helsinki and other major office locations. Local community involvement teams meet regularly in Oulu, Tampere, Turku and Vaasa and organise campaigns and events with local partners, such as charitable organisations and educational institutions.

In the past financial year, our community involvement work focused on combating youth unemployment and supporting the Finnish Red Cross. We carried out the activities mainly virtually due to the coronavirus pandemic. We also launched co-operation with Unicef in the global “AI for Children” project, which develops guidelines for taking the rights of children into consideration in the use of artificial intelligence.

Co-operation with the
**Finnish
Red Cross**

Co-operation with
Vamos

1 000
hours of volunteer work
in 2019–2020

Platinum
certificate for donating
blood



Key goals and achievements in the 2020 financial year

Themes	Goals FY20	Achievements FY20
Bridging the digital divide and encouraging young people to pursue studies in mathematics and science	Co-operation with educational institutions, organising student visits and offering practical training opportunities for students	The first mentoring programme with Centria University of Applied Sciences was completed in the spring 2020 Other co-operation with educational institutions when possible* PC donations to students through the "PC for All" campaign
Preventing youth unemployment	Co-operation with the Helsinki Deaconess Foundation's Vamos programme	Arranging a co-creation workshop to innovate new kinds of digital services to prevent youth exclusion
Co-operation with charitable partners	Organising and participating indifferent campaigns and events supporting our charitable partner organizations	Participation in the Finnish Red Cross's "Chain Reaction" and "Hunger Day" fundraising campaigns Over 80 blood donations Christmas donation to the Save the Children Finland
Volunteer work	Increasing volunteer work hours to 1,000 (from 700 hours in the 2019 financial year)	200 hours of volunteer work*

* Many of the planned events were cancelled or postponed due to the coronavirus pandemic in 2020.



Key goals and metrics in the 2021 financial year

Themes	Goals FY21	Metrics FY21
Bridging the digital divide and encouraging young people to pursue studies in mathematics and science	Co-operation with educational institutions, organising student visits and offering practical training opportunities for students, as well as participating in projects that support digital skills among youth	The projects will be confirmed during the 2021 financial year
Preventing youth unemployment	Participation in projects supporting youth employment	The projects will be confirmed during the 2021 financial year
Co-operation with charitable partners	Organising and participating indifferent campaigns and events supporting our charitable partner organizations	Participation in the Finnish Red Cross's "Chain Reaction" and "Hunger Day" fundraising campaigns Supporting the Hope organisation through the collection of goods and volunteer work Christmas donation to a recipient selected by personnel
Volunteer work	Doubling the hours spent on volunteer work from the 2020 financial year Increasing the blood donation rate to 100 donations	400 hours of volunteer work 100 blood donations

Strengthening young people's working life and IT skills

The focus areas of our community involvement work include narrowing the digital gap in society and motivating young people to pursue studies in science, technology, engineering and mathematics (STEM), as well as preventing youth unemployment.

We want to provide young people with knowledge of working life and, in particular, working in the IT sector. We work together with schools and educational institutions by, for example, organising company visits and offering trainee positions and practical training opportunities for young people. We also participate in the MyTech programme by the Technology Finland, which aims to encourage young people to pursue studies in mathematics and science.

The first mentoring programme by Fujitsu and the Centria University of Applied Sciences ended in the spring of 2020. Both parties found that the programme provided new perspectives and was a valuable experience. Our

volunteers mentored the students, helping them on their personal paths to become IT professionals.

We have been supporting young people in co-operation with the Helsinki Deaconess Foundation's Vamos programme for several years. The programme serves young people aged 16–29 who need help with planning their daily lives and future. The objective is to help them find their own paths to studies or working life.

In the autumn of 2020, we organised a virtual workshop for Vamos and Helsinki Deaconess Foundation's sister organisations Circolo Arci Babilonia in Italy and JOHUD in Jordan. We innovated digital services that support the employment of young people in three different countries and cultures by applying the method of co-creation.

When the coronavirus pandemic started in the spring of 2020, we donated PCs through the "PC for All" campaign to ensure equal opportunities to use digital tools during remote schooling for as many children as possible.



Co-operation with the Finnish Golf Union supports exercising and young people's competitive sports

In the autumn of 2018, Fujitsu launched co-operation with the Finnish Golf Union under the theme "Road to Tokyo". Through the co-operation, Fujitsu also became an official partner of the national team of Finland in the 2020 Olympics in Tokyo. Due to the coronavirus pandemic, the Olympics were postponed to the summer of 2021.

The co-operation enables Fujitsu to contribute to the Finnish welfare society through sports and exercise and, as possible, by applying technology. Health promotion and supporting independent exercise and competitive sports are among the key themes of the co-operation.

"Fujitsu Finland is a natural partner for the Finnish Golf Union thanks to its similar value base. We both share a passion for sports, open-mindedness and willingness to renew ourselves," said **Kimmo Rantamäki**, Finnish Golf Union's Head of Sales and Marketing in Fujitsu's press release on 3 December 2018.

"Through the co-operation, we want to make golf a sport for everyone, one that motivates people to get exercise in the magnificent Finnish nature. It is particularly important that young people have the opportunity to take up golf. That is why the co-operation between Fujitsu and the Finnish Golf Union also includes support for junior golf activities," says Fujitsu's Marketing Director **Arja Puro**.

In the co-operation, Fujitsu and the Finnish Golf Union define the focus areas that are aligned with common objectives. The digitalisation of golf is one of shared focus areas. Technologies developed by Fujitsu strengthen management by data and can help, for instance, make training more effective.

Together with Team Finland's coaches, Fujitsu is developing a practice diary for athletes, which collects data on exercising and helps to design training programmes more effectively. The application also uses the SuomiSport service provided by the Finnish Olympic Committee. It is a digital service which facilitates co-operation between sports federations, sports clubs, sports enthusiasts and athletes.

The Finnish Golf Union wants to recognise the impacts of its operations on society and improve the sustainability of its operations. Fujitsu's Corporate Responsibility Manager **Milla Uusi-Pietilä** supported the Finnish Golf Union in the preparation of the responsibility programme published in the autumn of 2020.

Supporting our charitable partners by donating time and expertise

We support the activities of our charitable partners by offering the time and expertise of our volunteers, participating in fundraising activities, donating goods and organising other events and campaigns. Our main charitable partners in Finland are Helsinki Deaconess Foundation's Vamos programme, the Hope association and the Finnish Red Cross.

In the 2020 financial year, the activities were mainly carried out virtually. We organised the "Hunger Day" fundraiser online for our employees to support the work carried out by the Finnish Red Cross in disaster areas, and collected a record-breaking 1,300 euros.

During the summer of 2020, we continued our tradition of participating in the Finnish Red Cross's "Chain Reaction" campaign, which is a side event of a yearly bicycling event "Kilometre Competition". The goal of the campaign is to increase awareness of climate change and raise funds for aid work. In 2020, funds were raised for helping areas suffering from climate change in the mountain regions of southern Tajikistan.

Our ranking in the grand category of the "Kilometre Competition" was 55th with 83,227 kilometres, of which 5,500 kilometres were completed with e-bikes. Our cyclists donated a total of 3,220 euros to the "Chain reaction" and Fujitsu Finland matched the donation. In 2014–2020, Fujitsu employees have bicycled a total of 1,552,242 kilometres in the "Kilometre Competition" and have jointly donated more than 50,000 euros to "Chainreaction" campaign.

We regularly reminded our personnel of the importance of donating blood also during the pandemic. Fujitsu's employees donated blood more than 80 times in 2020,

earning a Platinum certificate of merit issued by the Finnish Red Cross Blood Service. Our goal for the financial year 2021 is 100 blood donations.

We also continued the project being carried out with the Finnish Red Cross in which our experts, on a pro bono basis, are developing an information collection form for reporting volunteer work.

At Christmas, we made a donation to the Save the Children Finland to support their work among children and young people at risk of exclusion. In addition, our personnel participated in virtual "Christmas Tree" campaigns organised by the Junior Chambers of Commerce around the country to collect presents for children in need.

Many of the events planned for the financial year 2020 were cancelled or postponed. It is important to us to take care of the health and safety of both our employees and our partners. That is why we complied with the recommendations issued concerning avoiding close contacts with others and large gatherings of people as part of our community involvement activities.

Every Fujitsu employee can spend one workday per financial year carrying out volunteer work. In 2020, Fujitsu employees cleaned beaches on the World Cleanup Day, participated in the counting of bean geese and contributed to the work of volunteer fire departments, among many other things.

Our ambitious goal to increase the volunteer hours from 700 to 1,000 during the 2020 financial year was not reached due to the pandemic. In the 2021 financial year, our goal is to double the volunteer work hours of 2020 as society is gradually returning to normal conditions.



Fujitsu and Unicef help artificial intelligence to take children's rights into consideration

Fujitsu Finland participates in Unicef's global "AI for Children" project as the only IT company operating in Finland. Unicef has developed policy guidance which companies and the authorities using artificial intelligence can apply to ensure that children's rights are fulfilled. The objective is to protect children against harmful AI solutions and to help them benefit from artificial intelligence.

The policy guidance draws attention to the safety and privacy, non-discrimination and influencing opportunities of children, among other things. Pilot partners around the world, such as Fujitsu in Finland, test the policy guidance in practice and contribute to developing it.

"Artificial intelligence becoming increasingly widespread offers a variety of new opportunities for promoting the well-being of children, but at the same time, risks will increase as well. Guidance is desperately needed, since AI is already present in the daily lives of children. The pilot partners help Unicef advance the development of the policy guidance," says Development Director **Jussi Kivipuro**, Unicef Finland.

Fujitsu is testing the application of the guidance in the Nuora AI solution. Nuora is a solution developed by the South Karelia Social and Health Care District (Eksote) and Fujitsu Finland, which predicts the risk of social exclusion of young people through intelligent machine learning methods.

The draft of the Unicef policy guidance was published in September 2020. It is now being developed through the feedback received from 13 pilot partners from different parts of the world. The project supports Fujitsu Group's policy related to the ethics of artificial intelligence (Fujitsu Group AI Commitment).

"We wanted to participate in this project in order to contribute to the development work with our strong expertise and to get the 'AI for Children' project off to a good start. For Fujitsu as a human-centric technology company, it is important to advance the application of artificial intelligence in an ethical manner" says **Ilona Ylinampa**, Head of Information Management at Fujitsu Finland.

Unicef is the UN's children's organisation, which operates in more than 190 countries. Unicef's work is based on the United Nations Convention on the Rights of the Child. Unicef defends the rights of the most underprivileged children, in particular. Unicef is also one of the most important organisations to act in emergencies, helping children in approximately 280 crises annually.

Fujitsu Finland Oy's press release on the "AI for Children" project was published on 24 February 2021



Diversity and Inclusion

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

We want to provide our personnel with a workplace where everyone has the opportunity to succeed and feel valued. We promote equal treatment of employees in all our operations and processes from recruitment to management and do not tolerate discrimination in any form.

Personnel diversity is an important resource for us as we pursue a customer-centred and innovative corporate culture that enables high performance. We believe that a work community that is open to diversity and differing perspectives supports not only personnel well-being but also productivity. A diverse work community is best capable of identifying customers' needs and develop creative solutions to meet them.

We have signed FIBS' (Finnish Business & Society) Diversity Charter, which is a summary of the key measures to promote diversity and inclusion: we take diversity into account in all our operations; we provide equal opportunities; we do not put people in unequal positions; we promote responsible management; and we openly communicate goals and achievements related to diversity.

Women 23,5%
Men 76,2%

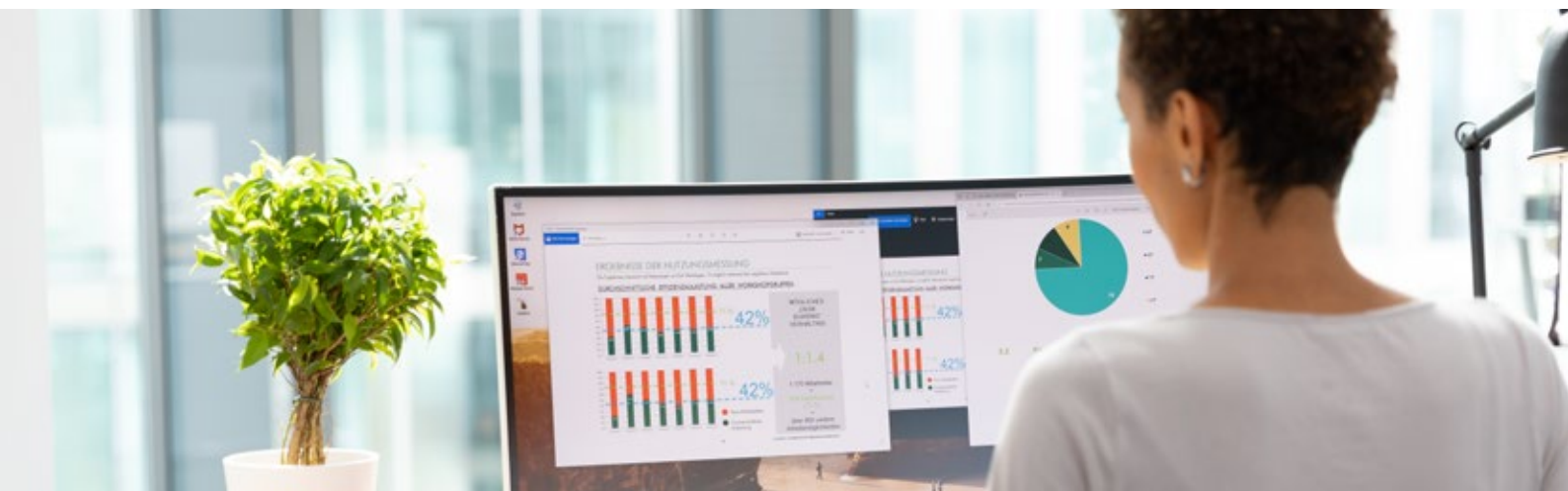
31%
women in the
leadership team

25%
women in management
positions

8%
personnel turnover

48 years
average age
of personnel

15 years
average length of
employment
relationship



Key goals and achievements in the 2020 financial year

Themes	Objectives FY20	Achievements FY20
Promoting diversity and inclusion in the work community	Diversity and inclusion survey for personnel	The diversity and inclusion survey has been completed and development areas have been identified based on the survey. A group discussion has been conducted on diversity and inclusion matters.
	Updating the equality and non-discrimination plan	The equality and non-discrimination plan has been updated
	Increasing personnel's awareness on diversity and inclusion	Internal communication on diversity and inclusion matters on international theme days, such as the International Women's Day, the International Men's Day and during the Pride Week
Encouraging women and girls to pursue careers in the ICT sector	Co-operation with Women in Tech network and educational institutions to raise awareness on career opportunities in the ICT sector	Visibility at Women in Tech events and communication channels*
	Sharing the career stories of women working at Fujitsu on social media	#WomenatFujitsu campaign on social media

* Many of the planned events were cancelled or postponed due to the coronavirus pandemic in 2020.

Promoting the inclusion of all our employees

We promote the inclusion of all employees and do not put anyone in an unequal position due to, for example, their age, disability or illness, nationality or ethnicity, gender, sexual orientation, religion or beliefs, social status or other personal characteristics. We also work to prevent, by any means possible, discrimination and unprofessional behaviour in the work community.

Fujitsu's personnel structure is characterised by long employment relationships. In the age structure of Fujitsu's personnel, the largest age groups are 41–50 years (35 per cent) and 51–60 years (30 per cent). The share of employees under 31 years of age in personnel is approximately 6.4%. The annual total turnover of personnel at Fujitsu was 8 per cent, calculated at the end of January 2021, which is clearly below average in companies in the ICT sector (source: Confederation of Finnish Industries 2018).

At the end of the 2021 financial year, men accounted for 76.2 per cent and women 23.5 per cent of personnel. The share of women in management positions was 25 per cent, and 31 per cent of the leadership team members were women. The figures are in line with the typical gender distribution in ICT sector companies in Finland.

In the autumn of 2020, we carried out a diversity and inclusion survey, which received responses from 55 per cent of the entire personnel. A key result of the survey was that at Fujitsu Finland, equality and inclusion are found to be important values and on a general level, their realisation is considered to be very good.

We applied the survey results as we updated the statutory equality and non-discrimination plan as part of the personnel plan in March 2021. Based on the survey, the development focus areas we selected included increasing the share of women in personnel and communication concerning family leaves to ensure that family leave is more evenly distributed between the genders.

Building a diverse work community together

We want to offer our personnel opportunities to participate in the building of a work community that values diversity and provides equal opportunities. We organise discussion groups and communicate regularly on matters related to diversity & inclusion in briefings aimed at managers and the personnel.

We also offer training on matters concerning diversity and inclusion. The goal of the European-level Unconscious Bias

Key objectives and metrics in the 2021 financial year

Themes FY21	Objectives FY21	Metrics FY21
Personnel survey results	80% of personnel are favourable on "I am treated with dignity and respect in my job" (79% in 2020)	80% of personnel are favourable on "I am treated with dignity and respect in my job"
Increasing the share of women in personnel and management	Promoting diversity in recruitment and employer branding	Increasing the share of women in personnel to 25% by 2025 (from 23.5 per cent in 2021)
	Advancing women's careers at Fujitsu	Keeping the share of women in management positions at 25 per cent and in the management team at 31 per cent
Promoting diversity and inclusion in the work community	Increasing awareness of diversity and inclusion matters	Internal communication on diversity and inclusion matters on international theme days, such as the International Women's Day, the International Men's Day and during the Pride Week
	Training the management on diversity and inclusion matters	Communication on diversity and inclusion matters in manager trainings
Encouraging women and girls to pursue careers in the ICT sector	Co-operation with Women in Tech network and educational institutions to raise awareness on career opportunities in the ICT sector	Communication and event co-operation, when possible

and Diversity & Inclusion training programmes is to help us become aware of our own biases and, as a result, to build a more inclusive corporate culture.

We encourage our personnel to contribute to the promotion of inclusion, not only in their own work community but also more broadly in society. For example, our employees have participated in Pride Week events in different parts of Fin-

land for many years. In 2020, we encouraged our personnel to attend virtual Pride events, as well as online lectures and training sessions provided by Fujitsu.

Our employees can also join Fujitsu's international networks that support diversity and inclusion. Our Next Generation group encourages our young employees to contribute to the development of our company; the Women's Business





Network supports women's career advancement; the Shine network supports diversity and the opportunity for people to be themselves regardless of their gender identity; and the SEED Disability Network supports the career opportunities of disabled people and valuing their work.

Supporting gender equality in working life

We strive to provide working conditions that, as a rule, do not discriminate against either gender. We also take different life situations into consideration, make flexible working time possible and support the work-life balance in many ways.

We encourage both men and women to take family leave. We have expanded the regular collective agreement with a local agreement regarding salary during paternal and adoptive leaves. Employees can also make use of the sick child care service and various worktime arrangements, including part-time work or the opportunity to work remotely. Those returning from longer parental leaves are always entitled to an on-boarding plan to help them return to work.

The conditions of the term of employment are the same for women and men, and it is our principle to ensure that an equal salary is paid in jobs of equal value. We monitor salary equality jointly with the employee representatives. In 2019, we signed a local salary agreement which allotted a separate salary raise to minimise salary differences between women and men.

Assessing the requirement level of work is a central way to ensure salary equality. We monitor the distribution of different positions between women and men and strive to ensure that women- and men-dominated positions are treated equally when assessing the requirement levels of work.

Aiming to increase the share of women in personnel

Increasing the share of women in our personnel is one of our key objectives with regard to diversity. We strive to ensure that both men and women can apply for open positions and that different assignments are divided equally between women and men.

In employer communication, we strive to highlight both women and men and, overall, the diversity of our personnel. Position titles at Fujitsu are gender-neutral and job descriptions are prepared so that they do not, as a rule, exclude anyone due to their personal characteristics.

Finding competent women applicants for positions that require technical expertise, in particular, is a challenge for the entire ICT sector. We strive to increase the interest among girls and women in the technical and scientific sectors and education by contributing to different kinds of events, campaigns and networks that disseminate information on the opportunities offered by the technology sector.

In 2020, we were active participants in the Women in Tech network, which aims to increase gender equality and awareness among women of career opportunities in the technology sector. We attended the network's annual main event Women in Tech Forum and shared career stories of women working at Fujitsu on the network's social media channels. We will continue co-operation with the Women in Tech network in 2021 as well.

We also carried out the #WomenatFujitsu campaign on social media. The campaign received extensive visibility and positive attention. We shared stories of women working at Fujitsu on our social media channels. The objective was to motivate women to pursue careers in the technology sector by providing positive role models and by telling about the diverse opportunities offered by the sector.



Wellbeing

We value our personnel. We build a corporate culture that makes it possible to find balance between work and personal life. In this way, we offer opportunities to both professional success and sufficient recovery.

We value our employees and take care of their wellbeing in a variety of ways. Our goal is to create a corporate culture in which wellbeing, health and safety are considered to be a priority.

As part of our occupational health and safety (OHS) activities, we support the personnel's ability to work, prevent accidents at work and work-related illnesses as well as ensure safe working conditions. In order to support comprehensive wellbeing, we provide our employees with extensive occupational health services, flexible worktime arrangements, subsidised exercise services and versatile recreational activities.

In recent years, we have focused on reducing psychosocial stress. We aim to create an open work atmosphere where it is easy to bring up even difficult issues. We aim to address and tackle issues as early as possible and to prevent problems from arising.

We also support our personnel in the planning of their own careers and competence development. We provide training, coaching and mentoring, as well as interesting and challenging job assignments. We recognise that personnel wellbeing and competence are prerequisites of successful business operations and excellent customer service.

Virtual
workouts

A new well-
being and
cultural
benefit

Focus on the
ability to
work

1 969
training days

Key goals and achievements in the 2020 financial year

Themes	Goals FY20	Achievements FY20
Promoting a positive health culture and comprehensive wellbeing	Services supporting employee well-being	The Well Space App, Elixia Online Training, yoga and meditation classes, the ePassi Flex wellbeing and cultural benefit for personnel. A wellbeing focused internal website and a perpetually updated operating instructions regarding the coronavirus.
	Increasing awareness on wellbeing	Regular internal communication, lectures and weekly discussion groups on wellbeing matters
	Recreational activities	Budget support for 15 hobby clubs Virtual spring and Christmas parties
Occupational safety: identifying and preventing psychosocial stress	Participation in the "Adaptable employees in changing working life" study (2019–2022) conducted by the Finnish Institute of Occupational Health to identify and prevent psychosocial stress	The first two personnel surveys related to the study completed. The results were reviewed in teams in order to find suitable ways to reduce stress and to strengthen mental resilience.
	Supporting supervisors in the identification and prevention of psychosocial stress	A toolbox published for supervisors to help them identify psychological stress
Development of OHS competence and awareness	OHS trainings	Awareness of occupational health and safety matters has been increased through trainings
	Clarifying the role of different actors in the OHS organisation	The role descriptions were updated in the OHS plan (2021–2022)
Career support	Employee programmes and coaching that maintain the ability to work	The "Dare to Care" programme, the 58+ management model, "New Boost to Work" trainings, the first virtual career clinic
	Mentoring	An internal mentoring programme and network mentoring jointly with other companies

Continuous co-operation to improve occupational health and safety

Occupational health and safety (OHS) is an integral aspect of our operations as a responsible employer. The occupational safety and health activities support the maintenance and development of personnel's ability to work, prevent accidents and work-related illnesses, as well as ensure safe and healthy working conditions.

OHS collaboration between the employer and personnel takes place in the OHS Committee, which is made up of the OHS manager and delegates and a representative

of the occupational health services. The Committee regularly monitors absences due to illness, accidents, near miss situations, safety observations reported, as well as other matters related to wellbeing at work. The OHS Committee also conducts internal workplace surveys and audits and regularly informs company management of OHS related matters.

The OHS perspective is included in all HR processes and practices, such as employee on-boarding and competence development, as well as manager trainings. OHS matters are also regularly communicated in personnel briefings, team meetings and on the intranet.

Key objectives and metrics in the 2021 financial year

Themes	Objectives FY21	Metrics
Promoting a positive health culture and comprehensive wellbeing	Services supporting employee well-being	Virtual workouts and other services available to personnel as the pandemic continues
	Increasing awareness on wellbeing	Regular internal communication and lectures about wellbeing themes
	Recreational activities	Budget support for hobby clubs Spring and Christmas parties as well as other personnel events, when possible
Development of OHS	Increasing awareness of occupational safety and health matters	Completion rate of occupational safety and health training 100%
	Identifying and reducing psychosocial stress	Participation in the "Kimmoiset työntekijät muuttuvassa työelämässä" ("Adaptable employees in changing working life") study (2019–2022) conducted by the Finnish Institute of Occupational Health, supplementing the toolbox aimed at supervisors
Career support	Employee programmes and coaching that maintain the working ability	The "Dare to Care" programme, the 58+ management model, "New Boost to Work" trainings, virtual career clinics
	Mentoring	Internal mentoring and network mentoring jointly with other companies



Preventing work-related illnesses and accidents

We work to actively prevent work-related illnesses and accidents. We comply with the current health and safety regulations and also exceed the requirements set in the regulations, when possible. For example, our occupational health services exceed the statutory level..

We also aim to increase employees' understanding of the importance of personal responsibility in the realisation of occupational safety. Fujitsu offers several online courses on occupational safety, which cover various topics like workstation ergonomics, safe methods to lift and move loads as well as commuting safely.

Our employees report accidents and near miss incidents at work through the Ask Safety reporting tool. Managers have the obligation to investigate the conditions leading to an incident and to define tools to prevent similar situations in the future.

During the 2020 financial year, there were eight accidents, five of which happened during commuting and three at work. As a rule, the accidents at work and during commuting are minor and rarely cause absences longer than three days. No work-related illnesses were diagnosed.

Creating tools that help reduce psychosocial stress

One of our long-term objectives is to reduce psychosocial stress and absences due to mental health reasons. We prepared a toolkit for managers that helps identify and prevent psychosocial stress and support employees undergoing stressful situations. The toolkit also helps the managers to deal with psychosocial stress themselves. .

Fujitsu also participates in the "Adaptable employees in changing working life" study (2019–2022) conducted by the Finnish Institute of Occupational Health, which examines factors supporting the ability to work and creates concrete methods for identifying and preventing burnout. The study is funded by the Finnish Work Environment Fund and Varma Pension Insurance Company. In addition to Fujitsu, six other Finnish employers participate in the study.

A new method of assessing burnout is being tested in the study project. It takes into account four symptoms of burnout: chronic fatigue, psychological distancing from work as well as the sense of compromised cognitive and emotional control. The objective is to produce the threshold values that measure burnout and a "traffic lights" model for identifying it.

The first personnel surveys in the study were conducted at Fujitsu in the autumn of 2019 and 2020. Based on the results, the level of wellbeing at work at Fujitsu at the same level as in the other organisations that took part in the study. No considerable change in wellbeing at work was observed between the surveys either.

The resources that were found to prevent burn-out included employees identifying themselves with the organisation and an experience of togetherness, opportunities to learn and develop in one's job, fairness, as well as feedback and support provided by supervisors. The results of the surveys will be reviewed in teams and used in making team-specific plans to reduce stress. The third, and the final, personnel survey related to the study will be conducted in the autumn of 2021.

Early support helps maintain the ability to work

The starting point of our activities to support wellbeing at work is early support and prevention of problems. Our key tools for managing the ability to work are the "Dare to Care" model, the 58+ programme for senior employees, as well as coaching and training that support the ability to work. In 2021–2023, we will focus on applying and developing these operating models.

The "Dare to Care" model offers employees as well as manager trainings on how to maintain and support ability to work. The model enables us to take measures to prevent potential problems as early as possible.

The 58+ programme supports the wellbeing and ability to work of senior employees. Within the programme, we prepare an individual career plan for each employee within the appropriate age group. In addition, employees approaching retirement share their competence with younger employees, which will help us prepare for the retirement of the experienced employees.

The "New Boost to Work" coaching sessions help employees clarify their expectations and goals concerning their careers and provide tools for change management and wellbeing. Shorter career seminars increase the awareness of development opportunities within the company. In 2020, we organised the first virtual career clinic.

We also offer our personnel recreational activities that support wellbeing, such as hobby clubs, subsidised exercise services and personnel events. In the 2020 financial year, personnel events, such as Christmas and spring parties and other recreational activities, were organised virtually.

Personnel surveys offer up-to-date information on personnel wellbeing

We monitor the job satisfaction and wellbeing of our personnel through regular personnel surveys. As of 2020, we conduct a more extensive survey every six months, whereas earlier, a survey was conducted once per year. Equal Opportunity and Communication were perceived as strengths by our employees in the December 2020 survey.

As needed, we also conduct more limited pulse surveys. This enables us to gather up-to-date information on personnel well-being and to respond to changing situations more quickly. The results are reviewed in the business units, each of which will plan and implement their own development measures.

Office premises support wellbeing and a sense of community

In the spring of 2019, Fujitsu's Finnish head office in Valimo, Helsinki, began a renovation aiming to upgrade the office facilities and improve the use of space as remote working is becoming increasingly common. The renovation is also closely linked to the change in the ways of working and corporate culture. The new premises are expected to increase interaction and spontaneous encounters, thus supporting a sense of community and co-operation across teams.

The new premises are also expected to improve personnel wellbeing, since the versatile space solutions take better into consideration different ways of working and

individual needs. The renovated premises offer open cafeteria and co-creation areas as well as silent rooms for tasks requiring concentration.

We strived to take personnel wellbeing into consideration as much as possible during the renovation. Due to the coronavirus pandemic, the majority of employees who normally work on the premises switched to working remotely, which reduced the inconvenience caused by the renovation. The renovation was completed at the end of 2020.





We take care of personnel health and wellbeing during the coronavirus pandemic

The importance of health and safety in the work environment has been better understood than ever the coronavirus pandemic. The new model of working highlights the employer's responsibility: the wellbeing of people must be supported and safe working conditions must be ensured no matter where work is performed.

We have been following the development of the coronavirus pandemic closely, both at the national and global level. At Fujitsu Finland, the coronavirus task force has held regular meetings to assess the situation, prepare guidelines for health-secure working, as well as to make decisions concerning the limitations to the hours of our locations.

We took extensive measures at the beginning of 2020 to prevent the spreading of the virus and to secure our customer service. A remote work recommendation was issued to all Fujitsu employees, and everyone returning from abroad were ordered to work from home for 14 days. Work-related travel abroad was prohibited.

We developed an application that helps us monitor the development of the pandemic in different countries, enabling us to respond to changing situations quickly. We prepared rules based on the incidence rates, which we use to decide on restrictions concerning the opening hours of our locations.

We developed the Book your office space application that helps us define the occupancy rates of offices accurately within the scope of the regional restrictions imposed due to the coronavirus. We have prepared risk assessments on our locations and obtained the required supplies to ensure working complies with the health security guidelines.

Together with customer representatives, we have agreed on measures to ensure that health security is observed in the services provided by our employees to customers, also on customer premises. We have also created a process which helps us respond quickly to any coronavirus infections both in our premises and in those of our customers or partners.

Fujitsu Finland's Managing Director has held regular personnel briefings to go over the incidence rates, operating guidelines and the restrictions concerning our premises. In addition, we regularly update our coronavirus guidelines and share information related to health and wellbeing on our internal communication channels.

We have also set up a website to support wellbeing and have held virtual discussion groups and lectures on themes related to wellbeing. In the autumn of 2020, we launched a lecture series on effective remote work. We have instructed managers to interact more closely with their teams to support employee wellbeing and ability to work.

As regular hobbies and recreational activities have been on hold due to the pandemic, we have offered our personnel the Elixia Online Training services, yoga and meditation classes and an opportunity to use the WellSpace application for monitoring one's wellbeing. In addition, we expanded the ePassi Flex benefit to cover not only exercising, but also wellbeing and cultural activities starting from January 2021.

In March 2021, we carried out an assessment concerning remote work conditions in order to identify risks related to remote work. With the help of the assessment, we can better support occupational safety and wellbeing at work in remote work conditions.



Operating Practices

We manage our business activities openly, with integrity and in an ethically responsible manner. We promote anti-corruption operating models and a responsible supply chain.

The Fujitsu Way is our corporate philosophy which summarises our responsible operating practices. It combines our purpose and the values and ethical principles that we comply with in our daily operations. We make the world more sustainable by building trust in society through innovation and through promoting ethical and responsible operating practices in society.

In our business operations, we are committed to operating ethically, complying with laws, regulations and key international agreements, openness and transparency and the respect for human rights. We continuously train our personnel on responsible operating practices and also require that our partners and subcontractors commit to them.

An important part of our responsible operating practices is the payment of taxes. Fujitsu Finland does not make tax evasion arrangements, nor does it transfer tax structures abroad to lower the amount of taxes to be paid in Finland.

Quality and risk management are integral aspects of our corporate responsibility work. We develop our operations in accordance with the principles of continuous development and actively prepare for information security risks, for example. Personnel training plays a central role in the preparation for risks and in deploying responsible operating practices.

97%
completion rate of
compliance
training

97%
completion rate of
information
security training

ISO27001:2013
certified
information
security system

ISO9001:2015
certified quality
management
system

Key goals and achievements in the 2020 financial year

Themes	Goals FY20	Achievements FY20
Ethical and lawful operations	The completion rate of compliance training 100 per cent	The completion rate of compliance training 97 per cent
	Increasing awareness of ethical and lawful operations	Participating in the Ministry of Justice "Say no to corruption" campaign; regular communication about ethical and lawful operations; the "Responsible operating practices" orientation for new employees
Information security	The completion rate of information security training 95 per cent	The completion rate of information security training 97 per cent
	Increasing awareness of information security matters	New training courses and contents; regular communication concerning information security matters; the Cyber Security Handbook publication; the internal Ask Security website launched
Responsible supply chain	Starting the implementation of the Responsible Business Charter	The Responsible Business Charter implemented in the key procurement contracts



Key goals and metrics in the 2021 financial year

Themes	Goals FY21	Achievements FY21
Ethical and lawful operations	The completion rate of compliance training 100 per cent	The completion rate of compliance training 100 per cent
	Increasing awareness of ethical and lawful operations	Regular communication and the "Responsible operating practices" orientation for new employees
Information security	The completion rate of information security training 100 per cent	The completion rate of information security training 100 per cent
	Increasing awareness of information security matters	Regular communication and the "Responsible operating practices" orientation for new employees
Responsible supply chain	Committing the key suppliers to responsibility	Fujitsu's Responsible Procurement Charter included in the new procurement contracts
		Setting environmental objectives in co-operation with the key suppliers

The Global Compliance Programme promotes responsible operating practices

Our Global Business Standards are a compilation of the principles concerning our corporate responsibility and sustainable development work, as well as our commitment to comply with national laws and regulations. The Global Business Standards emphasise integrity and individual responsibility for acting in the right way.

Our Global Business Standards guide our interaction with our stakeholders, such as employees, customers, suppliers, the authorities and other companies and organisations. They set the expectations for the actions of Fujitsu and its employees. The Global Business Standards also aim to prevent the exposure of our employees and those interacting with them to any harm.

Fujitsu has established a Global Compliance Programme (GCP) to promote responsible operating practices and to monitor compliance with the Global Business Standards. Through the programme, we strive to maintain, evaluate and develop our operations to ensure that they are responsible and comply with laws and regulations.

The programme is also extended to external actors: it enables us to help our partners and subcontractors understand the structures and practices related to Fujitsu's responsible and ethical operating practices.

The programme provides the basis for regular training on competition law, export control and the prevention of bribery and corruption, which is mandatory for all Fujitsu employees in Europe. The purpose of the annually updated training is to strengthen the capability of our personnel to make business decisions with integrity and responsibly.

We also organize regular briefings, group discussions and training sessions on responsible operating practices for our employees. In Finland, we launched on-boarding sessions on responsible operating practices intended for newly-joined employees in the spring of 2020.

Zero tolerance against bribery and corruption

Fujitsu 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 deployed in every unit of the organisation. We strictly monitor all our business relations and export activities to prevent any kind of illegal or unethical activity.

No Fujitsu employee is allowed to receive or offer a direct or indirect bribe of any kind. Offering any kinds of benefits to influence decision-making of another party, such as a public authority, is prohibited. Our policy concerning gifts and hospitality defines the rules and practices



related to gifts, hospitality, charitable donations, political donations and sponsorships.

In Europe, Fujitsu has introduced a Third Party Due Diligence process to evaluate suppliers. The purpose of it is to decrease the risk of bribery and corruption and to ensure compliance with ethical operating practices and anti-corruption principles.

We also want to promote responsible and ethically sustainable operating practices in Finnish society as well. In the spring of 2020, we joined the "Say No to corruption" campaign coordinated by the Ministry of Justice, which aims to increase the awareness of corruption and anti-corruption measures.

The organisations participating in the campaign are committed to fighting corruption in both their own operations and in society at large. By participating in the campaign, we assure that our management is committed to anti-corruption activities; we do not tolerate any kind of corruption from our employees or partners; and we guide our employees to do the right thing in risk situations and to report any suspicious activity.

Requiring our suppliers to act in an ethical and responsible manner

Fujitsu is one of the world's largest information technology service providers. Consequently, we have a wide and multi-threaded global supply chain. We require that the operations of all our partners and suppliers are socially and environmentally sustainable. Our suppliers should also meet the essential information security requirements at the level set by the procurement target. We audit our suppliers and also carry out other monitoring activities.

Our partners and subcontractors should comply with our Global Business Standards and the operating principles of responsible procurement. As part of these standards and operating principles, we require that our suppliers commit to the principles of the UN Global Compact initiative concerning human rights, labour standards, the environment and anti-corruption, as well as with the UN Guiding Principles (2011) related to business operations and human rights.

Fujitsu Group is a member of the Responsible Business Alliance (RBA), which aims to promote high ethical standards in the global supply chains. RBA has created a supply chain Code of Conduct that covers the use of labour, occupational safety and health, the environment, ethics and management systems. As a member of the

alliance, Fujitsu has adopted RBA's guidelines as its own procurement guidelines.

Quality management and risk management guarantee our ability to function

Quality management is an essential aspect of our corporate responsibility. Functioning and effective processes are the prerequisite of excellent service of uniform quality, together with our skilled and motivated personnel.

We comply with the European-level quality management system, which covers our policies, processes, practices and guidelines. Every employee receives on-boarding on the shared operating practices. Fujitsu has a European-level ISO9001:2015 quality management certificate and an ISO14001:2015 environmental certificate, granted by Bureau Veritas. We are also covered by the European-level ISO/IEC27001:2013 information security certificate.

We conduct internal assessments required by the standards and actively monitor all deviations and improvement proposals. We develop our operations in all areas in accordance with the principle of continuous improvement.

The purpose of risk management, in turn, is to ensure the continuity of the operations by anticipating and managing potential risks that impact business operations. Risk management enables us to identify and monitor potential risks and take preventive action on them. The operations extend from the management level to the teams and all the way to individual employees.

We have a designated person in each of our units whose task is to deploy risk management practices and to monitor their realisation. Any risk observations are reported to the management of the unit. We apply a risk assessment model that covers Fujitsu's operations in Europe.

Whistleblower programme to report unethical behaviour

Fujitsu has in place a Group-wide Fujitsu Alert programme, which enables all Fujitsu employees, customers, suppliers and other stakeholders to report breaches of Fujitsu's Global Business Standards. The report can be submitted anonymously, and all reports are handled confidentially. More information on the whistleblower programme is available at www.fujitsu.com/fi/about/finland/compliance/.

Fujitsu says “NO” to corruption

Fujitsu wants to contribute to building an open and fair society which has no room for corruption. The company complies with both Finnish and international anti-bribery and anti-corruption principles. Fujitsu want to compete in a fair manner and complies with the Finnish Act on Public Procurement and Concession Contracts.

Finnish people often think Finland is a country free from corruption. A survey conducted by the Foundation for Municipal Development (some time ago on the attitudes of Finnish people on corruption showed that one in five people in Finland thought offering money or a gift to the authorities was acceptable in some circumstances. Even more people, one in four, approved of offering a favour in return.

Fujitsu Finland’s Head of Legal and Commercial **Anu-Kaisa Raita** points out that in Finland, corruption is often structural and, therefore, often difficult to control. On the other hand, the forms of corruption are diverse, and inappropriate behaviour is not always seen as corruption:

“In Finland, corruption may manifest as various networks through which certain actors are favoured, or as not recusing oneself from decision-making. Not complying with the tendering requirements set by law in procurement may also be a form of corruption.”

Open discussion prevents corruption

Head of Sales, Public Sector, Healthcare and Defence **Hemminki Sääksjärvi** calls for more discussion on corruption:

“Ecosystems are becoming increasingly common, as well as co-operation with competitors. .. In situations where companies are both competitors and partners, it would be important to remember and openly discuss what is permitted and what is not. Is there a risk that the companies mutually agree on restricting competition or slip into a grey area?”

There is room for improvement in the culture of tendering as well.

“The issues in procurement often deal with openness and scoring of tenders. Are creative methods used to favour old acquaintances or to restrict competition? For instance, unwanted competitors may be excluded in advance by announcing tendering with such a short notice that not all potential companies can make the deadline. .”

Value base supports responsible operations

“It may sound self-righteous, but responsible, ethical and lawful operations are the foundation of Fujitsu’s existence. They are the basis on which we want to build a better world for all of us – a human-centric, intelligent society,” Anu-Kaisa Raita says.

“The corporate philosophy, values and ethical principles are manifested in our daily operations and guide us to make the right choices and find the right solutions. In this financial year, our specific internal focus has been to define what responsibility means in everyone’s daily life.”

Zero tolerance against bribery

Fujitsu 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 deployed throughout the organisation. The practices are also continuously and systematically.

“We want to have people recognise various forms of corruption. It is important that guidelines and processes are not on paper only but that people learn to recognise suspicious situations in real life and act ethically. It is also essential to understand why compliance with the rules is important in the big picture. Awareness will help distinguish between suspicious and acceptable methods,” Anu-Kaisa Raita says.

Fujitsu Alert, a whistleblower programme for employees and third parties, has been in place at Fujitsu for more than a decade. It enables all Fujitsu employees, customers, suppliers and other stakeholders to report breaches of Fujitsu’s Global Business Standards. The report can be submitted anonymously, and all reports are handled confidentially.

The article was published in Fujitsu’s online magazine Net on 30 November 2020.

What do human rights mean in Fujitsu's operations?

Fujitsu is committed to ethical operations and respect for human rights in its operations. We asked **Anu-Kaisa Raita**, Head of Legal and Commercial at Fujitsu Finland and Nordic, what respecting human rights means in practice at Fujitsu, both globally and in Finland.

What does respecting human rights mean at Fujitsu?

Fujitsu is committed to the key international principles and guidelines concerning the respect for human rights (among others, the UN Global Compact and the UN Guiding Principles). Fujitsu has also released a Human Rights Statement, which requires that all Fujitsu employees act responsibly in human rights matters, and has published the Guiding Principles of Respect for Human Rights in Employment.

Our global objective still is to strengthen our corporate culture that respects human rights and human dignity. We also want to promote the values that are important to us beyond our own operations. In accordance with the Fujitsu Way, we want to build a sustainable society based on trust which offers equal opportunities for all.

How are human rights promoted at Fujitsu Finland?

In Finland, legislation obligates companies to respect basic human rights. Our daily operations involve other kinds of human rights matters, such as respecting diversity and inclusion and everyone's right to be themselves. During the pandemic, matters related to the wellbeing and health of people have also been highlighted.

We offer training related to these matters and actively share information on the intranet and in personnel briefings. We have covered matters related to diversity in connection with the International Women's Day, International Men's Day and theme days concerning the rights of minorities. This year, we also conducted a personnel survey on diversity and inclusion. The results of the survey will be applied when we update our equality and non-discrimination plan..

What human rights matters are particularly topical at the moment?

Recently, Fujitsu has been paying attention to human rights matters related to artificial intelligence (AI). Fujitsu Group is committed to the ethical and responsible use of AI (Fujitsu Group AI Commitment) and began providing related training for employees who work in the AI business. Human rights, privacy protection and ethical issues related to AI are also discussed in a special working group (the "Human Centric AI" Working Group), as well as in an advisory committee comprising experts from different fields (Fujitsu Group External Advisory Committee on AI Ethics).

Fujitsu Finland participates in a co-operation project run by Unicef and the state of Finland, which strives to define international guidelines for taking into consideration the rights of children in the use and development of AI. In the pilot stage, companies and public-sector actors will test the guidelines in practice. The Nuora AI application that helps forecast the exclusion risk of young people, developed by us in co-operation with South Karelia Social and Health Care District (Eksote), is also included in the testing.

How does Fujitsu monitor the implementation of human rights in the supply chain?

Our subcontractors should comply with our Global Business Standards and the principles of responsible procurement. Fujitsu Group is a member of the Responsible Business Alliance (RBA), which obligates its members to comply with requirements related to labour, occupational health and safety and ethical operating practices in the supply chain. In Finland, we require that our suppliers commit to respecting human rights as part of the Third Party Due Diligence process and supplier contracts.

Fujitsu Group regularly conducts surveys and risk assessments concerning respect for human rights in the supply chain. The results are published in the annual Global Responsible Business report.

The Fujitsu Alert whistleblower programme enables anyone – both employees and customers or suppliers – to report unethical activity. Under no circumstances do we allow discrimination, child labour or forced labour or other activity that is in violation of human rights, and we have a global process in place to intervene in potential violations.

The article was published on Fujitsu's internal news site on the international Human Rights Day on 10 December 2020.

Information security is everyone's business

The purpose of Fujitsu's information security activities is to ensure that Fujitsu's own and its customers' data are secured. Identifying and managing risks are integral aspects of information security. Therefore, enforcing risk management processes and thinking throughout the organisation has been one of our most important objectives during the current year.

The importance of risk management is also emphasised in the Criteria to Assess the Information Security of Cloud Services (PiTuKri) published and recently updated by the authorities, as well as in the National Security Audit Criteria (Katakri), which we comply with in our own operations and in the services which we offer to our customers.

The security of Fujitsu's business processes conforms to the requirements of standard ISO27001:2013, Quality Management Systems, ISO27001:2013, Information technology, Security Techniques, Information Security Management Systems and ISO/IEC20000-1:2011, Information technology, Service Management, Service Management System.

Fujitsu's certified operation covers the following services and activities provided for customers:

Monitoring of servers and telecommunications solutions, managed services, application management services, end user support services, onsite support, mobile and internet services, applications management services, logistics and installation services and corporate human resources services.

In addition, Fujitsu has been granted a national Facility Security Clearance. The TL III level certificate is required from partners with whom the Finnish Defence Forces or other authorities are engaged in confidential co-operation. The certificate was granted on the basis of a thorough audit that assessed the level of information security.

The audit covered all operating models, facilities and processes related to information security. In accordance with the Security Clearance Act, a facility security clearance can be conducted on a Finnish company that is a contractual partner of a public authority and requires authorisation to process classified information of public administration.

At Fujitsu, we continuously strive to increase the awareness of information security by means of clear guidelines, communication and personnel training. We want to bring information security closer to people and create a culture in which information security is everyone's responsibility. Our objective is to expand information security consciousness throughout the organisation and lower the threshold of reporting deviations and suspicious activity immediately.

All Fujitsu employees must take the annual information security training. Information security is also included in the on-boarding training provided to new employees. We also prepare for potential cyber security threats by means of internal drills, in which we practice preventing and responding to threats. In addition, we regularly publish brief bulletins on issues regarding information security.

In August 2020, we published Fujitsu Finland's Cyber Security Handbook, which helps us respond to deviations and swiftly find the right contacts in situations that threaten information security. In July 2020, we launched the new internal Ask Security website, which includes all policies, controls and guidelines related to information security.

Ensuring information security is also integrated in all our processes. We regularly update our policies and processes related to information security, verify the system requirements, train employees and actively communicate information security matters to customers and partners.



Strengthening cyber security in society

We work to improve cyber security in society by providing our customers with information security solutions and working together with different parties. Secure services and systems are key when working to increase the trust of citizens in society and digital services.

Widespread cyber incidents may disturb the functioning of society as a whole, which is why we need to carefully prepare for such incidents. In case of disturbances, extensive co-operation and open dissemination of information are required between the private sector, public sector and the authorities in order to form an overall understanding of the situation at hand and to prevent adverse impacts.

As an ICT service provider our role in security of supply is crucial. Therefore, we took part in the TIETO20 cyber security exercise conducted in 2020–2021. It is Finland's largest joint exercise between companies and the authorities concerning extensive cyber security deviations. The objective of the exercise is to develop co-operation and operating models between companies and the public sector. The final intensive stage of the exercise in January 2021 included a drill on recovering from an extensive fictional cyber security deviation.

We also participate in the Finnish Public Sector Digital Security Management Board (VAHTI) co-operation coordinated by the Digital and Population Data Services Agency. The co-operation aims to secure the functioning of public administration and securing the ICT services. VAHTI advances the digital security of public administration and coordinates the co-operation between the organisations responsible for the provision of services.

In addition, we participate in the national monitoring and early warning system for information security breaches (HAVARO), provided by the National Cyber Security Center. HAVARO is a service for critical infrastructure providers and central government. It detects malicious or abnormal traffic on an organisation's network and reports any information security threats. Besides helping individual organisations, the system maintains an overview of the information security threats targeted at Finnish networks.

The service is currently in the pilot phase and in the process of being transformed from a government service into a service that is provided jointly by commercial operators and the National Cyber Security Center, in which part of the data processing and reporting will be handled by Security Operations Centers (SOC). The new concept is internationally unique: public authorities and commercial information security companies and their clients will form a mutual service ecosystem to enhance national information security. In HAVARO, Fujitsu is both a customer and a provider of SOC services.

We are also a member in the Finnish Information Security Cluster (FISC) and Cyberlab Ltd., owned by FISC. The FISC members include nationally important companies and organisations that provide information and cyber security products and services. It is an advocate of cyber and information security organisations and works to promote extensive application of cyber security expertise in Finnish society.

Final words

At the time of writing this report, we are more than one year into the pandemic. The long-term effects of the pandemic are difficult to forecast, but it is clear that many things have changed irrevocably – such as our way of working, spending leisure time and consuming and providing services.

During the emergency conditions, the importance of digitalisation has been further highlighted. Innovative digital solutions have helped secure many services that are central for society and find completely new and more effective ways to do things.

Many global challenges, such as climate change, loss of biodiversity and social inequality, are still burning questions. Humankind must work hard to reach the UN's Sustainable Development Goals by 2030 and to limit the warming of the climate to 1.5 degrees in accordance with the Paris Agreement.

Both the EU and individual countries and organisations have set ambitious goals to reduce their carbon footprints. We are proud that with regard to direct emissions, Fujitsu Finland is carbon neutral as early as 2021. At the same time, we realise that we still have a lot to do in order to determine the environmental impacts of our entire value chain.

We can make the greatest positive difference in society when we help our customers reduce the environmental impacts of their operations in different sectors. Intelligent technology can also help us find completely new solutions to promote sustainable development.

In the future, we want to continue to apply our expertise in and understanding of the possibilities provided by technology for the common good. Together with our employees, customers and partners, we will build an increasingly sustainable world and trust in the future.





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