

THE FUJITSU GROUP'S RESPONSE TO THE COVID-19 PANDEMIC

In response to the worldwide COVID-19 pandemic, the Fujitsu Group has taken measures in an array of areas to ensure the safety of customers, business partners, and employees and their families; prevent the spread of infection; and sustain the operations of both the Group and its customers.

Basic Policy

The Fujitsu Group is advancing measures based on its business continuity plan. At the same time, we are giving first priority to preserving the lives of customers, business partners, employees and their families, and local community residents while taking infection prevention measures pursuant to the policies and recommendations of governments and municipal authorities in countries worldwide where we have businesses.

For details on the Fujitsu Group's basic policy, please visit the following website.

<https://www.fujitsu.com/global/about/resources/news/notices/2020/0324-01.html>

For details on the Fujitsu Group's business continuity plan, please see "Risk Management" on pages 66–67.

Preventing the Infection of Employees and Ensuring Their Safety

In Japan, where 82,000, or 64%, of the Fujitsu Group's employees work, the Group strongly recommended personnel to work remotely beginning from the day before the government's request for a nationwide closure of schools on February 27, 2020. On March 27, prior to the government's April 7 state of emergency declaration, the Group decided that employees in the Tokyo metropolitan area should, in principle, work remotely. We subsequently extended this measure to encompass all employees working at operating bases around Japan. Overseas, we complied with the policies of governments and municipal authorities and introduced remote working in principle, particularly for employees working in European countries, where strict city lockdowns were imposed, and in cities worldwide.

With respect to work unsuited to remote working, including management and maintenance work performed by system

engineers at customers' operating bases, members of the senior management team consulted with customers and sought the implementation of infection prevention measures, such as reducing personnel numbers and time spent at operating bases to the minimum. In addition, we received permission from customers to introduce remote working for certain management, maintenance, and development tasks. Going forward, we will continue considering whether the permanent assignment of system engineers to customers' operating bases is necessary in light of discussions with customers on their requirements and our Work Life Shift initiative, whose scope extends beyond COVID-19 countermeasures.

For details on our initiatives to ensure the health and safety of employees, please see "Occupational Health and Safety" on page 45.

Communicating with External Stakeholders

In conducting marketing activities and holding interviews and meetings with customers, we take maximum advantage of internet content distribution and online meeting systems.

Since March 2020, we have been livestreaming investor briefings on performance and management strategy as well as Q&A sessions conducted by the senior management team.

Reimagining Workstyles

In Japan, since the state of emergency declaration was lifted on May 25, we have continued with remote working as our mainstay workstyle and ensured that office attendance does not exceed 25%. Also, we have halted overseas business trips and long-distance domestic business trips, in principle.

As part of our drive to evolve into a DX company and to realize new workstyles and wellbeing befitting the post-

COVID-19 "new normal," in July 2020 we announced the Work Life Shift initiative [P24–25](#), which will revolutionize the workstyles of all our employees in Japan. Moreover, once we have entrenched this initiative domestically, we will introduce similar initiatives into our operations worldwide.

Advancing Measures for Social Issues

Faced with the COVID-19 pandemic and the widening impact of infection prevention measures, CEO Tokita urged Group employees to act above all else with safety in mind and called for expedited responses to cooperation requests from organizations on the front lines of infection countermeasures as well as for ideas on solutions to social issues.

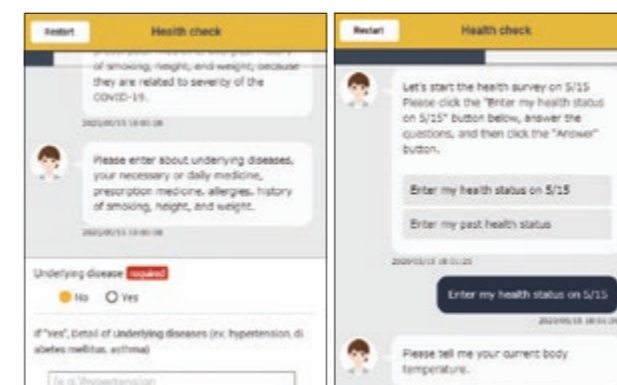
For details on in-house proposals aimed at addressing social issues that have arisen from the COVID-19 pandemic, please see "Community" on pages 50–51.

Facilitating the Dissemination of Information on Infection and Preventive Measures

For local governments and public health centers responsible for collecting information needed to prevent the spread of infection, we are providing a service that collects, shares, and manages information on the health of those who have come into contact with infected patients. Based on a system that utilizes the cloud-based chatbot CHORDSHIP,*1 this service allows public health center personnel or those who have had contact with infected patients to input information on health status by answering simple questions displayed in an application installed on mobile devices. As of September 1, 25 local governments and 70 public health centers throughout Japan have introduced the service.

We began developing this system when the Cluster Response Team—which belongs to the Ministry of Health, Labour and Welfare's Novel Coronavirus Response Headquarters—requested our assistance on February 26, 2020. Wasting no time, Fujitsu formed the Special Task Force Team for COVID-19 Control and released the first version of the system on March 5. Subsequently, we continued helping with efficient information collection by providing a new service for responding to inquiries from local residents.

*1 This is an AI-enabled automated chat program that was developed by Fujitsu and which is used by the call centers of financial institutions and major corporations. CHORDSHIP includes an application programming interface for mobile devices and social network linkage as standard.



Screenshots of the pages of Fujitsu's health-monitoring chat service, which alleviates the information collection and administrative burden at public health centers by enabling those who have had contact with patients to submit daily health status reports via smartphones.

Supporting R&D Focused on COVID-19

Fujitsu has committed both to the Open COVID Pledge, which originated in the US and promotes free access to participants' intellectual property rights for activities aimed at ending the COVID-19 pandemic, and to a similar initiative in Japan, the OPEN COVID-19 DECLARATION. Moreover, we have provided free access to 40,000 patents related to the development of new drugs and patient care.

Also, ahead of the usage of the supercomputer Fugaku from fiscal 2021, some nodes of the supercomputer—which is being jointly developed by the research institution RIKEN and Fujitsu—are being used on a trial basis to identify candidate therapies, predict droplet transmission of COVID-19 in indoor environments, and conduct other research. These applications of the supercomputer are being conducted by RIKEN in partnership with Japan's Ministry of Education, Culture, Sports, Science and Technology.

Helping Customers Realize Business Continuity and Resilience

In addition to supporting customers' introduction of remote working, we are providing free of charge certain COLMINA*2 solution products for the digitalization of manufacturing as well as cloud computing-enabled patent management services for small and medium-sized companies.

Focused on the post-COVID-19 "new normal," our Reimagine campaign is calling on customers to reinvent their businesses and assisting them in transforming their workstyles and manufacturing processes.

*2 This is a service platform that supports the digital transformation and optimization of manufacturing by utilizing the huge volumes of diverse data that accumulate at manufacturing sites to recreate processes virtually.

For details on the Reimagine campaign, please visit the following website.
<https://www.fujitsu.com/global/reimagine/>

For details on Fujitsu's response to COVID-19, please visit the following website.
<https://www.fujitsu.com/global/covid19/>