

# Fujitsu UK&I

## Responsible Business Report 2019



# Contents

President's Message	3
Introduction	5
Responsible Business at a Glance	6
Materiality	9
UN Sustainable Development Goals	10
Responsible Business Strategy	11
Environment	12
Community Development	16
Diversity & Inclusion	22
Wellbeing	24
Operating Practices	26
People	29
Customer Impact	30
Big Ticket Items and Key Responsible Business Aims	34
Looking to the Future	35

# Message from the President

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

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

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

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

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

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

**Takahito Tokita**  
**President and Representative Director**  
**Fujitsu**





# Introduction

Acting responsibly is a part of everything we do at Fujitsu, every day. This Responsible Business Report updates our actions and progress as we continue to serve and collaborate with our customers, partners and communities with openness, sustainability, fairness and inclusion.

The campaigns, initiatives and process improvements highlighted in this report show the great range of activities our 7,000 team members in the UK and Ireland are undertaking in the cause of responsible business. Their creativity and dedication make me proud to call them my co-workers.



We are now focusing more than ever on helping our customers with digital transformation, enabling them to be more agile, rise to more opportunities and adapt in unpredictable circumstances. As we encourage Fujitsu employees to work dynamically, we're able to reduce travel and repurpose our office spaces. Digital transformation makes sense for business and for the planet.

We are currently transforming our approach to Responsible Business to integrate responsible behaviour even more closely in all our activities. We want responsibility to be instinctive as well as objectively measurable – for the right behaviours to flow naturally from our ways of serving our customers, interacting with our partners and participating in society.

With the UN Sustainable Development Goals as our touchstones and the clear vision of the global Fujitsu organisation to guide us forward, Fujitsu UK and Ireland will continue to set new standards for business responsibility as we work to transform our customers' businesses, create new value and build a sustainable, prosperous future.

We must be a responsible business that's trusted by all, continually earning the custom of our clients, the loyalty of our partners and the support of our communities by doing what's right – always.

**Paul Patterson**  
**Senior Vice President**  
**Head of Northern and Western Europe**  
**Fujitsu**

# Responsible Business at a Glance

## Executive Summary

Fujitsu is one of the world's five largest global providers of IT solutions, with over 132,000 employees serving customers in more than 100 countries with a unique Japanese heritage.

We have an 80-year history of being a responsible business, consistently featuring in the Dow Jones Sustainability World Index (DJSI), FTSE4Good Index and the UN Global Compact 100.

In the UK and Ireland, we serve customers in national, local and devolved government as well as private sector companies. Our technology touches the lives of millions of people every day.

Fujitsu does not engage in any aggressive tax planning, tax avoidance schemes or offshore tax structures to artificially reduce the amount of tax it pays. Paying tax in country is responsible.

This report details activities and achievements for 2019. It highlights our progress and looks to the road ahead.

---

## The AND Game

Fujitsu has four core objectives:



### Results

We must support our customers in a responsible way by supporting them to deliver their objectives. Our focus is on people, customers and achieving our results to our shareholders. Working to budget, delivering on time and delivering value is what we do.



### People

Our business strategy needs to be communicated in a way that we all understand how we contribute to our company's success. We will invest in our people to ensure that we remain relevant and that our people can keep pace with the market. Our recruitment should be inclusive, as we want to attract, retain and grow our people.



### Customers

We build high performing customer teams who are relevant to their Customers, who understand the business strategy AND are confident that they can deliver against strategic business priorities.



### Society

We enable society by the technologies and services that we deliver AND we will continue to do the right thing by continuing to deliver our sustainability goals with clear actions.

**Wendy Wareham**

**Executive Sponsor for Responsible Business**





## Environment Highlights



### Reduction of Single Use Plastic

85,000 single use plastic items were reduced across the UK&I in hospitality alone



### Renewable Energy

Used 100% Renewable energy to power our offices, resulting in a carbon footprint reduction of 1,700 tons of CO<sub>2</sub> each year from renewable gas consumption alone



### World Cleanup Day

107 volunteers across the region collected 898kg of rubbish



### Operating Sustainably

Won the award for "Operating Sustainably" at the Team Heathrow Awards



## Community Highlights



### Volunteering

9,000 hours were spent supporting volunteering activities positively impacting on society



### Autistica's Citizen Science Project

Building a platform that will help autistic people navigate the world around them



### STEM

49 STEM Ambassadors are working to develop the creativity, problem-solving and employability skills of the next generation



### Apprenticeships

Increased our apprentice intake by 154% since 2018. 90% of our apprentice and graduate intake are under the age of 25



## Wellbeing Highlights



### Global Challenge

Encouraging employees to complete 10,000 steps a day, came 1st out of all ICT companies, and 3rd overall in the UK



### Mental Health

36 Mental Health First Aiders were trained covering four areas of our business



### Chair Massage

Corporate chair massages were delivered to 250 employees across five UK locations promoting good working posture



### Cycle to Work

164 employees participated in the scheme in 2019



## Diversity and Inclusion Highlights



### Employer of Women

Named in The Times Top 50 Employers for Women



### Valuable 500

Discussion on our commitment to disability inclusion, resulting in the UK leadership board's support to define Fujitsu's current digital accessibility and become 'inclusive by design'



### Defence Employer

Gold Award winners in the Defence Employer Recognition Scheme



### Inclusive Employer

Climbed 66 spaces to rank 34th and the highest performing tech company in the Stonewall LGBT most Inclusive Employer list



## Operating Practices Highlights



### Supply Chain

Rolled out the Responsible Business Charter to our suppliers and 99% have signed up. 56% of our UK based suppliers are SMEs



### Compliance

Rolled out a Compliance Risk Assessment for all new bids and projects to ensure more focused continued adherence to the laws and standards



### Tax

Total UK tax contribution in FY 2018/19 was £317.3m



### Health & Safety

Implementation of Ask Safety standardised international Occupational Health and Safety employees' support processes



# Materiality

Fujitsu UK&I has conducted a materiality assessment to prioritise our Responsible Business approach.

We spoke with both internal and external stakeholders to determine which topics Fujitsu could have the most influence on and were most significant in their impact. We consulted our Responsible Business Board, which includes our UK and Ireland leaders and senior management from HR, as well as external advisors with relevant background and experience in business and policymaking.

The top ten or "material" issues are outlined below and are covered throughout this report. Each of these topics runs across our responsible business strategy.

We regularly review our material issues, and at the writing of this report we were going through this process.

## Top Ten 'Material' Issues



Data Security



Diversity and Inclusion  
in the Workforce



Employee Health,  
Safety and Wellbeing



Ethical Business  
Practices  
and Compliance



Cyber Security



Employee Engagement



Access to  
Digital Services



Service Quality



Transparency and  
Reporting



Talent Acquisition and  
Retention

# UN Sustainable Development Goals

The Sustainable Development Goals (SDGs) adopted by the United Nations in 2015 are a set of common goals to be achieved worldwide, including by developed countries, by 2030.

The SDGs cover a wide range of issues. The idea is that if all organisations do something, no matter how small, the world will make progress together.

The Fujitsu Group sees the SDGs as a global common language and as an opportunity for wide-ranging collaboration with other organisations, including international agencies and governments

We are integrating the SDGs as part of our Responsible Business programme and have aligned each to one, or more, of our Responsible Business pillars.



In responsible business, we have identified our five "Big Ticket Items", where we feel we can focus our energy and resources to help tackle these goals, aligning to our own

Responsible Business pillars. Under each of our Responsible Business Pillars, Fujitsu UK has identified a bold vision linked to a specific SDG.

**Environment**



**12 RESPONSIBLE CONSUMPTION AND PRODUCTION**

Eradicate single use plastics

**Diversity & Inclusion**



**5 GENDER EQUALITY**

Eradicate the gender pay gap

**Community**



**10 REDUCED INEQUALITIES**

Co-create a digital project centred on neuro diversity with Autistica

**Wellbeing**



**3 GOOD HEALTH AND WELL-BEING**

Prioritise the social wellbeing and sense of belonging of employees

**Operating Practices**



**12 RESPONSIBLE CONSUMPTION AND PRODUCTION**

Form a truly responsible supply chain

# Responsible Business Strategy

At Fujitsu, Responsible Business is firmly anchored in our corporate philosophy, the Fujitsu Way. We act as global citizens, attuned to the needs of society and the environment.

Our Global Business Standards govern our relationships with all stakeholders involved: employees, customers, suppliers, governments, other businesses and local communities.

In 2014, the Europe Responsible Business programme established five core areas of work. The approach sets the strategic direction allowing the region to set appropriate priorities to account for differing cultures.

This strategic approach drives the business benefits underpinning the imperative to have diverse high performing teams. It creates a workplace culture where colleagues' social wellness and inclusion is paramount. It ensures we win business the right way.

## Responsible Business Pillars



# Environment



## Environment

### Mission

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



Environmental sustainability has always formed a core part of Fujitsu's business. From the adoption of park-style design for our factory in Kawasaki in 1935 to today's ambitious Fujitsu Group Environmental Action Plan, sustainability is key to every stage of our end-to-end ICT services.

Significant climate change and declining biodiversity are just two of many serious environmental issues that continue to escalate on a global scale. Furthermore, with the world's population now more than 7 billion, there are rising concerns about shortages of food, water, energy and other resources.

As a global ICT company, Fujitsu can create new value and transform business and society. The Fujitsu Group is committed to helping resolve global environmental issues through the power of ICT. By doing so, we will continue working together with our stakeholders in the global value chain including our customers, partners and suppliers to shape a sustainable and prosperous society.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



### Big Ticket Update Significantly reduce single-use plastics

Major focus to eradicate single-use plastics within the business and looking wider at the supply chain. Over 85,000 items of hospitality takeaway plastics have been reduced so far in the UK&I, with more reductions to be made.



The Fujitsu Group Environmental Action Plan forms the core of Fujitsu's commitment to sustainability. Since its inception, we have set progressively ambitious targets every three years.

**1993 to 2009** - Stage I through V we focused on reinforcing our own consideration for the environment.

**2010 to 2012** - Stage VI, our ambitions expanded to three axes - contributions to customers and society as a whole, redoubling our efforts to lower the Fujitsu Group's own environmental burden, and conservation of biodiversity.

**2013 to 2015** - Stage VII, we focused on the areas of our society and our business.

**2016-2018** - Stage VIII, focus was on carbon emission reduction, ensuring that we work to the Global target of keeping the rise in temperature below 2 degrees Celsius. We improved customers' and society's sustainability through ICT services and enhancing our products' energy and resource efficiency.

**2019 to 2021** - Stage IX, we strengthened our previous approaches by further promoting the deployment of ICT throughout society as a whole.



### Environmental Value

As a company, we are fully committed to reducing our environmental impact across the scope of our operations and through the delivery of sustainable solutions and products to our customers. Our employees have volunteered in important global campaigns to increase awareness and action for the protection of the environment.

- Earth Hour: Non-crucial equipment was switched off to conserve energy and provide a bare essential working environment.
- World Environment Day: Encouraging awareness and action in the protection of our environment with the theme for 2019 of Air Pollution.
- World Clean-up Day: Once more took action on the global waste problem, 107 Fujitsu regional volunteers across 11 sites spent 218 hours cleaning and collected 898kg of plastic and general waste from a clean-up of parklands and natural beauty spots.
- Plastic-free day for employees: Published 50 ways to become more sustainable and simple steps to become plastic-free. Encouraging employees to consider how we can make changes in our everyday lives to reduce the heavy burden of plastic pollution on our natural places, our wildlife – and our own health.
- Fujitsu UK encouraged employees to participate in the Global Eco Tour in Japan, a three-day tour during which Fujitsu Group employees participated in the Tsushima Eco-Tour initiative contributing to a beach clear-up exercise and undertaking a learning programme on marine plastic waste at Tsushima Island, one of the most plastic contaminated islands in the Japanese archipelago.
- Waste Reduction: 8.09% waste reduction when compared to the previous year, following a number of promotions and campaigns. Waste reduction remains high on the agenda with reductions tracked quarter on quarter.

## Energy Use - Zero Carbon: Fujitsu Energy and Climate Vision

The Fujitsu Group has established the FUJITSU Climate and Energy Vision, a medium- to long-term environmental vision through 2050, with the goal of bringing the Fujitsu Group's CO<sub>2</sub> emissions to zero and achieving a decarbonised society, as well as contributing to the response to climate change, through technology supporting digital transformation.

- Fujitsu Group is a member of RE100 Organisation whose member companies aim to use 100% renewable energy for the electricity they consume. Fujitsu's aim is to buy 100% of electricity consumed at its worldwide Group locations from renewable sources by 2050.
- Fujitsu UK already buys 100% renewable electricity for all of its direct supplies. This solar array saves further CO<sub>2</sub> emissions as it reduces electricity demand on the entire UK electricity grid (from all sources, including fossil-fuel power stations).
- The Environmental Steering Committee has been monitoring trends regarding the use of Electric Vehicles as both company and private vehicles. Fujitsu has installed state-of-the-art charge points at a key location capable of charging two cars simultaneously and with the capacity for charging 6-8 cars in a working day. The locations were chosen to be major campus locations across the UK thus making the technology available to the maximum number of employees, reaching over 3,500 employees.
- We continue to drive emission savings through efficiency programmes such as reducing energy intensity in offices and tracking improvements in our Power Usage Effectiveness across all data centres, which also run on renewable energy.



Bracknell Office 150kW rooftop solar photovoltaic array

## Internal Performance

- Fujitsu's mature Environmental Management System (EMS) continues to exceed the standards of ENS ISO 14001:2015 having been recently certified within the UK&I by external auditors Bureau Veritas to this standard. Our certification to a single system incorporates other areas of the business and stretches across all countries within Europe in which we have sites and services. This is evidence of our commitment to the consistency of our operations and services.
- The organisation is looking to formally register to ISO 50001 (Energy Management) with the vision of incorporating this with the EMS for full consistency of service.
- We have switched gas supply contract and we now purchase 100% renewable gas supply. This means that the gas consumed to heat the buildings now supplies our hot water and cookers, meaning we have zero greenhouse gas emissions, reducing the carbon footprint of the UK business by more than 1,700 tons of CO<sub>2</sub> each year.

## Awards and Recognition

The Fujitsu Group has been selected for the CDP's A List for climate change for the third year in a row, earning the highest rating in the CDP's evaluation of corporate activities in response to climate change.



- The Fujitsu Group has also been selected for the CDP's A List for water security, as a global leader in the field.

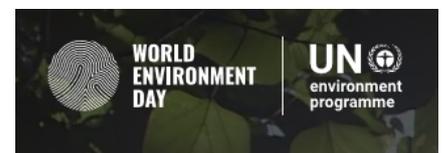
CDP is an international non-profit organisation that surveys companies about their responses to climate change on behalf of investors that have total investment assets in excess of \$96 trillion. CDP assesses companies on the comprehensiveness of their disclosure, their awareness and management of environmental risks, and their demonstration of best practices associated with environmental leadership, such as setting ambitious and meaningful targets.

## Sustainability Partner of the Year Award from Heathrow Airport

- Fujitsu was recognised by Heathrow Airport as their Sustainability Partner of the Year 2019 following the creation of a successful partnership. To find out more see page 30.

## Environmental Performance

Fujitsu Services	FY2018/19	% Change from FY 14/15	% Change from last year
CO <sub>2</sub> e [t] excluding Rail	42,479	-48%	-14%
Energy CO <sub>2</sub> e(t)	27,585	-60%	-13%
All Travel CO <sub>2</sub> e(t) excluding Rail	14,894	23%	-15%
Electricity kWh	73,813,192	-33%	-18%
Renewable Energy	100%	0%	0%
Gas kWh*	6,906,866	-41%	-29%



# Community Development



## Community Involvement and Development

### Mission

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



Across Europe, we set six focus areas where we can have the most impact, and which are most material to our stakeholders, including our employees and local communities.

Our STEM (Science, Technology, Engineering, Mathematics) strategy and associated schools engagement strategy aim to broaden the appeal of jobs in the technology sector. We have a focus on encouraging female talent into the STEM careers pipeline and on social mobility. Everything we do is designed to have an impact on the skills of the future, creating a more diverse and innovative workforce.



### Digital Inclusion

Bridge the digital divide by ensuring more people have access to and knowledge of technology



### Universities and Research Establishments

Partner with universities and research establishments to create solutions that address challenges to society



### STEM

Encourage student's engagement with STEM subjects at all levels of education



### Youth Employment

Respond to this pressing economic and social issue by creating opportunities for young people



### Volunteering

Volunteer time, practical skills and energy to support local communities, education centres and charities

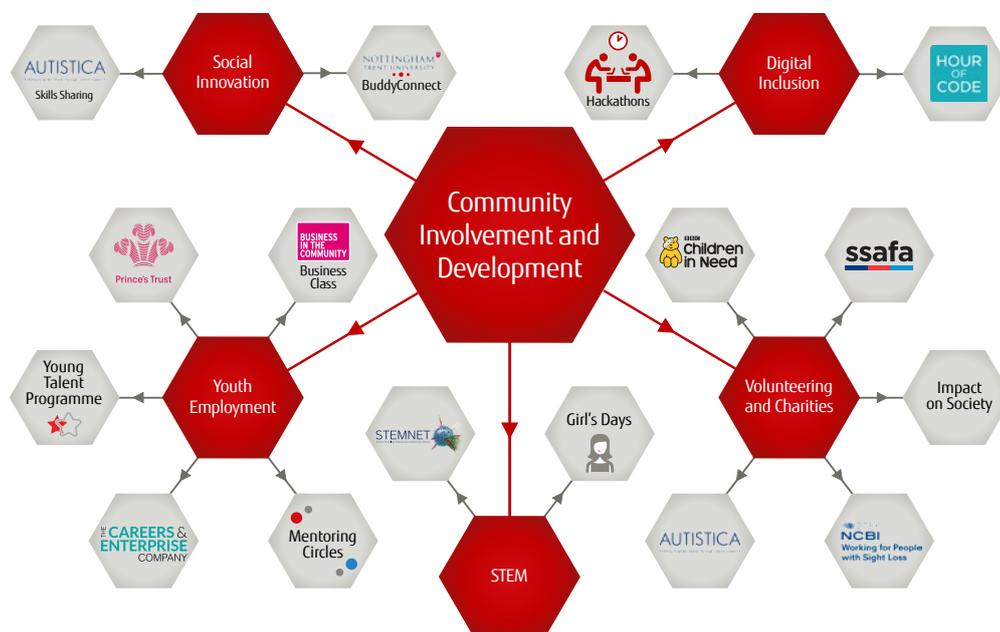


### Charities

Promote, support and fundraise for local charities

- 49 active STEM Ambassadors work with STEMNET, who report that 90% of pupils are more likely to be interested in continuing with STEM subjects after engaging with a STEM Ambassador.
- STEM Ambassador Tim Chapman received the outstanding New STEM Ambassador for 2019 award.
- 75 girls took part in Girls Day in the UK, where employees brought their daughters to work for a day of technology activities, an 150% increase from 2018. In 2019, 98% of girls who attended were more interested in technology after the event.
- Two employees volunteer as Careers and Enterprise advisors to inspire the next generation of future leaders to explore a career in STEM.

Our UK Community Map shows how we engage on our themes through local projects, partnership and initiatives:



Our Business Class partnership with The Vyne School in Basingstoke is now in its seventh year and has matured into a very impactful collaboration that demonstrates what real value a business can have working with young people within a local community. As a result of our long standing partnerships, we are able to effectively target interventions to maximise impact across the whole school, whilst addressing the school's need to meet targets set out in the Gatsby benchmarking<sup>1</sup> criteria around careers guidance and provision:



- Improve students' aspiration through career-themed events.
- Inspire students via motivational speakers from the Army.
- Deliver a range of "business as usual" events such as CV skills workshops, mock Interviews, 1:1 mentoring and STEM-based activities, such as our Enterprise Challenge Day.

Easthampstead Park Community school has also been delivering similar to The Vyne, while also building strong relationships with the school and developing further events to meet the schools requirements. Examples of this positive relationship are:

- The Fujitsu partnership is being utilised by senior leadership in BITC and their other business partners to demonstrate "what good looks like" when creating a partnership with the schools and ambassadors alike.
- Women in Tech Breakfast - the event was hosted during International Women's week and it was absolutely incredible seeing our volunteers empower the young students, really driving home the message that they can achieve anything with a little hard work and the right attitude! Following the event 78% of the students said they would consider a future within Fujitsu.
- Maths Assistance programme - Fujitsu volunteers join Year 11 in the classroom each week, supporting maths lessons ahead of their GCSEs.
- BITC Mentoring Programme - where 20 x Year 10 students receive 1:1 mentoring sessions with a dedicated Fujitsu Volunteer, students have secured work experience placements and part time jobs.

<sup>1</sup> <https://complete-careers.com/gatsby-benchmarks/>

## Charity Partnerships

In October 2018 Fujitsu UK colleagues voted for Autistica to be their Charity Partner from January 2019 for two years. It is a cause close to many employees' hearts whether they are autistic themselves or have connections through family and friends. This partnership is spreading understanding and awareness throughout the company, and has kickstarted life-changing research, campaigning and innovation that will benefit thousands of families across the UK.

*More than 700,000 people in the UK are autistic and 2.8 million people are connected to an autistic person, yet we know so little about how to support them. In the three minutes it takes you to read this, £3,393 will be spent on cancer research, £288 on dementia, but only £23 on autism research. We have started to see progress in awareness of autism but autistic children and families still face extremely poor outcomes. Autistica was born out of necessity to find solutions that can change and save lives. We work with autistic people to understand their priorities and support innovative research on the issues that matter most.<sup>2</sup>*

## The Fujitsu - Autistica Partnership Goal

Our two-year plan is to raise vital funds and enable autistic people to manage their sensory needs by:

# AUTISTICA

- Enabling Autistic People through Technology
- Encouraging Action
- Sharing Skills and Business Expertise
- Raising Awareness of Autistica and our Partnership.

We have pledged to raise £150,000 over two years through a range of employee-led events, including World Autism Awareness Day fundraisers, quizzes, golf days, 5K races and more.

## Children in Need

60 Fujitsu employees volunteered on Children in Need night by taking public donations over the phone from our call centre, contributing to the £47.8m donations raised.



Three volunteers sold Children in Need merchandise in Crewe town centre at the arrival site of the BBC One Show Rickshaw challenge.

## Prince's Trust

During 2019 we ran 12 CV Skills workshops for the Prince's Trust programme, supported by 84 employees and helping over 100 young people.



Our employees have invested over 9,000 hours in Impact in Society supporting volunteering activities for charities of their choice including Priors Court, N-Gage and Bracknell Foodbank.

10 REDUCED INEQUALITIES



## Big Ticket update

### Create a digital project centred on neurodiversity

We currently have a team of researchers from the Turing Institute liaising with a dedicated development team from Fujitsu. The team have begun to build early prototypes of the user interface as part of the pro-bono support Fujitsu are providing.

The project will build a citizen scientist platform which will collect rich information about people's experiences navigating the world. The data will be used to improve public and private spaces for autistic people, educate the public, and help create strategies to cope with, and remove, the barriers that autistic people may face.

## National Council for the Blind of Ireland

In 2017, Fujitsu Ireland entered into a two-year charity partnership with the National Council for the Blind of Ireland (NCBI). This was extended for an additional third year in 2019.



The partnership will cease on March 31st 2020 and the search for a new charity partner in Fujitsu Ireland will begin.

- The fundraising target of €10,000 per year has been reached annually with a total of €31,329 raised to date.
- In September, the NCBI's annual Cycle of Light took place. This cycle takes place in the darkness of night to symbolise the challenges faced by those with visual impairments. Fujitsu Ireland has taken part in this fundraiser annually since our partnership began in 2017. This year, 1,300km was cycled in darkness by our team who raised a total of €4,500.
- Other fundraising events in 2019 included a Dine in the Dark event, the Runamuck challenge, a Pop Up Clothing shop, a Christmas Jumper day, and various raffles, bake sales and table quizzes.
- In addition to fundraising, over the past three years we have contributed €42,000 in corporate donations, €20,000 through the onsite Clothing Recycling Bank and €20,000 towards the Technical Project. A total of €114,000 has been raised to date for NCBI.
- Members of Fujitsu Ireland also took part in the Audiobook project that involved reading and recording short stories in the NCBI Studios. These recordings were then converted into audiobooks which NCBI service users can access.

In 2019 Fujitsu Ireland commenced a technical project for NCBI, which consists of providing 17 Compact High Performance PCs and Curved Ultra Wide Quad High Definition 34-inch screens for those with visual impairments. The uniform focal view allows for better ergonomics and increased comfort and the HD visuals for normal viewing are in conjunction with Screen Magnification software. These will be used in a modern facility designed to facilitate the training of blind and visually impaired users in the use of technology for both employment and personal use purposes.

We have built a strong relationship with NCBI over the past three years of our partnership. All that we have achieved is a testament to the hard work, dedication and generosity of our employees who share in our commitment to create a more positive, safer and prosperous society.



### Case Study: Nottingham Trent University (NTU )

The Fujitsu strategic relationship with Nottingham Trent University (NTU) is a collaboration to improve the wellbeing and safety of customers, employees and students. Autism is a neurological condition affecting different people in different ways. However it is far more common than people think and in fact around 700,000 people in the UK are on the autistic spectrum. Supporting neurodiversity in the workplace enables organisations to tap into a unique set of skills that can significantly enrich their business. BuddyConnect™ is designed to help close the employment gap for neurodiverse individuals as well as supporting the general employee population.

The functionality covers:

#### My profile

- Creation of your own social media inspired profile page. This contains information including job role, office location, bio and interests. This profile is available to view by your corresponding buddy.

#### Wellbeing Tracker

- Simple colour-coded anxiety tracker allowing users to share how they're feeling and get help through multiple channels. Proactively review wellbeing history to allow user to implement prevention measures.

#### My Buddy

- Trusted 121 relationship between buddies. Ability to view buddy profile including bio and interests. Bi-directional well-being tracking between buddies via "View my wellbeing history".

#### Support

- Information and education on people with autism and mental wellbeing. Awareness means more informed colleagues.

Through our collaboration with NTU, we are investing and further enhancing the roadmap of BuddyConnect™ to incorporate:

- Initial focus – Neurodiversity and Autism. One to one mentor, wellness tracker and workplace support.
- Digital Building Integration. Wayfinding and workplace navigation.
- Statefulness and Wearables. Real time anxiety threshold monitoring.



---

### **Fujitsu Ambassador Programme for Scotland**

After the success of the Fujitsu Ambassador Programme in England, we are now rolling out the programme across Scotland to give a broader spectrum of Scottish students the chance to use innovative digital technology and see for themselves how much more effective it makes learning and teaching. Our aim is to have 10 new Innovation Hubs open in Scotland by the end of 2020, ready to act as centres of excellence for the education community.



The programme works together to help students achieve more and grow their potential further, exposing more individuals to digital skills irrespective of subject choices, but by putting technology at the heart of education. It is designed to provide students with the skills required to flourish in the workplace of the future, up-skilling the next generation of learners to take up employment in a digital economy.

The programme run by Fujitsu in partnership with Intel, Kyocera and Ruckus provides a space for students and staff to experiment with cutting-edge digital technology solutions in a supported environment.

As part of the programme, Fujitsu offers a course for staff (Fujitsu Certificate of Digital Excellence – CoDE) to ensure they are best equipped to develop student skills in a number of areas highlighted as having the biggest impact on the jobs of tomorrow. These include Internet of Things, Virtual and Augmented Reality, Cybersecurity, Data Analytics and Big Data, Programming/Coding/Robotics, AI and Cognitive Computing.

Within the current phase, three Innovation Hubs opened in 2019 at the following locations: University of West of Scotland, North East Scotland College, and Dundee and Angus College; and at the time of publication the Forth Valley College was about to open in early 2020.

---

# Diversity & Inclusion



## Diversity & Inclusion

### Mission

*We believe in the power of human difference to create a better future in a digital and diverse world.*



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

In 2019 Fujitsu UK&I:

- Launched the second cohort of our cross-company mentoring scheme with Transport for London to encourage more Black, Asian and Minority Ethnic talent into leadership roles. Tracking the mentees from Fujitsu has shown that, on average, participants received a 10% salary increase and 54% of mentees have been promoted or have moved roles.
- Climbed 66 spaces to rank 34th and the highest performing tech company in the Stonewall LGBT most Inclusive Employer list.
- "I am treated with respect and dignity" is our highest scoring question in our Engagement and Enablement Employee survey, with 74% of people agreeing with this statement.
- Launched female-specific support for career progression:
  - Future Me – a digital mentoring platform that supports 45 women in more junior roles onto the development track
  - Leading Lights - a 12-month programme for 25 women who are ready to take their first step into senior leadership



### Big Ticket update

#### Eradicate the gender pay gap

Last year we reduced our gender pay gap by 2.3% to 15.6% by empowering and harnessing female talent.

A comprehensive plan is in place, which is dedicated to our vision to eradicate the gender pay gap entirely.

- Revamped our workplace adjustment process, which tracks all workplace adjustments ensuring everyone receives the changes they require quickly.
- Worked closer with our SME suppliers by inviting them to march with us at London Pride, strengthening our relationships through celebrating diversity.
- Signed BITC's Race Charter.
- Named in the Times Top 50 Employers for Women.
- One of the first six organisations to sign up to the Valuable 500 commitment that puts disability onto the boardroom agenda. From this we have launched a new "inclusive by design" programme moving digital accessibility up the agenda by pulling together the best expertise and practice from across our organisation to build solutions that are accessible to all.
- Collaborated with Department for Work and Pensions to host a CV, interview and wellbeing workshop to support young Black, Asian and Minority Ethnic people currently unemployed.
- Recognised as a Top 75 employer for Social Mobility.
- Embedded Diversity and Inclusion in new mandated Management Training, ensuring managers are creating inclusive environments for all diverse talent to thrive.



# Wellbeing



## Wellbeing

### Mission

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



It is vital that our approach to supporting the wellbeing of our employees continues to ensure that both their physical and mental wellbeing are cared for. If our employees are not healthy in body and mind then creativity and freethinking can be restricted, as employees do not feel themselves at work, which has a knock-on effect on the performance of our organisation as a whole.

We encourage a Positive Health Culture at Fujitsu supporting employees. Engagement with activities is encouraged but not mandated, resulting in participation across a number of wellbeing activities.

- WorkSpa corporate chair massages were delivered to 250 employees across five UK locations.
- 36 Mental Health First Aiders were trained covering four areas of our business.
- Participation in Mental Health Awareness week:
  - Resilience Learning Pathway was launched which resulted in 1,690 hits during that week
  - A Mental Health Workshop took place for the Shine community due to 81% of LGBT+ employees reporting experience of mental health issues
  - Guidance was given to Managers for completing Occupational Stress Risk Assessments
  - A Mental Health Workplace Adjustments webinar was run for People Managers and 165 managers attended.
- Cycle2Work Scheme
  - 164 employees participated in 2019.



### Big Ticket update

#### Prioritise the social wellbeing and sense of belonging of employees

Through a number of wellbeing and inclusion initiatives we are working towards this goal. We have received positive feedback from our employees that they feel they can be completely themselves at work and a recent employee survey suggested the company's approach to flexible working has provided them with a good work/life balance.

### Case Study: Global Challenge

We participate in a 100-day annual step challenge. We encourage participation based on a desire to improve personal step averages and to learn more about how to care for our individual wellbeing.

Employees with varying abilities and levels of fitness take part including members of our employee disability network, SEED.



Our focus is on improving step averages, rather than a fitness challenge, and our employees excelled:

- Third most active UK company out of 160 UK based companies
- First most active ICT company in the UK
- 79% of employees ended the challenge exceeding 10k steps per day compared to 15% prior to challenge starting
- 73% of employees reported a decrease in stress levels at work as a result of taking part >6% on previous year
- 62% reported an increase in productivity at work as a result of taking part
- 80% of employees stated the global challenge helped them take more personal accountability for their overall health
- 98% of our employees taking part would recommend to a friend
- 71% reported lower levels of fatigue throughout the challenge – an increase of 8% on previous year
- Mental Wellbeing - 63% of participants reported low to no stress at work; this has improved from 2018 = 51%
- Trend in 2019 around participation and weight loss:
  - 24% of people took part with primary reason of losing weight >4% on previous year
  - 250 employees tracked their BMI this year compared to only 167 last year
  - More employees moved out of Obese and into Overweight category than we've seen in recent years.

# Operating Practices



## Operating Practices

### Mission

*We put ethical practices at the heart of every business decision.*



We understand that our practices and behaviours affect the communities we work in, whether as a direct impact of our actions (or inaction) or those of our customers, or our suppliers. As such, we recognise that our obligations to our communities go beyond merely being legally compliant and accordingly we set ourselves the task to deliver shared value through how we do business with our customers and our suppliers. This is important because only by ensuring our products and services (and our supporting supply chain) are sourced and delivered in an ethical and compliant way can we hope to ensure the long-term sustainability and profitability of Fujitsu and the society in which we exist.



### Big Ticket update

#### Form a truly responsible supply chain

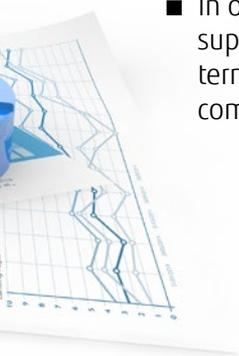
The recently published Responsible Procurement Charter outlines – or maps – the rights and obligations of our supply chain, and guides them on how to become more responsible.

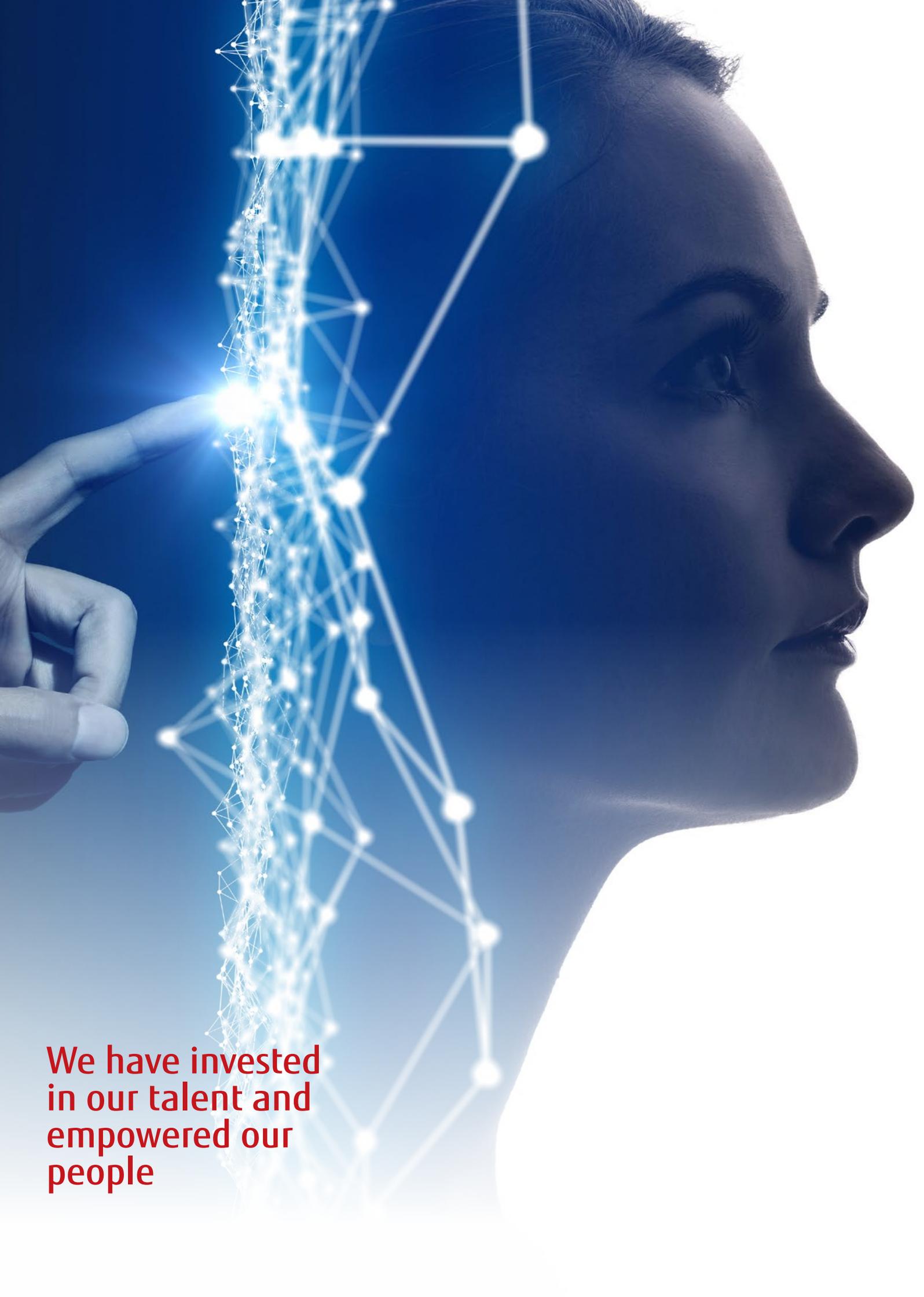




- Implemented a third party due diligence process rigorously examining whether its vendors meet the high standards of the Fujitsu Group with regard to combatting corruption.
- We remain committed to working with small medium enterprises (SMEs):
  - Currently 44% of suppliers (including suppliers based outside of the UK) to Fujitsu Services are SMEs, an increase on last year (where this was 40%). 56% of our UK based suppliers are SMEs.
  - This year we created a leaner on-boarding process to make it even simpler for lower risk SMEs to become suppliers to Fujitsu. We achieved this by both simplifying and expediting the due diligence process for these suppliers to ensure that these SMEs met our ethical and legal obligations but we did not require the same levels of documented evidence as we may have asked of a multi-national corporation.
  - Published our Responsible Procurement Charter based on the Responsible Business Alliance Code of Conduct. This Charter has been written with our SME suppliers specifically in mind to facilitate and guide them on their journey to improve on their approach to responsible business.
  - In order to improve cash flow within our SME suppliers, we have introduced 30-day payment terms for them and we remain committed to complying with the Prompt Payment Code.

- All of our suppliers are expected to sign our Green Procurement Principles (within our Responsible Business Charter), or demonstrate they have a similar policy committing to reduce the use of fossil fuels, minerals and virgin forest products. 99% of our new suppliers have so far signed up to our Responsible Business Charter.
- Regular and mandated training for every employee on anticorruption and bribery, cartel and competition law and export control laws. This training is delivered based on law, using work-related situations where issues may arise giving practical guidance to employees.
- £620.7 million pounds spent in the UK&I with 1,309 suppliers in the last year.
- Total UK tax contribution in FY 2018/19 was £317.3m. Of this amount, taxes borne (those taxes which are a real cost to the company) were £57.0m.
- Implementation of Ask Safety standardised international Occupational Health and Safety employees' support processes.
- Building on last year's achievement of being one of the first organisations to successfully transition to ISO45001 as certified by external audit, we have extended the certification scope into international regions.
- Rolled out a Compliance Risk Assessment for all new bids to ensure more focused continued adherence to laws and standards both in UK&I and across the globe.





**We have invested  
in our talent and  
empowered our  
people**

# People

- Permanent employee headcount: 6,731, with 23% female and 77% male, with the attrition rate for the year at 12% comprising 9% voluntary and 3% involuntary attrition.
- 891 new employees were recruited through business growth, acquisition and transfers. Of the new jobs created, 209 (23%) went to people under the age of 25; among these 48 were graduates and 64 were apprentices.
- We have increased our graduate intake by 39% and our apprentice intake by 154% since 2018. 90% of our apprentice and graduate intake are under the age of 25.
- On average, we pay our apprentices 57% more than the national minimum wage for apprentices.
- Recognised by the Job Crowd as a Top Employer for apprentices and graduates, ranking in the top 50 and top 100 respectively. We were also announced as winner of Responsible Employer for our apprenticeship programme.
- Recognised by the Ministry of Defence in their Employer Recognition Scheme, with a Gold Award (the highest national level award for employers who demonstrate advocacy for reservists, Armed Forces veterans and military charities).
- Accredited with the DWP's Disability Confident Leader award. This is in recognition of our commitment to recruiting, retaining and employing people with disabilities.
- Maintained our Investors in People Silver status.



## We have invested in our talent and empowering our people by:

- Developing a continuous learning culture, driven by extensive availability of high-quality, relevant learning in the field of technology, provided through our partners with both digital and face-to-face offerings including:
  - Multi Cloud
  - Artificial Intelligence
  - Internet of Things
  - Data Analytics
  - Cyber Security
- Increased our investment in Pluralsight from 144 licenses in FY17 to 2,800 in FY19, enabling employees to have access to self-driven and accessible learning across a range of different technologies.
- We ran a Skills IQ day in the UK where our Pluralsight users took 1,183 Skills IQs in one day. Through running this initiative, we have doubled engagement on Pluralsight from 3,569 to 6,179 hours from December 2019 to January 2020.
- Introduced a new talent programme called RADAR open for all employees who wish to accelerate their professional growth and development.
- Further developed our Agile & Me programme, with three live modules that focus on helping our employees to develop a more Agile mind-set and its application in the workplace.
- Continued to develop our sales teams in sales professional and behavioural skills.
- Powered up our management and leadership development programmes, with offerings for:
  - New managers 'Ready to Lead' intensive 3-day course
  - Leaders talent programmes
  - Female leader personal development programme for 25 women in leadership
  - Fujitsu Management Accreditation Programme (FMAP2) endorsed by Chartered Management Institute (CMI)
- Since the introduction of the Apprentice Levy, we have also enabled 158 current employees to upskill in their chosen profession via an apprenticeship standard.

# Customer Impact

**Customers expect Fujitsu to be responsive, innovative and to act with pace, delivering excellence in service.**

## **Operating Sustainably @ Heathrow**

On 28th November 2019, the Fujitsu team was delighted to accept the award for Operating Sustainably at the Team Heathrow Awards. The award, which has never before been issued to an IT company, was collected on stage by Steve Kenny (Head of Transport) with Steven Eyre (Delivery Executive) and Anwen Owen (Head of UK Public Sector Delivery). Heathrow issued just six awards during the ceremony, one for each of their core values, which feed into their Heathrow 2.0 strategy. The competition was very steep and Fujitsu was picked ahead of ten other submissions in the winning category. We were also nominated for two other awards: the Giving Service Excellence award, and the Project of the Year award, jointly with Atkins.

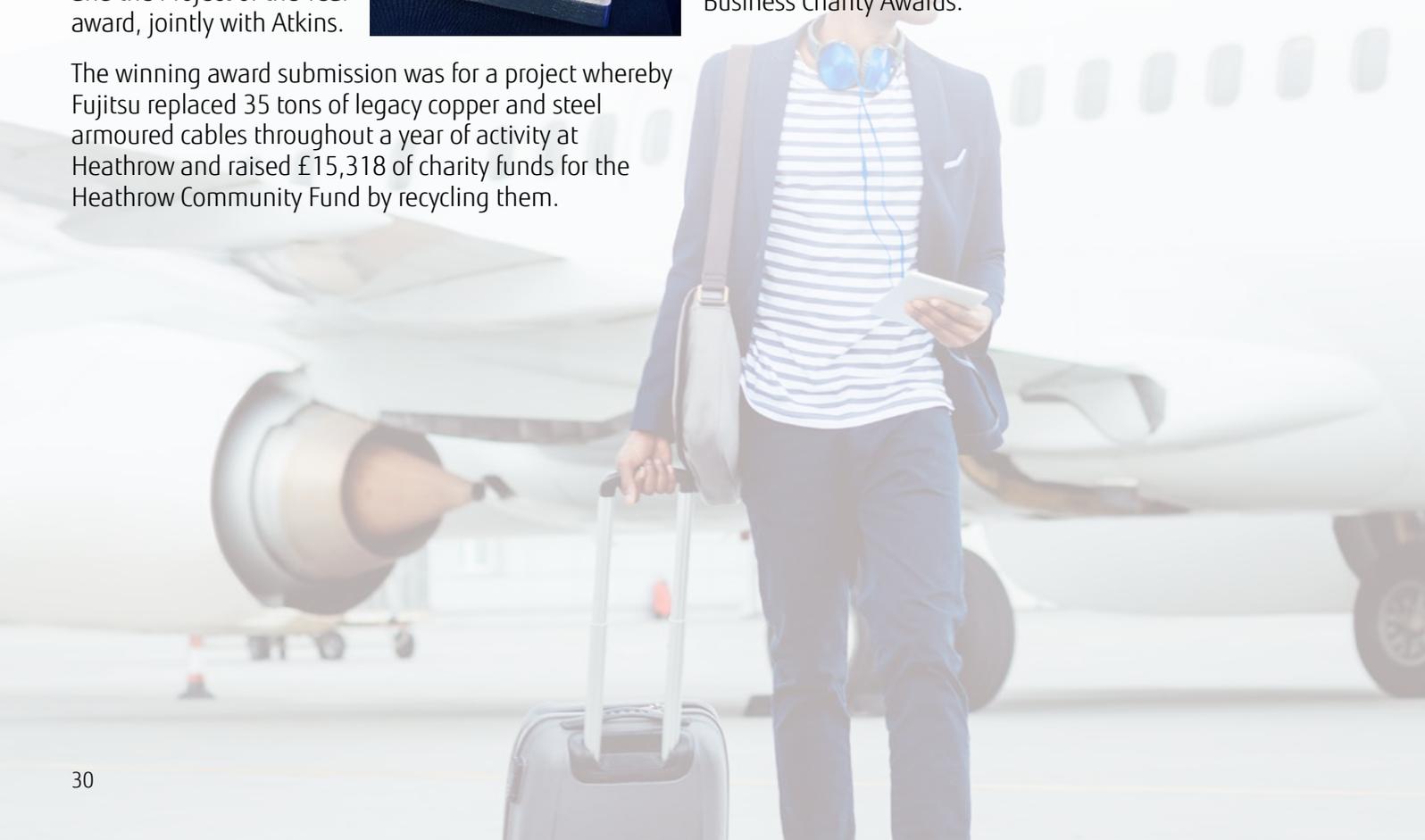


The winning award submission was for a project whereby Fujitsu replaced 35 tons of legacy copper and steel armoured cables throughout a year of activity at Heathrow and raised £15,318 of charity funds for the Heathrow Community Fund by recycling them.

The aim of the IT project was to remove as much legacy cabling as possible, consolidate the infrastructure and build simpler networks. However, by working with Heathrow IT and the Heathrow Community Fund we found the mechanism to support the local community too.

Together we identified six projects that needed support. Those projects are still progressing and to date we have completed three. One project delivered training to adults with learning disabilities, which gave them the skills to re-purpose and recycle IT equipment themselves. The most recently completed project allowed the charity to turn a derelict piece of land into allotments with raised beds and storage boxes for novice and elderly gardeners. Feltham in Bloom is another project that has been running for two years and is bringing joy to both the gardeners involved and the residents of Feltham.

Fujitsu is delighted to be the first IT partner to win an award as part of Team Heathrow and, jointly with Heathrow, is proud to enter our work for the Consortium award (for an outstanding partnership between one or more companies and one or more UK charities) at the Business Charity Awards.



## Police National Computer (PNC) Serving Britain for over 45 years

The police face growing challenges in bringing intelligence and information together especially in real time. The amount of data is easily overwhelming and the majority of it is in fragmented silos, a mix of both structured (e.g. ANPR, and other data) and unstructured data (e.g. CCTV footage, voice recordings, social media posts, evidence statements, etc). Working collaboratively with police forces, Fujitsu has developed an Artificial Intelligence (AI) powered big data service specifically focused on the needs of modern policing. The solution uses a range of technologies so officers are able to accelerate investigation time visualising relationships across both structured and unstructured data, regardless of origin, and whether archived or in real time.

Fujitsu provides ICT support to critical police infrastructure across the UK. As part of our services to the Home Office, Fujitsu is responsible for the Police National Computer (PNC), which celebrated its 45th anniversary last summer. The PNC is a very resilient system with high levels of availability and holds over 3.5 billion records including those of 12.2 million people, 59 million drivers, and 63 million vehicles. It can be accessed 24/7 via over 50,000 terminals and in recent years has handled in excess of 169 million transactions per annum, giving a daily average of just under 463,000 transactions. It makes extensive use of logging all enquiries and updates, facilitating police investigations and auditing. The police, justice and borders communities rely on the system's accurate, near-instantaneous provision of identity information to make life-and-death decisions.



## Sustainable Development Goals – Environment Agency

The Environment Agency (EA) is a non-departmental public body, established in 1995 and sponsored by the United Kingdom government's Department for Environment, Food and Rural Affairs (DEFRA). It is responsible for protecting and enhancing the environment in England, and works alongside Natural Resources Wales. Its remit covers the whole of England, about 13 million hectares of land, 22,000 miles of river and 3,100 miles of coastline.

The Environment Agency wanted to improve its flood warning system to make it more cost-effective, accurate, reliable, and citizen-friendly.



### Benefits:

- Providing flood warnings to Emergency Services and over 1.5 million people and businesses.
- Sending an average of 11,000 messages a day to citizens to provide early warning of floods.
- Producing over 2,000 hours of flood warning audio with accurate pronunciation in English and Welsh, with eight regional accents.



## Ministry of Defence

The Ministry of Defence (MOD) protects the security, independence and interests of our country both at home and abroad.

For over five decades, Fujitsu has been supporting the Defence and National Security sector and is a major supplier to the MOD. Across the UK and Ireland, we have over 4,000 security-cleared staff, providing support to up to 250,000 MOD users. Fujitsu enables robust end-to-end digital modernisation that balances the drive for innovation with the need for business continuity, building the best solutions for today.



Our longstanding affiliation with the British Armed Forces comprises a major part of our responsible business drive, with a particular focus on veterans and their families.

The Military Transition and Talent Programme (MTTP) is an innovative initiative aimed at increasing the support that Fujitsu offers high-calibre individuals as they transition from military to industry employment. Through a focused coaching and mentoring scheme, the individual will develop their business and commercial acumen, further increasing their potential. MTTP delegates will be offered a two-year fixed-term contract to undertake a supported project management role in the Defence and National Security (DNS) Business Unit. The individual will be given a Project Management position, but will also receive additional levels of mentoring and coaching to enable any identified skills gaps to be bridged by qualified and experienced personnel from within the DNS Project Management community.

- For many years, Fujitsu has been a corporate friend of SSAFA, the national charity committed to helping and supporting the 57,000 Armed Forces personnel, those who used to serve, and the families of both. The Corporate Friends Programme aims to provide a mutually beneficial framework that helps defence companies form links within industry, while helping SSAFA to raise funds and awareness. Fujitsu has supported SSAFA extensively both by sponsoring events and through employee fundraising, raising well over £390,000 in the process that has allowed SSAFA to alleviate suffering and hardship amongst serving personnel, veterans and families.
- Every year during Armed Forces Week, Fujitsu hosts a Boot Camp in partnership with local Reservist units to raise funds for SSAFA. Last year we had 180 Fujitsu employees taking part in teams of 10, competing against each other in physical, leadership and team-working tasks. The event is great fun for those who take part, but most importantly, it strengthens our relationships with local reserve units and raises much needed funding for our charity SSAFA.
- Gold Award winners in the Defence Employer Recognition Scheme (ERS). This Award was created to encourage UK employers to support Defence and inspire other businesses to do the same.
- Forces Families Jobs enables spouses and family members of current UK Armed Forces military personnel to have a "one stop shop" where they can apply for jobs directly with employers who have signed the Armed Forces Covenant. The portal also signposts to other career and training opportunities. As Gold Members of the Employment Recognition Scheme, Fujitsu were given the opportunity to trial the new platform and were selected as one of the 10 employers to feature in the Families Federation Magazine. DNS vacant roles are now live on the site.

**ssafa**  
— the —  
**Armed Forces**  
charity



- Developed a comprehensive policy to provide support for employees who are volunteer or regular reserves.
- 5% of Fujitsu's employees who work in our Defence & National Security business originate from a Services background.
- Sport in the Armed Forces can create unbelievable opportunities to compete at the very highest level in amateur sport. Fujitsu recognises the power of these benefits and we are immensely proud of our associations with the numerous Armed Forces teams we support through our sponsorship programme. Starting with Fujitsu British Soldier, the Army Sailing Association (ASA) racing yacht, moving on to Army Football, Army Squash, Royal Navy Hockey, Royal Navy Rugby League and now the new headline sponsor of RAF Cricket.
- Twice a year our Capability Team host an Industry Day for around 25 service leavers to find out more about Fujitsu. There is also an opportunity to discover more about current vacancies and learn how the Fujitsu recruitment process recognises Armed Forces skills and qualifications. These events have been so successful that we now recruit 40% of attendees.

### Case Study: Supporting Rock2Recovery

Over the past six months, our Law and Order Portfolio Team have been working with Rock2Recovery (R2R) an inspirational organisation which saves lives on a daily basis – their mission is “to save and change the lives of those in our Armed Forces, our veteran community and their families who are affected by stress” primarily Post Traumatic Stress Disorder. R2R provide a unique form of coaching, utilising a range of non-clinical methods that are tailored to their client's needs.



R2R is a Community Interest Company (CIC) – a special form of non-charitable limited company that exists primarily to benefit a community or with a view to pursuing a social purpose. While R2R was started with funding from the Royal Marine Commandos, this quickly extended across the armed forces and they now see a growing demand from the blue light sector and have funded trials underway with the Metropolitan Police, Jersey Police and Isle of Man Constabulary. Aside from this funding, their work is supported through fundraising efforts and charitable donations.

Fujitsu visited the R2R HQ in Exmouth to look at their back office functions and ways of working. As a result, we produced a four-phase plan with the objective of reducing their administrative overhead thus giving their Welfare Officers more time to focus on supporting their clients.

**Phase 1:** we created an updated client database which will drive improved quality and consistency of data as well as providing them with improved reporting which will support their funding claims.

**Phase 2:** we have created robots to automate a number of manual activities such as creating invoices, management information and reporting. These robots go live in March 2020. We estimate that the activities completed in these first two phases will save over six days' of administration effort every month.

**Phase 3:** will extend the use of automation to include their client registration forms, feedback forms as well as to provide an Operations Handbook to support the new tooling.

**Phase 4:** is a longer-term commitment. We are currently planning a session in our Digital Transformation Centre to see how we could turn the current R2R client database into a fully automated Case Management system.

These actions will support R2R through the rapid growth that they are currently experiencing and will enable them to continue to provide the genuinely awe-inspiring and lifesaving service that they deliver today.

Pillar	SDG	Big Ticket Items
 <p>Environment</p>		<p>Eradicate single use plastics</p>
 <p>Community</p>		<p>Co-create a digital project centred on neurodiversity with Autistica</p>
 <p>Diversity &amp; Inclusion</p>		<p>Eradicate the gender pay gap</p>
 <p>Wellbeing</p>		<p>Prioritise the social wellbeing and sense of belonging of employees</p>
 <p>Operating Practices</p>		<p>Form a truly responsible supply chain</p>

## | Looking to the future

Our key focus is working year on year to achieve our “Big Ticket Items”, ensuring that across all departments in our organisation we put the Sustainable Development Goals (SDGs) at the forefront of our strategy and vision.

We have designed and implemented a portal to assist our colleagues with their understanding of the SDGs and how they can align themselves to the goals in everything they do at work and at home.

We are consistently looking at ways to reduce our carbon footprint as an organisation. One important area we have targeted is our company travel and how we can minimise this using digital solutions, including offsetting our emissions through investing in sustainable projects.

We look forward to updating you on our further progress next year.

## FUJITSU

Tel: +44 (0) 1235 79 7711

E-mail: [askfujitsu@uk.fujitsu.com](mailto:askfujitsu@uk.fujitsu.com)

Website: [uk.fujitsu.com](http://uk.fujitsu.com)

Ref: 3981

ID-6699/04-2020

© FUJITSU 2020. All rights reserved. FUJITSU and FUJITSU logo are trademarks of Fujitsu Limited registered in many jurisdictions worldwide. Other product, service and company names mentioned herein may be trademarks of Fujitsu or other companies. This document is current as of the initial date of publication and subject to be changed by Fujitsu without notice. This material is provided for information purposes only and Fujitsu assumes no liability related to its use. Subject to contract. Fujitsu endeavours to ensure that the information contained in this document is correct but, whilst every effort is made to ensure the accuracy of such information, it accepts no liability for any loss (however caused) sustained as a result of any error or omission in the same. No part of this document may be reproduced, stored or transmitted in any form without prior written permission of Fujitsu Services Ltd. Fujitsu Services Ltd endeavours to ensure that the information in this document is correct and fairly stated, but does not accept liability for any errors or omissions. Unclassified