Fujitsu Frontech Way

The Fujitsu Frontech Way is comprised of our basic philosophy and principles that express the raison d'être of the Fujitsu Frontech Group, the values we need to uphold, and the principles that guide the daily business activities of our employees.

Fujitsu Frontech Mission (Corporate Vision)
In order to meet the expectations of customers and society, and sharing with customers our passion for achievement, at Fujitsu Frontech Group we have made it our mission to provide worldwide solutions through our products, expertise, and services using cutting-edge technology surrounding the human interface. In this way we are committed to the art of manufacturing, quality, and employee education.

Fujitsu Frontech Policy (Corporate Values)
1. Judging and acting from a customer-centric perspective
2. Creating a fulfilling work environment for employees
3. Assuring profitability and linking it to sustained development
4. Adhering to social justice and fair rules
5. Protecting intellectual property
6. No misuse of job positions for personal benefit

Fujitsu Frontech Rule (Code of Conduct)
1. Fair transactions
2. Respecting human rights
3. Legal compliance
4. Confidentiality
5. Protecting intellectual property
6. No misuse of job positions for personal benefit

Fujitsu Frontech Guideline (Principles)
1. We act from the perspective of the customer
2. We conduct ourselves as good corporate citizens and members of society
3. We apply ourselves to our work in earnest and with tenacious effort
4. In reaching for our dreams, we challenge new frontiers
5. We value those who work with us
6. We protect the global environment

Message from the President

Based on the management philosophy, “Connecting people to companies with the cutting-edge ICT and contributing to create affluent society”, Fujitsu Frontech Group consider it our mission to support customer business innovation and development through providing comprehensive business, from products through to solution services in rapid progress of digital innovation.

In situation that response to changes such as cashless, sharing economy and decrease in labor force, is becoming increasingly big challenge in each field of finance, retail, industry and public sector, we will propose new style of business to customers by strengthening our advantage of being able to provide hardware, software and services on one stop all the more. Also we support the business life cycle of customers totally with ICT, for instance operation monitoring after installations and help desks.

In global markets, we are engaged in expanding product portfolios and provide comprehensive cash management solution in retail stores, etc. by Co-Creation with SI (System Integration) partners. We will continue to develop business fields further and expand business area such as emerging nations.

In new growth sectors, we will promote digital innovation in frontline area of customers, through combination between our strong technology, such as RFID and palm vein authentication, and solution services.

Fujitsu Frontech Group innovate “B to B to Front (forefront of customers)” field with ICT.

We aim to realize safe and secure society where everyone can live snugly, through proposing new ways to connect people to companies and society. Our concept is “Touch, Connect and Change” which means interacting “Mono (product), Koto (service oriented way of thinking)” provided by Fujitsu Frontech Group, linking up people with companies and society, and broadening new different world. On the basis of this concept we will challenge to create new value, aiming to be a “DX (Digital Transformation) Company at the Forefront of Customer”. Also under the basic philosophy and principles of the Fujitsu Frontech Way, we will create an affluent and vibrant corporate culture, boost our corporate value further and contribute to the achievement of the sustainable society.

President and Representative Director
Hiromu Kawakami
Frontech can be found here
Realizing a safe, secure and more comfortable society through "Touch, Connect, Change"
Changing the front-end of customers

Providing solutions to solve ever-diversifying settlement methods and trading formats to raise the quality of user services

Changing bank-counter operations by introducing easy-to-operate self-service terminals

We offer solutions that go one step further in really optimizing efficiency in business in order to deal with ever-diversifying settlement methods and increasingly complicated trading formats. We support the transformations going on in the front-end of customer business through proposals that enhances end-user customer’s satisfaction while still maintaining customer convenience and safety, etc.

Improving fan services through enhancing safety of cashless transactions

Use of palm vein authentication improves cashless transactions

Introducing settlement solutions to offer convenience to consumers through systems such as common point granting, etc.

Increase installation flexibility with space-saving ATMs

Mobile terminal call systems using the messaging application “LINE” for outpatients aid effectively utilize waiting time
Achieving labor saving and automation

Various solutions bring efficiency to customer business environments as well as contribute to labor-saving and automation efforts.

In order to deal with the progress of work-style reforms and the critical shortage of workers, we offer solutions that bring labor-saving and make operation more efficient at stores and plants using automation systems.

- **Linen rental business**, which handles a large amount of clothing and sheets, uses RFID tags to identify all items simultaneously and optimize shipping and inventory.
- **Cash management systems manufactured by Revolution Retail Systems equipped with our Bill Recycling Units** automate cash management at the back office of retail stores to improve operational efficiency.
- By introducing self-checkout systems, we enable stores to reduce the waiting time at the checkout and improve user satisfaction.
- Sensor-equipped beacons automatically monitor temperature and humidity night and day, and send their data for analysis.
- Using RFID tags to reduce the time spent in inventory work to realize a more balanced work style.
- **Logistics warehouse and back offices of stores** management of goods during transportation.

Automatic collection of temperature and humidity data simplifies management tasks.
Pursuing safe and secure Cash management services with palm vein authentication support secure and safe store operations

Airline printers efficiently issue boarding passes and prevent lost baggage with RFID-compliant baggage tags

Contributing to a safe and secure society through unwavering security provided by ICT

We are establishing trustworthy and secure environments using palm vein patterns to identify individuals — thus, creating a world where without ID cards and passwords, we can operate ATMs, pass through ticket gates, enter/exit rooms, and login PCs. Likewise, making use of RFID tags, we provide highly convenient solutions, such as bulk management approaches that can cope with big quantities of items, such as important documents, test specimens and garments. Also, we are contributing to create the safe and secure society on many fronts to provide top-notch security, such as ATMs and settlement terminals.

Boosting the security of critical information management through the login with palm vein authentication

Reliable bulk reading using RFID tags at a testing lab handling huge numbers of specimens

Check-in

Online Services

FIDO (Fast Identity Online) authentication enables password-less online services that are both convenient and secure

Cash management services with palm vein authentication support secure and safe store operations

Swiftly check up on the storage status of important documents using RFID tags

Car dealers

Document storage

Document storage warehouse

10FUJITSU FRONTECH LIMITED 09
Global Product Business
Spreading expertise in Financial, Retail and Public Sector on global basis

Solution & Service Business
Developing Total Solutions to provide new value based on innovative technologies and the idea of “Koko” (service oriented way of thinking)

Mechatronics

- Bill recycling units
- Bill dispensing units
- Passbook printer units

Applied equipments

- Bill recycling units
- Bill dispensing units
- Passbook printer units

System Products

ATMs

- Large ATMs
- Medium ATMs
- ATMs for stores

Banking Terminals

- Passbook printers
- Overhead readers
- Integrated cash machines
- Quick Counter Station

System Products for outside Japan

- ATMs
- Self-checkout systems

System Products for Public racing

- Automatic vending machines
- Automatic vending and refunding machines
- Cashless Totalizer Terminals

Frontline Solutions

Palm Vein Authentication

- Palm vein authentication sensors
- All in one type palm vein authentication terminal
- Palm vein authentication boards
- Software development kits

RFID & Sensor Solutions

- UHF-band RFID tags
- RFID reader / writer
- Sensor-equipped beacons
- RFID & Sensor platforms

Mobile Systems

- Hand-held terminals

Subscription Services

- Equipment rental + Asset management & Data management “bundleRental”
- Equipment rental + Online biometric authentication “FDO”

Others

- Traffic information display system
- Manufacture of high-precision metal molds, 3D high-precision cutting of high-hardness materials
- High-precision sheet processing, High-speed aluminum material processing
Approaches to quality

In order to offer truly trustworthy products and services that customers can use safely and securely, our specialist setup, common to all our group companies, constantly strives to improve quality along a quality management system. In all stages of business, from product/service planning through to development, procurement, validation, manufacturing and customer services, we work on quality issues both in Japan and abroad with our basic policy of: “every action is for the customer.”

- Development/IT Evaluation
  We review design at each development phase using our Quality Management System (QMS), and then we evaluate reliability, considering customers’ environment and ease of use.
- Procurement/Manufacture
  We push ahead with smart manufacturing together with our business partners.
- Operation/Maintenance
  By monitoring operation status, we timely pick up on quality issues and respond swiftly.
- Operation/Servicing
  We offer safe, reliable maintenance/services complying with Information Security Management System (ISMS) and Information Security Service Management System (ISSMS).

Digitalized Manufacturing

Based on the manufacturing know-how grounded in many years of practice, using digital tools we innovate the process from development through manufacturing. We validate 3D-CAD data in virtual space provided by VPS*, and build in design quality from the upstream development stage to shorten time needed for mass-production preparation. By establishing a “smart manufacturing” system that lets us check and evaluate without trial productions, we optimize all processes, such as shortening development lead time and swiftly reaching targeted quality at the mass production. Moreover, by sharing e-documents that link to VPS data, we maximize benefits, employing consistent data from development material through to mass-production. Also, in mass-production processes, we promote the “introduction of IoT in plants”, and aim to make our plant smart, combining manufacture with ICTIoT. And, by introducing a tablet system and making things visible, we get the Plan Do Check Act (PDCA) improvement cycle turning and are tackling the manufacturing in the next generation by employing AI, robots and Robotic Process Automation (RPA).

<Certification>
ISO9001: Quality Management System
ISO27001: Information Security Management System

Sustainability

The Fujitsu Frontech Group will propose new connections between people, companies, and society and provide new value to customers and society by providing the union of “Product”, “Solution”, and “Service” that make use of our strengths in digital technology. We are also working to develop solutions and services that will contribute to the achievement of the SDGs, in light of the growing need to contribute to a sustainable society on a global scale.

Environment

We have established "Fujitsu Frontech Group Environmental Policy" and have formulated and implemented “Environmental Action Plan” based on this policy. In Stage IX (FY 2019 – 2020), we will contribute to the achievement of the SDGs by reducing the environmental impact of our customers through providing our products and solutions and services, reducing the environmental impact of CO2 and waste at our facilities, and promoting and expanding our environmental and social contribution activities.

Society

In addition to fulfilling our social responsibilities through our corporate activities, we believe it is important to contribute to the development of society on a global scale. By proposing new ways of connecting people with companies and society through ICT, we aim to create a safe, secure and more comfortable society.

Governance

With "Fujitsu Frontech Way" as our basic business management policy, we will always manage from the perspective of our stakeholders, including shareholders, employees, suppliers and other business partners. We are pursuing management efficiency in order to improve corporate value and at the same time, we are working to reinforce corporate governance by enhancing management checking functions and ensuring transparency through the maintenance of an internal control system.
Company Profile

Name: FUJITSU FRONTECH LIMITED
Headquarters: 1776 Yanokuchi, Inagi-shi, Tokyo, Japan
Established: November 9, 1940
Capital: 8,457 million yen (as of March 31, 2020)
Employees
Consolidated: 3,603
Non-consolidated: 1,581 (as of March 31, 2020)
Stock Exchange Listing: Tokyo (Second Section, security code 6945)

History

1940: Company founds in Tsubame-shi, Niigata Prefecture, under the name KANAIWA KOSAKUSHO CO., LIMITED. Begins manufacture and sales of western style tableware, parts for automatic lathes and automobiles.
1944: FUJITSU LIMITED joins the management and purchases a portion of the Company’s shares.
1946: Company name changes to KAMABARA KIKAI KOGYO LIMITED.
1948: Begins manufacture and sales of parts for telephones and switchboards.
1949: Begins manufacture of complete display devices, from design to manufacture and testing.
1965: Company headquarters moves from Yoshida Plant in Niigata Prefecture to Yanokuchi Plant in Tokyo.
1972: Company name changes to FUJITSU KIDEN LIMITED. Establishes sales department for display devices.
1980: Company’s stocks lists on the Second Section of the Tokyo Stock Exchange.
2002: Company name changes to FUJITSU FRONTECH LIMITED.
2003: Establishes a subsidiary FUJITSU FRONTECH (SHANGHAI) LIMITED in China.
2005: Purchases 100% of FUJITSU TERMINAL SYSTEMS LIMITED shares from FUJITSU LIMITED. This company changes its trade name to FUJITSU TERMINAL SYSTEMS LIMITED and becomes a subsidiary of FUJITSU FRONTECH LIMITED in February of the same year. Establishes Onmi Solution Center.
2009: Establishes a subsidiary Fujitsu Frontech North America, Inc. as a base of development, procurement and manufacturing in the U.S.A. (FUJITSU FRONTECH LIMITED purchases 100% shares of FUJITSU TRANSACTION SOLUTIONS INC. and changes its trade name to FUJITSU FRONTECH NORTH AMERICA, INC.)
2011: TOKAI ENGINEER LIMITED becomes a subsidiary of TOTALIZATOR ENGINEERING LIMITED (by purchasing additional shares).
2017: Fujitsu Frontech North America, Inc. and Positek RFID L.P. jointly establish Positek RFID, Inc. in the U.S.A.
2019: Establishes a branch office in India.
2020: Fujitsu Frontech North America, Inc. acquires Fulcrum Biometrics, LLC. (Current Fulcrum Biometrics, Inc.)

Management

Directors
President and Representative Director: Hiromu Kawakami
Director: Naoki Yoshida
Director: Hiroshi Watabe
Director: Ryuji Kushida
Masanori Niwa
Outside Director (Full-Time Audit and Supervisory Committee Member): Koichi Takahashi
Outside Director (Audit and Supervisory Committee Member): Gen Ikekami
Ryuichi Kubota

Executive Officers
President: Hiromu Kawakami
Corporate Senior Vice President, COO: Naoki Yoshida
Corporate Senior Vice President: Hiroshi Watabe
Corporate Senior Vice President: Yoichi Toyomi
Corporate Senior Vice President: Mochitaka Sugawara
Corporate Senior Vice President: Tomohiko Yone
Corporate Vice President: Hidetsuki Takahashi
Corporate Vice President: Hirotaka Kageyama
Corporate Vice President: Yoichi Hiraawa
Corporate Vice President: Hideki Hata
Corporate Vice President: Kiyotaka Akihisa
Corporate Vice President: Shinichi Miyagi
Corporate Vice President: Shohei Oyake
Corporate Vice President: Takeshi Saito

Directors
Corporate Senior Vice President: Hiroki Nagaya
Corporate Senior Vice President: Takahiro Matsumura
Corporate Senior Vice President: Shinichiro Nose
Corporate Senior Vice President: Yoosub Nam
Corporate Senior Vice President: Shinji Sekiya
Corporate Senior Vice President: Hideki Urno

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Corporate Vice President: Ryuichi Kubota

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Corporate Vice President: Shuhei Oyake
Corporate Vice President: Shoichi Miyagi
Corporate Vice President: Hiroyuki Urno
Corporate Vice President: Takaaki Kato

Corporate Vice President: Yuji Kato
(as of June 23, 2020)

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(as of June 23, 2020)

Consolidated Net Sales
Unit: million yen

<table>
<thead>
<tr>
<th>Year</th>
<th>Net Sales (as of June 23, 2020)</th>
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<tbody>
<tr>
<td>2016</td>
<td>111,192</td>
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<td>2017</td>
<td>96,719</td>
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<tr>
<td>2018</td>
<td>100,381</td>
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<td>2019</td>
<td>90,047</td>
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Certification Acquisition

ISO
ISO/IEC20000
ISO/IEC27001
ISO/IEC 20000
ISO/IEC 27001

Privacy Mark

Sponsorship

We support sound social activities through sports, such as "Kawasaki Frontale" (J1 League soccer team), which engages in community-based activities, "Fujitsu Frontiers" (American football team), and "PFU Blue Cats" (V1 League volleyball team).