



FUJITSU FRONTECH LIMITED
Corporate Profile 2023



Fujitsu Way



The Fujitsu Way comprises 3 parts: "Our Purpose", "Our Values" and "Code of Conduct".

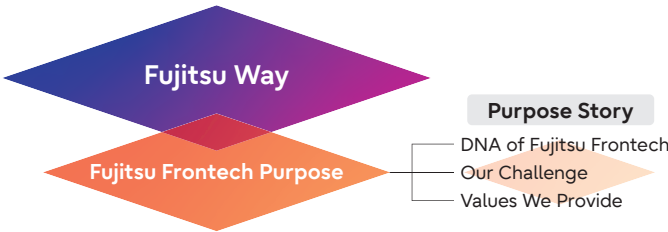
Fujitsu Group Purpose
Make the world more sustainable by building trust in society through innovation.

Our purpose represents why all Fujitsu people in the world work together every day.

Fujitsu Frontech Purpose

To create a tomorrow with new connections between people and companies, people and society

As a member of Fujitsu Group, Fujitsu Frontech Group will comply with Fujitsu Way, and we established Fujitsu Frontech Purpose as our basic policy for business management.



Purpose Story

Purpose Story is the background briefing of Fujitsu Frontech Purpose to understand what we have cherished from the past, vision for the future and values we provide to stakeholders, as a story.

DNA of Fujitsu Frontech	Our company DNA is in the front-end of business where our customers and consumers meet. For many years, Fujitsu Frontech has always had a passion and commitment to manufacturing, quality, and human resource development. We strive to continuously refine our technical capability and excellence of our hardware, software and service while enhancing the customer experience based on industry knowledge and know-how. These are our enduring strengths and values.
Our Challenge	Our goal is to be a DX (Digital Transformation) company at the forefront of our customers. When people touch "MONO (product)" and interact "KOTO (service-oriented way of thinking)", we create new connections between people and companies, people and society. We strive to change the world to a place where people can enjoy entirely new services, by connecting human interaction and digital technology. Based on the concept "Touch, Connect and Change", we will provide hardware, software and services as a one-stop shop. Furthermore, we will strive to realize a safe, secure, comfortable and prosperous society where companies and individuals can have a bright future.
Values We Provide	<p>Fujitsu Frontech will continuously provide value to all stakeholders through focus on issues companies and society face, and through the diverse talents and energies of each Fujitsu Frontech group employee.</p> <p>[To Customers] We will identify challenges with our customers, and create new opportunities with the highest quality, reliability, and performance that exceeds our customer's expectations.</p> <p>[To Employees] We respect individuals, diversity, and provide equal opportunities to all employees. We will do our utmost to support each employee, so that they can experience growth as a professional and maximize their potential and energy.</p> <p>[To Society] We will address social issues based on justice and equality, and contribute to the realization of a sustainable society. In addition, we strive to be good citizens and contribute to the revitalization and development of our communities.</p>

Message from the President

In the era of VUCA (Volatility, Uncertainty, Complexity, Ambiguity) where future prospects are difficult due to high uncertainties, Fujitsu Frontech Group conduct our business activities under Fujitsu Frontech Purpose: "To create a tomorrow with new connections between people and companies, people and society" as well as comply with Fujitsu Way as a member of Fujitsu Group.

In the front-end of business where our customers and consumers meet, our company has long cherished the technical capability and excellence of our hardware, software and service while enhancing the customer experience based on industry knowledge and know-how. These are our DNA (enduring strengths and values) and based on these strengths and values, we aim to become a DX (Digital Transformation) company at the forefront of our customers. When people touch "MONO (product)" and interact "KOTO (service-oriented way of thinking)", we create new connections between people and companies, people and society. We strive to change the world to a place where people can enjoy entirely new services, by connecting human interaction and digital technology.

Based on this Purpose, we will take on the challenge of the transformation to realize a safe, secure, comfortable and prosperous society. And we will create an affluent and vibrant corporate culture, promote efforts to achieve SDGs (Sustainable Development Goals), the common goals of the international community, and contribute to realize the sustainable society.

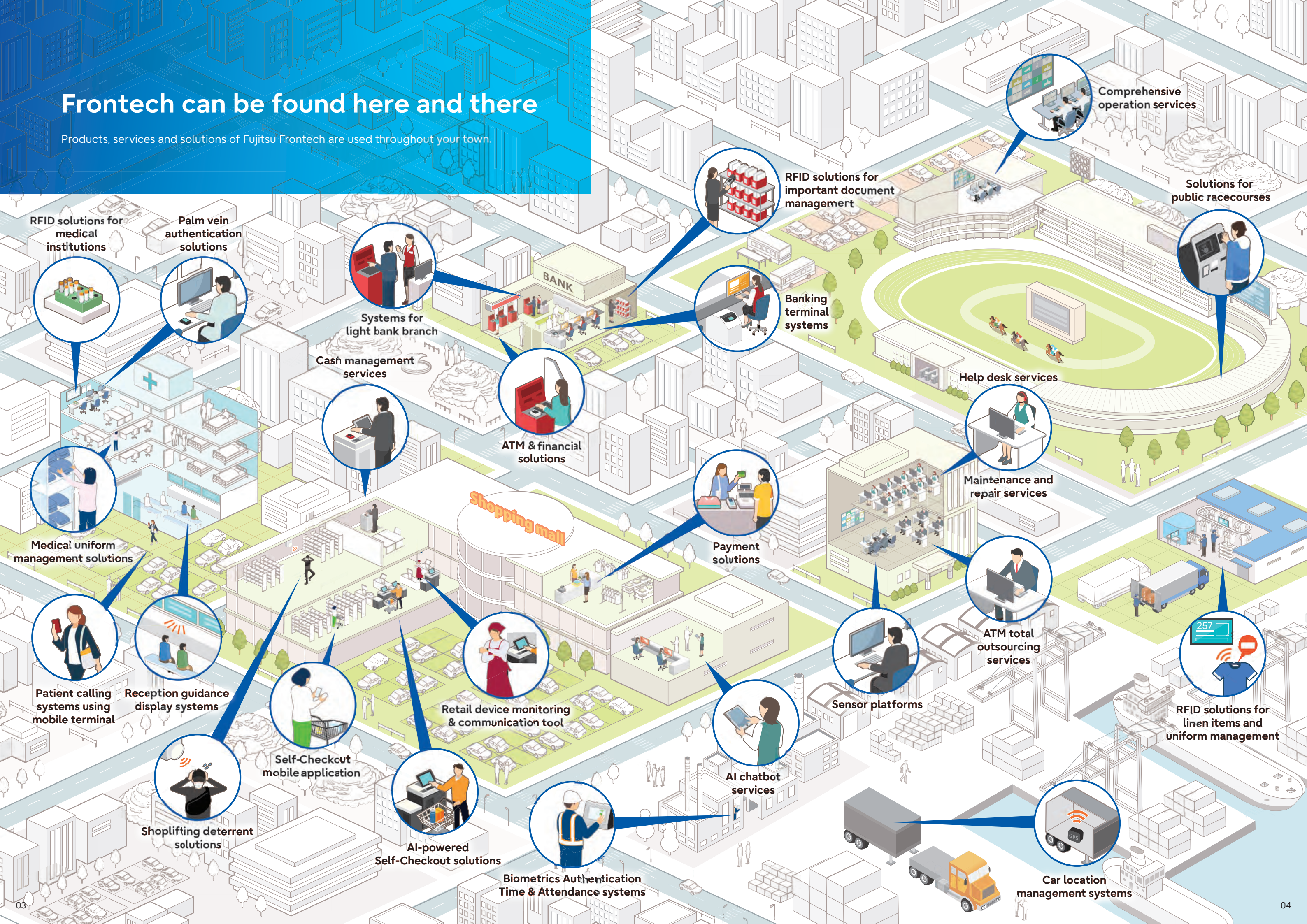
President and Representative Director

Hiroshi Watabe



Frontech can be found here and there

Products, services and solutions of Fujitsu Frontech are used throughout your town.



RFID solutions for medical institutions

Palm vein authentication solutions

Systems for light bank branch

Cash management services

ATM & financial solutions

RFID solutions for important document management

Banking terminal systems

Comprehensive operation services

Solutions for public racecourses

Help desk services

Maintenance and repair services

Payment solutions

ATM total outsourcing services

RFID solutions for linen items and uniform management

Retail device monitoring & communication tool

Sensor platforms

AI chatbot services

Car location management systems

Biometrics Authentication Time & Attendance systems

AI-powered Self-Checkout solutions

Self-Checkout mobile application

Reception guidance display systems

Patient calling systems using mobile terminal

Shoplifting deterrent solutions

Medical uniform management solutions

Business Profile

The Fujitsu Frontech Group develops businesses at the point of contact (front) where our customers and consumers meet, in business fields such as finance, retail, public and medical facilities.

Finance & Retail

Provide the optimum solutions for customer needs to support driving efficiency in field works and promoting DX

As a business partner of customers in financial, industrial and public fields, with advantage of our know-how of ATMs and banking terminals grounded in many years of practices, we bring growth and trust to companies to meet customer needs for efficiency and DX promotion of customers' front areas.

Main business areas

- Financial Solutions (Including ATMs and banking terminals, etc.)
- Financial Services (Including ATM total outsourcing services, etc.)
- Industrial & Public Solutions (Including cash deposit machines and payment kiosk, etc.)



"Quick Counter", a system for mini bank which innovates counter services of financial institutions.



Used car auction systems which drive efficiency in auction operation.



"TeamCloud/CM", cash management services which support store cash operations.



Help desk services which support store operations 24 hours a day, 365 days a year. Our LCM-DCX Contact Center has acquired the certification of the international quality assurance standard "COPC® CX standard".

Services

Secure safety and security of customers with total services and comprehensive support systems

In order to provide deeper support for customers' management and store operations, we offer value-added services that utilize various data collected from equipment, total services including proposals for utilization through centralized management of assets owned by customers, maintenance and repair, in addition to conventional services that support the installation, operation, and monitoring of equipment and all aspects of business.

Main business areas

- Cash management services "TeamCloud/CM"
- Help desk services
- Installation services
- Operation support services
- Maintenance and repair services

Frontline Solution

Providing solutions that increase the corporate value of customers based on unique technologies

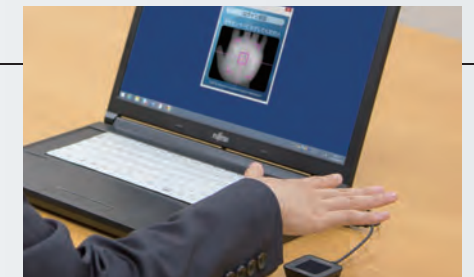
We will create new businesses based on unique technologies such as palm vein authentication, RFID, and various sensor platforms, and provide solutions that achieve customer success. In addition, by providing optimal products as a subscription service and expanding the application areas of our technology, we will support our customers' business transformation with solutions and services that can be applied to all industries and company sizes.

Main business areas

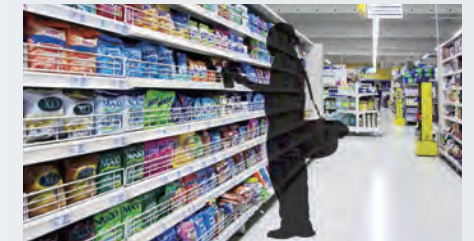
- TeamManage*1
- TeamDX*2
- Palm Vein Authentication
- RFID Solutions
- Payment Solutions
- Mobile Systems

*1 TeamManage: Subscription services that support customer's business transformation with a variety of devices and solutions from various companies.

*2 TeamDX: Data management platform for device management and operation monitoring, and utilization of various collected data.



Palm vein authentication realizing highly accurate personal authentication.



Shoplifting deterrent solutions using Edge AI.



Cashless/ticketless betting system, which improve the convenience of fans.



Comprehensive operation services which coordinate public racecourses in total.

Totalizator & Amusement

Support innovation of customers, from public racecourses to amusement park

We provide services which drive efficiency in all duties of public racecourses operation, including operation to maintenance. We promote innovation "from public racecourses to amusement park" with customers, by using our technologies which realize DX and expanding services with ability to draw in fans.

Main business areas

- Solutions for public racing (Including automatic vending and refunding machines and cashless totalizator terminals, etc.)
- Comprehensive operation services

Global

"Automation, No downtime, Long-lasting, Recycling" Provide various solutions which meet customer needs finely in global markets

We provide the optimum solutions for customer needs worldwide with a set of hardware and software to drive customers' DX innovation, accelerate automation, and streamline customers' field operations. At the same time, we contribute toward achieving the SDGs by developing long-lasting equipment and by recycling equipment. In addition to working on the expansion of product portfolios, we deepen business fields and expand regional coverage through Co-Creation with SI (System Integration) partners.

Main business areas

- Bill Recycling Units
- Self-service solutions for retail stores outside Japan
- Airline Printers
- RFID solutions for linen rental and laundry
- Multimodal biometrics authentication solutions



AI-powered self-checkout solutions that enable smooth and accurate payment by batch scan of multiple items, automating the sale of produce by weight, and preventing fraud.



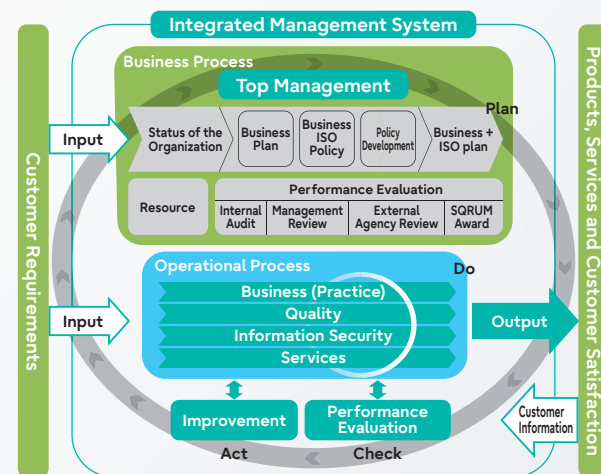
Medical uniform management solution which enables advanced hygiene management in the medical field.

Approaches to quality

Based on Fujitsu Way corporate philosophy, in order to provide truly trustworthy products and services that satisfy customers and ensuring safe and secure use, our specialist setup, common to all our group companies, constantly strives to improve quality along integrated management system. In all aspects of our business activities, we will work to expand the value of our products and services, and create a prosperous future with our customers and society.

Integrated Management System

In all stages of business, from product/service planning through to development, procurement, validation, manufacturing and customer services, we are enhancing the reliability and efficiency of our business activities by integrating the processes of the three management systems of quality, service, and information security with our business activities.



Agile development

We adopted the agile development to realize and provide functions required for software in business environments of customers, more rapidly.

We divide the software being developed into small functions and in a period of repetition called "Iteration" (Requirement definition → Design → Implementation → Test), we develop multiple functions simultaneously, while having a dialogue with customers. Therefore, we can respond quickly to specification changes and advance development speedy and efficiently.

In particular, it is necessary to establish a "Continuous Integration" for promoting large-scale development. It is especially important to maintain automated tools for program generation and testing of functional projects written in multiple languages. We can realize the throughout elimination of uselessness and finishing up it to high-quality at an earlier stage, by repeating frequent PDCA improvement cycles. In addition, we have established an evaluation committee to make decisions on whether to provide products on an iteration basis and have introduced new approaches such as clarifying the quality process. By standardizing the architecture developed for each product and expanding the scope of application, we are promoting initiatives to reduce unstableness in software quality and to enhance the competitiveness of our software business.

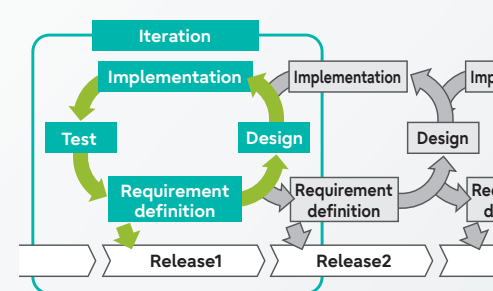


Image of agile development

UX based development approach

As a new initiative, we introduced customer-centric design thinking into the development of hardware, software, and services. By extracting issues from the user experience (UX), creating prototypes using AR/VR/3D printers, mutual understanding with customers through reviews, and improving upon feedback, we are working to deepen the customer's needs and implement human center design in order to create what is really needed.



Virtual mockup verification

Approaches to Sustainability

The Fujitsu Frontech Group aims to be a DX company at the forefront of customers, offers new connections between people and companies, people and society and provides new value to customers and society. In light of the growing need for global-scale efforts towards the sustainable society, we also work on development and provision of SDGs contribution solutions and services. Besides, we will also contribute to the realization of a safer, more comfortable and sustainable society by continuing to develop as a company.



SDGs (Sustainable Development Goals)

Environment

We have established "FUJITSU FRONTTECH Group Environmental Policy" and based on this policy, we have formulated and implemented "Environmental Action Plan". In the 11th Environmental Action Plan [FY2023 to FY2025], we will reduce greenhouse gas [GHG] emissions at business sites, expand the use of renewable energy, promote the development and provision of solutions that contribute to the SDGs, and contribute to the environment and society. By continuing our activities, we will contribute to the achievement of the SDGs.



Tree planting activities at FUJITSU DIE-TECH CORPORATION OF THE PHILIPPINES.

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.

We offer working environments where employees can work safely and comfortably, place the health of employees as the foundation of our business and improve the health of employees and their families.



Sponsorship of Kawasaki Frontale* SDGs food drive.
*Japan Professional Football League team

Governance

The Fujitsu Frontech Group enhances corporate governance by ensuring transparency with a promotion system that oversees risk management and compliance.



Awards and Recognition

Health & Productivity Management Organization 2023 (large enterprise category)
Certified for 4 consecutive years (March 2023)



4th Nikkei SDGs Management Survey
3-star certification for 4 consecutive years (November 2022)



6th Nikkei Smart Work Management Survey
Certified as the 3.5-star class (November 2022)
※Improved from 3.0 stars (3 years in a row) in the previous year's survey.



Company Profile

Name	FUJITSU FRONTECH LIMITED
Headquarters	1776 Yanokuchi, Inagi-shi, Tokyo 206-8555 Japan Tel : +81-42-377-5111
Established	November 9, 1940
Capital	8,457 million yen (as of March 31, 2023)
Employees	4,478 (Consolidated) 1,535 (Non-consolidated) (as of March 31, 2023)
Management	President and Representative Director Hiroshi Watabe Director Yasunobu Nogami Director Naoki Yoshida Audit & Supervisory Board Member Yoshitaka Fujioka

History

1940	Founds in Tsubame-machi, Nishikambara-gun (current Tsubame-shi), Niigata prefecture, under the name of KANAIWA KOUSAKUSHO CO., LIMITED.
1944	FUJI TSUSHINKI Manufacturing Corporation (current FUJITSU LIMITED.) undertakes all shares and changes the company name to KAMBARA KIKAI KOGYO LIMITED.
1962	Establishes the Yoshida Plant (current Niigata Plant) in Yoshida-machi, Nishikambara-gun (current Yoshida Higashi Sakae-cho, Tsubame-shi), Niigata prefecture.
1963	Establishes the Yanokuchi Plant (current Headquarters/Tokyo Plant) in Inagi-machi, Minamitama-gun (current Inagi-shi), Tokyo.
1966	Relocates the head office from Yoshida Plant (current Niigata Plant) to Yanokuchi Plant (current Headquarters /Tokyo Plant).
1970	Changes the company name to KAMBARA KIKAI DENSHI LIMITED.
1972	Changes the company name to FUJITSU KIDEN LIMITED.
1988	Qualifies for listing in the 2nd section of the Tokyo Stock Exchange.
1996	Establishes a subsidiary FUJITSU DIE-TECH CORPORATION OF THE PHILIPPINES in Philippines.
2002	Changes the company name to FUJITSU FRONTECH LIMITED.
2005	Receives a transfer of all stocks of Fujitsu Terminal Systems LIMITED. (current Fujitsu Frontech Systems LIMITED) and institutes it as a subsidiary company.
2009	Establishes Fujitsu Frontech North America Inc.(FUJITSU FRONTECH LIMITED purchases 100% shares of FUJITSU TRANSACTION SOLUTIONS INC. and institutes it as a subsidiary company.) Receives a transfer of 100% of TOTALIZATOR ENGINEERING LIMITED shares from FUJITSU FSAS INC., and institutes it as a subsidiary company.
2017	Establishes Positek RFID, Inc. (Later merged with Fujitsu Frontech North America Inc.)
2020	Fujitsu Frontech North America Inc. acquires Fulcrum Biometrics, LLC. (Current Fulcrum Biometrics, Inc.) Became a wholly-owned subsidiary of Fujitsu Limited.

Main Facilities

Headquarters / Tokyo Plant 1776 Yanokuchi, Inagi-shi, Tokyo 206-8555
Niigata Plant 17-8 Yoshidahigashisakae-cho, Tsubame-shi, Niigata Prefecture 959-0294
Omiya Solution Center Omiya JP Bldg, 1-11-20 Sakuragi-cho, Omiya-ku, Saitama-shi, Saitama Prefecture 330-0854
Kumagaya Service Solution Center 1224 Nakanara, Kumagaya-shi, Saitama Prefecture 360-0801

Sales Offices

Headquarters / Tokyo Plant 1776 Yanokuchi, Inagi-shi, Tokyo 206-8555 [Sales headquarters]
Omori Office East Square Omori, 6-20-14 Minamioi, Shinagawa-ku, Tokyo 140-0013
Chubu Branch JR Gate Tower, 1-1-3 Meieki, Nakamura-ku, Nagoya-shi, Aichi Prefecture 450-6631
Kansai branch Osaka Tokio Marine & Nichido Building, 2-2-53 Shiromi, Chuo-ku, Osaka-shi, Osaka Prefecture 540-0001
Kyushu Branch Higashihie Business Center II, 1-5-13 Higashihie, Hakata-ku, Fukuoka-shi, Fukuoka Prefecture 812-0007

Group Companies

In Japan
TOTALIZATOR ENGINEERING LIMITED (Shinagawa-ku, Tokyo) Maintenance of totalizator systems, development and sales of operation services and support systems for public racecourses
FUJITSU FRONTECH SYSTEMS LIMITED (Maebashi-shi, Gunma Prefecture) Development of software related solutions and services
LIFE CREATE LIMITED (Inagi-shi, Tokyo) Welfare programs, facilities management and logistics services
Outside Japan
FUJITSU DIE-TECH CORPORATION OF THE PHILIPPINES (Laguna, Philippines) Manufacturing and sales of mechanical components and metal molds
Fujitsu Frontech North America Inc. (California, U.S.A.) Sales and repair services of mechanical components, contract manufacturing services Development, manufacturing and sales of self-checkout solutions Development and sales of RFID solutions Sales of palm vein authentication devices, etc. Development and sales of multimodal biometrics authentication platforms

Certification Acquisition

"ISO9001", an international standard
● Acquired on March 22, 1996
"ISO/IEC 27001", an international standard
● Acquired on February 23, 2006
"ISO/IEC 20000-1", an international standard
● Acquired on March 14, 2008
"ISO14001", an international standard
● Acquired on October 27, 1998

Acquired Privacy Mark certification
● Certification for personal information protection Conforms to "JIS Q 15001 personal information protection management systems"
● Privacy mark certification number 10300041 (April 1, 2008)
In order to promote the personal information protection management systems, we have established an internal system to identify and educate personal information, and we are making daily efforts to check the operation and improve issues.





FUJITSU FRONTECH LIMITED

1776 Yanokuchi, Inagi-shi, Tokyo 206-8555
<https://www.fujitsu.com/jp/group/frontech/en/>