# FUJITSU FRONTECH LIMITED Corporate Profile 2020







# Fujitsu Frontech Way

The Fujitsu Frontech Way is comprised of our basic philosophy and principles that express the raison d'etre 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 3. Assuring profitability and linking it to sustained development
- 2. Creating a fulfilling work environment for employees 4. Adhering to social justice and fair rules

### 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 5. We value those who work with us
- 3. We apply ourselves to our work in earnest and with tenacious effort
- 4. In reaching for our dreams, we challenge new frontiers
- 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

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

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# **Business Profile**

Providing New Value as a "DX Company at the Forefront of Customers" by Utilizing Digital Technology

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

In addition to our core technologies grounded in many years of practice, such as cash handling and safe and secure settlement methods, we offer new value from the idea of "Koto" (service oriented way of thinking) to enhance customers business in area such as "changing the front-end of customers", "labor saving and automation" and "safe and secure", making use of our advantages, our unique technologies (leading edge palm vein authentication, RFID, and others), onsite knowledge and systems engineering skills based on our intimate understanding of business fields and affairs, perfectionism in manufacturing, and a union of hardware, software, and services.



### Cloud computing

ringing efficiency and cost reductions to services via the internet

#### Services

Packaging that bring out the maximum potential inside systems

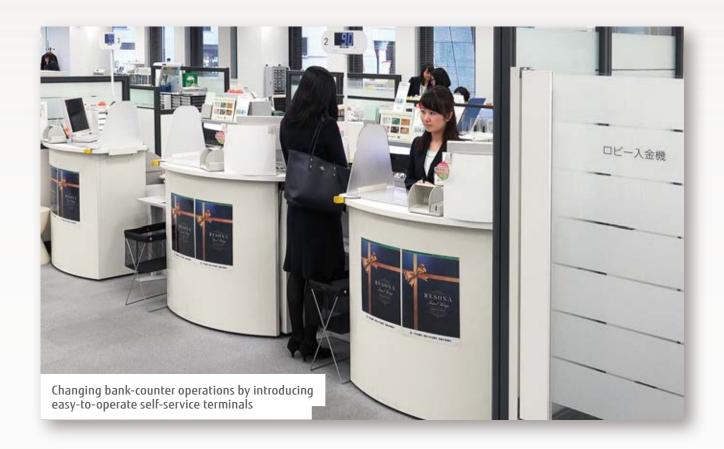
#### Solutions

ustomized software that fulfills he various needs of customers

#### Products

rray of products, inheriting our manufacturing
NA and created from the viewpoint of "koto"

# Changing the front-end of customers



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



We offer solutions that go one step further in really optimizing efficiency in business in or der 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.



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

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# 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.



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



Automatic collection of temperature and humidity data simplifies management tasks

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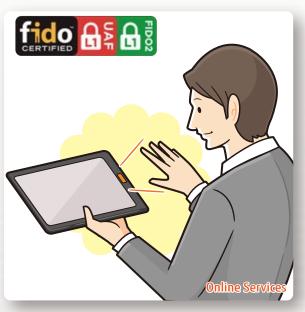
# Pursuing safe and secure



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



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



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



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.



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

# Global Product Business

Spreading expertise in Financial, Retail and Public Sector on global basis

# Solution & Service Business

### Mechatronics

#### Mechanical components

# Applied equipments

- · Bill recycling units
- · Bill dispensing units · Passbook printer units
- - · Airline Printer(Boarding pass & Baggage Tag)
  - · Contract-based development products



Bill Recycling Unit " G750 "



Bill Recycling Unit " G610 "



Bill Recycling Unit " GSR50 "



Airline Printer " 9870 '

### System Products

#### **ATMs**

- · Large ATMs
- · Medium ATMs
- ATMs for stores
- · Passbook printers
- Integrated cash machines
- · Overhead readers

· Quick Counter Station

Banking Terminals

#### · ATMs

- ·Self-checkout systems

### System Products for outside Japan System Products for Public racing

- · Automatic vending machines,
- Automatic vending and refunding machines
- · Cashless Totalizator Terminals



Large-sized ATM " FACT-V X200e "



Banking terminal " UBT-SP FC300 " ATM Series 100 for outside Japan





Totalizator terminals "K8 Automatic



Medium-sized ATM " FACT-V X180NS "



Passbook printers



Self-checkout systems for outside Japan



Cashless Totalizator Terminals

### Service Integration

#### ATM & Financial Solutions

- Financial ATM systems
- ·Semi-self system for mini ·Securities systems
- · Banking systems
- · Insurance business systems
- banks(Quick counter) · Automatic store surveillance
  - Personal seal search systems

#### Industrial Solutions

- ·Used car auction systems
- · Display systems for medical institutions
- ·Terminal systems for the sports lotterry
- · System platforms & network construction for industries
- · Validation Services for industries

#### ■ Financial Services

- ·Total ATM outsourcing services
- · ATM services for stores
- · Personal seal search cloud services

#### LCM Services (Total Services for retail stores)

- · Cash management services
- · Help desk services
- · Maintenance and repair services
- · Store system installation and operation support services
- · Asset management services



Semi-self system for mini banks(Quick counter)



Used car auction systems



ATM services for



Cash management services (Retail store) (Service station)



Mobile Systems

· Hand-held terminals

Al Solutions

· AI-OCR Solutions

Help desk services

### 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 Settlement Solutions

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

- · Account settlement terminals
- · Account settlement pads
- · Self-payment systems

### Subscription Services

- Equipment rental + Asset management & Data management "TeamManage"
  "COLMINA Device Subscription"
- Equipment rental + Online biometric authentication "FIDO"



authentication sensors " PalmSecure-F Pro "



All in one type palm vein Washable authentication terminal UHF RFID Tag reader / writer "PalmSecure Connect"



UHF RFID " Counter Sensor Slim"



Account settlement





" Patio720 "



### **Others**

#### Public Display Systems

#### Metal molds and Processed parts with high-precision cutting

- 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

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# 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

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. Immunity trials, human interface evaluation and other such tasks We push ahead with smart manufacturing together with our

**■**Procurement / Manufacture Operation Monitorina Maintenance

/ Servicina

By monitoring customers operation status, we timely pick up on quality issues and respond swiftly.

We offer safe, reliable maintenance/services complying with Information Security Management System (ISMS) and Information Technology Service Management System (ITSMS).

<Certification>

·ISO9001 : Quality Management System

·ISO/IEC20000: Information Technology Service Management

·ISO/IEC27001: Information Security

#### [ Quality Management System ]

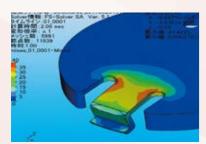




Automated validation system using robot

# 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 ICT/IoT. And, by introducing a tablet system and making things visual, 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). \*VPS:Virtual Product Simulator



Stress analysis using VPS



Product evaluation using 3D scanning



Making use of an e-document on a production line

# 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 "Services" 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.

We will also contribute to the realization of a safer, more comfortable and sustainable society by continuing to develop as a company.



The Sustainable Development Goals (SDGs)

#### 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.



Achieved energy and resource conservation
Banking Terminal for financial institutions "UBT-SP FC400"





Introduction of fuel cell power generation system for clean energy use (Kumagaya Service Solution Center)









### 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.



Participation in "World TERAKOYA Movement" of the National Federation of UNESCO Associations in Japan. which supports education in developing countries



Our in-house production of Face Shields contributes to the prevention of the spread of coronavirus disease (COVID-19) (Niigata Plant)



Environmental education at local schools (FDTP, Philippines)





### 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.





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# Company Profile

Name FUITSU FRONTECH LIMITED

Headquarters 1776 Yanokuchi, Inagi-shi, Tokyo, Japan

**Established** November 9, 1940

8,457 million yen (as of March 31, 2020) Capital

**Employees** Consolidated: 3,603

Non-consolidated: 1,581(as of March 31, 2020)

Tokyo (Second Section, security code 6945) Stock Exchange Listing

# 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	FUIITSU LIMITED joins the management and purchases a portion of the Company's shares.

Company name changes to KAMBARA KIKAI KOGYO LIMITED.

1946 Begins manufacture and sales of parts for telephones and switchboards.

1956 Begins manufacture of complete display devices, from design to manufacture and testing.

1966 Begins manufacture and sales of input-output devices for small-scale computers.

Company headquarters moves from Yoshida Plant in Niigata Prefecture to Yanokuchi Plant in Tokyo.

Establishes sales department for press dies and molds. 1971

1972 Company name changes to FUJITSU KIDEN LIMITED. Establishes sales department for display devices.

Company's stocks lists on the Second Section of the Tokyo Stock Exchange. 1988

1996 Establishes a subsidiary FUJITSU DIE-TECH CORPORATION OF THE PHILIPPINES in the Philippines.

Establishes a subsidiary FUJITSU KIDEN LIFE CREATE LIMITED (Current LIFE CREATE LIMITED).

Development and manufacturing operations assume from Fujitsu Consumer Transactions Division. 2001

Display manufacturing operations move from Tokyo Plant to Niigata Plant.

2002 Company name changes to FUJITSU FRONTECH LIMITED.

Establishes a subsidiary FUJITSU FRONTECH (SHANGHAI) LIMITED in China. 2003

Purchases 100% of FUJITSU TERMINAL SYSTEMS LIMITED shares from FUJITSU LIMITED. This company changes 2005 its trade name to FUJITSU FRONTECH SYSTEMS LIMITED and becomes a subsidiary of FUJITSU FRONTECH

LIMITED in February of the same year.

Establishes Omiya Solution Center.

Establishes a subsidiary Fujitsu Frontech North America, Inc. as a base of development, procurement and 2009

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.) Purchases 100% of TOTALIZATOR ENGINEERING LIMITED shares from FUJITSU FSAS LIMITED.

TOKAI ENGINEER LIMITED becomes a subsidiary of TOTALIZATOR ENGINEERING LIMITED (by purchasing 2011

Fujitsu Frontech North America, Inc. and Positek RFID L.P. jointly establish Positek RFID, Inc. in the U.S.A.

2018 Establishes FUJITSU FRONTECH CHUNGHO GLOBAL PRODUCTS Co., LIMITED with Cunqho ComNet Co., LIMITED

in Republic of Korea.

Establishes a branch office in India. 2019

Fujitsu Frontech North America, Inc. acquires Fulcrum Biometrics, LLC. (Current Fulcrum Biometrics, Inc.) 2020

# Management

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

President Corporate Executive Vice President, CFO Naoki Yoshida Corporate Senior Vice President Hiroshi Watabe Corporate Senior Vice President Yukio Toyomi Corporate Senior Vice President Michitaka Sugawara Corporate Vice President Kiyotaka Awatsu Corporate Senior Vice President Tomohiko Yozue

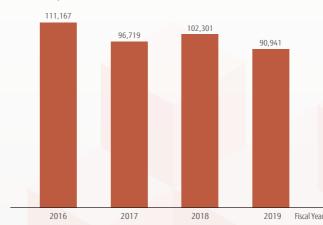
Corporate Vice President Hiroto Kageyama Corporate Vice President Yoichi Hirasawa Corporate Vice President Hidekazu Hata Corporate Vice President Shoichi Miyaqi Corporate Vice President Shuhei Oyake Corporate Vice President Takeshi Saito

Executive Officers ..... Corporate Vice President Hideyuki Takahashi Corporate Vice President Kazunori Fukunaga Corporate Vice President Takahiro Matsumura Corporate Vice President Shinichiro Noquchi Corporate Vice President Yasunobu Nogami Corporate Vice President Shinji Sekiyama Corporate Vice President Hidekazu Ueno Corporate Vice President Yuji Kato (as of June 23, 2020)

Ryuichi Kubota

Consolidated Net Sales Certification Acquisition

Director (Audit and Supervisory Committee Member)



ISO IS014001

Tokyo Plant receives certification. (October 27, 1998) ISO9001 All business units receive certification. (May 19, 2000) ISO/IEC27001 Services business group receives certification. (February 22, 2007) Integration business group receives certific ation. (April 28, 2017) ISO/IEC20000 Services business group receives certification. (March 14, 2008)

Niigata Plant receives certification.(April 20, 1998)

### Privacy Mark

Privacy mark



Privacy mark certification number:

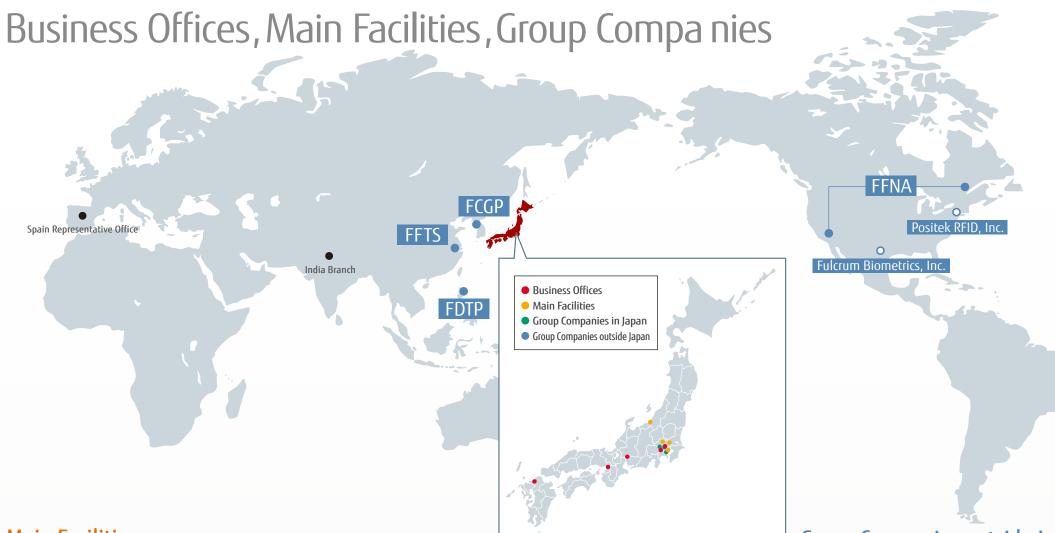
# Sponsorship

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).





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#### **Main Facilities**

#### Headquarters / Tokyo Plant

1776 Yanokuchi,Inagi-shi,Tokyo 206-8555 TEL: +81-42-377-5111



#### **Omiya Solution Center**

Omiya JP Building, 1-11-20 Sakuragicho, Omiya-ku, Saitama-shi, Saitama Prefecture 330-0854 TEL: +81-48-788-1280



#### Niigata Plant

17-8 Yoshidahigashisakae-cho,Tsubame-shi,Niigata Prefecture 959-0294



#### Kumagaya Service Solution Center

1224 Nakanara,Kumagaya-shi, Saitama Prefecture 360-0801 TEL: +81-48-523-1121



### **Business Offices**

**Sales Group** 1776 Yanokuchi, Inagi-shi, Tokyo 206-8555 TEL: +81-42-377-2622

East Square Omori, 6-20-14 Minamioi, Shinagawa-ku, Tokyo 140-0013 TEL: +81-3-5762-5527

Chubu Branch JR Gate Tower, 1-1-3 Meieki, Nakamura-ku, Nagoya-shi, Aichi Prefecture 450-6631 TEL: +81-52-756-3685

Nishinihon Branch Osaka Tokyokaijyonichido Bldg, 2-2-53 Shiromi, Chuo-ku, Osaka-shi, Osaka Prefecture 540-0001 TEL:+81-6-6910-2210

**Kyushu Branch** Higashihie Business Center, 3-1-2 Higashihie, Hakata-ku, Fukuoka-shi, Fukuoka Prefecture 812-0007 TEL: +81-92-452-2365

### Group Companies in Japan

LIFE CREATE LIMITED

1776 Yanokuchi, Inagi-shi,Tokyo 206-8555 TEL: +81-42-379-6661 Welfare programs, facilities management and labor dispatch operations

**ENGINEERING LIMITED** 

East Square Omori, 6-20-14 Minamioi,

### SYSTEMS LIMITED

EKITA, 2-30-8 Omote-cho, Maebashishi, Gunma Prefecture 371-0024 TEL: +81-27-225-6600

Shinagawa-ku, Tokyo 140-0013 TEL: +81-3-5762-5500

TOTALIZATOR



# sales of operatio services and support systems for



# **Group Companies outside Japan**

# FUJITSU FRONTECH (SHANGHAI) LIMITED(FFTS)

Room1602-1603, Shanghai ANLIAN Plaza, Jingzhou Road168, Yangpu District, Shanghai, China TEL: +86-21-6065-1888



Sales of mechanical RFID and palm

# FUJITSU DIE-TECH CORPORATION OF THE PHILIPPINES (FDTP)

113 East Science Avenue, Special Export Processing Zone, Laguna Technopark, Binan, Laguna, Philippines TEL: +63-49-541-2811

metal molds and mechanic



#### **FUJITSU FRONTECH CHUNGHO** GLOBAL PRODUCTS Co. Ltd. (FCGP)

Development, manufacturing and sales of cash handling equipment (ATMs, CDs, adjustment machines, cash deposit machines, etc.)



# Headquarters R&D Center 1-185 Yangchon eup, Gimpo, Gyeonggi province, Republic of Korea TEL: +82-2-3670-7727 Republic of Korea TEL: +82-2-3670-7727



#### Fujitsu Frontech North America, Inc. (FFNA)

Headquarters 27121 Towne Center Drive, Suite 100, Foothill Ranch, California 92610 U.S.A. TEL:+1-949-855-5500

Sales of mechanical components, RFID, and palm vein authentication systems, and development and sales of self-checkout systems



Plattsburgh Plant 651 Route 3 Plattsburgh, NY 12901 U.S.A. TEL:+1-518-562-8495

Manufacturing of Self-checkout system etc. and mechanical components repair service



(as of June 23, 2020)

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