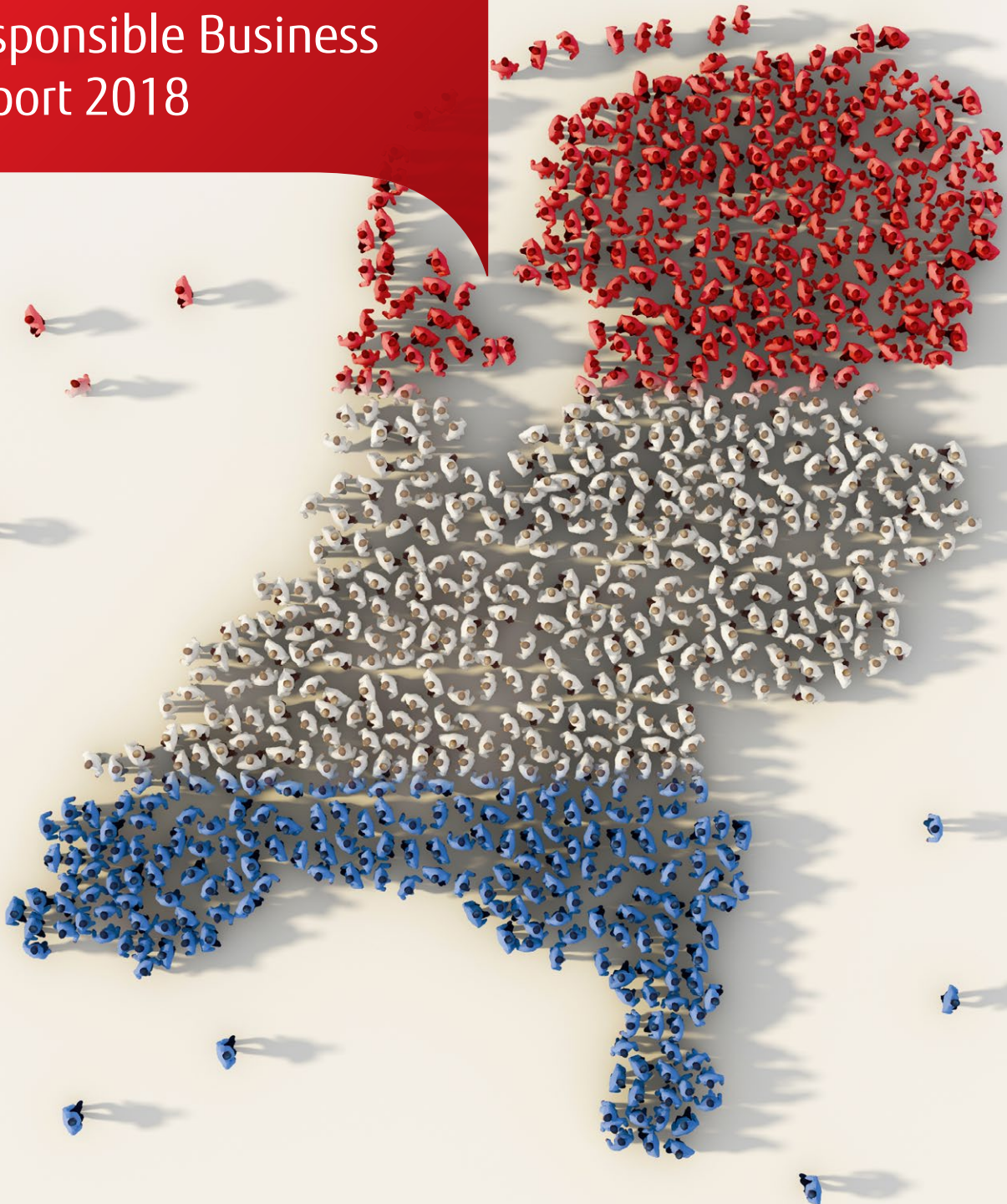


Fujitsu Netherlands



Responsible Business Report 2018



shaping tomorrow with you

President's Message

In Pursuit of 'Success' on the Path to Creating a Sustainable Society

The world is currently undergoing enormous change as a result of digital transformation. We expect leading-edge technologies, such as Artificial Intelligence (AI) and the Internet of Things (IoT), to generate improvements in our daily lives and make the world a better place. I feel that, just as this revolution was triggered by people, the impetus for ongoing digital transformation lies with the human connection. In this context, the Fujitsu Group is pursuing 'connected services' with the objective of shaping digital ecosystems that link research institutions, international agencies and other organizations – in addition to our customers and partners.

At Fujitsu, we firmly believe that technology enables people's happiness and wellbeing. We are committed to using the power of ICT to help resolve social problems as we continue on the path toward a sustainable society. My view is that accelerating the pace of innovation to respond to societal expectations and demands will scale-up the beneficial impacts to people and society as a whole, while also contributing to the achievement of common global goals such as the Paris Agreement on climate change and the UN's Sustainable Development Goals (SDGs).

Further, the Fujitsu Group supports and is a signatory to the UN Global Compact's 10 principles in the areas of human rights, labour, the environment, and anti-corruption. To ensure on-going sustainable operations, I have initiated various measures aimed at minimizing any negative outcomes for people and society that result from our corporate activities. In terms of compliance, we are consolidating our global corporate culture, enabling all executives and managers to continue to lead by example in an environment that does not allow for exceptions and has zero tolerance for any wrongdoing.

The Fujitsu Group always reflects on its approach and practices and aims to help resolve social problems by harnessing the strengths generated by connecting people and society and then by linking those strengths with the power of ICT, thereby creating "success" as we work toward a sustainable society.

Takahito Tokita,
President and Representative Director
Fujitsu



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Introduction

When engaging with our customers, we always take a long-term vision. We look ahead for the sake of our own people and of course for our customers. We are proud to have been operating in the Netherlands for 58 years. Working in a sustainable way and participating as a responsible business in society means that we stay successful and relevant for our customers and their customers.

We have several responsibilities as a company. At Fujitsu, we look to deliver against four interrelated objectives at all times. These core objectives are delivering great service for our customers; being the best employer in our industry; achieving strong financial results; and being responsible in everything we do. For us, being a responsible business carries the same imperative as our commercial and legal objectives.

We are an IT infrastructure company delivering a broad portfolio of products and services. We deliver data center and workplace services, service desks, products and software to companies in the public and private sector. We are responsible for our 650 employees and their families. Fujitsu works in close alliance with partners, customers and suppliers. In everything we do, we operate in a sustainable way with respect for everyone in this ecosystem.

One of the strategy points for this fiscal year is to continue to grow market share in services, increase our profitability in the Netherlands and realign the Go To Market approach and the internal organization. In addition, Fujitsu will strengthen and accelerate its data center products proposition and grow its trusted advisor capability. Customer satisfaction remains at the center of our activities. Furthermore, Fujitsu's strategy will focus on the evolution towards digital and advising its customers on this journey. Our environmental footprint as well as our core people values remain central in our day-to-day operations.

The mission and goals of our customers vary, both in business outcomes and as members of society. Our contribution is to unburden them by delivering excellent IT infrastructures and innovative solutions which can contribute to tackling some of society's problems. We make sure their business continuity is secured and their data is protected, and offer energy efficient hardware that can lower their CO₂ emissions. These innovative products and services help customers take their next steps on the path to sustainable growth.

Bas de Reus
Managing Director
Netherlands
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 featured in the Dow Jones Sustainability World Index, FTSE4Good Index and the UN Global Compact 100.

In The Netherlands, we serve customers in national and local 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 is responsible.

This report details our activities and achievements in 2018. It highlights our progress and looks to the road ahead.

The AND Game

Fujitsu has four core objectives:



Results

Deliver great results in everything we do.



People

Be a great place to work for everyone we employ.



Customers

Go beyond customer satisfaction in every relationship.



Society

Be a responsible, accountable business in society and a good company in every community we serve.



Our mantra is simple; if we do right by our customers – we do right by the business and for our shareholders. We must focus on people, customers, results AND being responsible.

We all need to understand our business strategy, be clear on how each and every one of us impacts on our success. Great delivery of service, on time, on budget – right first time, will see us generate the profit margins in our forecast. This has to be our obsession.

AND we must be a superb employer, attracting, growing and retaining people, creating high performing diverse teams that set us apart from our competitors. We must have diverse and inclusive recruitment, and meet the needs of colleagues so we can develop and retain people.

AND we also must focus on being a Responsible Business, ensuring the wellbeing of all our people, actions such as challenging the gender pay gap and driving down single use plastic will ensure our values are implicit in our supply chain and that we win business the right way. This has to be our passion.

So - we have to sell services and make money and be responsible.

We call this the AND game.

Paul Patterson
Senior Vice President
Head of Northern and Western Europe



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

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

We are integrating the SDGs as part of our responsible business program and have aligned each to one, or more, of our responsible business pillars.



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 European Responsible Business program established five core pillars of work. The Europe approach sets the strategic direction allowing regions to set appropriate priorities to account differing cultures.

There is a Europe wide approach of responsible business leads encouraging collaboration and co-creation.

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.

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.

- Finalized the move of the local data center in Maarssen to a data center with a better Power Usage Efficiency.
- Participated in the government 3-year plan to reduce energy consumption by 8%.
- Conducted a study to determine if it is feasible to install charging stations on the Fujitsu premises in Maarssen. The outcome was positive and the charging stations have been installed.
- Conducted a study to determine if it is feasible to include electric cars to the lease fleet. The outcome was positive and electric cars are now available for our employees.
- Introduced Fujitsu branded recyclable cups for employees to further reduce our environmental impact.



Community Development



Community Involvement and Development

Mission

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

- Organized two running events for charity in which our employees volunteered to participate and raise funds.
- Donated over 20 pieces of used hardware to educational organizations.
- Delivered IT services and support for free to drive digital inclusion at a community charity.
- Encouraged youth employment by providing interview training and IT courses.



Diversity and Inclusion



Diversity & Inclusion

Mission

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

- Pursuing a certification for social return to be achieved in 2019.
- Encouraged a diverse workforce by hiring young professionals with different backgrounds.
- Organized Purple Light Up to support the International Day of Disabled People and recognize the talents of our disabled employees.



Wellbeing



Wellbeing

Mission

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

- Participated in the Global Corporate Challenge competition with 35 employees.
- Facilitated multiple stand-up meeting rooms to encourage vitality amongst our employees.
- Bicycle chair made available to encourage vitality amongst our employees.
- Organized the Fujitsu Family Day as an engagement initiative that included the families of our employees.
- Organized the yearly indoor soccer tournament with multiple participating teams of employees.



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