

# The Global Delivery Responsible Business Program

We are dedicated to creating a positive societal impact in all the territories we operate



# Fujitsu Global Delivery

With customers in 100+ countries currently served by our teams, providing support in over 40 languages, we help customers to transform and grow. Having people in every continent, the talent and passion for excellence within Global Delivery is matched only by its diversity.

In addition to continually taking steps to provide the best possible environment for our people, we are dedicated to creating a positive societal impact in all the territories we operate; we do this with a 5-pillar approach to Responsible Business. The Global Delivery Responsible Business Program – known as 'GRiP' – is our way of giving back. Following the success of the previous year, where we completed in excess of 80,000 hours of responsible business activity, over the past 12 months, we've focused our efforts on five crucial areas.



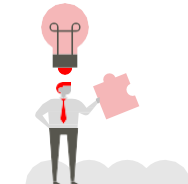
**Community**  
Positive impact on society



**Diversity & Inclusion**  
Diverse, inclusive, and enabled workforce



**Environment**  
Reduced environmental impact of services



**Operating Practices**  
Open, honest and ethical business



**Wellbeing**  
Positive health culture at work



**SUSTAINABLE  
DEVELOPMENT  
GOALS**

Our purpose is to make the world more sustainable by building trust in society through innovation.



Fujitsu Mentoring

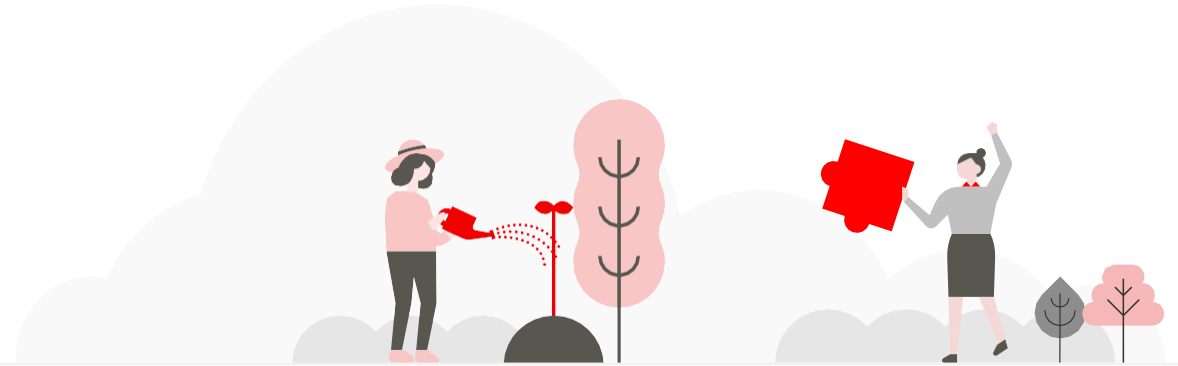
# Diversity Workshops



Location:  
Poland



People:  
50 employees



Fujitsu Poland held a series of workshops for employees focused on creating a more diverse and inclusive workplace.

The key focus was inclusive language: language that is free of assumptions and stereotypes and does not express or imply bias or prejudice.

## Challenge

Companies across the world struggle with the need not only to talk about diversity and inclusion but also to embrace it. The challenge is to create a more inclusive workplace for all employees, regardless of country of origin, gender, sexual orientation, religion, age etc.

At Fujitsu Global Delivery, we have a strategic objective to improve inclusion and diversity in the workplace.

We want to support all employees by providing equal treatment at work. We offer workshops & webinars to increase awareness and share best practice to enable all of our employees to bring their whole selves to work. We call this #BeCompletelyYou

To support this, Fujitsu has implemented both a Human Rights Policy, and an Equality, Diversity and Inclusion Policy. Both of these ensure that the rights of all employees are respected and their voices are listened to.



Microaffirmations



Space and  
infrastructure



Equality language



Inequality  
withdrawal



Empowerment



Reacting to  
inequalities



# Solution

The online workshops had both theoretical and practical sections, including case study reviews and open discussions. Employees were introduced to and familiarized with the idea of diversity management. Participants learned basic tools and means of communication that are best practice to create a diverse and inclusive workplace for their teams.

After the training, employees were able to name and implement these tools and techniques. This training was organized in collaboration with *Marek Edelman Center of Dialogue* in Łódź, Poland, an institution that promotes the multicultural and multi-ethnic heritage of the city.

“The workshops helped me to reflect on the meaning of diversity. Thanks to the guest speakers from minority groups, I was able to increase my awareness and sensitivity to the topics relating to disability, sexual orientation and gender identity. I really value the discussion about political correctness.

It’s clear to me now, why it’s still important to teach this ‘language’ that promotes understanding above all differences. It allows us to show respect and courtesy to each other.”

*Diversity workshop participant*

## Outcomes

### Partnership for the Goals

Five sessions were held by speakers from Marek Edelman Center of Dialogue, and also from the Equality Factory (another Łódź-based NGO), to ensure a broad perspective on the subject.

The workshops enhanced Fujitsu’s partnership with these key institutions, and will lead to further collaboration in the future.

### Theory & Practice

The participants were provided with basic definitions of stereotype, prejudice, and discrimination.

Interactive exercises gave participants an opportunity to apply and test their knowledge, and discuss the examples and case studies. The knowledge was be supplemented by follow-up e-learning that was made available for all employees.

### Action Plan

Participants were given the opportunity to share ideas on how to improve their workplace from a diversity and inclusion perspective, with the help of the speakers and facilitators.

These ideas were then transformed into an Action Plan that was discussed and implemented by the Responsible Business

## Impacted SDGs:



FUJITSU

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