

The Global Delivery Responsible Business Program

Our vision is to lead the change to a better and more sustainable tomorrow



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**

Fujitsu's Purpose is to make the world more sustainable by building trust in society through innovation.



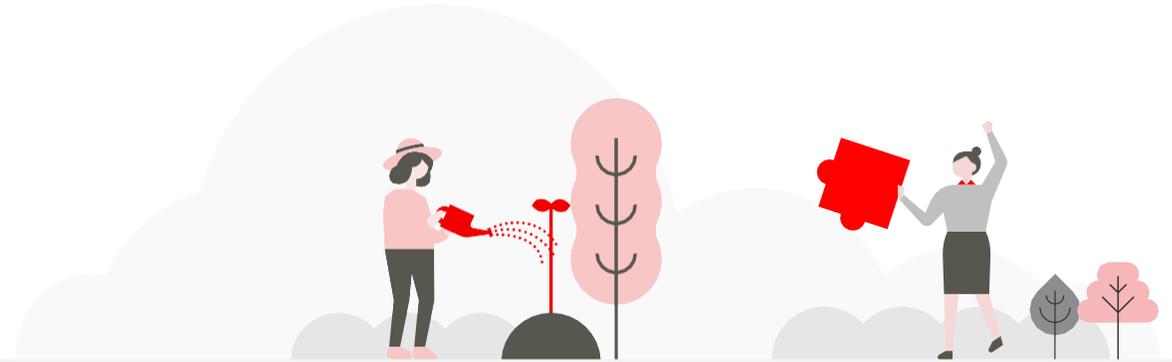
Fujitsu Diversity and Inclusion

Human Library

Location:
Poland



Impact:
96 employees



The **Human Library** is a worldwide movement aimed at inclusion and deepening the understanding of diversity. Real people can be “borrowed” to tell their story. The “Human Books” originate from communities that often face exclusion or discrimination. This includes persons with disabilities, LGBT+ community members, and people of different nationalities.

Challenge

Fujitsu Poland wanted to enrich its diversity management program, to create a more inclusive workplace for all employees, regardless of country of origin, sex, gender, culture, sexual orientation, age etc.

We looked to build a safe ground for conversations that tackle and dismiss stereotypes, and where difficult questions are expected, answered, and appreciated. This builds a more inclusive environment where everyone feels included and accepted, and where teams can work together productively.

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 job opportunities and equal treatment at work for everyone.

Fujitsu has a Human Rights Policy and also an Equality, Diversity and Inclusion Policy. Both of these Policies ensure that the rights of all employees are respected and employee voices is heard.



Solution

During 2019 and 2020, Fujitsu Poland organised three Human Libraries – both face-to-face and online. This was done in partnership with Mark Edelman's Center of Dialogue and Equality Factory

Fujitsu employees spent many hours talking with "Human Books." These were external guests who represented minority groups in Poland. The "Human Books" shared their life stories and experiences, with the aim of building understanding and empathy.

"The event itself was truly an eye opener for me. I had a pleasure to talk with people from totally different backgrounds and different stories to tell. Most emotional discussion I had was the one with foster mother who explained to me how the process of adopting and raising a foster child looks like, what kind of obstacles does she has to struggle every single day and what are her regrets and greatest fears.

Taking part in this event made me reflect on certain difficult aspects that I thought I have a strong opinion about. It also made me more conscious and empathetic with regards to problems which seemed minor or trivial for me."

Participant of the Human Library event

"Being able to talk to these amazing, brave people, to gently and respectfully look into their lives, and to be shown different perspectives for folks who live in the same city as I – it was priceless. We are so used to rushing past people, and having to think less and less about other perspectives. I don't want that to happen to me, and Human Library was an amazing experience that helped with opening myself up to others."

Participant of the Human Library event

Outcomes

40 "Human Books"

We invited people from multiple different minority groups, including different religious groups, former drug addicts, persons managing mental health concerns, and persons who are members of the LGBT+ community.

126 borrowings

The Human Books were "borrowed" to share about their life experiences, as well as share their wisdom on how to deal with various, often challenging, situations in life.

64 Hours

These meaningful conversations with "Human Books" resulted in a very positive feedback from participants.

Employees enjoyed the opportunity to speak with persons who are very different from them, and who offered a different perspective on life and challenges.

SDGs Impacted



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