Fujitsu UK&I: A Responsible Business 2017



shaping tomorrow with you

For the Fujitsu Group's continued viability, it is crucial that we bear in mind the future of global society and we undertake a transformation of our management methodologies and corporate systems in order to respond to the expectations of stakeholders. I believe the role of Corporate Social Responsibility (CSR) in this process should be based on the concept of technology making people happier, and in our business activities we must maximise the positive elements and minimise any negative elements.

The trend of digital transformation is accelerating and a core growth strategy for the Fujitsu Group is to realise "connected services", thereby creating global ecosystems that encompass a broad range of stakeholders, including academic institutions, international agencies and other organisations – in addition to our customers. We must flexibly transform our own activities and business approaches to optimise the new value that we create, while aligning our thought processes with other parties on a global level.

In this regard, one critical consideration is the set of common global goals to be achieved by 2030 that was defined by the United Nations as the Sustainable Development Goals (SDGs). The Fujitsu Group has positioned these SDGs as a key element in realising its connected services offerings and is focused on a unified viewpoint with stakeholders for Digital Co-Creation that will help to meet these common global targets. Furthermore, the 160,000 members of the Fujitsu Group worldwide share the same objectives and are working through their daily business activities to scale-up the beneficial impacts to customers and society.

To ensure ongoing sustainable operations, 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. Our corporate activities are focused on minimising any negative outcomes for society and we are committed to reviewing and improving our socially responsible activities. In terms of compliance, we have implemented the Global Compliance Program throughout the Fujitsu Group to firmly establish a corporate culture where all executives and managers continue to lead each and every employee around the world in an environment with zero tolerance for any wrongdoing.

In this way, by integrating CSR as an essential part of our management and business practices, we are employing digital transformation to meet the expectations of customers and society, thereby helping to create a more prosperous society for all.

Tatsuya Tanaka, President and Representative Director, Fujitsu

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Head of UK & Ireland Statement Introduction to this year's Responsible Business Report

Welcome to this year's Responsible Business Report. I am proud to share the progress being made by people across Fujitsu in the UK and Ireland, our customers, partners and communities.

Being a responsible business is a full-time concern – and it should be. Responsibility has to be part of everything we do, not an add-on. It must influence all the decisions we take and the way we interact with others at every level. This means there's a continuous process of communication throughout the business as we align our goals with our actions, learn from our experience and improve our performance.



This report details the steps we are taking to ensure responsibility throughout our activities and highlights our most recent achievements. Each story and statistic represents the creativity, commitment and persistence of Fujitsu people and those they serve. Below, I've picked a few examples of how we blend responsible behaviour with everyday business and there are many more throughout the report.

Measures of responsible behaviour evolve as we continue on our journey. For example, this year we increased and extended our environmental performance targets in areas such as waste and water reduction, building on our progress since setting the original targets in 2014. Each step forward enables us to do even more to safeguard the environment for future generations.

Part of our diversity and inclusion activity involves finding and supporting role models within the business. I am therefore delighted that the Financial Times listed Wendy Warham and Michael Keegan as 2017 HERoes Champions of Women in Business and named Sonia Hussain in its EMpower Ethnic Minority Future Leaders list. Their leadership is inspiring others to be the best they can be.

As part of our Positive Health Culture strategy, this year we focused on mental wellbeing, sharing experiences, running webinars and promoting awareness. These activities were in addition to continuing initiatives on physical wellbeing such as exercise classes and healthy eating workshops. More than 1,000 Fujitsu people took part in the Global Challenge – taking 10,000 steps a day for 100 days. It's the seventh consecutive year we've been involved and it's a great way to show that work and wellbeing can go hand in hand.

We take a similar approach to integrating community involvement with daily working life. With our regional Impact on Society groups, employees can support their local community by sharing their time, energy and talents through volunteering, and request Fujitsu funding to support charitable activities. In the first ten months of the year, our employees invested nearly 3,500 hours supporting charities of their choice.

Fujitsu has evolved to be a vital part of the commercial, governmental and social fabric of the UK and Ireland. We never forget that we are members of the communities we serve. The activities we undertake with and on behalf of our communities have equal standing with our commercial and legal objectives and responsibilities. This report shows our commitment in action.

Paul Patterson Senior Vice President, Head of Sales and Country Leadership EMEIA Region



Touching the lives of millions

Fujitsu is a major global provider of ICT solutions, serving customers in more than 100 countries and employing over 157,000 people. Founded in Japan in 1935, Fujitsu has a long tradition of respecting the environment and caring for the wellbeing of everybody in society. Today our commitment to these values is recognised by our membership of indicators such as the Dow Jones Sustainability World Index and FTSE4Good Index.

We've been working in the UK and Ireland for over 50 years, keeping the nations running, keeping citizens secure and supporting businesses large and small in their daily operations. Fujitsu is responsible for delivering services that touch 99% of the population – from driving licences to census forms, from monthly salary cheques to high street shopping transactions, from London Underground's WiFi service to the Environmental Agency's Flood Warnings System.

At Fujitsu, being a responsible business means delivering great results to our customers, investing in our people and fostering good practice throughout our supply chain, as well as recognising and responding to the different needs of the communities in which we operate. We are proud that our commitment to action on these fronts earned us the title of Responsible Business of the Year in the 2015 Business in the Community Awards.

This report follows our 2106 edition and updates our progress as a responsible business striving to improve and extend our performance. It captures the details of our journey and the milestones we have achieved, and paints a picture of Fujitsu's continuing contribution to the economy, society and environment of the UK and Ireland.

Our Commitments to Society

We create new jobs – jobs with a future. Fujitsu has created apprenticeships for nearly 370 young people in the UK and Ireland since 2011, with 50 apprentices joining in 2017. We have a well developed graduate scheme and offered 45 places to talented graduates this year. Fujitsu continues to maintain Gold Investors in People status and we consult regularly with employees.

We are committed to developing a diverse and enabled workforce from the widest talent pools.

In September 2017, we were one of the first companies to publish gender pay gap results, along with our action plan to make Fujitsu the technology company where women come to succeed. Our commitment to diversity and inclusion has been recognised by many awards this year, including being named in the first ever Top 50 Social Mobility Employers Index. Fujitsu is the only technology company to be named in the Stonewall Top 100 Inclusive Leaders list, climbing over 50 places to rank at 48. We are also the first and only technology company recognised as a Disability Confident Leader – the highest level of accreditation – by the Department for Work and Pensions.

Fujitsu does not engage in any aggressive tax planning, tax avoidance schemes or offshore tax structures to artificially reduce our contribution. We spend around £725 million annually with some 1,000 suppliers across the UK and choose suppliers with sound ethical and environmental practices.



Innovative, Green and Engaged

We have achieved zero waste to landfill and have set stretching targets for waste reduction. We are at the forefront of smart energy solutions and green technology, while our multiple award-winning London North Data Centre incorporates high efficiency power and cooling equipment that nearly doubles the efficiency of previous generation data centres. We also help our customers with objective, quantifiable and well evidenced environmental impact reduction solutions and metrics.

Globally, Fujitsu invested £1.15 billion in research and development last year, with £9.1 million committed in the UK and Ireland. We're active in practical Artificial Intelligence solutions, especially those concerned with improving industrial and commercial efficiency and enabling preventative maintenance. We believe innovation isn't about replacing people with machines but creating environments where people and technology work in harmony to improve processes, reduce wastage, promote inclusion and make life better for everyone.

Digital inclusion is a natural area for Fujitsu to take a lead and we are working closely with customers and government. Our work in this area begins with young people: through our schools engagement strategy we aim to change perceptions about working in the ICT sector and encourage wider involvement in STEM (science, technology, engineering and maths) subjects.

Following successful charity partnerships with Shelter and Action for Children, our UK employees chose Macmillan as our new two-year partner in 2016. Fujitsu and Macmillan are working together to raise vital funds and transform the digital experience of Macmillan's volunteers so that they can reach more people affected by cancer. Our Ireland employees launched a charity partnership with the National Council for the Blind of Ireland (NCBI) to help reduce unemployment amongst people with sight loss and raise funds. Building on our innovative work in partnership with Business In The Community, we led the way in piloting ConnectFirst, BITC's new experiential learning secondment model for graduates, apprentices and future leaders. In May 2017, we seconded two talented graduates to deliver social impact whilst creating sustainable change within their local communities. Due to its success we will be providing this opportunity again in early 2018.

We are privileged to be so deeply woven into the fabric of society, touching the lives of millions of people every day. We embrace the responsibility which goes with that privilege and we strive to make the world a safer, happier and more prosperous place for everyone.

John Vickerman

HR Director UK&I

Key Facts

- Fujitsu is one of the five largest global providers of IT solutions in the world
- 157,000 employees worldwide
- Named Dow Jones Sustainability Index (World) Industry Leader in 2016
- Over 50 years of IT Service Provision
- In the last financial year, Fujitsu has invested in 984 individual professional and technical accreditations
- Our two-year charity partnership with Action for Children from 2014-2016 saw over £320,000 raised
- Winner of BITC's Responsible Business of the Year 2015-2016

Materiality

In line with the Global Reporting Initiative's G4 Sustainability Reporting Guidelines, Fujitsu UK&I has conducted a materiality assessment to determine which social and environmental issues we should prioritise in our Responsible Business approach. In 2016 we took as a basis for this materiality assessment the Global e-Sustainability Initiative (GeSI) comprehensive materiality analysis for the ICT sector 'A Materiality Assessment for the ICT industry'. This report listed potential impacts under the themes of Digital Inclusion, Employee Relationships, Local Community and Environmental Impacts, Climate Change, Circular Economy, Sourcing and Manufacturing, Governance, Customer Relationships and Privacy/ Freedom of Expression. Using the Responsible Business Board as the main vehicle for stakeholder engagement, we consulted both internal and external stakeholders to determine which topics Fujitsu could have the most influence on, and were most significant in their impact. The top ten or 'material' issues are outlined below and are covered in detail throughout this report.



8 Talent Acquisition and Retention

Transparency and Reporting

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Responsible Business at Fujitsu

At Fujitsu, Responsible Business, otherwise known as Corporate Social Responsibility (CSR), 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. Since 2014, the EMEIA Responsible Business Program has set out the five pillars below as our strategy. Under this, we look at common themes across the region such as digital exclusion or gender diversity, while setting local level KPIs as appropriate. This allows us to balance the need for a consistent approach with an understanding of local differences. We have built up a network of colleagues working on Responsible Business throughout the region who share ideas, solve challenges together and work towards best practice. At the highest level, Responsible Business is an essential part of our growth strategy and business model.

Fujitsu EMEIA Responsible Business Key Areas



Our People

Fujitsu UK & Ireland continues to evolve, to reflect both the changing nature of the industry and the needs of our customers. This year its permanent employee headcount was 7949, 24% female and 76% male, with the attrition rate for the year at 22.8% (2016- 16.7%), comprising 13.9% involuntary and 8.9% voluntary attrition. It recruited 519 new employees through business growth, acquisition and transfers. The Company is particularly proud that of the new jobs it created, 130 went to people under the age of 25 - among these were 50 Apprentices, 45 Graduates and 7 Industrial Placement students. We won the prestigious Personnel Today, Graduate Scheme of the Year award in November 2015 and we were also honoured by the Ministry of Defence (MOD) in their Employer Recognition Scheme (ERS), with a Gold Award, the highest national level award for employers who demonstrate advocacy for reservists, Armed Forces veterans (including wounded, injured and sick), military spouses/partners and military charities. Fujitsu continues to maintain Gold Investors in People (IiP) status. This represents the achievement of world class best practice by showing that Fujitsu Services can operate at the highest levels of people management practices to help drive business forward.



Talent

Opportunities for Young People: Apprenticeships

Since 2011, Fujitsu has created apprenticeships for almost 370 young people between the ages of 16 and 24 across the UK and Ireland. Our apprenticeships offer an invaluable opportunity for young school leavers to break into the world of work, providing vocational skills training with ICT qualifications or diplomas in business and administration, finance and technical areas. We were one of the first employers to offer degree apprenticeships and have a number of people studying for a degree in Digital and Technology Solutions with our partner university Winchester.

With the recent increase in higher education tuition fees, more and more young people are looking to go straight into work and be trained on the job. We pay over 50% more than the minimum legal wage for apprenticeships, and all Fujitsu apprentices are placed in full time positions on completion of their academic training. The recent introduction of the apprentice levy in the UK has given us the opportunity to significantly grow our apprentice positions across the country, providing technical and practical employment opportunities, and creating a talented, young workforce. We also intent to use the levy funds to provide apprenticeship training opportunities to our existing employees, with specific focus in the areas of digital skills and management development.

A recent Ofsted report on our apprentice scheme confirmed that our apprenticeship programme is exceeding regulatory standards, stating: "The programme indeed meets every requirement, and it is fantastic to see the level of passion and support provided by Fujitsu in ensuring an open pathway to supporting and creating both training and employment opportunities, ensuring the apprentices are in a supported learning environment." In order to offer Apprenticeships to as wide a pool of candidates as possible, Fujitsu supported the Prince's Trust to develop a 'Get Into Tech' programme kicking off in 2016. We have a long standing relationship with this charity in helping their users with interview skills; this programme builds upon that great work and aims to recruit young people who have had to use the service of The Prince's Trust into Apprenticeship roles in the Thames Valley area both with Fujitsu and other IT organisations. Fujitsu was the lead partner in this programme –designed, financed and ran the programme in conjunction with The Prince's Trust and other partners. This is a great way to act as a Responsible Business, supporting social mobility and diversity and creating a new recruitment channel into our industry. As a result of this programme, we hired 5 new apprentices into our business.

In Ireland, youth unemployment stands at around 21%, and creating opportunities for young people is essential to economic recovery. Under Business in the Community's 'School Business Partnership Programme', Fujitsu has been working with schools around Dublin to provide CV workshops and mock interviews to 15-17 year olds. Four students earned a summer internship, during which they assisted with the Fujitsu World Tour Event. This programme is continuing to grow though Fujitsu employees travelling to St. Joseph's to participate in their annual community career's fair and speed networking between employees and students onsite. The current youth unemployment is 18.00%, this is a 3% drop from last year.

Opportunities for Young People: Graduate Scheme

Since 2009, Fujitsu has been steadily building a pipeline of young talent through our graduate scheme, offering a total of 45 places in 2017 to talented graduates across the UK and Ireland. Our best-in-class talent programme was recognised by Personnel Today by winning the 'Graduate Scheme of the Year' award. We are also proud of Fujitsu's high rating on the JobCrowd peer review website, on which current graduates rate their programmes, scoring 4.2 out of a maximum of 5.

- Investors in People Gold
- Personnel Today Award for Graduate Scheme of the Year 2015
- Best IT Support and Telecoms company for Graduates to work in, The JobCrowd Award 2016
- Best company to work for Environment and Ethical Awareness, The JobCrowd Award 2016
- Best Strategic Alignment of a Graduate Programme AGR Awards 2016
- Best Overall Winner of a Graduate Programme AGR Awards 2016
- All About School Leavers Award: Best Job Satisfaction for Higher Apprenticeship or above; Best Higher Apprenticeship; Top Employer for School and College Leavers for Higher Apprenticeship or above
- Highly Commended in the Best Macro Employer in the National Apprenticeship Awards
- National Apprenticeship Scheme Top 100 Apprentice Employers.

In the last year, Fujitsu Ireland has recruited seven graduates in a multitude of sectors within the business. Five of these graduates are from the "IBEC Global Graduate" programme which assists in increasing graduate's learning and development with a postgraduate certificate in Global Business with the remaining two graduates were from the UK & I graduate programme.



Diversity

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

We are committed to developing a diverse and enabled workforce from the widest talent pools. We promote respect for people and equal opportunities for all.

In a globalized, hyper-connected and multi- cultural society, diversity and inclusion are key drivers of employee engagement and productivity, talent acquisition, innovation and growth. The Diversity & Inclusion Strategy sets out to create an environment where diversity and inclusion becomes self-evident in all levels across the organization, in all business activity, and in the way we collaborate with each other, customers and partners.

Fujitsu has a family of four active diversity and inclusion networks which influence and support our efforts to become a more diverse and inclusive organisation: the Cultural Diversity Network, SEED Disability Network, Shine LGBT+ Network, and the Women's Business Network.

The Networks are inclusive groups and open to all employees with an interest in these areas. Each network has a passionate Executive Sponsor who supports the development of the group and champions their work at the most senior levels. The D&I Networks work closely with each other and the business to drive the diversity and inclusion agenda. They play a significant role in creating a better experience for our people, our customers and our partners.

FUITSU

In Fujitsu Ireland we have enhanced the narrative around hiring employees with disabilities. This is thanks to our Kickstarter and Visionary Workshops in partnership with our primary charity partner, the National Council of The Blind Ireland (NCBI). These workshops focus on bridging the gaps around the knowledge set of our employees coupled with providing NCBI service users with competitive skills and information to allow them to thrive within the working sector.

Case Studies: Closing the gender pay gap

Fujitsu was one of the first companies to embrace new gender pay gap reporting regulations. In September 2017, we published our gender pay gap results and our action plan to close the gap and make Fujitsu the tech company where women come to succeed.

We were keenly aware that the gender pay gap in the tech sector is 25%, higher than the UK average of 18.1%. While our gender pay gap of 17.9% is significantly better than the tech sector average, we do not view it as acceptable and are committed to remedying it. We have already set in motion a Gender Diversity Action Plan to close the gap, which forms a key plank of our wider Diversity & Inclusion Strategy.

We believe there must be a collective effort to encourage more women into the IT industry, where they can enjoy rewarding, creative and flexible careers. To encourage more tech companies to follow our lead and be transparent about their gender gaps, we published Shaping the Gender Balance of Tomorrow, a business case for gender diversity in technology.

Fujitsu Ireland Women's Network

On the 10th of November 2016, Fujitsu Ireland launched the Women's Business Network @ Fujitsu. This was a new initiative aimed at promoting diversity and inclusion.

Over the last 12 months the network have hosted an inspiring lineup of speakers, themed events and a number of forums to discuss the challenges and issues facing women in business and celebrating those women who have inspired both within and outside of the technology sector. The network aims to get both women and men alike discussing the issues of working in male dominated industries and to help understand each other better and to strengthen and boost the professional relationships of Fujitsu Ireland members whilst unlocking the value that diversity presents. To date we have had a number of events including Toastmasters, Be Bold For Change-International Women's Day, Take Time For Yourself- Networking & Lunch, Welcome to summer, Team performance and Tea, An address from Niamh Sherwin Barry co-founder of the Irish Fairy Door Company.

Case Studies: Disability & Adjustment Passport

Fujitsu was one of the first employers to offer a Disability Passport, a record of the workplace adjustments that have been agreed between an employee and their line manager.

Whenever an employee moves roles or changes line manager, the Disability Passport is automatically sent to the new line manager. This enables employees to enjoy a smooth transition between roles, without the need to repeat potentially difficult conversations.

Since introducing the Passport, the number of employees who have shared that they have a disability has doubled from 3% to 6% of our workforce.

This year, following consultation with the SEED Network, we made some improvements to the Passport – starting with the name. We launched the new Disability & Adjustment Passport on our online HR system and updated guidance in July 2017. We have received positive feedback from employees and line managers that the new Passport is even more accessible, places more emphasis on enabling passport-holders to carry out their roles effectively, and is simpler to complete and update.



Case Study: Stand Out

Fujitsu launched Stand Out, a new initiative to increase the visibility of diverse and inclusive role models working at all levels of the business.

Visible role models are vital to make progress on diversity & inclusion: they help to break down stereotypes and make people more confident that they can succeed in our organisation. We created Stand Out as a cross-network initiative to identify and raise the profile of role models across all areas and levels of our business.

We wanted to highlight people who stood out for all the right reasons – both their performance and their behaviours – regardless of their personal identity and background. Employees who embody the Stand Out criteria are nominated by their colleagues to become Torchbearers. The successful Torchbearers are given a platform to share their stories and raise their profile within the organisation.

We have found this increases the confidence and the network of the Torchbearers, and has enabled us to build a wider network of inclusion allies and champions. "Very proud that Fujitsu Ireland has been successfully re-accredited to the BITC Business Working Responsibly (BWR) mark for a further 3 years. This is the only independently audited mark for responsible business and we are one of only 25 companies in Ireland to achieve this. Big thank you to the team and everyone who supported this great achievement".

Tony O'Malley, CEO of Fujitsu Ireland



Progress against targets

To measure our performance on Diversity & Inclusion, we monitor a wide range of metrics. We have also set a series of ambitious targets, which are set out below. The Responsible Business Board reviews our progress towards these targets on a quarterly basis.

34% of our apprentices are female compared with the national average of 10%

Awards and accreditations

We are proud that Fujitsu has been recognised for our commitment to responsible business with a number of prestigious awards, including:

- Fujitsu was named as 13 in the first ever Top 50 Social Mobility Employers Index (June 2017)
- Wendy Warham and Michael Keegan were both named on the HERoes Champions of Women in Business list 2017 in the Financial Times (September 2017)
- Sonia Hussain was named in the EMpower Ethnic Minority Future Leaders List in the Financial Times (May 2017)
- Fujitsu is the first and only tech company to have been recognised as a Disability Confident Leader – the highest level of accreditation – by the Department for Work and Pensions (March 2017)
- Fujitsu was the only tech company to be named in the Stonewall Top 100 Inclusive Leaders list, climbing over 50 places to rank at 48 (January 2017)
- Fujitsu won two Business Disability Forum Disability Smart awards for ICT of the Year and Employee Network of the Year (November 2016)
- Fujitsu Ireland has been successfully re-accredited to the BITC Business Working Responsibly (BWR) mark for a further 3 years.
- Fujitsu Ireland awarded winners of the Fingal Business Excellence and Corporate Social Responsibility Awards for Multinational Employer of the Year CSR Award 2016.



Winner

Wellbeing

2017 has seen sustained promotion around mental wellbeing as we continue with our long term strategy of developing a 'Positive Health Culture' for our employees, one where they are aware as much about the importance of caring for and being comfortable talking about their mental wellbeing as they are their physical wellbeing.

Fujitsu values its role in the wider business community and in order to help share best practice with other organisations Fujitsu have continued our Core membership of Business in the Community Wellbeing at Work campaign and contributed a case study to the BITC Mental Health at Work report 2017. The case study included a summary of events like the online programme of activity ran across Mental Health Awareness Week in May 2017 which witnessed over 100 interactions to an online conversation and allowed live employee feedback which has gone onto help shape our approach to resilience training.

In addition we've also encouraged employee blogs and sharing of experiences around mental health, held employee webinars in conjunction with SEED our employee network for Supporting and Engaging Employees with Disabilities, and heavily promoted awareness around our Employee Assistance Programme.

For the seventh consecutive year Fujitsu UK&I participated in the Global Challenge. A step challenge encouraging participants to take 10,000 steps a day for 100 days. We encouraged participation amongst employees keen to explore for themselves the link between the positive affect physical exercise can have on their mental wellbeing. 1050 employees took part, 50% of which were doing so for the first time. Here's what one of our employees had to say about their involvement:

'I think that the Global Challenge benefits Fujitsu as a whole. Not only does it improve the health of those taking part but morale is improved due to the enjoyment of the challenge. Beyond that, on a personal level, I find it gratifying that my organisation takes the time and focus away from 'the business' to look at the wellbeing of its employees.'

Chris Evans – Service Architect

It hasn't all been about mental wellbeing however. Creating a working environment which supports physical wellbeing is also important hence why we're in the process of rolling out a sit stand desk pilot across a number of locations. Fujitsu Ireland have also introduced a variety of wellbeing centric activities such as Pilates classes, healthy eating workshops, beautician/massage days, Ashtanga Yoga Stress Management Classes with plans set to be introduced this year including "Boosting your Immunity", "Stress Management", "Mindfulness" and "Work/Life Balance". Other activities include a "duvet day" in which an employee will win an extra day of annual leave in the interest of charity, a coffee morning / bake sale and an Invest in yourself wellness day. We also encourage employees to engage with our Employee Assistance Programme which is actively promoted via online webinars focusing on mental wellbeing.

Looking to the future, using education and awareness through practical opportunities for employees to engage in their wellbeing remains an integral part of our approach. We want a workforce that is fit in both body and mind and where employees are able to be completely themselves at work and perform to the best of their ability to help contribute to the growth and success of our business.



Employee Engagement

The 2016 Employee Survey was a real milestone for Fujitsu, as for the first time all employees across Fujitsu participated, including the UK, Japan, and the rest of our International business.

For the UK specifically, based on feedback across the Business Lines and Functions represented, the Engagement positive score was 59% (a drop from 66% the previous year) and the Enablement positive score was 57% (down from 59% in 2015).

As a result of this feedback, we have focused this year on three things: visible leadership, open and honest communication as we continue to go through change across our business, and strategic understanding. Our aim has been to create greater employee advocacy via a better understanding of our strategy, a more meaningful and authentic connection to the leadership team, and a broader range of opportunities to shape the future of the business.

To address the first two points, all parts of our business have strengthened their communications plans and created even more opportunities for employees to connect directly with their management teams. Regular communications channels continue to include the Head of EMEIA Region, and the Country Head of UK&I, running quarterly all-employee webcasts. Content from these webcasts is made available to all employees and emphasised by all business line leaders in their own subsequent communications.

We've focused heavily on increasing the level and quality of feedback and engagement between leadership and employees at all levels. Our senior leadership teams have run townhall sessions across our largest locations, giving teams the opportunity to talk and ask questions face-to-face. The use of videos and interactive webcasts by the leadership team has been increased, providing a more engaging method of communicating with a wider audience. Turning to other survey-driven actions, we also focused on helping employees understand and connect to our EMEIA strategic goals. To increase understanding, we've made our overall strategy and business line strategies more visible, creating specific online hubs and encouraging online and team discussions. We have also placed emphasis on the global Fujitsu Management Direction in regional webcasts from the leadership team, and created videos to help articulate our global strategic objectives and the supporting six strategic goals in EMEIA. All of our people managers shared and discussed this new educational video material in team meetings. This provided an opportunity for employees to connect their own role and goals to the wider corporate strategy and understand the important role we each play.

Additionally, based on feedback received about the complexity of our global strategy, we've held a series of workshops with a wide range of employees to gain insight into which areas of our strategy are most and least clear. Having concluded the workshops, we will use the output to create a simplified set of messages that will make the strategy more comprehensible, and more relatable to the work that our people do every day.

To engender broader manager/employee engagement, we have created cascade mechanisms that give managers the opportunity to share important and strategic content with their teams. This has been facilitated by the introduction of 'comms champions', who help to orchestrate the flow of information. This has worked successfully for the strategy videos mentioned above, and is being used for monthly business line updates. Finally, the simplification of our strategic messaging, also mentioned above, is targeted heavily toward people managers, enabling and empowering them to tell our story in a more compelling and coherent way – both internally and to our customers. Another focus area has been the introduction of digital collaboration tools. The further development of our social community sites gives everyone the chance to communicate publicly with everyone in their network (be that their business line, peer group, others with a similar technological background), or an area of shared interest (such as diversity and inclusion). To allow people to get the most out of the available tools, we ran a specific educational campaign; it included videos available in five languages, 'playbooks' for guidance, briefing packs for managers, and interactive material for managers to use when briefing their teams. Furthermore, using these communities, we have hosted conversation topics about important topics, asking our people for their feedback and suggestions and taking the most creative solutions forward. The 'hosts' then respond to participants, indicating what actions are being taken as a result of their suggestions.

To further increase the use of interactive communications methods, drop-in sessions have been introduced in key sites in the UK – these small sessions (8-10 people) are hosted by a member of the leadership team and take the form of authentic, frank conversations, where all topics are welcome and participant feedback is taken forward. Furthermore, we've placed a greater focus on 'user generated content', with vlogs, podcasts, and 'spotlight' stories in business line updates. Finally, to check the effectiveness of the new approaches to communications, interim commsfocused surveys have been launched; the output of these will be used to further improve the communications strategy.



Learning and Development

Our in-house Learning and Development team enables us to deliver targeted, customised learning programmes while we work in partnership with external training suppliers for all standard and accredited training courses. In the last financial year, Fujitsu has invested in 9432 class attendees, of which 2308 where technical and 1501 where professional role based courses. It is essential that we have a highly capable, motivated and skilled workforce who are able to achieve their potential.

In the UK and Ireland, the measurable number of hours Fujitsu invests in training our employees has declined slightly in the last two years, this is due to us investing in a greater variety of methods and toolsets to support employees in what they need, when they need it.

We continue to develop innovative learning programmes which include curriculums, blended learning, assessment, on the job learning, as well as the more traditional classroom and online options. This year, 75,620 classroom training hours have taken place and a further 45,450 hours of online training has been completed. Fujitsu continues to deliver our Management Accreditation Programme, launched in 2013, which is designed to develop, recognise and reward management excellence. It provides accreditation to managers who can evidence appropriate behaviours in a range of management disciplines and directs their development through face-to-face workshops, online courses and coaching.

Health and Safety

Fujitsu EMEIA recognizes it has a Duty of Care to its workers and those persons who can be affected by the business operations. Fujitsu in the EMEIA region shall work to internationally recognized Occupational Health and Safety Standards to ensure that it exceeds in its Duty of Care

Fujitsu operations in EMEIA are committed to safeguarding the health and safety of our employees and working partners.

Our aim:

- To create a culture which is intolerant of accidents, incidents and poor safety performance
- Ensure safety is a core business value
- Make safety important and personal in order to influence people's decisions and behaviours
- Eliminate all preventable illnesses, injuries and business losses due to unplanned events throughout our operations and premises.

We believe that we all should have a personal and collective responsibility to maintain a healthy and safe workplace and to promote safe working practices.



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EMEIA Strategic Goal	Occupational Health and Safety Goals	We Value
	Review existing in-country reactive, proactive measures and improvement monitoring programs to establish centralised reporting for incident and performance evaluation.	
Exploit new, innovative market opportunities		Performance Evaluation and Improvement
Drive for growth and profitability	Identify opportunities for OH&S Mobile applications & Fujitsu Safety Technology.	Planning
Engage, anable and develop Our People	Development and Launch of EMEIA OH&S Core Skills programme.	Linformation and Communications
P	Development and Launch of EMEIA OH&S Management system and Evaluation of Compliance process including Internal Audit.	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Engage, anable and develop Our People		Leadership and Participation

The existing Safety Management System meets the requirements of BS OHSAS 18001:2007 and through the management and monitoring of performance against Objectives and Targets, the Company can demonstrate continuous improvement year on year. This helps to further embed good safety practice into the Company culture and in parallel with Wellbeing focus on wider matters promoting healthy living, lifestyle choices and wider preventative focus around areas of common interest. We complete regular audits and the full list of targets relating to Safety can be found on our website.

Incident Frequency Rates		2014	2015	2016	2017		
Fujitsu EMEIA - UK&I - FSL	Accident Frequency Rate (AFR)	0.251	0.500	0.683	0.340		
Number of lost time injuries + Number of total hours worked x 1,000,000							
Fujitsu EMEIA - UK&I - FSL	Accident Severity Rate (ASR)	0.010	0.018	0.018	0.024		
Number of days lost + Number of hours worked x 1,000							
Fujitsu EMEIA - UK&I - FSL	Accident Injury Rate (AIR)	11.240	12.018	7.747	6.587		
Number of injuries + Number of employees x 1,000							

Fujitsu's Impact on Society

Contribution to GDP and Taxes

Fujitsu's total UK tax contribution in FY 2016/17 was £336.8m. Of this amount, taxes borne (those taxes which are a real cost to the company) were £60.9m. The company also collected a total of £275.9m in taxes on behalf of HM Treasury. The key taxes collected were VAT and employees' income tax and National Insurance Contributions. We are fully committed to greater tax transparency and increased voluntary disclosure. We are actively reviewing our own approach to reporting and participating in the wider debate. We have established clear principles governing our tax strategy to match the spirit as well as the letter of UK tax legislation. As a responsible tax payer, Fujitsu does not engage in any aggressive tax planning, tax avoidance schemes or offshore tax structures to artificially reduce the amount of UK tax it pays. We strive to be open with HMRC, to provide prompt and up-to-date information about how we manage our tax responsibilities, and to ensure our relationship with HMRC is efficient and effective for both parties.

Supply Chain

Fujitsu is committed to developing responsible business practices in our supply chain. Suppliers are required to comply with Fujitsu's Code of Ethics and Global Business Standards, which set out Fujitsu's expectations for suppliers in areas such as environmental standards and human rights. Fujitsu spends in the region of £725 million annually with approximately 1,000 suppliers across the UK, of which over 95% are UK based. We are proud of our reputation as a responsible procurer of goods and services and select suppliers carefully, fostering our values throughout the supply chain. We use a preselection questionnaire to choose suppliers with sound ethical and environmental practices.

Small Businesses

For the last three years, SMEs accounted for approximately 40% of our active supply chain. SMEs are a vital part of the UK economy and contribute significantly to economic growth. In the UK, SMEs account for 99.9% of all private sector UK businesses and represent 59.1% of private sector employment and 48.8% of private sector turnover. Over the last three years, circa 20% of Fujitsu's spend on suppliers has been with SMEs. Fujitsu is committed to supporting economic growth, and our supplier mapping shows that over a quarter of the SMEs who work with Fujitsu are located in the most deprived areas of England.

Fujitsu has an active SME Engagement programme since 2013 with a dedicated resource committed to finding innovative and meaningful ways of engaging with SMEs. The journey started with the creation of our SME Charter available online, which sets out how we collaborate with SMEs and instils an SME friendly culture throughout our organisation.

We are amongst the first fifteen organisations to sign up to Business in the Community's 'Access Pledge', demonstrating our commitment to tackling any barriers facing small businesses when they try to do business with large companies. We have maintained our Supply Chain Finance Programme, which enables SMEs to track invoices and receive payment of approved invoices earlier than contracted terms. On the Fujitsu UK website, we also have an SME page with a 'Speak to our Experts' link, designed to give SMEs direct contact with our Procurement team. Its origin comes from the findings from the Collaboration Nation report and feedback from our roadshows, where SMEs have stated that establishing the right point of contact within a large organisation is a key issue. In May 2015, our SME Programme won a 'Highly Commended' Procurement Leaders award in the 'Supply Chain Initiative' category.

Currently, the key initiative within the SME Engagement Programme is 'Generation through Innovation'. It allows the whole organisation to identify current opportunities where SMEs could add value and subsequently be invited to meet key business stakeholders to discuss their service offerings. This specific and deliberate approach aims to improve the service we provide to our customers by tapping into innovations that only SMEs can provide. Our ambition is that 'Generation through Innovation' we will support our corporate strategy for Digital Transformation by linking SME innovation with important business opportunities. Text Boxes We implemented a "fast-track" on-boarding process that makes it easier for low-risk SMEs to become an approved supplier to Fujitsu. This is a simpler process which requires an SME to agree to a 'Code of Conduct' rather

than provide policy and process documentation. The process enables SMEs to on-board more effectively whilst managing Fujitsu's risk appropriately. We have seen year on year growth on the number of contracts awarded to SMEs which reflects the commitment to making our supply chain more accessible to small businesses.

For labour regulations Fujitsu adopts a union shop system such that all ordinary employees are members of the Fujitsu Labour Union (at Fujitsu, 76% of employees are part of the union)

In Europe, the Fujitsu European Annual meeting had taken every year since 2000, with the overall financial conditions of the Fujitsu Group and other issues with the employee representatives from Fujitsu Group companies.

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Map showing locations of our suppliers against the Global Slavery Index 2014, of which 97.3% are based in very low risk areas or the lowest quintile of the Index



Tackling Modern Slavery

Forced labour and human trafficking is also prevented by several of our policies and our Fujitsu Human Rights Statement, and an important part of our supplier due diligence. In accordance with the UK Modern Slavery Act 2015, Fujitsu has published its second statement online to detail the steps it is taking to tackle modern slavery in the supply chain. Our initial action in 2016 was to complete a risk assessment of our first-tier suppliers against Walk Free Foundation's Global Slavery Index. This has identified that the vast majority of FSL suppliers are located in very low risk areas, with less than 1% of our suppliers in high risk areas for forced labour, with most of those working in sectors that are not considered to be high risk sectors.

Our aim is to use this intelligence to minimise the risk of forced labour in our supply chain. FSL became a member of Responsible Business Alliance (RBA) in 2017 and we leverage our membership to develop our approach of Modern Slavery. We undertake a number of audits via our global sourcing team which include key labour practices. Where any issues are found, an action plan is formulated and agreed. We continually review and improve the process in line with industry best practice.

We have collaborated with our suppliers in areas such as the Green Procurement Policy and implementing an Anti-Bribery and Corruption policy, often using our SME Engagement programme as the main vehicle for collaboration with limited resource, smaller suppliers. We will continue to take this collaborative approach in managing the risk for forced labour together with our suppliers.

For more details, please see our online statement available on our Fujitsu UK&I website.

Conflict Minerals

Fujitsu takes the issue of conflict minerals very seriously and considers due diligence an essential step to ensure these are not present in our global supply chain. We are a member of the Responsible Minerals Initiative (formally CFSI) and we use the Conflict Minerals Reporting Template (CMRT) developed externally in collaboration by Global e-Sustainability Initiative (GeSI) and Responsible Business Alliance (formally EICC), two of the largest industry bodies that focus on sustainability and human rights respectively. This reporting template is recognised as best practice by a large number of our stakeholders, and the industry as a whole. Since 2014, Fujitsu has used this to survey suppliers for our EMEIA manufacturing operations, based in Germany. We have been surveying 100% of all relevant suppliers concerning conflict minerals since 2016. Nevertheless, we are keen to encourage our stakeholders to act responsibly on conflict minerals and recognise the importance of raising awareness across our own organisation. We address mineral sourcing openly with customers and provide them with the CMRT as completed by Fujitsu. We engage with our employees by raising awareness of 'conflict minerals' as part of our EMEIA Responsible Business program. Fujitsu asks all employees to complete human rights training which addresses conflict minerals.

We will continue to build on our engagement with suppliers to ensure our products do not contain conflict minerals.



Full Lifecycle in Europe

Fujitsu controls the whole IT value creation chain, from development through to hardware product to reuse and recycling. This allows us to put the focus on sustainability even at the product development stage, so its energy efficiency is considered earlier, not just as part of the later development stages. Prototypes are assessed and optimised with a view to their subsequent disposal at the end of their lifetime. In Germany Fujitsu performs the return process of products from the market together with its partner AfB, which is a charitable company, which employs a significant number of handicapped people, allowing its handicapped employees to lead a most normal work life and contribute towards society. Business is to refurbish and remarket already used products wherever possible to extend the lifecycle of our products and thus improving its environmental footprint significantly. Products not suitable for remarketing are being recycled with the focus to reuse as many parts as possible.





Human Rights

Our vision is to create a better, fairer society through our products and services. Recently, the role of companies in upholding human rights has become clearer. Fujitsu is applying international standards, including the 2011 UN Guiding Principles on Business and Human Rights, to our business operations. In our daily business activities, we interact with a huge variety of stakeholders and touch millions of people every day. Fujitsu's influence is far-reaching. We have a responsibility to use that influence to respect and uphold international human rights norms. In December 2014, we published the Fujitsu Human Rights Statement to show our commitment in this area. Over the last 2 years we have worked with human rights and business experts 'Shift' who have held workshops for our EMEIA leadership Team forming part of our Global CSR team's ongoing work to implement training and due diligence regarding human rights. Using a risk-based approach to human rights due diligence on our own operations and through our value chain, and will communicate the results through our global CSR report.

Data Security and Privacy

Data Security and Privacy

Today, many Corporate IT teams have lost control over their once zealously guarded domains. Employees are now able to make decisions regarding everything from hardware to software and the information they access – often without understanding the potential risks they are running: They just want to get their jobs done. This is when security becomes a business challenge, not an IT one.

At the same time, it is impossible to ensure that a business is 100 percent safe from attack. No sooner are system vulnerabilities detected and patched, then the next batch appears – in an ongoing arms race between hackers and security teams. To survive in this dog-eat-dog world, the best that most IT teams can hope for is to reduce the likelihood of an attack, and mitigate the effects of any attack that actually manages to breach their defences. That involves ensuring that all software vulnerabilities are patched, that only current users have access to critical systems, and in general, making sure that systems are as watertight as possible, all the time – for example, blocking network access and changing system passwords immediately when employees leave the company.

With so many aspects to keep track of – it is no wonder that the most significant cyber threat is also the easiest to prevent – it is poor routine business practices. It is easy for IT teams to get buried in the details of managing security – when actually, to be effective, they need to keep an overview of the big picture. But with so many issues to deal with, it is no wonder that many companies struggle to find enough resources with the appropriate expertise.

Fujitsu's philosophy: Identify, Protect, Defend, Respond

Fujitsu's growing portfolio of security solutions and services is designed to deal with the big picture, providing businesses with peace of mind that their security is in good hands while they get on with running their business. Fujitsu aims to be the trusted digital security services provider, helping its customers predict and respond to cyber threats to protect business reputation with an Intelligenceled approach

Our key services lie in three areas:

- Predictive Intelligent Threat Detection
- Trusted delivery expert-led Professional and Managed Security Services
- Global 24x7 Monitoring & Response.

Within Europe, Fujitsu has over forty years' experience working with government, national security agencies and private sector customers protecting information in the most challenging of circumstances and environments. In Warrington we have an Intelligent Security Operations Centre (iSOC) delivering a range of Threat Intelligent and Advanced Threat Services to over 80 customers in the UK. We are members of the CERT UK, the UK's national Computer Emergency Response Team, Cyber Security Information Sharing Partnership (CiSP) fusion cell, which means that we provide an analyst to CERT UK free of charge for two days a week to bolster their security team and support the UK Government security objective. Fujitsu also runs the CiSP node (threat sharing platform) for North West businesses on behalf of the North West Regional Crime Unit. We have multiple vendor certifications and recognised security gualifications.

GDPR: Threat or opportunity?

There is a climate of fear about the EU General Data Protection Regulation, better known as GDPR, and it's spreading not just across Europe, where it originates, but the world too. Some surveys show very high levels of anxiety within enterprises as well as low levels of readiness, especially global ones, about the potential fines that can be levied against those that fail to protect personal data from hackers. The headlines go straight for the worst case scenario: 4% of global turnover or \notin 20 million, whichever is the greater. That's a big threat. But it's not the whole story.

At Fujitsu, we're taking a more measured approach to GDPR. The run up to May 25th, 2018 (when GDPR finally comes into force) can be likened to the atmosphere to the Y2K scare which preoccupied business in the late 1990s. In fact, we believe that the 25th of May should regarded as an opportunity. Approaching your preparations for GDPR merely to avoid getting penalized, is to miss the opportunity it represents. The regulation is a positive one that protects the rights of EU citizens in relation to the data that's held about them. For business, it's a unique chance for organizations to get closer to their customers by engaging with them and proving that they can be trusted with their data

Just as importantly, GDPR will drive much needed improvements in the way that businesses protect ALL their sensitive information, not just personal data. Fujitsu is working to cut through the perceived threat of GDPR, and to reassure organizations that they can face the future with confidence. Huge fines will not be imposed on May 25th. If companies begin the journey to full compliance now, then they will be able to face the future with confidence. "It's been great working with Lancaster University's Data Science team. Sam's work will help to reveal possible methods of using our security threat statistics and security events to maximise protection against the cyber threat for Fujitsu and our customers."

Catherine Irvine, Senior Business and Development Manager, Security Operations Centre, Enterprise and Cyber Security – Technology Product Group, Fujitsu. "I will use the skills that I have developed on the course in a real-world environment and develop a data science solution that provides real value. I'm looking forward to working in a commercial project team, learning from trained professionals and, hopefully, gaining the opportunity for further work with Fujitsu after the placement concludes."

Sam Johnson, MSc Data Science

Partnership with Lancaster University

Fujitsu has been working with the Data Science department of Lancaster University to develop innovative ways of analysing cybersecurity. A joint project is designed to enhance the early detection of cyberattacks through the rapid analysis and correlation of multiple data sources. Fujitsu experts and MSc Data Science students are investigating possible methods of using the security threat statistics and security events to maximise protection against the cyber threat, by simplifying the way these statistics are displayed and use a shared platform to benefit customers.

We are also building a joint threat intelligence research lab which will result in a number of joint research papers centred on data security. Fujitsu is currently working with key Centre for the Protection of National Infrastructure (CPNI) customers and Lancaster on a project to look at attacks against industrial control systems and we have sponsored two female bursaries.

Scottish Water

Scottish Water provides drinking water to 2.45 million households and 154,000 business customers in Scotland. Every day it supplies 1.3 billion litres of drinking water and takes away 840 million litres of waste water from customers' properties and treats it before returning it to the environment. It is a publicly owned company, answerable to the Scottish Parliament and the people of Scotland, and employs over 3,600 people. When Scottish Water users accidentally introduced a new virus to its network, the company needed to act fast to minimise the damage and quickly remove the new strain of crypto-malware. Scottish Water activated the Fujitsu Cyber Threat Intelligence service, which immediately identified the source of the unknown malware variant, cleaned infected devices and worked with Symantec to create a signature that would block it. Fujitsu enhanced information security defences through continuous monitoring and proactive response, protecting infrastructure and services. The solution also minimises the network exposure to threats and ensures the malware could not cause further damage to the network, while enabling the guick creation of a script to block the virus in the future. All infected devices were cleaned and returned to the users.

"The Fujitsu Cyber Threat Intelligence service has allowed Scottish Water to strengthen our overall security posture and provides us with the level of detection and prevention services that meets our needs."

Tom Porteous, Head of Customer Services, Scottish Water



Transforming our Customers

Public Sector

Fujitsu works closely with transport services across the UK to enable smooth, cost-efficient travel. Fujitsu supports more than 24,000 retail & hospitality outlets, 127,000 checkouts and 660,000 retail devices in the UK, enabling millions of payments and safe transactions every day.

Transport for London (TfL)

Fujitsu is a long term strategic partner of TfL and since 2004, has been responsible for managing the data networks that support TfL's 25,000 employees. It was therefore the ideal choice to design and manage the deployment of Wi-Fi access across the Underground. Fujitsu worked with partners Installation Technology, Cisco and Virgin Media to provide high capacity Wide Area Network connectivity compliant with the Underground environment. This wireless underground network is an innovative way to balance TfL's operational requirements for data while simultaneously providing a great Wi-Fi experience to the public and delivering value for money. Implementing one of the first underground Wi-Fi services in Europe as required by TfL, has provided a real-time information service to enhance the journeys of customers. In addition, TfL employees are no longer tied to desk based PCs allowing them to work more flexibly around the stations. The public Wi-Fi helps TfL to enhance the passenger experience throughout each station with download speeds typically twice as fast as the average UK home connection.

Crossrail

Crossrail is an ambitious project to build an entirely new train system beneath London. It needed a tier one technology partner that would take responsibility for every aspect of its infrastructure, including the management of other IT suppliers. Crossrail will provide 73 miles of east-to-west connectivity with up to 24 trains per hour in each direction through the route's central section during the peak. The Elizabeth line will carry an estimated 200 million passengers a year.

The company delegated all core IT services to Fujitsu, including its ongoing desktop, data centre, service desk and application support. Fujitsu has scaled seamlessly as the project has grown massively in size, without compromising service. We also provide 100 per cent availability, ensuring that expensive operations are completed without a hitch. Our solutions ensure access to mission-critical information anywhere within a vast and sprawling underground site.

Heathrow

Heathrow Airport invested £2.5bn in a comprehensive rebuilding of its second terminal. It needed a partner that could deliver a high-speed, robust and flexible network that would underpin all of the new terminal's critical operations. Fujitsu was chosen to design and deploy an extensive network, including fibre cabling, switches, wireless LAN, IPTV, IP Telephony infrastructure, to cover 110 communications rooms, 1,700 cameras, 34,000 CAT5 and 6 network ports and many other areas.

Fujitsu's proactive and flexible approach acted as a model for all suppliers and encouraged a collaborative relationship that ensures deadlines are met. Fujitsu's keen focus on health and safety helped to make this one of the safest large scale construction projects undertaken in recent years.

Her Majesty's Revenue and Customs (HMRC)

We enthusiastically support the Government's digital transformation journey and are actively pursuing it with HMRC, whose Digital Services, both internal and external, are being enhanced so that HMRC can be more agile. Since HMRC raises over 4/5ths of central government revenue, more than £535bn a year, and pays out around £40bn annually in benefits, attacking its transaction costs in this way will generate major savings as well as improving the citizen experience. We are a core IT partner, providing critical delivery services and systems. We look after 67,000 desktops and 6,300 laptops across over 300 offices, while managing 1000 servers for File & Print and local Application Support. Fujitsu processes more than 9m self-assessment tax returns each year, upgrading systems as necessary to support the increase in online submissions. Between 4 and 5pm on the final day of self-assessment tax returns last year, we were handling 12 returns per second. We also enable the distribution of child benefit payments to over 6.9m UK families. Innovation is essential to bring about improvements in the quality and efficiency of public services, and Fujitsu innovations have driven the success of our partnership with HMRC. Fujitsu has also provided the complete infrastructure for one of the most ambitious HMRC IT projects of recent times, the PAYE Real Time Information (RTI) project. This project was fundamental to change in the way benefits are calculated. PAYE RTI calculates accurate earnings data in near real-time - in effect one month in arrears.

"As the project evolved, our team became more collaborative and behaved as one unit. Fujitsu wanted to succeed as much as we did and that was reflected by Fujitsu staff's willingness to go the extra mile. We have fewer incidents to resolve, which reduces the burden on our Service Delivery teams. At the same time, the user experience has improved, making them more productive."

Clare Atkins, Head of Business Solutions, Forestry Commission

As Universal Credit rolls out, Fujitsu is responsible for processing around 300m transactions a month from employers throughout the UK. Our infrastructure allows for processing enormous volumes of information and was completed ahead of schedule. Working in collaboration with Fujitsu and Microsoft, HM Treasury developed the first Restricted environment for UK Central Government in just six weeks. The service was then deployed to over 600 Cabinet Office and Her Majesty's Treasury users over the following months.

Supporting HMRC's Journey to Cloud

With the Government's drive to be more cost efficient, action was taken to reduce expenditure across all of the main government departments. Fujitsu helped HMRC reach their goal by consolidating servers and introducing the first secure Private Cloud in Government (S4). This has since developed in to the FAST Cloud Offering that enables a mix of cloud based services to support HMRC business needs. The greater use of virtualisation technologies, which in turn cut the number of servers and CO² emissions – has helped to achieve cost reductions and a decrease in the number of IT assets required to run the departments operations. In turn, this has helped HMRC achieve a 10% reduction in CO² emissions every year.

Forestry Commission

Forestry Commission plants many millions of trees and harvests almost four million tonnes of wood every year from public forests. This reduces the UK's dependency on imported wood and provides low-carbon materials for manufacturing, fuel and energy. As Britain's largest land manager, the organisation is also custodian of 900,000 hectares of land including National Parks and Areas of Outstanding Natural Beauty, where millions of visitors contribute almost £2 billion annually to the economy.

As the long established support partner to the Forestry Commission, Fujitsu was responsible for upgrading their IT system of 2,500 machines dispersed geographically in remote areas. We began with a series of workshops to involve as many stakeholders as possible, so we could decide on the best course of action logistically with minimal disruption. Fujitsu worked overnight and on weekends to upgrade up to 100 computers per week without disrupting the business. Fujitsu engineers were on-site the following day to answer any questions and help users adjust. By automating the process using SCCM, it ensured the whole project could be completed on time, on budget and with minimal disruption. The new Operating System gives consistent user experience for better productivity and reduced support costs. In turn, this enables the simple deployment of new applications and services.

The Environmental Agency (EA)

According to the Government's 'Foresight Future Flooding' report, climate change will increase the risk of flooding in the UK by 20 times, which will more than double the number of people at high risk from flooding. Fujitsu is proud to supply the Environment Agency with its future Flood Warnings System. Hosted and managed in Fujitsu data centres, the FWS enables the Environment Agency to determine target areas for pre-defined warning messages.

The system has grown from being a free subscription based telephony system to become a multi- channel flood warning system supporting 1.2m properties in flood risk areas.

The Agency's Future Flood Warning System, which is based on virtualised cloud technology, provides a 'warning-as-a-service' platform to extend the reach of flood warnings to the emergency services, local authorities, citizens, communities and businesses.

Local & Developed Government

Local authorities and devolved government are under pressure to cut costs, improve service delivery and modernise systems to make the most of their resources. Technology has enormous potential for challenged local authorities, and Fujitsu is using its expertise to help deliver more for less, bring innovation and use information and data to enable appropriate and beneficial decision making.

Northern Ireland Civil Service

Fujitsu also support many devolved areas of government particularly in Northern Ireland where through its HR Connect programme we provide shared services to Northern Ireland Civil Service (NICS) and its 28,000 employees. Under the HR Connect project, personnel administration, including HR administration, Payroll, Learning and Development, Recruitment and Absence Management is being delivered from a shared service centre. The goal of the project is to manage HR administration services and create a streamlined, effective HR structure that lends itself to the effective management of the service delivery groups and encourages the continuous enhancement of the service. Across all of NICS' twelve departments there now exists a common, consistent approach to HR services and applications which is freeing up HR to focus on more strategic organisational objectives.

Northern Ireland Libraries

Libraries services are often the first to be considered when local authorities are forced to cut back services. But in Northern Ireland Libraries case, Fujitsu helped to digitally transform the organisation introducing radio-frequency identification (RFID) technology and smart gates providing self-service facilities capabilities that keep them at the centre of the communities they serve. Through Fujitsu helping to deliver these cutting edge services NI Libraries has continued to provide free computer use with broadband and Wi-Fi, along with other digital services for customers such as eBooks and eMagazines, offering a range of valued services in an inclusive and welcoming environment for everyone.

"The RFID and Library Management software enable customers to seamlessly manage their own library account as well as access internet and office automation services. Our employees can therefore concentrate less on transactional business and instead deliver additional programmes and support to customers."

Desi Curry, Head of ICU and ICT, Libraries NI

East Midlands Ambulance Service

East Midlands Ambulance Service provides emergency 999 care and telephone clinical assessment services for a population of 4.8 million people. On average they receive a new 999 call every 34 seconds - around 2,500 a day. Their vision is 'to deliver outstanding sustainable emergency and urgent care services across the communities of the East Midlands'. Supplied through the Government's g-Cloud framework, Fujitsu are proud to provide a number of enhanced ServiceNow capabilities that have helped EMAS with a number of challenges including addressing their skills gap, enabling them to make better use of the services features as well as drive better value for money.

Private Sector

Fujitsu's work in the private sector enables key ICT support across the UK's Retail and Hospitality, Financial Services, and Manufacturing, Utilities and Services sectors.

Post Office

The Post Office is at the heart of UK cities, towns and villages, providing services ranging from travel insurance to vehicle tax, passports to postage and driving licences to life insurance. With over 11,600 branches across the country, the Post Office is the UK's largest retail network, and is also the UK's biggest cash handler, with an estimated £90 billion passing through its network each year. Fujitsu has worked with the Post Office since 1996 and is a major supplier of IT services. At the heart of the Post Office's technology infrastructure sits Horizon, an application that connects over 28,000 counters across its local branches. Originally developed and deployed with the help of Fujitsu, the Horizon Next Generation solution continues to be refreshed to improve the customer experience and add further functionality. Working in close partnership, the Post Office and Fujitsu rolled out a new solution – Horizon Next Generation - connecting all Post Office counters in real-time to one centralised data centre. As a result, overall support costs have been reduced by 50%, while an improved interface now helps Post Office employees to access, understand and sell the organisation's extensive range of products and services. Meanwhile, guaranteed service levels of 99.8% ensure high availability for these business critical services.

Key Facts

- Fujitsu supports more than 24,000 retail and hospitality outlets, 127,000 checkouts and 660,000 retail devices in the UK
- Fujitsu is responsible for managing the data networks that support TfL's 25,000 employees
- We provide all core IT services to Crossrail with 100% availability
- Reduced support costs for The Post Office by 50%



Keeping the UK Secure:

Fujitsu's Commitment to Defence and National Security

For over five decades, Fujitsu has been supporting the Defence and National Security sector, and is a major supplier to the Ministry of Defence (MOD). We are currently one of the top two (ICT) partners to the UK Defence industry, and have a dedicated defence centre, staffed with specialists who spend 100% of their time on defence and national security work.

Across the UK and Ireland, we have 5,500 security cleared staff, providing support to over 200,000 MOD users. As a result of Fujitsu's work with the MOD and a wide range of government agencies, we have an excellent insight into the challenges of joining up information seamlessly, often across organisational boundaries, to respond effectively to any large-scale crisis – whether prompted by military action, natural disaster or terrorist action.

Fujitsu forms part of ATLAS, a consortium of four world class IT companies who collaborated to fulfil the MOD plan for a single integrated Defence Information Infrastructure. As a Tier I risk-sharing partner of the ATLAS consortium, we are enabling the UK Defence modernisation by providing 24x7 local and remote support to 200,000 users, using 150,000 devices at 2,000 sites across the globe.

Fujitsu provides critical technological support and delivers the ICT backbone for a number of ongoing military operations abroad. This includes Fujitsu international field engineers who work and live alongside military personnel to ensure MOD systems are fully functional, whether in the UK or on operations overseas.





Defence Employer Recognition Scheme Gold Award

Fujitsu were the proud recipient of an award presented for the support we give to Armed Forces and Reservists transitioning back into civilian employment.

Committed to delivering the single information environment

For the Defence & National Security sector, Fujitsu enables robust end-to-end digital modernisation that balances the drive for innovation with the need for business continuity, building the best solutions for today. All this is underpinned by a flexible, pragmatic and evolutionary approach to digital modernisation.

One that supports customers throughout their digital journey – from launching or improving a single service, to delivering multiple solutions that, together, achieve enterprise-scale transformation.

By capitalising on our excellent security and systems integration experience, we are able to extract the maximum benefit from existing IT systems. And by applying our latest digital innovations and developments we can extend your capability and functionality to deliver the single information environment that can transform operations by bringing pace and agility across all strategic bases and tactical theatres.

Fujitsu's vision is to deliver Defence network services that enable operational users the freedom to access through a supplied or compliant Choose Your Own Device(CYOD), the right information services wherever and whenever they are needed; both in the UK and when deployed overseas. The MOD's Global Connectivity solution makes this possible by bringing together a number of disparate connectivity services provided by multiple providers to deliver a network solution that includes both the Wide Area Network (WAN), Local Area Network (LAN) and related service components.

The Fujitsu Global Connectivity solution replaces the Defence Fixed Telecommunications Service (DFTS) and the LAN services provided by the ATLAS consortia, with a modern, agile and robust set of network (LAN/Wireless LAN and WAN) services designed to improve service levels and align to the new ways of working demanded by the modern Defence users.

The services provided are founded on the Public Services Network (PSN) framework and offer proven value for money when benchmarked against Industry standards. The various services will support circa 200,000 users, producing more than 250 million emails a year at over 1,000 sites in the UK and overseas whilst network capacities will be increased to meet current and future needs. "The opportunity to race a highly competitive yacht, British Soldier, at national and international level is available only through our superb partnership with Fujitsu. It is a very clear demonstration of the company's commitment to the men and women of the British Army and, on their behalf, I sincerely thank Fujitsu very much for their continuing and essential support."

Lieutenant General J I Bashall Commander Personnel Support Command , Admiral, Army Sailing Association

Committed to the Armed Forces

In January 2014, Fujitsu was one of the first UK companies to sign the Ministry of Defence Armed Forces Covenant. Since this time, we have more than delivered on our pledge to support the British Armed Forces by upholding key principles. On 1st November 2016, alongside General Sir Gordon Messenger KCB DSO* OBE ADC, Vice Chief of Defence Staff, we were proud to update our promises and re-signed our commitment.

Our long-standing affiliation with the British Armed Forces comprises a major part of our responsible business drive, with a particular focus on veterans and their families. Our extensive experience working within Defence and National Security has enabled us to recognise the significant contribution that veterans and reserve personnel bring to the commercial sector.

Our role in helping ex-military personnel to work within the commercial sector is recognised by the UK MOD, and we are exceptionally proud to say that we are Gold Award winners in the Defence Employer Recognition Scheme (ERS). This Award was created to encourage UK employers to support Defence and inspire other businesses to do the same. We now support other businesses who want to get involved in setting up their own Armed Forces Covenant and help them work towards a ERS award of their own.

Committed to SSAFA and UK Armed Forces Sports

For many years, Fujitsu has been a corporate friend of SSAFA, the national charity committed to helping and supporting the 57,000 Armed Forces personnel, those who used to serve and the families of both. The Corporate Friends Programme aims to provide a mutually beneficial framework that helps defence companies form links within industry while helping SSAFA to raise funds and awareness.

Fujitsu is also a long-standing sponsor of UK Armed Forces Sports; supported by Team Ethos. From Army Football, UK Armed Forces Rugby, Royal Navy Hockey, Royal Navy Rugby League and British Soldier, the Army Sailing Association (ASA) racing yacht we believe these relationships reinforce our shared belief in fulfilling potential beyond the expected through experience, resourcefulness and determination.

We are delighted to be one of the headline sponsors of the RAF100 the RAF's centenary celebrations taking place throughout 2018. The RAF100 Appeal is an initiative to inspire the next generation through a range of engaging programmes which aim to ignite curiosity in engineering, as well as expand the coverage of the RAF aerospace STEM projects.

"Fujitsu Defence & Security's commitment to supporting the Armed Forces is clear, as shown by their well-deserved Gold Award in the Defence Employer Recognition Scheme. As part of that, its long-standing partnership with SSAFA is one of which we are very proud. Over the last decade, Fujitsu have supported SSAFA extremely generously both by sponsoring our events and through employee fundraising, raising well over £200,000 in the process that has allowed SSAFA to alleviate suffering and hardship amongst serving personnel, veterans and families. We are very grateful for Fujitsu's outstanding contribution to SSAFA, the Armed Forces charity and we value our relationship with Fujitsu enormously."

Lieutenant General Sir Andrew Gregory KBE CB Controller/Chief Executive, SSAFA the Armed Forces charity

WORLD RECORD ATTEMPT Fraser Corsan & Project Cirrus Raising vital funds for SSAFA, the Armed Forces charity



Project Cirrus – higher, longer, faster, further

Our ongoing commitment to SSAFA was exemplified earlier this year with Project Cirrus – an attempt by a Fujitsu employee to break current world records for High Altitude Wingsuit flight whilst raising tens of thousands of pounds for the Armed Forces Charity. Fraser Corsan has broken the Guinness World Record for greatest peak speed flown in a wingsuit, recording a staggering 249mph (400kmh), which has made Fraser the fastest man in the world without the use of machinery.

He also smashed both the FAI Continental and FAI British altitude records, exiting the plane at a terrifying 10,823 metres above the ground (that's roughly the length of 103 football pitches). As if that wasn't enough, our flying Fujitsu hero also beat the European record for the furthest freefall distance, flying using nothing but his wingsuit for no fewer than 9,741 metres.

Higher, longer, faster, further!

This challenge exemplified what Fujitsu is about technology and humans working together to achieve breakthrough results, safely and securely, innovating through technology to achieve more. And in the process, we have raised a further £50,000 for SSAFA.





"Military Personnel are real 'doers', and Fujitsu recognises this. Even though your skillset may not be directly relevant, they know how to get the most out of you."

Tina Clapp, Fujitsu Service Delivery Manager (10 years Military Service)

Committed to Veterans, Reservists and Service Leaver Recruitment For many years, Fujitsu has helped Service leavers to transition from military to civilian life, providing the opportunity for veterans to develop rewarding careers within our organisation. Working closely with Career Transition Partnership (CTP) and CTP Assist, we;

- Widely promote our vacancies to the Service leaver community
- Facilitate a recruitment process that recognises Armed Forces skills and qualifications
- Create a strong pipeline of opportunity and talent that benefits both veterans and our organisation.

We also recognise how valuable and integral reservists are to both the UK Armed Forces and our organisation. As a result, we have developed a comprehensive policy to provide commitment and support for employees who are volunteer or regular reserves. We provide a flexible environment where reservists are given leave to attend training events and be mobilised for reservist duties, as required. This support also extends to their spouses and family.

Our long-standing affiliation with the British Armed Forces has also allowed us to recognise that Service leavers are exactly the type of intelligent, talented people that we need to join our organisation. These highly trained, incredibly talented people are keen to build upon the knowledge gained throughout their Services career. They can contribute a wealth of transferable skills, leadership and life experiences that can benefit the individual, business and wider community alike.

So, at Fujitsu, we're enhancing their employability through a range of activities that will ultimately make them better employees. Not only is our working environment and customer familiar to Service leavers, but we also know that they are incredibly driven individuals with a desire to develop their careers further. Today, 15% of Fujitsu's 5,500 security cleared staff who work in our Defence & National Security business originate from a Services background. They fulfil a wide variety of roles from Project Management, Security Architects and Customer Solution Architects, to 1st, 2nd and 3rd Line support roles, Service Engineers and Test Analysts.

Committed to Transparency

Fujitsu as a corporation takes prevention of corruption most seriously, and our Defence team applies this to all export engagements and relationships. We are certified against BS 10500:2011 Specification for an Anti-Bribery and Corruption Management System. This certification, which is the first of its kind to be awarded by Bureau Veritas, demonstrates that we have adequate procedures in place to ensure that behaviours that would break the Bribery Act 2010 will be prevented.

Our stance has been recognised in the anticorruption index compiled by Transparency International UK (TI), who conduct a comprehensive analysis of major Defence companies from all over the world every two years, ranking them on their anti-corruption policies and systems. Transparency International UK is responsible for launching the Common Industry Standards in 2006, which led to the first Europewide set of standards to tackle the practice of bribery among defence companies.

Both times that this index has taken place, in 2013 and 2015, we ranked overall in band 'B' with an ability to demonstrate 'good evidence' our of ethics and anti-corruption policies. This placed us in the top 26 companies out of 163 ranked. We are pleased to maintain our ranking despite the 2015 index questions being up to 7% more demanding than previously. In particular, Fujitsu was named as a 'top scoring company' for the categories of company policies and codes, training, personnel and helplines (with publicly available information).

Following the 2015 survey, we have conducted a gap analysis against the TI questions in a drive to continually improve our anticorruption policies and procedures. To promote and implement the Fujitsu Way Code of Conduct and GBS, Fujitsu Group has established the Global Compliance Programme (GCP) and is working to maintain, review and improve its global structure for legal compliance. In April 2016, compliance representatives from overseas Group companies gathered at the Global Compliance Forum to share and discuss headquarters' policies concerning the execution of GCP. This forum is scheduled to be held once per year. Fujitsu and domestic companies provide an e-learning course called "compliance of Fujitsu Group: Cartels/Bribes" for the employees (completion rate is 97% as of March 2017)

R&D and Innovation

Fujitsu Services continues to invest in research and development by collaborating with Fujitsu Limited and with other associated companies either in the development process or in marketing the resulting innovations. The global R&D investment by Fujitsu Limited was 179.8 billion yen (£1.15 billion) (2015- £1.37 billion) for year ended 31st March 2016, and in the UK & Ireland Fujitsu invested £9.1m on R&D.

Innovation isn't just about improving technology, it can help people and machines learn together. Fujitsu developed an Automated Artificial Intelligence (AI) solution which has significantly accelerated the post manufacturing quality assurance of wind turbines. AI analyses images to identify patterns that may indicate manufacturing defects that could cause the blades to fail during operation. From using this AI technology Fujitsu reduced a 3 day process of removing the blades from the turbine and having a skilled engineer examine them for 6-8 hours, to an improved, more detailed 1.25 hour examination time period. Using computing power and sensor technology, Fujitsu delivered a radical step forward for Siemens Gamesain; representing an 80% boost in efficiency, improving what was previously a time-consuming and laborious task this AI technology allows the experts to focus on the sections with potential deviations. Innovation isn't replacing the expert with a machine, it's creating a highly skilled workforce that enhances accuracy and reduces costs without compromising safety.

Fujitsu Laboratories Europe is headquartered in Hayes, Kent.

Applied Innovation Research

To achieve innovation and create new business models we are exploring new markets of ICT. In fields where digital transformation is expected we are challenging the development of a variety of new markets through creation of; 'social infrastructure maintenance and management business' that for example of checks and keeps deterioration status of structure such as bridges as 3D deterioration prediction, creation of 'sports related business' by assisting athletes, trainers and judges through the role of ICT, establishment of 'financial tracking system' using blockchain and creation of 'tourism and regional revitalization business' that can provide several appropriate services automatically according to time, place and occasion.




Environmental Performance

Fujitsu's mission to promote sustainable and responsible trading in order to contribute to a low carbon future remains strong and has been further embedded within the Company culture as the Environmental Management System ("EMS") further matures. The business enjoyed another successful year in the context of External Assessment with no significant formal sanctions raised against compliance with the Standard.

Fujitsu continues to work to exceed the standards of EN ISO 14001:2004 and has made significant progress with long term visionary objectives published in 2014 with many extending through to 2025 and 2030. These visionary objectives are supported by shorter term targets in order to provide a measured route through to long term achievements. Over the year, the Environmental Committee has introduced further challenges in a number of key areas by increasing and extending the targets; for example the waste reduction has been increased from 32.3% to 40% reduction by 2020 with a further 5% stretch target to 2025. Similarly with the 2014 waste reduction target of achieving a 20% reduction by 2025 has now been increased to 30% reduction. Many of the targets have now been extended due to progress achieved to date - for example the water reduction target is currently at 34% so a stretch target of 40% reduction by 2020 with a further 5% reduction by 2025 has now been added.

The EMS is currently under formal review with a view to upgrading to the ISO 14001: 2015 Standard within the 2017 Assessment Year. A second supplementary

initiative will then be introduced to further expand the scope of the management system and capture opportunities from within other areas of the business. In parallel, the organisation is looking to formally register to ISO 50001 which will be incorporated within the EMS for best value.

Other Environmental objectives support climate change (mitigation) through a long term target to reduce CO2 emissions by 20% by 2030, the promotion of Biodiversity through local initiatives and a long term collaborative commitment to working with product partners and suppliers to reduce the environmental impact of product manufacturing.

Energy Use

Through proactive management, reduction campaigns and raising awareness, the Group's environmental programme has successfully reduced electricity usage kWh by 24.4% since 2010, and by 2.5% over the last years kWh usage. Fujitsu Services purchases its electricity as 100% renewable. Fujitsu has held the Carbon Trust Standard since 2009, a standard awarded to organisations that show an absolute carbon reduction year-on-year and can demonstrate good carbon management procedures. We continue to drive emission savings through efficiency programmes such as reducing energy intensity in offices, and tracking improvements in our Power Usage Effectiveness across all data centres, which also run on renewable energy.

Fujitsu Services	FY 2014/15	FY2015/16	FY2016/17	% Change from FY 14/15	% Change from last year
CO2e [t] exc Rail	81,332	72,614	67,856	-17.%	-6.6%
Energy CO²e(t)	69,145	58,353	50,627	-27%	-13.2%
All Travel CO ² e(t) Excluding Rail	12,141	14,245	17,229	42%	20.9%
Electricity kWh	109,653,781	99,932,861	97,396,297	-11%	-2.5%
Renewable Energy	99	100%	100%	1%	100%
Gas kWh*	11,609,662	11,200,646	9,536,440	-18%	-14.9%

Environmental Value

There are many challenges facing the world today. Arguably one the greatest of these is climate change and the associated impacts on society. Governments and many organisations are taking action to proactively address these challenges

The effect of this is that many of our customers are demanding increasingly more objective, quantifiable, and well evidenced environmental impact reduction solutions and metrics.

Our Sustainability Engagement Team (SET) is a team of specialists who are able to quantify the environmental benefits of activities carried out across the business. SET aims to increase the value of both Fujitsu and our customer's brands with consumers and stakeholders, to meet legislation targets, and deliver solutions which reduce power consumption and emissions. Through our carbon foot printing tool, a wide range of analyses can be carried out, and "next steps" consultancy services can be applied.

We have used SET to determine the power savings for one of our financial customers in moving 7000 legacy IT desktops FUIITSU to Thin Clients. A Thin Client is a simple device used to access a virtual desktop. They enable us to serve customers better by providing a more flexible and secure working environment. They are FUÏITSU much smaller, quieter, consume less power and produce less heat. An 89% reduction in CO²e emissions was determined by implementing this Thin Client solution.

The Thin Client Futro Family



Annual reduction in power usage



Community Investment and Development



Digital Inclusion

Digital inclusion, or rather, reducing digital exclusion, is about making sure people have the capability to use the internet to do things that benefit them day to day - whether they be individuals, SMEs or VCSE organisations. 12.6 million adults in Britain don't have the basic digital skills they need to benefit from the online world - and nearly 6 million people have never used the internet. What's more, it's those already at a disadvantage - through age, education, income, disability, or unemployment - who are most likely to be missing out.

Digital inclusion is becoming an increasingly mutual area of cooperation where Fujitsu is helping to shape the future of public services together with our major customers and the Government. Fujitsu is committed to influencing the technology talent pipeline of the future, ensuring tomorrow's workforce has the right skills, behaviours and positive attitude needed to succeed in their careers. Through our schools engagement strategy we aim to break down stigma about IT positions and broaden the appeal of jobs in the sector and participation in STEM subjects as a whole.

Fujitsu has partnered with Christ Church Academy in Stone, Staffordshire to offer an after school code club to Year 5, 6 and 7 pupils to help promote IT and coding. In conjunction with Code Club, the pupils are developing their skills in Scratch, HTML and Python as well as looking at other technologies and innovations like Microbit and Raspberry Pii. There are currently two advanced coders in the group and Fujitsu is helping them to develop their skills by allowing them to work with their peers to assist in debugging code that is not performing as expected. With over 30 pupils in the Club this is allowing Fujitsu time to focus on pupils that are new to coding.

Fujitsu is committed to supporting young people with the aim for them to have access to high quality information, an education which inspires, and the opportunity of a career in technology. Girls should be as likely as boys to pursue a tech career and every company should be investing in the STEM skills.

We want to create an ethos where digital skills are seen as valuable and important to pupils from all educational, under-represented and diverse backgrounds. Through this, we aim to find, encourage and give a voice to previously unheard role models at every level of technical organisations. Our strategy is supporting the IT Workforce of the Future and mitigating the impact of the predicted talent shortfall. Building a stronger and more consistent message and having a clear executable plan.

A core part of our Digital Inclusion work is with our charity partner. Charities often identify a skills gap within their organisation with regards to digital capacities, and a huge part of Fujitsu's selection process is understanding whether and how we can make a transformational change to that charity through digital. This uses our own skills in the best way, and tackles an increasingly evident digital solutions gap in the third sector. For more information, please see our Charity Partnerships section.

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Digital Pride

In our unpredictable world it is comforting to know that people put their efforts and belief into events such as Digital Pride. This event creates a digital platform where we can share ideas, solutions, and the same like-minded beliefs that may be struggling to exist in the present world. Digital Pride 2017 supported by Fujitsu was a weeklong event where people from all over the world united to celebrate LGBT+ culture and allowed several Subject Matter Experts from around the globe to join the debate on how key topics in technology impact LGBT lives. The definition of "being digital" is content being available in electronic forms where we "make use of computers and computerized technologies". There is nothing in this definition that mentions how technology is disconnecting us from people around us and yet that is what the technical age has been accused of doing in recent times. In a world where younger generations are branded as being distanced and disenchanted from the "real world" in favour of iPhones, emoji's, and hashtags, Digital Pride showed itself to be a huge media platform that had the power to unite and connect people from all over the globe. I fully believe that we, both as an organisation and as individuals, have to celebrate technology and use digital platforms to bring more countries together on a global scale.

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Charity Partnerships

Our first charity partnership with Shelter from 2012-2014 showed how this type of long-term and strategic engagement can make a transformational change for charities and boost employee engagement. At the end of the partnership, our total contribution to Shelter was worth £1.2m, and we had implemented a modernised ICT solution in 103 charity stores across the UK to generate a 13% Gift Aid increase. This results in a net cash contribution of £400,000 over four years, and Fujitsu's involvement will directly enable over 37,000 more families to find and keep a home.

In 2014, Fujitsu employees voted in Action for Children as its charity partner. Action for Children's operational mission is to break the cycle of child deprivation, by challenging injustice and empowering children to overcome the obstacles in their lives that hold them back. They tailor their work to local circumstances, and together, in partnership, we made a real impact on the lives of the families they support. Following our partnership goals in the joint strategy, Fujitsu and Action for Children have worked together to help modernise the charities' infrastructure, raise vital funds and awareness, and share business expertise. Core to this is a Digital Case File project which will see all of the charity's physical case files digitised. This will vastly improve access, sharing and security of this critical information - thereby allowing Action for Children employees to better serve people in need. Part of the ongoing partnership between Fujitsu and Action for Children, the project began in February 2016 and was completed in early 2017. The Digital Case File project is accessible from a link within the existing AfC Case Management system called eAspire. It ultimately provides a platform for the management and access of all digital case files, allowing case workers to manage documents more easily: creating, updating, downloading for a visit as needed. Over £331,000 was raised for the charity. This includes over 1400 employee hours spent volunteering, and hundreds of employee hours spent delivering key ICT, Marketing and HR services. Additionally, almost £100,000 was raised in cash from events such as a CEO sleep out, Ride London, Marathons cake sales and various other activities which helped us achieve our £200,000 partnership target well before the end of the two years To help celebrate the one year anniversary we organised an annual 5K fund-raiser, aimed at

bringing together our employees to run, jog, walk hop or even do it 3-legged. The event saw over 600 participants taking part over 4 locations and \pm 40,000 raised.

Over the two-year partnership with Action for Children, we can not only look back on two years of fantastic engagement, volunteering, and joint innovation, but also look forward to the lasting positive impact that our digital transformation will have on the charity.



In the summer of 2016, Fujitsu launched the application process to find our next two-year partner, focusing on where our key skills as a technology company could again be a game-changer for a UK charity. After putting the top five charities to employee vote, we were delighted to announce Macmillan as our new charity partner with the official launch in November 2016. In the UK, almost one in two people will get cancer at some point in their lives, and it's











the toughest fight you can ever face. But life with cancer is still life – and Macmillan are there to help people live it, no matter what. They provide medical, emotional, financial and practical support; from nurses and therapists helping people through treatment, to the volunteers lending a listening ear and raising vital funds, and the campaigners improving cancer care. Their ambition is to reach everyone affected by cancer, including friends and family. We believe that together in partnership we can use our skills and expertise to help them reach this goal faster.

We have set clear partnership goals in our joint two-year strategy. Fujitsu and Macmillan will work in partnership to raise vital funds and transform the digital experience of Macmillan's volunteers so that they are fully enabled, without barriers, to reach more people affected by cancer.

Our Partnership Goal is to help shape a better tomorrow for people facing cancer by transforming the digital experience of Macmillan volunteers. Our expertise and can do attitude will provide the technology and funding needed to inspire volunteers to reach out to the growing numbers of people who need support.



Fujitsu Ireland partnership with The National Council for the Blind

On April 1st, the National Council for the Blind of Ireland (NCBI) became Fujitsu Ireland's official charity partner. This partnership, will last for two years and will see us actively collaborate on a number of volunteering, technical and advocacy initiatives to benefit people using the services of NCBI.

The partnership will harness our expertise to support NCBI's strategic objective to reduce the unemployment rate of working-age people with sight loss. It will also engage in fund-raising activity and other initiatives focused on supporting and advancing the great work of NCBI. The aim of this partnership is to foster a sustainability plan to allow this charity to prosper and continue to grow long after the partnership's cessation. We have had a tremendously successful first six months regarding our employee engagement and fundraising events. These NCBI Fund-raising events included: Women's Mini Marathon, Warehouse Clear Out, Golf Day, Cycle of Light, Audio Book Recordings, Raffles, Career and NCBI Awareness Workshops. Particular events of note include our Cycle of Light which saw many of our staff night cycling toward the dawn in a bid to raise funding and our audio book recordings which thanks to our staff, provide NCBI service users a rich variety of books to listen to at the NCBI's very own library . With 100% of participants agreeing to having better understanding of sight loss as a result of the workshop and 87% agreeing that the feel more confident in approaching/talking to people with site loss we can see the great positive benefits of this partnership on our employees as well as aiding vulnerable members of the community and networking with colleagues that they would normally never cross paths with. Our Fund raising target for this year one is €10,000, seven months in; we have raised €9,245 as part of our partnership.

Our relationship is not solely based on fund-raising but also involves unique B2B initiatives and skills-sharing. Based on employee feedback, our experience so far has been insightful, educational and fulfilling. This has been a mutualistic relationship, benefitting both employee wellbeing and NCBI Service users.

Approximately seven months into our partnership, here is what NCBI's Amie Hynes Fitzpatrick had to say:

"Fujitsu have had a direct impact on the lives of blind and vision impaired people seeking employment through the CV & Interview skills workshop. Fujitsu have an indirect impact on the lives of people with sight loss across Ireland through the multi-media work, sponsorship and community events." Building on our innovative work in partnership with Business In The Community, we led the way in piloting 'ConnectFirst', BITC's new experiential learning secondment model for graduates, apprentices and future leaders. In May 2017, we seconded two talented graduates to deliver social impact through assignments within the London Boroughs of Southwark and Waltham Forest. The graduates have brought back a wealth of enhanced skills and insights whilst creating sustainable change within their local communities and due to its success we will be providing this opportunity again in early 2018.



of Future Leaders say Responsible Business is important to them as potential investors

61% of Future Leaders considered their Employers Responsible Business Approach before applying for a role

Children in Need

Children in Need helps support and protect disadvantaged children and young people in the UK Support of the charity has been met with a fantastic response from employees, who come together to raise money through activities across the UK and Ireland. Every year, in addition to fund-raising, we supply the call centre for the televised BBC Children in Need event with 120 Fujitsu employees volunteering and taking donations throughout the night.



Fujitsu's Employee Volunteering Through our regional Impact on Society (IOS) groups, employees can support their local community by sharing their time, energy and talents through volunteering, and request Fujitsu funding to support charitable activities. From January to October 2017, our employees have invested nearly 3500 hours on Impact in Society supported volunteering activities for charities of their choice.

On an annual basis, Fujitsu Ireland sponsors St. Michael's House, a charity supporting those with intellectual disabilities. Historically, a Christmas cinema day would be sponsored which would involve Fujitsu volunteers providing goodie bags and helping out at the event. This year, in order to develop the partnership, we have opted to volunteer at St. Michael's Xmas party in their office HQ as Santa's grotto helpers, face painters and other fun activities on the day. We have then scheduled a Valentine's Cinema day in the iconic Savoy Cinema in Dublin's city centre.

Fujitsu Ireland has been successfully re-accredited to the BITC Business Working Responsibly (BWR) mark for a further 3 years. This is the only independently audited mark for responsible business and Fujitsu are one of only 25 companies in Ireland to achieve this.

Schools Engagement

Through Fujitsu's Schools Engagement Strategy we give employees the opportunity to become a role model and ambassador for Fujitsu. We want to inspire young people from the widest range of backgrounds to get excited about tech. We see this work as essential to build the IT workforce of the future that can benefit from everybody's talents. The aim is to show young people that the IT sector welcomes all talented people, regardless of their backgrounds or identities, by introducing them to the rich mix of people we have working for us at Fujitsu. We want to encourage employees to act as both diverse role models and ambassadors for Fujitsu and welcome engagement from all employees and in particular women, people with disabilities and those who identify as BAME or LGBT+.

To support this strategy we are engaging with BITC Business Class, STEMNET and the Careers and Enterprise Company

STEMNET is a unique organisation which creates links between employers with educators that is tackling the STEM (science, technology, engineering and math) skills shortage. By enthusing young people about STEM, employers can help to develop the creativity, problem-solving and employability skills of young people and widen the understanding and awareness of STEM careers with the next generation of UK employees. Fujitsu currently has 44 active STEM Ambassadors.

Business Class is a government-endorsed programme, which provides a systematic framework for business to support young people facing social disadvantage by forming long-term partnerships with the schools those young people attend. BITC believes that these partnerships are one of the most effective way for business to support young people Fujitsu currently has a long-term relationship with the Vyne School in Basingstoke, a programme with Ercall Wood Technology Academy Telford which was launched in July 2014 and most recently engagement with Easthamstead Park School in Bracknell where a student mentoring programme has been launched with over 30 employee volunteers taking part. Fujitsu is also engaged with BITC Scotland and Northern Ireland.

The Careers and Enterprise Company is a new organisation created in 2015. Its role is to inspire young people and help them to prepare for, and take control of their futures. They help students to make the link between their education and their futures and build the attitudes and attributes they will need throughout their careers. They will do this by filling gaps in the provision of careers and enterprise activities across the country and by increasing employer engagement with young people, enabling them to meet, speak to and understand employers of all sizes. It has been set up with £20 million of initial government funding working as an umbrella organisation, supporting programmes that work. Fujitsu's aim is to have 3 advisors support the programme in 2017.

GRI Index Core

Standard	Disclosures	Report Content	Page No.
		Report Content	Page No.
Strategy	and Analysis		
G4-1	 a. Provide a statement from the most senior decision-maker of the organisation (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organisation and the organisation's strategy for addressing sustainability. The statement should present the overall vision and strategy for the short term, medium term, and long term, particularly with regard to managing the significant economic, environmental and social impacts that the organisation causes and contributes to, or the impacts that can be linked to its activities as a result of relationships with others (such as suppliers, people or organisations in local communities). The statement should include: Strategic priorities and key topics for the short and medium term with regard to sustainability, including respect for internationally recognised standards and how such standards relate to long term organisational strategy and success Broader trends (such as macroeconomic or political) affecting the organisation and influencing sustainability priorities Key events, achievements, and failures during the reporting period Views on performance with respect to targets Outlook on the organisation's main challenges and targets for the next year and goals for the coming 3–5 years 	Introduction	2-3
<u> </u>	Other items pertaining to the organisation's strategic approach.		
-	tional Profile		
G4-3	a. Report the name of the organisation	Title page	1
G4-4	a. Report the primary brands, products, and services	Executive Summary	4-5
G4-5	a. Report the location of the organisation's headquarters	Executive Summary	4-5
G4-6	a. Report the number of countries where the organisation operates, and names of countries where either the organisation has significant operations or that are specifically relevant to the sustainability topics covered in the report	Executive Summary	4-5
G4-7	a. Report the nature of ownership and legal form	Executive Summary	4-5
G4-8	a. Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)	Executive Summary	4-5
G4-9	 a. Report the scale of the organisation, including: Total number of employees Total number of operations Net sales (for private sector organisations) or net revenues (for public sector organisations) Total capitalisation broken down in terms of debt and equity (for private sector organisations) Quantity of products or services provided. 	 Executive Summary Our People GDP and taxes FSL Annual Report (Statutory Accounts) 	4-5, 8, 18
G4-10	 a. Report the total number of employees by employment contract and gender b. Report the total number of permanent employees by employment type and gender c. Report the total workforce by employees and supervised workers and by gender d. Report the total workforce by region and gender e. Report whether a substantial portion of the organisation's work is performed by workers who are legally recognised as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. f. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries). 	 Our People Diversity & Inclusion 	8-9, 10- 13
G4-11	a. Report the percentage of total employees covered by collective bargaining agreements	 Fujitsu Global CSR Report Creating Good Working Conditions Labour Relations 	65 in Global report
G4-12	a. Describe the organisation's supply chain	 Supply Chain 	18-23

Standard	l Disclosures	Report Content	Page No
G4-13	 a. Report any significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain, including: Changes in the location of, or changes in, operations, including facility openings, closings, and expansions Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organisations) Changes in the location of suppliers, the structure of the supply chain, or in relationships 	 Supply Chain 	18-23
G4-14	with suppliers, including selection and termination. a. Report whether and how the precautionary approach or principle is addressed by the organisation	Responsible Business	7
G4-15	a. List externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses	Executive Summary	4-5
G4-16	 a. List memberships of associations (such as industry associations) and national or international advocacy organisations in which the organisation: Holds a position on the governance body Participates in projects or committees Provides substantive funding beyond routine membership dues Views membership as strategic. This refers primarily to memberships maintained at the organisational level. 	 Fujitsu Global CSR Report UN Global Compact 	
Identifie	d Material Aspects and Boundaries		
G4-17	 a. List all entities included in the organisation's consolidated financial statements or equivalent documents b. Report whether any entity included in the organisation's consolidated financial statements or equivalent documents is not covered by the report. The organisation can report on this Standard Disclosure by referencing the information in publicly available consolidated financial statements or equivalent documents. 	 FSL Annual Report (Statutory Accounts) 	
G4-18	 a. Explain the process for defining the report content and the Aspect Boundaries b. Explain how the organisation has implemented the Reporting Principles for Defining Report Content 	 Materiality 	6
G4-19	a. List all the material Aspects identified in the process for defining report content	Materiality	6
G4-20	 a. For each material Aspect, report the Aspect Boundary within the organisation, as follows: Report whether the Aspect is material within the organisation If the Aspect is not material for all entities within the organisation (as described in G4-17), select one of the following two approaches and report either: The list of entities or groups of entities included in G4-17 for which the Aspect is not material or The list of entities or groups of entities included in G4-17 for which the Aspects is material Report any specific limitation regarding the Aspect Boundary within the organisation. 	 Materiality 	6
G4-21	 a. For each material Aspect, report the Aspect Boundary outside the organisation, as follows: Report whether the Aspect is material outside of the organisation If the Aspect is material outside of the organisation, identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified Report any specific limitation regarding the Aspect Boundary outside the organisation 	 Materiality 	6
G4-22	a. Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	 Materiality 	6
G4-23	a. Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	 Materiality 	6
Stakeho	lder Engagement		
G4-24	a. Provide a list of stakeholder groups engaged by the organisation.	 Materiality Diversity and Inclusion Community Investment and Development 	6, 10-13 40-45

General	Standard Disclosures		
Standard	l Disclosures	Report Content	Page No.
G4-25	a. Report the basis for identification and selection of stakeholders with whom to engage	 Materiality Diversity and Inclusion Community Investment and Development 	6, 10-13, 40-45
G4-26	a. Report the organisation's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process	 Materiality Diversity and Inclusion Community Investment and Development 	6, 10-13, 40-45
G4-27	a. Report key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns	 Materiality Diversity and Inclusion Community Investment and Development 	6, 10-13, 40-45
Report P	rofile		
G4-28	a. Reporting period (such as fiscal or calendar year) for information provided	Executive Summary	4- 5
G4-29	a. Date of most recent previous report (if any)	Introduction	3
G4-30	a. Reporting cycle (such as annual, biennial)	Executive Summary	4-5
G4-31	a. Provide the contact point for questions regarding the report or its contents	End page	
G4-32	 a. Report the 'in accordance' option the organisation has chosen b. Report the GRI Content Index for the chosen option c. Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'in accordance' with the Guidelines. 	GRI Index	42-47
G4-33	 a. Report the organisation's policy and current practice with regard to seeking external assurance for the report b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided c. Report the relationship between the organisation and the assurance providers d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organisation's sustainability report. 	Environment	35
Governa	nce		
G4-34	a. Report the governance structure of the organisation, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	Responsible BusinessMateriality	6-7
Ethics an	nd Integrity		
G4-56	a. Describe the organisation's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.	 Responsible Business 	7

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Category:	Economic		
Aspect: Ec	onomic Performance		
G4-DMA	Generic Disclosures on Management Approach	Materiality	6
G4-EC1	Direct economic value generated and distributed	 Impact on Society (GDP and Taxes) 	18
Aspect: In	direct Economic Impacts		
G4-DMA	Generic Disclosures on Management Approach	Materiality	6
G4-EC7	Development and impact of infrastructure investments and services supported	 Executive Summary Our People Supply Chain Community Investment and Development 	4-5, 8, 18-20, 36-39
G4-EC8	Significant indirect economic impacts, including the extent of impacts	 Executive Summary Our People Supply Chain Community Investment and Development 	4-5, 8, 18-20, 36-39
Aspect: Pr	ocurement Practices		
G4-DMA	Generic Disclosures on Management Approach	MaterialitySupply Chain	6, 18-23
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	MaterialitySupply Chain	6, 18-20
Category:	Environmental		
Aspect: M	aterials		
G4-DMA	Generic Disclosures on Management Approach	Environmental Performance	38-39
G4-EN2	Percentage of materials used that are recycled input materials	Environmental Performance	38-39
Aspect: Er	ergy		
G4-DMA	Generic Disclosures on Management Approach	Environmental Performance	38-39
G4-EN3	Energy consumption within the organisation	Environmental Performance	38-39
G4-EN5	Energy intensity	Environmental Performance	38-39
G4-EN6	Reduction of energy consumption	Environmental Performance	38-39
G4-EN7	Reductions in energy requirements of products and services	Environmental Performance	38-39
Aspect: Bi	odiversity		1
G4-DMA	Generic Disclosures on Management Approach	Environmental Performance	38-39
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Environmental Performance	38-39
G4-EN13	Habitats protected or restored	Environmental Performance	338-39
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G4-DMA	Generic Disclosures on Management Approach	Environmental Performance	38-39
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	Environmental Performance	38-39
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	Environmental Performance	38-39
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G4-DMA	Generic Disclosures on Management Approach	Environmental Performance	38-39
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G4-EN27	Extent of impact mitigation of environmental impacts of products and services	Full Lifecycle in EuropeEnvironmental Performance	22, 38-39

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G4-DMA	Generic Disclosures on Management Approach	Full Lifecycle in EuropeEnvironmental Performance	22, 38-39
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organisation's operations, and transporting members of the workforce	Full Lifecycle in EuropeEnvironmental Performance	22, 38-39
Aspect: Su	pplier Environmental Assessment		
G4-DMA	Generic Disclosures on Management Approach	Environmental Performance	38-39
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	Environmental Performance	38-39
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	ory: Labour Practices and Decent Work		
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G4-DMA		Matoriality	6.0
	Generic Disclosures on Management Approach	MaterialityOur People	6, 8
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	MaterialityOur People	6, 8
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G4-DMA	Generic Disclosures on Management Approach	MaterialityHealth and SafetyLifecycle in Europe	6, 16-17, 22
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on Occupational Health and Saftey programmes	MaterialityHealth and SafetyLifecycle in Europe	6, 16-17, 22
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	 Materiality Health and Safety Lifecycle in Europe 	6, 16-17, 22
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G4-LA8	Health and Safety topics covered in formal agreements with trade unions	 Materiality Health and Safety Lifecycle in Europe 	6, 16-17, 22
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G4-DMA	Generic Disclosures on Management Approach	Learning and Development	16
G4-LA9	Average hours of training per year per employee by gender, and by employee category	Learning and Development	16
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	 Learning and Development 	16
G4-LA11	Percentage of employees are exerving regular performance and career development reviews, by gender and by employee category	Learning and DevelopmentDiversity and Inclusion	10-13, 16
Aspect: Div	/ersity and Equal Opportunity	,	
G4-DMA	Generic Disclosures on Management Approach	Diversity and Inclusion	10-13
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	 Diversity and Inclusion 	10-13
Asnert: Su	pplier Assessment For Labour Practices		1
G4-DMA		Supply Chain	18-22
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G4-LA14	Percentage of new suppliers that were screened using labour practices criteria	Supply ChainHuman Rights	18-22
Sub-Categ	ory: Human Rights		
Aspect: Inv	restment		
G4-DMA	Generic Disclosures on Management Approach	Human Rights	22
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	Human Rights	22

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Aspect: Fre	eedom of Association and Collective Bargaining		
G4-DMA	Generic Disclosures on Management Approach	 Fujitsu Global CSR Report Creating Good Working Conditions "Labour Relations" 	
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	 Fujitsu Global CSR Report Creating Good Working Conditions "Labour Relations" 	
Aspect: Ch	ild Labour		
G4-DMA	Generic Disclosures on Management Approach	Human RightsSupply ChainModern Slavery	18-22
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	 Human Rights Supply Chain Modern Slavery 	18-22
Aspect: Fo	rced Or Compulsory Labour		
G4-DMA	Generic Disclosures on Management Approach	Supply ChainModern SlaveryHuman Rights	18-22
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	Supply ChainModern SlaveryHuman Rights	18-22
Aspect: As	sessment		
G4-DMA	Generic Disclosures on Management Approach	Human Rights	22
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	 Human Rights 	22
Aspect: Su	pplier Human Rights Assessment		
G4-DMA	Generic Disclosures on Management Approach	Supply ChainModern SlaveryHuman Rights	18-22
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	Supply ChainModern SlaveryHuman Rights	18-22
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Aspect: Lo	cal Communities		
G4-DMA	Generic Disclosures on Management Approach	Community Investment and Development	40-45
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programmes	Community Investment and Development	40-45
-	ti-Corruption		25
G4-DMA	Generic Disclosures on Management Approach	 Our Commitment to Transparency 	35
G4-SO3	Total number and percentage of operations asessed for risks related to corruption and the significant risks identified	 Our Commitment to Transparency Global CSR Report Activities Promoting Compliance 	35
G4-SO4	Communication and training on anti-corruption policies and procedures	 Our Commitment to Transparency Global CSR Report Activities Promoting Compliance 	35
Sub-Categ	ory: Product Responsibility		
Aspect: Cu	stomer Privacy		
G4-DMA	Generic Disclosures on Management Approach	MaterialityData Security	6, 23
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Data Security	23

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