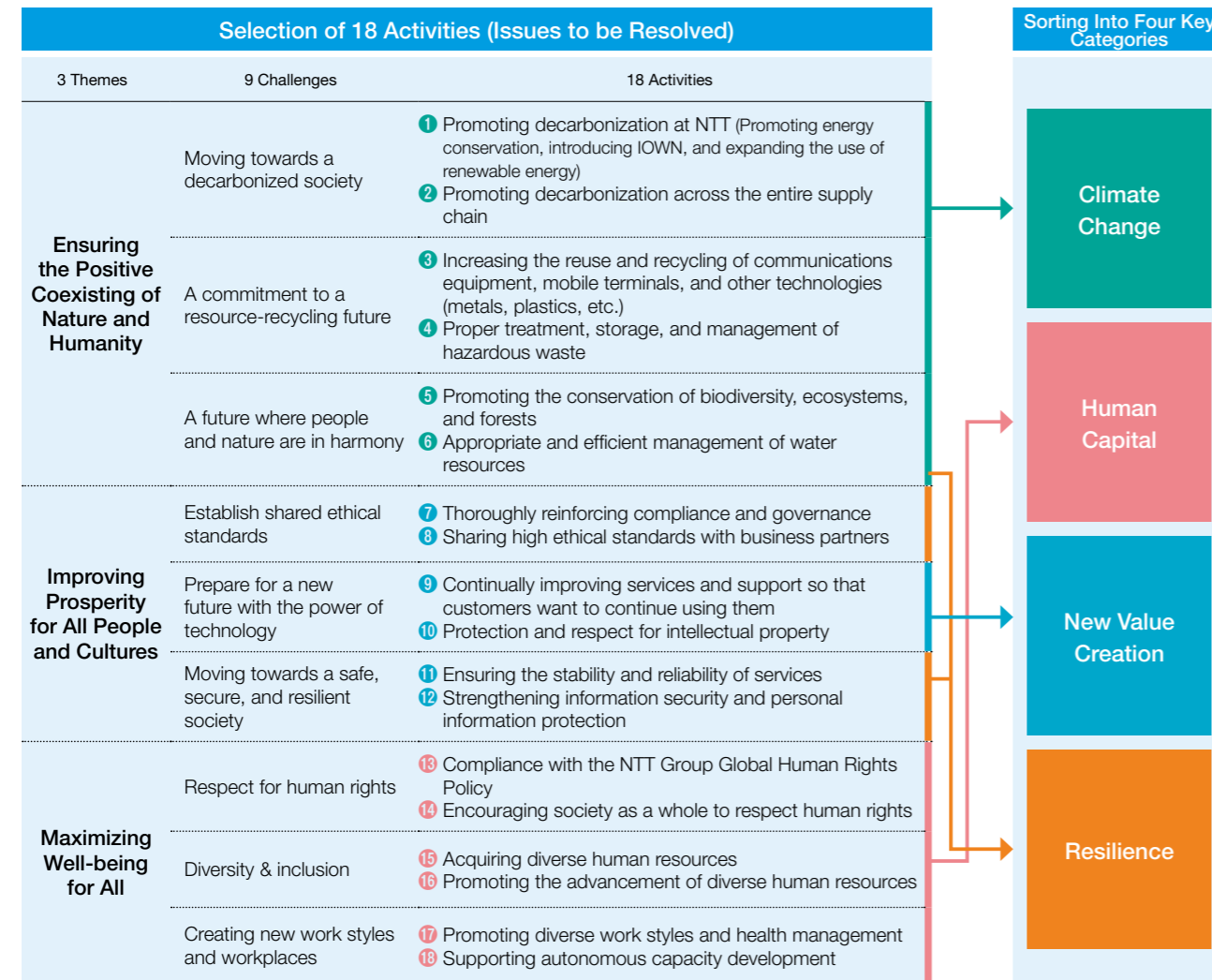


# Placing Sustainability Promotion at the Core of the NTT Group's Businesses

## –Revision of the NTT Group Global Sustainability Charter–

The NTT Group recently revised its Global Sustainability Charter, established in November 2011, to increase its effectiveness by linking it to the Medium-Term Management Strategy, as well as to adapt to changes in the external environment.

More specifically, we newly revised the activities based on the three themes and nine challenges included under NTT's vision of a sustainable society in our Charter, deciding on 18 activities arranged and integrated from the existing 30 activities.



## Indicators, Targets, and Results for the Four Key Categories

Key Categories	Indicator	Target	Results (FY2023)
Climate Change	Greenhouse Gas Emissions	[Scope 1 & 2] FY2030: 80% reduction (compared to FY2013) FY2040: Carbon neutrality	[Scope 1 & 2] 2.32 million tons, 50% reduction (compared to FY2013)
		[Scope 1, 2 & 3] FY2040: Net-Zero	[Scope 1, 2 & 3] 21.03 million tons, 26% reduction (compared to FY2018)
Human Capital	Employee Engagement Rate	Improvement compared to FY2022 (57%)	54%
	New Female Manager Promotion Rate	Every year: 30%	27.9%
	Male Childcare Leave Rate	100%	128.5%
New Value Creation	Direct Dialogue Rate with Key Suppliers	100%	100%
	Amount of B2B2X Revenues	FY2023: ¥873.1 billion	¥1,058.1 billion
Resilience	Customer Engagement	[NPI] Improvement (year-on-year) [NPS] Improvement (year-on-year)	[NPI] – [NPS] –
	Number of Serious Incidents	FY2023: Zero	Four
	Number of Telecommunications Service Interruptions due to External Cyberattacks	FY2023: Zero	Zero

(Notes) 1. The scope of aggregation for the employee engagement rate is based on the percentage of positive responses to four NTT Group KPIs that measure engagement. The scope of aggregation includes the major companies and their designated subsidiaries. The major companies are NTT DOCOMO\*, NTT East, NTT West, NTT DATA Group, NTT Urban Solutions, and NTT Anode Energy.  
 \*Figures for NTT DOCOMO include figures for NTT Communications.  
 2. New female manager promotion rate and male childcare leave rate: five major domestic companies (NTT, NTT DOCOMO\*, NTT East, NTT West, and NTT DATA Group\*).  
 \*NTT DOCOMO includes figures from NTT Communications. Furthermore, NTT DATA Group includes figures from NTT DATA and NTT DATA, Inc.  
 3. Male Childcare Leave Rate is calculation of the rate at which childcare leave, or other leave for childcare purposes, is taken, based on Article 71, paragraph (4)(ii) of the Ordinance for Enforcement of the Act on Childcare Leave, Caregiver Leave, and Other Measures for the Welfare of Workers Caring for Children or Other Family Members (Ordinance of the Ministry of Labor No. 25 of 1991), in accordance with the provisions of the Act on Childcare Leave, Caregiver Leave, and Other Measures for the Welfare of Workers Caring for Children or Other Family Members (Act No. 76 of 1991).  
 4. The scope of aggregation for the direct dialogue rate with key suppliers is calculated by using 40 suppliers, selected based on procurement amount, item importance, substitutability, etc., as the denominator, and the number of suppliers with whom direct dialogue was completed during the fiscal year as the numerator.  
 5. The scope of B2B2X revenue includes the Integrated ICT Business Segment, the Regional Communications Business Segment, and the Global Solutions Business Segment.  
 6. Customer Engagement Next Purchase Intention (NPI) indicates whether a customer intends to continue using a product, while Net Promoter Score® (NPS®) \*\* indicates the degree to which a customer would recommend the product to others. The scope for customer engagement includes services for small and medium-sized corporations and services for consumers, which are the focus areas of NTT East, NTT West, and NTT DOCOMO\*\* (there are plans to expand the scope to include services for large corporations in future).  
 \*1. Net Promoter Score and NPS used in the text are the registered trademarks of Bain & Company, Fred Reichheld, and SatMetrix Systems (present-day NICE Systems, Inc.).  
 \*2. The figures for NTT DOCOMO include NTT Communications.  
 7. The scope of tallying the number of serious incidents and telecommunications service interruptions due to external cyberattacks includes four specified public institutions: NTT East, NTT West, NTT Communications, and NTT DOCOMO.  
 8. A "serious incident" is defined as an event meeting specific conditions that interrupt or degrade the quality of telecommunications services. (P68)

### Revision to Compensation-linked Indicators in the Sustainability Indicators ▶P98

From the perspective of further strengthening customer experience (CX), compensation-linked indicators (officers and managers) related to new value creation will be changed from B2B2X earnings to customer engagement (whether a customer intends to continue using a product and the degree to which they would recommend the product to others) in FY2024.

Category	Performance Indicators	Evaluation Method
Sustainability indicators	Greenhouse Gas Emissions	Achievement of targets
	New Female Manager Promotion Rate	
	Employee Engagement Rate	
	Customer Engagement [Revised]	