

NTT Group ESG Data Book 2020



CSR Management

CSR Management KPI

NTT Group has been working to achieve sustained growth through the resolution of social issues by referring to the NTT Group CSR Charter as its basic principles. The charter consists of a statement of our commitment to corporate social responsibility, and the four CSR goals that outline specific priority aspects of our CSR activities. Furthermore, the Group has established key performance indicators (KPIs) to manage and report its progress in implementing CSR management.

	KPI	Target	Target Deadline	Results		
				FY2017	FY2018	FY2019
Contribute to society through ICT and data usage	Number of B2B2X projects	Complete 100 projects based on the B2B2X model.	FY2021	-	39	66
Environment*	Reductions in CO ₂ emissions produced by all of society	We will contribute to reducing the CO ₂ emissions of society by at least ten times more than NTT Group's own emissions.	FY2030	10.1 times	10.5 times	11.0 times
	Power efficiency of communications services	We will raise power efficiency per data transmission in our telecommunications businesses by at least ten times compared to FY2014 levels.	FY2030	3.6 times	4.5 times	5.0 times
	Final disposal ratio of waste	We will achieve zero emissions (final disposal rate of 1% or less) with regard to the final disposal rate for waste discharged by the Group.	FY2030	1.18%	0.91%	1.0%
Human capital development	Ratio of female managers	10%	FY2025	5.1%	5.7%	6.3%
	Employee satisfaction	Higher than the previous fiscal year	FY2020	3.79	3.80	3.79
	Percentage of employees who participated in training concerning human rights*4	More than in the previous fiscal year	-	93.6	96.6	97.3
	Number of confirmed human rights violations	We will achieve zero incidents of human rights violations on an annual basis.	-	27	24	29
Reinforce information security	Number of telecommunications service outages due to cyberattacks from the outside	We will achieve zero incidents of telecommunications service outages due to cyberattacks from the outside on an annual basis.	FY2020	-	-	0
	Number of personal information leaks due to cyberattacks from the outside	We will achieve zero incidents of personal information leaks due to cyberattacks from the outside.	FY2020	-	-	1

*Fiscal 2019 results for the environmental section are preliminary figures. The NTT Group Sustainability Report 2020, due to be issued in September 2020, will report finalized figures that have been verified by a third party.

Supply Chain CSR Management KPI

NTT Group has released its Procurement Policies and formulated the NTT Guidelines for CSR in Supply Chain and NTT Guidelines for Green Procurement. In accordance with these guidelines, it is working to conduct socially responsible procurement together with its suppliers. Furthermore, the Group has established KPIs to manage and report its progress in implementing CSR management in its supply chain.

	KPI	Target Ratio	Target Deadline	Results		
				FY2017	FY2018	FY2019
Supply chain	Ratio of CSR surveys (SAQ) conducted by key suppliers and ratio of response	Sent: 100% Collected: 100%	FY2020	100% 99%	100% 98%	100% 100%
	Ratio of issues recognized as actual risks that were corrected at suppliers	100%	FY2020	100%	100%	100%
	Ratio of employees in procurement trained on ESG	100%	FY2020	100%	100%	100%

Performance Data

Environmental Data

	Indicator	Unit	Results			
			FY2016	FY2017	FY2018	FY2019
Environmental data	Volume of directly generated GHG emissions (Scope 1)	t-CO ₂	190,000	185,000	164,000	160,000
	Volume of indirectly generated GHG emissions* ¹ (Scope 2)	t-CO ₂	4,400,000	4,210,000	3,290,000	3,240,000
	Total amount of non-renewable energy used* ²	MWh	9,360,000	9,200,000	9,130,000 (7,430,000)	9,100,000 (7,400,000)
	Total amount of renewable energy used	MWh	90,000	80,000	70,000	70,000
	Total volume of water used	Million m ³	12.4	12.6	12.1	12.0
	Total amount of waste produced	Ton	608,000	531,000	562,000	540,000
	Total amount of waste reused, recycled, or sold	Ton	602,000	525,000	557,000	535,000
	Total volume of waste disposed	Ton	6,000	6,000	5,000	5,000
	Average power usage effectiveness (PUE) at data centers* ³	—	1.83	1.72	1.74	1.74
	Ratio of renewable energy in total power consumed by data centers* ²	%	7.5	7.5	7.2	7.2

Note: Results for fiscal 2019 are preliminary figures. The NTT Group Sustainability Report 2020, due to be issued in September 2020, will report finalized figures that have been verified by a third party.

*1 From fiscal 2018, we are reporting the amount consumed by other telecommunications carriers and data center providers (hereafter, "other integrals") under Scope 3.

*2 Power usage excluding other integrals is shown within parentheses.

*3 Aggregated value of some of the domestic and overseas data centers.

Network Reliability

Network interruptions due to communications failures and the like will be reported to the relevant authority, the Ministry of Internal Affairs and Communications, as stipulated in the Guidelines Regarding the Application of the Telecommunications Business Law in Regard to Telecommunications Incidents, and customers will be notified through NTT Group's website.

	Indicator	Results		
		FY2017	FY2018	FY2019
Network reliability	Average network interruption frequency*	0	0	0
	Average network interruption duration*	0	0	0

*These indicators have been calculated based on disclosure indicators defined by the US Sustainability Accounting Standards Board (SASB).

Privacy Protection

The total number of complaints received and substantiated regarding the infringement of customer privacy, and incidents involving the leak, loss, or theft of personal information, are outlined below. Any incidents involving the leak, loss, or theft of personal information are reported on NTT Group's website.

	Indicator	Results		
		FY2017	FY2018	FY2019
Privacy protection	Number of complaints received from outside parties and substantiated by the organization	0	0	2
	Number of complaints from regulatory bodies	0	0	2
	Number of incidents involving the leak, loss, or theft of personal information	3	1	1

Performance Data

Diversity

	Indicator	Results		
		FY2017	FY2018	FY2019
Diversity	Total ratio of female employees	15.8%	17.0%	19.5%

Ratio of Basic Employee Salary and Remuneration of Women to Men

	Female to Male Ratio	
	Basic Salary	Total Remuneration
Management	1:1.02	1:1.03
General staff	1:1.17	1:1.17

Note: The same pay scale applies to female and male employees. Any gap in remuneration is due to factors such as age and rank.

Expenditure on Social Contribution Activities

	Type of Expenditure	Results
		FY2019
Expenditure on social contribution activities	Monetary expenditure	¥4,690,000,000
	Time: Amount paid for time spent by employees on volunteer activities during working hours	¥1,035,000,000
	Non-monetary expenditure: Value of products and services donated, projects, partnerships, and other similar contributions	¥127,000,000
	Indirect costs	¥3,200,000,000

Political Contributions

	Results			
	FY2016	FY2017	FY2018	FY2019
Political contributions	¥12,000,000	¥12,000,000	¥12,000,000	¥17,000,000

Note: NTT conforms to the Political Funds Control Law and does not make political contributions (Sustainability Report 2019, p. 97). However, some Group companies make political contributions based on a decision by each company in conformance with the related laws, regulations, and each company's ethical regulations. (The numbers above are the total of NTT DOCOMO, NTT Data, and NTT Urban Development.)

Occupational Health and Safety

Initiatives Concerning Health, Safety, and Wellbeing

Flextime system	A flextime system that enables flexibility in working hours
Work-at-home system	Work-at-home and mobile working systems that enable working styles that are not confined to specific locations
Childcare facilities and allowance	<ul style="list-style-type: none"> • Allowance paid for dependents • Lifestyle support such as babysitting subsidies • Workplace nurseries
Childbirth and childcare leave for mothers beyond what is stipulated by law	Childcare leave, reduced working hours for childrearing (beyond what is stipulated by law), shift work for individuals for childrearing obligations, a re-employment system for employees who retired due to childrearing, life plan leave in which unused annual paid leave can be carried over to future years, etc.
Childbirth and childcare leave for fathers beyond what is stipulated by law	Childcare leave, reduced working hours for childrearing (beyond what is stipulated by law), shift work for individuals for childrearing obligations, a re-employment system for employees who retired due to childrearing, "life plan leave" in which unused annual paid leave can be carried over to future years, etc.
Other	A selection-based benefit program (cafeteria plan) has been introduced for the entire NTT Group and points paid out once a year can be used toward extensive physical check-ups or obtaining a pedometer. An awards system has also been established to promote health management at Group companies, based on indicators such as the ratio of non-smokers and the take-up rate for specified health check-ups.