



**NTT Group  
ESG Data Book  
2021**

# 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		
				FY2018	FY2019	FY2020
Contribute to society through ICT and data usage	Number of B2B2X projects	Complete 100 projects based on the B2B2X model.	FY2021	39	66	104
	Reductions in CO <sub>2</sub> emissions produced by all of society	We will contribute to reducing the CO <sub>2</sub> emissions of society by at least ten times more than NTT Group's own emissions.	FY2030	10.8 times	12.5 times	13.5 times
Environment*	Ratio of EV adoption in Japan*	With regard to general vehicles owned by the NTT Group in Japan, we will achieve EV adoption of 50% by 2025, and 100% by 2030.	FY2025 FY2030	0.4%	1.45%	8.0%
	Power efficiency of communications services	We will raise power efficiency per data transmission in our telecommunications businesses by at least ten times compared to FY2013 levels.	FY2030	4.5 times	5.4 times	6.2 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	0.91%	1.13%	1.36%
Human capital development	Ratio of female managers	10%	FY2025	5.7%	6.3%	7.0%
	Employment rate of people with disabilities	2.3%	-	2.70%	2.70%	2.69%
	Employee satisfaction	Higher than the previous fiscal year	FY2021	3.80	3.79	3.90
	Percentage of employees who participated in training concerning human rights*4	More than in the previous fiscal year	-	96.6	97.3	97.2
	Number of confirmed human rights violations	We will achieve zero incidents of human rights violations on an annual basis.	-	24	29	33
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.	FY2021	-	0	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.	FY2021	-	1	1

\*Fiscal 2020 results for the environmental section are preliminary figures. The NTT Group Sustainability Report 2021, due to be issued in December 2021, 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		
				FY2018	FY2019	FY2020
Supply chain	Ratio of CSR surveys (SAQ) conducted by key suppliers and ratio of response	Sent: 100% Collected: 100%	FY2021	100% 98%	100% 100%	100% 100%
	Ratio of issues recognized as actual risks that were corrected at suppliers	100%	FY2021	100%	100%	100%
	Ratio of employees in procurement trained on ESG	100%	FY2021	100%	100%	100%

# Performance Data

## Environmental Data

	Indicator	Unit	Results			
			FY2017	FY2018	FY2019	FY2020
Environmental data	Volume of directly generated GHG emissions (Scope 1)	t-CO <sub>2</sub>	185,000	164,000	138,000	137,000
	Volume of indirectly generated GHG emissions* <sup>1</sup> (Scope 2)	t-CO <sub>2</sub>	4,210,000	3,290,000 (4,140,000)	3,060,000 (3,790,000)	2,933,000 (3,670,000)
	Total amount of non-renewable energy used* <sup>2</sup>	MWh	9,200,000	9,130,000 (7,430,000)	8,980,000 (7,380,000)	9,370,000 (7,770,000)
	Total amount of renewable energy used	MWh	80,000	70,000	70,000	313,000
	Total volume of water used	Million m <sup>3</sup>	12.6	12.1	11.0	11.0
	Total amount of waste produced	Ton	531,000	562,000	744,000	744,000
	Total amount of waste reused, recycled, or sold	Ton	525,000	557,000	736,000	736,000
	Total volume of waste disposed	Ton	6,000	5,000	8,000	8,000
	Average power usage effectiveness (PUE) at data centers* <sup>3</sup>	—	1.72	1.74	1.68	1.68
	Ratio of renewable energy in total power consumed by data centers* <sup>2</sup>	%	7.5	7.2	30.6	30.6

Note: Results for fiscal 2020 are preliminary figures. The NTT Group Sustainability Report 2021, due to be issued in December 2021, 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		
		FY2018	FY2019	FY2020
Network reliability	Average network interruption frequency*	0	0	0.01
	Average network interruption duration*	0	0	0.06

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

## Information Security

	Indicator	Results		
		FY2018	FY2019	FY2020
IT infrastructure incident	Number of incidents	0	0	0
	Number of serious accidents	0	0	0

## 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		
		FY2018	FY2019	FY2020
Privacy protection	Number of complaints received from outside parties and substantiated by the organization	0	2	0
	Number of complaints from regulatory bodies	0	2	0

## Diversity

	Indicator	Results		
		FY2018	FY2019	FY2020
Diversity	Total ratio of female employees	17.0%	19.5%	19.3%

## 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	1:1.15	1:1.15

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

## Employee Turnover Rate

	Indicator	Results		
		FY2018	FY2019	FY2020
Turnover rate (including mandatory retirement)	Turnover rate among all employees	6.1%	9.9%	7.1%
	Turnover rate due to personal reasons	3.7%	3.7%	2.8%

## Investment in Education and Career Development

	Indicator	Results		
		FY2018	FY2019	FY2020
Education and career development	Average time for education and career development per regular staff member (full-time equivalent (FTE))	28	26	24
	Average cost (units of 10,000 yen) used for education and career development per regular staff member (full-time equivalent (FTE))	10.9	8.6	4.9

## Expenditure on Social Contribution Activities

	Type of Expenditure	Results
		FY2020
Expenditure on social contribution activities	Monetary expenditure	¥6,402,000,000
	Time: Amount paid for time spent by employees on volunteer activities during working hours	¥257,000,000
	Non-monetary expenditure: Value of products and services donated, projects, partnerships, and other similar contributions	¥8,294,000,000
	Indirect costs	¥2,172,000,000
Types of social contribution activities	Charitable activities	66.3%
	Investment in local communities	22.6%
	Commercial initiatives	11.1%

## Political Contributions

	Results			
	FY2017	FY2018	FY2019	FY2020
Political contributions	¥12,000,000	¥12,000,000	¥17,000,000	22,000,000

Note: NTT conforms to the Political Funds Control Law and does not make political contributions (Sustainability Report 2020, p. 100). 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

Flexitime system	A flexitime 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"> <li>• Allowance paid for dependents</li> <li>• Lifestyle support such as babysitting subsidies</li> <li>• Workplace nurseries</li> </ul>
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. In addition to promoting health through, e.g., receiving physical check-ups and/or obtaining health-related IT equipment, a cafeteria menu featuring asset formation support and the like is provided, allowing employees to use points they have been granted to freely select items from the menu. Further, as a core menu item which employees can utilize without using any points, the NTT Group conducts physical check-ups for the early detection of diseases such as lifestyle diseases and cancer, for which the risk of onset increases with age. In addition, the Group also provides fitness club usage support, a health activity promotion menu utilizing a smartphone app (d healthcare), and more, available for employees to use at any time.