Human Rights

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We engage in activities that promote the awareness of human rights to create workplaces that respect the rights of every employee, free of discrimination or harassment due to social status, family status, race, ethnicity, nationality, religion, physical or mental disability, sex, sexual minority, pregnancy and birth, or childcare and nursing care leaves.

NTT Group’s Human Rights Charter

In accordance with the Universal Declaration of Human Rights and other references, the NTT Group has long endeavored to address the Dowa issue (discrimination based on ancestry in Japan) and other human rights issues and to create a corporate culture opposed to any form of discrimination. In recent years, businesses have become more global, and the international community is strongly urging companies to implement measures aimed at ensuring that human rights are respected. Amid this rising emphasis on human rights, the NTT Group unveiled its NTT Group Human Rights Charter in June 2014. This charter embodies our commitment toward fulfilling our social responsibilities as a company that is growing on the global stage.

The NTT Group supports the ideals within ISO 26000, the international standard for social responsibility published in 2010, as well as the Guiding Principles on Business and Human Rights endorsed by the United Nations Human Rights Council in 2011. These ideals were incorporated into the NTT Group Human Rights Charter.

1. We* respect internationally recognized human rights*, including the Universal Declaration of Human Rights in all company activities.

2. We responsibly respect human rights by efforts to reduce any negative impacts on human rights holders. We respond appropriately when negative impacts on human rights occur.

3. We aim not to be complicit in infringing human rights, including being involved in discrimination, directly or indirectly.

4. When negative impacts on human rights are done by a business partner and are linked to a product or service of the NTT Group, we will expect them to respect human rights and not to infringe on them.

*1: “We” means the NTT Group and its officers and employees.
*2: “Internationally recognized human rights” refers to the declarations and rules considered to be the minimum standards that warrant international protection, and specifically include the following.

- The Universal Declaration of Human Rights and the Two Covenants on Human Rights (adoption by the U.N. General Assembly in 1948)
- “International Covenant on Economic, Social and Cultural Rights” and “International Covenant on Civil and Political Rights” (adopted by the U.N. General Assembly in 1966; came into effect in 1977)
- International Labor Organization (ILO) Fundamental principles laid out in the eight Core Conventions of the ILO Declaration
- ILO Declaration on Fundamental Principles and Rights at Work (adopted by the 88th International Labor Conference in 1998)

The eight Core Conventions are: Forced Labour Convention, Freedom of Association and Protection of the Rights to Organise Convention, Right to Organise and Collective Bargaining Convention, Equal Remuneration Convention, Abolition of Forced Labour Convention, Discrimination (Employment and Occupation) Convention, Minimum Age Convention, Worst Forms of Child Labour Convention

As a member of the NTT Group, NTT DOCOMO will work to ensure that the background and purpose of establishing the NTT Group Human Rights Charter are understood, embraced and practiced by all employees in Japan and abroad.

**NTT DOCOMO Group’s Basic Policies on Human Rights**

**Basic Policies and Philosophy**

DOCOMO upholds the NTT Group Human Rights Charter, which was established by the NTT Group and is based on the Universal Declaration of Human Rights and the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work. The charter also incorporates ideas from the United Nations Guiding Principles on Business and Human Rights. Moreover, the NTT DOCOMO Group formulated its Basic Policies on Human Rights (revised in 2016) to define a more concrete policy for its initiatives and raise human rights awareness.

We request that our suppliers respect human rights through the NTT DOCOMO Guidelines for CSR in Supply Chain, NTT DOCOMO Group Basic Procurement Policies, and CSR Procurement Guidelines (on conflict minerals), which are based on the ideas of the NTT Group Human Rights Charter.

As part of our actions and procedures for fulfilling our commitments, DOCOMO has created a Web-based training tool and email magazines to promote understanding of the NTT Group Human Rights Charter in an effort to ensure that our employees are fully aware of the NTT Group’s policy of respecting human rights. In addition, DOCOMO is developing initiatives on human rights due diligence as a framework for incorporating the ideas of the charter into all of the Group’s business activities.

**NTT DOCOMO Group’s Basic Policies on Human Rights**

Recognizing the importance of human rights, all NTT DOCOMO Group officers and employees are committed to taking the lead in creating a corporate culture that respects the human rights of all stakeholders while adhering to the NTT DOCOMO Group Code of Ethics, NTT Group Human Rights Charter and our CSR Policy with the aim of building a safer, more secure and richer society.

1. We will, through our business activities, strive for a solution on the Dowa issue* and other human rights issues.
2. We will respect diversity and strive to create a healthy working environment that is free of harassment issues by deepening communication and fostering a sense of mutual gratitude.
3. We will, from the standpoint of respect to human rights, review our operations as needed and adapt and improve our business activities.
4. We will cooperate with other NTT DOCOMO Group companies in constructing a proper structure to initiate and execute employee-focused human rights practices, including the establishment of the Human Rights Committee.

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*Owing to discrimination, which had been formed based on the structure of social status in the course of the historical development of Japanese society, some Japanese people have been forced to accept a lower status economically, socially and culturally, and they are subject to various kinds of discrimination in their daily lives even today. This is the Dowa issue, a human rights problem in Japan.
9. Human Rights

9. Human Rights Due Diligence

In accordance with the NTT Group Human Rights Charter, the NTT Group has developed its due diligence process for human rights, which it has been gradually introducing and implementing. In 2015, the NTT Group sought to understand the current social circumstances faced by its global business operations and determine the human rights issues that require its attention by conducting an assessment of human rights risks associated with Group companies’ businesses overseas. The results of this assessment were used to create a human rights management check sheet in an effort to develop a mechanism for preventing human rights abuses.

Using the check sheet, the NTT DOCOMO Group conducted a human rights management survey of the 52 Group companies under its control in 2016. Its objective was to identify priority human rights issues at Group companies (by business, country or region), determine if they had a human rights policy and ascertain the status of their human rights management system. As a result, we identified priority human rights issues at all the Group companies and confirmed that 96.2% of them were providing employee education on human rights.

In 2017, we additionally conducted a human rights impact assessment by a specialized external institution to understand and analyze the human rights issues faced by each company in greater detail, and we confirmed the actual and potential human rights issues of concern.

As for our suppliers, each year we conduct an assessment of tier-1 suppliers concerning their sustainability risks including human rights based on the NTT Group’s Supply Chain CSR Promotion Check Sheet.

The Check Sheet (Self-Assessment Questionnaire, SAQ) consists of 140 assessment items that cover the seven areas of human rights and labor, occupational health and safety, the environment, fair trade and ethics, product quality and safety, information security, and contribution to society. In the area of human rights, we monitor violations of workers’ freedom of association and right to collective bargaining as well as child labor and forced labor. If an area of high risk is identified by the Check Sheet, DOCOMO dispatches staff to the supplier to confirm the situation on-site and responds with actions that include working together with the supplier on corrective measures. As a result of assessment and confirmation of facts, no high risk CSR issues were found with any of our suppliers in fiscal 2017.

With respect to joint ventures (equity method affiliates) not under our control, DOCOMO has created another check sheet as a simplified version of the NTT Group’s human rights management check list to identify human rights risks and check if corrective measures for such risks are being properly implemented.

DOCOMO gives careful consideration to protecting the freedom of expression and privacy rights of people communicating via the Internet, social media and digital communication devices, which are ICT industry-specific issues that have been gaining more recognition by most telecommunications carriers in Europe and the U.S. With reference to the Principles of Freedom of Expression and Privacy established in 2013 by the Global Network Initiative, a global network of telecommunications companies, we take a stance to fulfill our own responsibility to respect and protect the freedom of expression and privacy of our users. This includes protecting the globally recognized rights of our users, even in situations where we need to provide customer information under special circumstances, such as a matter of national security requested by the government.

In particular, the Children’s Rights and Business Principles calls for protecting children’s rights in the areas of developing and offering products and services or in marketing or advertising activities. At DOCOMO, with regard to products and services, we provide Kids’ phones and offer safety educations to ensure the security of children and promote the appropriate use of mobile phones. Regarding marketing or expressions used in advertisements, we consult with consumer affairs advisors to avoid any expressions that may result in harm to children.

Principles of Freedom of Expression and Privacy
9. Human Rights > Management System

Management System
We established the Human Rights Committee for the management of our human rights initiatives, which is chaired by the senior executive vice president.

Establishment of the Corporate Human Rights Committee
The Corporate Human Rights Committee is a Company-wide organization that promotes human rights awareness and handles the formulation and management of human rights training as well as training measures and plans. Compliance promotion managers and risk compliance leaders, who are in charge of human rights management in the workplace, are also designated at the unit level for activities rooted in respective workplaces.

Monitoring Human Rights Activities
DOCOMO conducts an annual human rights survey based on the NTT DOCOMO Group Code of Ethics.

In recent years there has been increased demand, mainly in Western countries, for companies to promote initiatives aimed at mainstreaming human rights throughout their supply chains. This has been reflected in various laws, including the UK Modern Slavery Act 2015, which came into force in 2015, and the California Transparency in Supply Chains Act, enacted in 2012. In consideration of this trend, we distributed an English version of the NTT Group’s Human Rights Charter and NTT DOCOMO Group’s Basic Policies on Human Rights in March 2016, and we also conducted human rights management surveys at our overseas subsidiaries in August.

Results of the survey are summarized by DOCOMO and reported to NTT Holdings. Feedback of the analysis results from NTT Holdings is then reflected in our activity plans. In terms of domestic and overseas investments, we consider regulatory restrictions on human rights from the above-mentioned perspectives and assess risks during the decision-making phase using a checklist that includes criteria such as the working environment, terms of employment and the relationship between labor and management. Final investment decisions are made after hearing expert opinions.

Whistleblowing Desk for Human Rights and Harassment
DOCOMO has established points of contact inside and outside Company channels for all employees, including temporary employees and employees of business partners to consult with when they have problems or concerns related to human rights or harassment. These whistleblowing desks protect the privacy of the employees who consult with them and provide protection for whistleblowers while taking appropriate steps to resolve problems and concerns.

Employees can also consult the point of contact outside Company channels, which is manned by counselors affiliated with an outside, specialized organization so as to ensure an environment where employees can have complete peace of mind and know that they will not receive any disadvantageous treatment as a result of engaging in consultation or whistleblowing.

In fiscal 2017, there were 17 cases of violations of human rights and harassment. All 17 cases were associated with harassment and none with the violation of any other human rights.
9. Human Rights > Initiatives on Human Rights Practice

Initiatives on Human Rights Practice

Human Rights Message from Top Management
In conjunction with Human Rights Day (December 10) and Human Rights Week (December 4–10), which commemorate the UN’s adoption of the Universal Declaration of Human Rights, the senior executive vice president and chair of the Human Rights Committee sends a message of respect for human rights to all employees every year. The message is intended to raise awareness of the subject by promoting an understanding as regards the spirit and purport of the United Nations’ Universal Declaration of Human Rights and to ensure that all employees are familiar with human rights issues.

Human Rights Awareness Training
To further raise human rights awareness, we actively conduct training at each organization for all employees, including temporary workers, using Web-based training and video materials, training suited to each career level (including executives), and training for risk compliance leaders. Starting with the basic question of “Why are companies addressing human rights issues now?” the training courses teach participants about a broad range of subjects, including discrimination, harassment and language sensitivity. We also implement a post-training survey to monitor improvements in awareness and the effectiveness of training. Continuing on from last year, we conducted Web-based training sessions and held workplace discussions on human rights for all employees in fiscal 2017 while also implementing initiatives to raise human rights awareness among our employees.

Human Rights Awareness Activities
We solicit human rights slogans and poster ideas from employees and give awards to exceptional entries in conjunction with Human Rights Week every year. In fiscal 2017, we received 28,257 entries for the slogans and 143 entries for the posters. In addition, we utilize an internal Company website to regularly publish an e-mail magazine on human rights, as a tool for raising the awareness of all employees.

Participation in the Industrial Federation for Human Rights, Tokyo
DOCOMO participates in the Industrial Federation for Human Rights, Tokyo, a voluntary organization comprising Tokyo-based corporations. We attend training sessions, such as human rights awareness training for top management, presentations for group study, and training for employees in charge of human rights awareness. At the same time, we engage in activities to enlighten the public and expand human rights networks. Furthermore, we established a nationwide federation of corporations to battle discrimination against groups who have traditionally been targeted in Japan. This partnership, which includes regional industrial federations, convenes national conferences and exchanges information.

As part of our initiative to cooperate with external organizations and groups, we engage in a wide range of initiatives through interaction and collaboration with government agencies, business organizations and civil rights movements involved in a broad spectrum of human rights issues and also participate in training provided by various other groups.