

15 Appendix

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ESG-Related Policies

CSR/ESG

Category	Policy/Philosophy/Guideline	Page Number in this Report	Link
CSR, ESG	NTT DOCOMO Group CSR Policy	6, 35	https://www.nttdocomo.co.jp/english/corporate/csr/about/message/index.html

Environment

Category	Policy/Philosophy/Guideline	Page Number in this Report	Link
Environment (overall)	DOCOMO Group Environmental Charter	69	https://www.nttdocomo.co.jp/english/corporate/csr/ecology/charter_object/
	DOCOMO Group's Environmental Declaration	70	https://www.nttdocomo.co.jp/english/corporate/csr/ecology/green2030/
	Green Action Plan 2030	70-71	https://www.nttdocomo.co.jp/english/corporate/csr/ecology/green2030/
Low-Carbon Society	Creation of a Low-Carbon Future—Basic Philosophy	82	
	NTT Group Energy-Efficiency Performance Guidelines	74	https://www.ntt.co.jp/kankyo/management/img/energy/guidelinever8_e.pdf
	DOCOMO Environmental Accounting Guidelines	76	
	Formation of a Sustainable Society—Basic Philosophy	85	
	Green Design Guidelines (NTT DOCOMO Interpretation)	85, 87	https://www.nttdocomo.co.jp/binary/pdf/corporate/csr/ecology/environ_management/guideline/guideline.pdf (in Japanese only)
Biodiversity	Preservation of Biodiversity—Basic Philosophy	88	
Green Procurement	NTT DOCOMO Guidelines for Green Procurement	75	http://www.nttdocomo.co.jp/english/binary/pdf/corporate/procure/policy/csr_procurement/green.pdf

Society

Category	Policy/Philosophy/Guideline	Page Number in this Report	Link
Innovation	Promoting R&D and Innovation	56	https://www.nttdocomo.co.jp/english/corporate/technology/rd/
Network	Provision of Network Services—Basic Policies and Philosophy	91	https://www.nttdocomo.co.jp/area/effort.html (in Japanese only)
	Basic Policy on Area Expansion	92	
	DOCOMO's Disaster Preparedness	94	https://www.nttdocomo.co.jp/special_contents/disaster/ (in Japanese only)
	NTT Group Disaster Preparedness Plan	95	https://www.ntt.co.jp/saitai/pdf/NTTbousai.pdf (in Japanese only)
	Radio Wave Safety	98	http://www.nttdocomo.co.jp/english/product/sar/index.html
Customer	Corporate Responsibility for Products and Services—Basic Policies and Philosophy	100	
	Customer Satisfaction—Basic Policies and Philosophy	107	https://www.nttdocomo.co.jp/support/cs_promotion/ (in Japanese only)
Human Resources/ Labor Practice	Employment and Compensation—Basic Policies and Philosophy	113	https://www.nttdocomo.co.jp/corporate/csr/about/management/employee/index.html#p01 (in Japanese only)
	Human Resource Development—Basic Policies and Philosophy	115	
	DOCOMO Workstyle Reform—Basic Policies and Philosophy	119	
	Promoting Diversity Management—Basic Policies and Philosophy	120	https://www.nttdocomo.co.jp/english/corporate/csr/about/diversity/index.html

Society

Category	Policy/Philosophy/Guideline	Page Number in this Report	Link
Human Resources/ Labor Practice	Workstyle Choices—Basic Policies and Philosophy	123	
	Health and Productivity Management—Philosophy and Basic Policies	127	
	Health and Safety in the Workplace—Basic Policies and Philosophy	130	
Human Rights	NTT Group Human Rights Charter	134	https://www.ntt.co.jp/csr_e/communication/team-ntt/02.html
	NTT DOCOMO Group's Basic Policies on Human Rights	135	
Supply Chain	NTT DOCOMO's Basic Procurement Policies	140	https://www.nttdocomo.co.jp/english/corporate/procure/
	NTT DOCOMO Guidelines for CSR in Supply Chain	140	https://www.nttdocomo.co.jp/english/binary/pdf/corporate/procure/policy/supply_chain.pdf
	NTT DOCOMO Guidelines for Green Procurement	140	https://www.nttdocomo.co.jp/english/binary/pdf/corporate/procure/policy/csr_procurement/green.pdf
	Relationship with Telecom Construction Firms—Basic Policies and Philosophy	142	
	Relationship with Sales Representatives		
Community	Policies for Community Investments	147	
	Stakeholder Engagement Activity	54	

Governance

Category	Policy/Philosophy/Guideline	Page Number in this Report	Link
Corporate Governance	NTT DOCOMO Basic Policy on Corporate Governance	155	https://www.nttdocomo.co.jp/corporate/ir/binary/pdf/management/governance/governance_rule_200616.pdf (in Japanese only)
	Independence Standards Stipulated by NTT DOCOMO	159	
	Policy on Compensation for Directors	160	
Risk Management	Risk Management—Basic Policies and Philosophy	162	
	Basic Policy on Fortifying Internal Control Systems	162	
Information Security/ Privacy	Information Security Policy	166-168	https://www.nttdocomo.co.jp/english/utility/personal_data/security/
	Privacy Policy	168-169	https://www.nttdocomo.co.jp/english/utility/privacy/index.html
	NTT DOCOMO Personal Data Charter	169	https://www.nttdocomo.co.jp/english/utility/personal_data/charter/?icid=CRP_en_UTI_privacy_to_CRP_en_UTI_personal_data_charter
Compliance	NTT DOCOMO Group Code of Ethics	171-172	https://www.nttdocomo.co.jp/english/corporate/about/group_ethic/index.html
	Compliance—Basic Policies and Philosophy	171-172	
	Policy of refusing all connections to anti-social groups	176	
	NTT DOCOMO Guidelines for CSR in Supply Chain	175, 191	https://www.nttdocomo.co.jp/english/binary/pdf/corporate/procure/policy/supply_chain.pdf
	Guidelines on the Prevention of Bribery of Foreign Public Officials	174	
Tax	Tax Planning Principles	176	
Brand Management	NTT DOCOMO Group's Social Media Policy	180	https://www.nttdocomo.co.jp/english/utility/personal_data/social_media/

Disclosure in Line with TCFD Recommendations

Overview of the TCFD Recommendations		Contents Disclosed	Page Number
Governance	Disclose the organization's governance around climate-related risks and opportunities.		
a	Describe the board's oversight of climate-related risks and opportunities.	• Governance	77
b	Describe management's role in assessing and managing climate-related risks and opportunities.	• Governance	77
Strategy	Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material.		
a	Climate-related risks and opportunities the organization has identified over the short, medium, and long term.	• Risk Management • Strategy —Scenario Analysis	77-79
b	Impact of climate-related risks and opportunities on the organization's business, strategy and financial planning.	• Strategy —Scenario Analysis	78-80
c	Resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	• Strategy —Scenario Analysis	79-80
Risk Management	Disclose how the organization identifies, assesses, and manages climate-related risks.		
a	Organization's processes for identifying and assessing climate-related risks.	• Risk Management	77
b	Organization's processes for managing climate-related risks.	• Risk Management	77
c	How processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	• Risk Management	77, 162-163
Metrics and Targets	Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.		
a	Metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	• Metrics and Targets	81
b	Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	• Identifying Environmental Impacts	84
c	Targets used by the organization to manage climate-related risks and opportunities and performance against target.	• DOCOMO Group's environmental targets 'Green Action Plan 2030' • Fiscal 2019 Results and Fiscal 2020 Targets and Action Plans for Expert Subcommittees • Metrics and Targets • Identifying Environmental Impacts	70-71, 74, 81, 84

Commitment to Initiatives

Commitment to External Initiatives

DOCOMO refers to the following external initiatives when accounting for environmental, social and economic impacts in our businesses.

We specifically look to international guidelines that contain measures companies should take against potential social and environmental risks in formulating our own NTT DOCOMO

Group CSR Policy, NTT DOCOMO Group Code of Ethics and NTT DOCOMO Guidelines for CSR in Supply Chain.

External Initiatives Used as References for CSR Activities

- ISO26000
- OECD Guidelines for Multinational Enterprises
- ISO14001
- RBA (Responsible Business Alliance)
- SDGs
- TCFD
- ILO conventions

Participation in External Organizations

We actively participates in external groups and organizations to exchange information and thereby develop a common awareness of social issues that transcends the corporate framework.

Membership in External Groups (Major Groups Only)

- KEIDANREN (Japan Federation of Business, incorporated association)
- Association of Radio Industries and Businesses (ARIB, incorporated association)
- Japan Mobile Communications Infrastructure Association (JMCI, incorporated association)
- Telecommunications Carriers Association, general incorporated association
- GSM Association (GSMA)
- Next generation mobile networks
- Japan Climate Initiative (JCI)
- TCFD Supporters
(as of September 30, 2020)

Independent Assurance Statement



Independent Assurance Statement

November 12, 2020

Mr. Kazuhiro Yoshizawa
President and Chief Executive Officer, NTT DOCOMO, INC.

1. Purpose

We, Sustainability Accounting Co., Ltd., have been engaged by NTT DOCOMO, INC., ("the Company") to provide limited assurance on the Company's performance indicators during the fiscal year 2019 reported in NTT DOCOMO Group Sustainability Report 2020, which indicate 127 thousand yen and 40 hours for the cost and hours of training per person, 6.9% for the ratio of female employees in managerial positions, 2.48% for the employment ratio of people with disabilities (as of June 1, 2020), greenhouse gas emissions: 55 thousand t-CO₂ for Scope1, 1,413 thousand t-CO₂ for Scope2 and 4,542 thousand t-CO₂ for Scope3, 1,299 thousand kWh for the solar and wind power generated by the Company, 33 thousand tons for the amount of waste and 1,474 thousand m³ for the water consumption (collectively, "the Performance Indicators"). The purpose of this process is to express our conclusion on whether the Performance Indicators were calculated in accordance with the Company's standards. The Company's management is responsible for calculating the Performance Indicators. Our responsibility is to independently carry out a limited assurance engagement and to express our assurance conclusion.

2. Procedures Performed

We conducted our assurance engagement in accordance with International Standard on Assurance Engagement 3000 (ISAE 3000) and International Standard on Assurance Engagement 3410 (ISAE 3410). The key procedures we carried out included:

- Interviewing the Company's responsible personnel to understand the Company's standards
- Reviewing the Company's standards
- Performing cross-checks on a sample basis and performing a recalculation to determine whether the Performance Indicators were calculated in accordance with the Company's standards.

3. Conclusion

Based on the procedures performed, nothing has come to our attention that causes us to believe that the Performance Indicators have not been calculated in all material respects in accordance with the Company's standards.

We have no conflict of interest relationships with the Company.

Takashi Fukushima
Representative Director, Sustainability Accounting Co., Ltd.

GRI Content Index

NTT DOCOMO Group Sustainability Report 2020 is prepared in accordance with the core section of the GRI Sustainability Reporting Standards 2016/2018/2019.

Click the page numbers in the below list to see the related information available in this report.

GRI 102: General Disclosures 2016

●: Items that are required to disclose in the core option

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●	102-4 Location of operations	182-183
●	102-5 Ownership and legal form	183
●	102-6 Markets served	183
●	102-7 Scale of the organization	183
●	102-8 Information on employees and other workers	132, 183
●	102-9 Supply chain	140-145
●	102-10 Significant changes to the organization and its supply chain	Not applicable
●	102-11 Precautionary principle or approach	162-166
●	102-12 External initiatives	191
●	102-13 Membership of associations	191
	2. Strategy	
●	102-14 Statement from senior decision-maker	3-5
	102-15 Key impacts, risks, and opportunities	3-5, 30-33, 37-47, 162-166
	3. Ethics and integrity	
●	102-16 Values, principles, standards, and norms of behavior	28-29, 35-36, 134-135
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●	102-18 Governance structure	48, 72, 136, 155-157, 167
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	102-34 Nature and total number of critical concerns	155-156
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	102-36 Process for determining remuneration	160-161
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	5. Stakeholder engagement	
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●	102-42 Identifying and selecting stakeholders	54
●	102-43 Approach to stakeholder engagement	37-46, 54, 147-153
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	103-3 Evaluation of the management approach	43-46, 48-49

GRI200: Economic Topics

●: The material issues identified by the company

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	201-2 Financial implications and other risks and opportunities due to climate change	77-81
	201-3 Defined benefit plan obligations and other retirement plans	126
	201-4 Financial assistance received from government	—
	GRI-202: Market Presence 2016	
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	202-2 Proportion of senior management hired from the local community	—

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	GRI-203: Indirect Economic Impacts 2016	
	203-1 Infrastructure investments and services supported	147-153
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	GRI-204: Procurement Practices 2016	
	204-1 Proportion of spending on local suppliers	Under data aggregation
●	GRI-205: Anti-corruption 2016	
	205-1 Operations assessed for risks related to corruption	175
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●	GRI-206: Anti-competitive Behavior 2016	
	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	44, 175-176
	GRI-207: Tax 2019	
	207-1 Approach to tax	176-177
	207-2 Tax governance, control and risk management	176-177
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●: The material issues identified by the company

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●	GRI-304: Biodiversity 2016	
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	304-2 Significant impacts of activities, products, and services on biodiversity	–
	304-3 Habitats protected or restored	88
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	89
●	GRI-305: Emissions 2016	
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	305-5 Reduction of GHG emissions	46, 84
	305-6 Emissions of ozone-depleting substances (ODS)	–
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	–
●	GRI-306: Effluents and Waste 2016	
	306-1 Water discharge by quality and destination	–
	306-2 Waste by type and disposal method	85
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	306-4 Transport of hazardous waste	Not applicable
	306-5 Water bodies affected by water discharges and/or runoff	Not applicable
●	GRI-307: Environmental Compliance 2016	
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●	GRI-308: Supplier Environmental Assessment 2016	
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GRI400: Social Topics

●: The material issues identified by the company

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●	GRI-407: Freedom of Association and Collective Bargaining 2016	
	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	131, 135-138, 140-141
	GRI-408: Child Labor 2016	
	408-1 Operations and suppliers at significant risk for incidents of child labor	Not applicable
	GRI-409: Forced or Compulsory Labor 2016	
	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Not applicable
	GRI-410: Security Practices 2016	
	410-1 Security personnel trained in human rights policies or procedures	Not applicable
	GRI-411: Rights of Indigenous Peoples 2016	
	411-1 Incidents of violations involving rights of indigenous peoples	Not applicable

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●	GRI-412: Human Rights Assessment 2016	
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	412-2 Employee training on human rights policies or procedures	46, 138
	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Not applicable
●	GRI-413: Local Communities 2016	
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●	GRI-414: Supplier Social Assessment 2016	
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	414-2 Negative social impacts in the supply chain and actions taken	—
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●	GRI-416: Customer Health and Safety 2016	
	416-1 Assessment of the health and safety impacts of product and service categories	100-101
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Not applicable
	GRI-417: Marketing and Labeling 2016	
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	417-3 Incidents of non-compliance concerning marketing communications	Not applicable
●	GRI-418: Customer Privacy 2016	
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	44, 168-169
	GRI-419: Socioeconomic Compliance 2016	
	419-1 Non-compliance with laws and regulations in the social and economic area	Not applicable

NTT DOCOMO Group refers to the Sustainability Accounting Standard of Technology and Communications Sector prepared by Sustainable Accounting Standards Board (SASB).

SASB Sustainability Disclosure Topics and Accounting Metrics

Topic	Accounting Metric	Page Number in this Report
Environmental Footprint of Operations	(1) Total energy consumed (2) Percentage grid electricity (3) Percentage renewable	84
Data Privacy	Description of policies and practices relating to behavioral advertising and customer privacy	168-170
Data Security	(1) Number of data breaches Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	169 164-171
Product End-of-life Management	Materials recovered through take back programs	81
Competitive Behavior & Open Internet	Average actual sustained download speed of (1) owned and commercially-associated content and (2) non-associated content*	93
Technology Disruptions	Discussion of systems to provide unimpeded service during service interruptions	7, 45, 95-98