NTT docomo   NTT Communications   NTT COMWARE

March 2024

NTT DOCOMO GROUP

Sustainability Highlights

Content

Towards Achieving a Sustainable Society

Motoyuki Ii

President and
Chief Executive Officer
NTT DOCOMO, INC

Under the brand slogan "Changing worlds with you." we open up our technologies we have developed over the years to create new value through innovation together with our partners and contribute to the realization of a sustainable society. In view of the continuing uncertainty in the political and economic climate, we are sensitive to the changing needs of society and our customers, and are working to change and evolve in order to contribute to solving various social issues with a sense of mission and to be of service to society.

In 2021, the DOCOMO Group announced the "New DOCOMO Group Medium-Term Strategy," and together with our partners, we have launched a challenge to innovate and make significant changes in society through "structural reform of society and industry" and "creation of new lifestyles". Moreover, in order to promote business operations and sustainability initiatives in an integrated manner, and contribute to the creation of a sustainable society where no one is left behind, we have formulated the Sustainability Policy for 2022 and are promoting initiatives for the environment, society, human resources, and fairness. The key issues are: contribute to environmental responsibility; solve social issues by promoting research, development and innovation; engage with customers and communities; realize a safe, secure, and resilient society; develop and leverage diverse human resources, and improve employee job satisfaction; and promote respect for human rights and fair business practices. Through our

business, we are committed to solving social issues and providing new value.

In order to contribute to various areas of society and industry, the DOCOMO Group will accelerate innovation by meeting diverse customer needs and utilizing regional individuality, while expanding the synergies of the integration of DOCOMO Communications and COMWARE as a group. We will also further enhance the sense of trust that the network, as social infrastructure for life, can be connected to anywhere, anytime, any day of the year.

In order to achieve net-zero greenhouse gas emissions in our operations by 2030, we are making steady progress in reducing power consumption and introducing renewable energy to our network. We are also expanding activities to include initiatives to create a circular society and to contribute to nature positive to halt and reverse biodiversity loss. Additionally, we will promote diverse working styles and human resource development initiatives to enhance the growth and job satisfaction of each and every employee.

DOCOMO will continue to take on the challenge of "Changing the world" by working together as a group and joining forces with customers, business partners, and all other stakeholders.

NTT DOCOMO, INC., a company with an audit committee, belongs to the NTT Group, whose parent company is Nippon Telegraph and Telephone Corporation (NTT), and is mainly engaged in the mobile communications business.The DOCOMO Group has positioned FY2023 as the "next stage of transformation" and will transform its business portfolio towards becoming a comprehensive ICT company and realizing sustainable growth. We are committed to being close to our customers and society, and to creating customer experiences that are unique to the region.

Brand Slogan

Changing worlds with you.

Company Profile

Company Name	NTT DOCOMO, INC.
Address	Sanno Park Tower2-11-1, Nagata-cho, Chiyoda-ku, Tokyo 100-6150 TEL：03-5156-1111 (the main switchboard number)
Opening day	July 1, 1992
Number of employees	7,903(our group 47,151) *As of March 31, 2023
Capital stock	949,679 million yen *As of March 31, 2023

Business segments

(Billions of yen)

Enterprise — For enterprise customers: Mobile communications services Fixed-line communications services Device sales System integration service, etc.
Revenues: 1,805.7　Profit: 282.6

Smart life — Finance/payment services Marketing Solutions Content/Lifestyle Services Support services for customers' peace of mind
Revenues: 1,114.5　Profit: 205.3

Telecommunications — For telecommunications customers: Mobile communications services Fixed-line communications services, Device sales, etc.
Revenues: 3,387.4　Profit: 606.0

*Operating Revenue/Operating Profit in FY 2022

Global Network

The NTT DOCOMO Group has

14 offices in 11 cities around the world

Asia-Pacific
- Beijing
- Shanghai
- Hong Kong
- Bangkok
- Manila
- Singapore

Europe
- Munich
- London

North America
- New York
- Palo Alto
- Guam

●：NTT DOCOMO subsidiary　●：NTT Communications subsidiary　●：NTT DOCOMO Research Institute　●：Branch

Subsidiary   All 10 locations

Company name (city)

NTT DOCOMO：5 locations
- NTT DOCOMO Europe (London)
- NTT DOCOMO China (Shanghai)
- NTT DOCOMO ASIA (Singapore)
- NTT DOCOMO USA (NY)
- NTT DOCOMO Pacific (Guam)

NTT Communications：5 locations
- Com China (Shanghai)
- SNTE (Shanghai)
- Com Asia (Hong Kong)
- Mobile Innovation (Bangkok)
- Com Philippines (Manila)

NTT DOCOMO Research Laboratories：All 3 locations
- DOCOMO Euro-Labs (Munich)
- Beijing Laboratory (Beijing)
- DOCOMO Innovations, Inc. (Palo Alto)

NTT DOCOMO & NTT Communications Branch：Location
- Philippine Branch (Manila)

*Excluding minority investments and affiliates   *As of the end of April 2023

Materiality

Based on international trends and DOCOMO's business environment, internal and externally-related situations are examined from an environmental, social, and governance (ESG) perspective, and important issues (materiality) are identified to promote sustainability at DOCOMO using the process laid out in the GRI Sustainability Reporting Standards (GRI Standards).

Materiality identification process

Step1

### Confirmation of coverage and selection of issues

Comprehensively review external evaluations, guidelines, and the NTT Group Sustainability Charter on issues related to sustainability, and select 16 sustainability issues to be addressed by DOCOMO.

- External indicator: DJSI
- International guidelines: GRI Standards, SASB, ISO26000
- Domestic and overseas initiatives: SDGs

Step2

Priority assessment

Assess the priority of sustainability issues on the two axes of "social impact (stakeholders and external parties)" and "business impact (the company)," incorporating the opinions of external experts, to identify sustainability issues that are considered to be of high priority to DOCOMO.

High
Social Impact
High
Business Impact
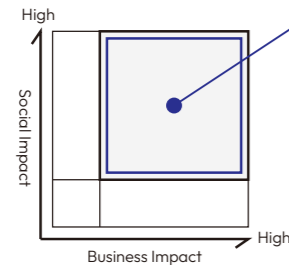
Step3

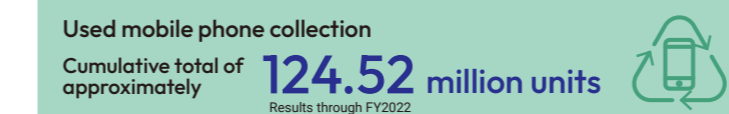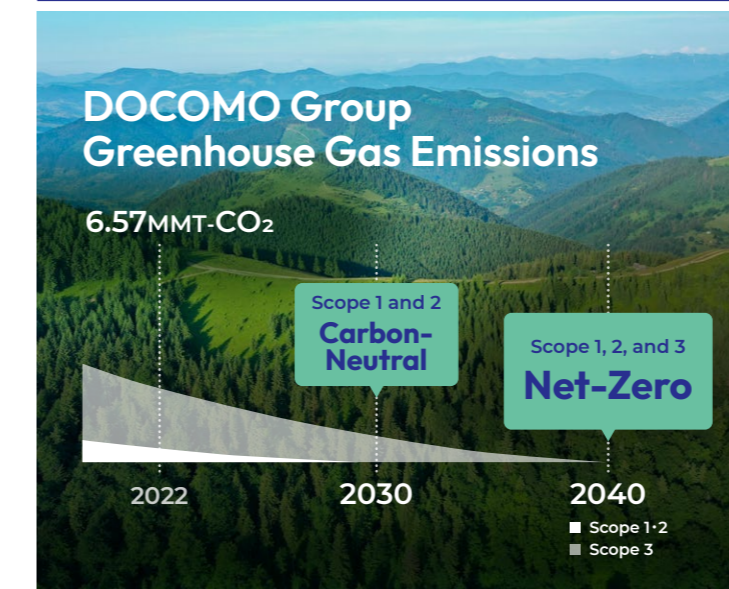### Materiality assessment and validation of issues

Regarding the 16 sustainability issues rated high priority in 2., we summarized the relevant issues, indicated the direction to be taken, assessed their materiality, and designated them as key issues. In addition, we validated a series of processes.

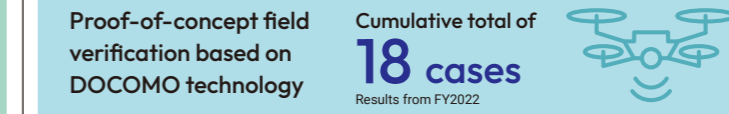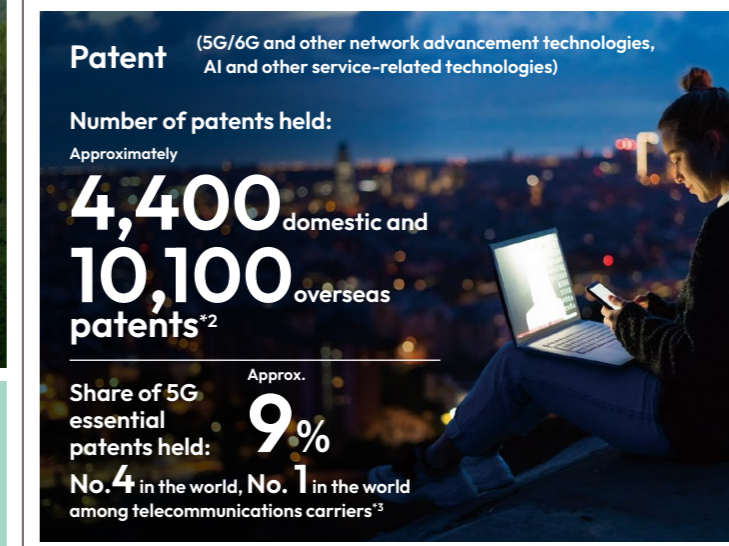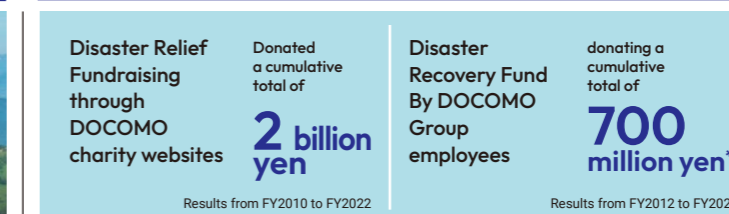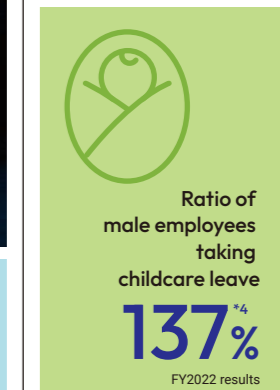| Category	Materiality	Sustainability Issues
Environment	**1** Environmental Responsibility	1 Decarbonization and energy 2 Recycling, resource conservation, and waste management 3 Ecosystem and environmental conservation
Society	**2** Research and Development, and Innovation	4 Resolution of social issues and regional revitalization 5 Research & development/innovation
	3 Customer and Community Engagement	6 Community involvement and social contribution 7 Customer satisfaction 8 Stakeholder engagement
	4 Building a Safe and Resilient Society	9 Safety and stable provision of services 10 Information security and privacy protection
Human resources	**5** Diversity and Job Satisfaction	11 Diversity & Inclusion 12 Safety, health management, human resources development, and work style reform
Fairness	**6** Fair Business Practices	13 Respect for human rights 14 Ethics and compliance 15 Supply chain management 16 Risk management and governance

at a glance

Environment

DOCOMO Group Greenhouse Gas Emissions

6.57 MMT-CO₂

Scope 1 and 2
Carbon-Neutral

Scope 1, 2, and 3
Net-Zero

2022   2030   2040

■ Scope 1・2
■ Scope 3

Power Efficiency of Communications Services (compared to FY2013)

11.0x   12.6x   14.2x
FY2020   FY2021   FY2022

10x
target (2030)

Used mobile phone collection

Cumulative total of approximately **124.52** million units
Results through FY2022

Society

Disaster Relief Fundraising through DOCOMO charity websites
Donated a cumulative total of **2 billion yen**
Results from FY2010 to FY2022

Disaster Recovery Fund By DOCOMO Group employees
donating a cumulative total of **700 million yen**[*1]
Results from FY2012 to FY2022

Patent (5G/6G and other network advancement technologies, AI and other service-related technologies)

Number of patents held:
Approximately
4,400 domestic and
10,100 overseas patents[*2]

Share of 5G essential patents held:
Approx. **9**%
No.4 in the world, No. 1 in the world among telecommunications carriers[*3]

Proof-of-concept field verification based on DOCOMO technology
Cumulative total of **18 cases**
Results from FY2022

Human resources

Ratio of newly promoted female managers
30.5%
FY2022 results

Ratio of male employees taking childcare leave
137%[*4]
FY2022 results

Fairness

Human rights due diligence

Number of supplier questionnaires (SAQs):
Cumulative total of
162 suppliers
Results from FY2016 to FY2022

Direct dialogue rate with key suppliers:
100%
FY2022 onwards

*1 The total amount raised by employees who support the project, plus an equal amount added by DOCOMO.
*2 As of the end of FY2022
*3 Source: Cyber Creative Institute, "Analysis of the factors behind the rapidincrease in 5G-SEP and realized patents that support 5G standards and 5G business" (Jun. 1, 2022)
*4 Denominator: Male employees whose partners gave birth during the fiscal year. Numerator: Male employees with a child before primary school age who took childcare or other leave (including company-specific leave systems for childcare purposes) during the fiscal year.

Aligns with these UN Sustainability Goals

Environmental Responsibility
Initiatives to Achieve Net-Zero by 2040

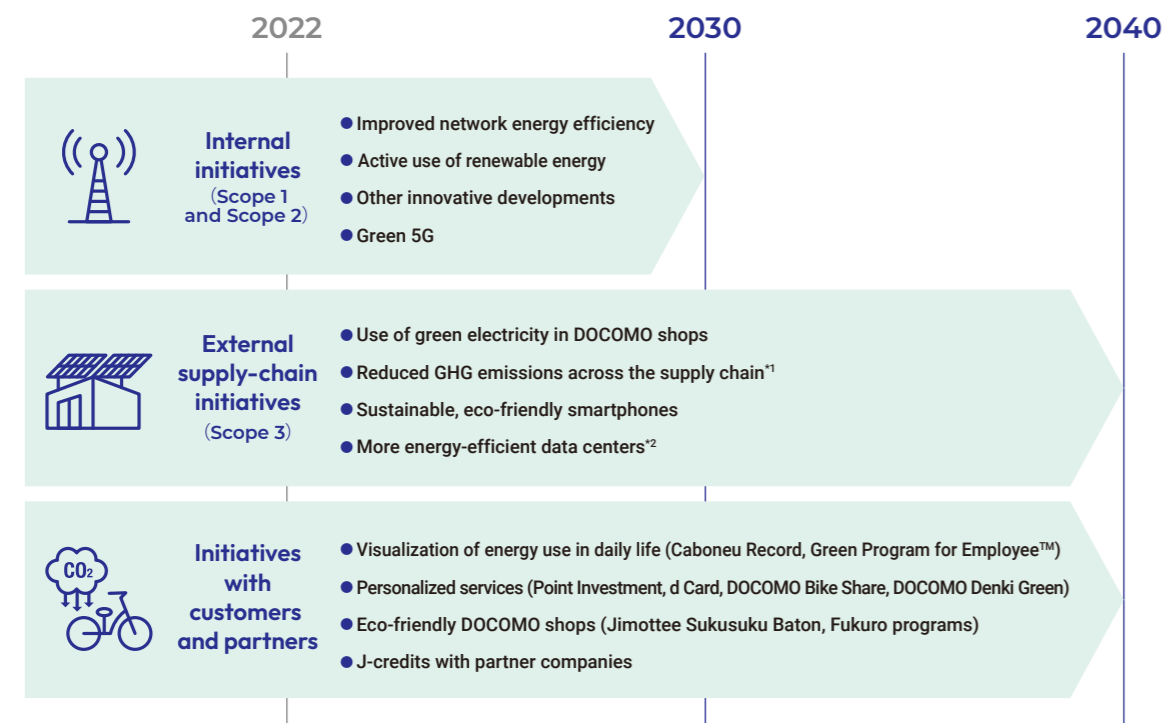We will reduce our own (Scope 1 and 2) greenhouse gas emissions to become carbon neutral by 2030 and our greenhouse gas emissions, including those of our supply chain (Scope 3), to become Net-Zero by 2040. We will also work with our customers and partners to decarbonize society as a whole.

Overview of DOCOMO Group's Net-Zero by 2040 Plan [Examples of initiatives]

| 2022 | 2030 | 2040 |

Internal initiatives (Scope 1 and Scope 2)
- Improved network energy efficiency
- Active use of renewable energy
- Other innovative developments
- Green 5G

External supply-chain initiatives (Scope 3)
- Use of green electricity in DOCOMO shops
- Reduced GHG emissions across the supply chain[*1]
- Sustainable, eco-friendly smartphones
- More energy-efficient data centers[*2]

Initiatives with customers and partners
- Visualization of energy use in daily life (Caboneu Record, Green Program for Employee™)
- Personalized services (Point Investment, d Card, DOCOMO Bike Share, DOCOMO Denki Green)
- Eco-friendly DOCOMO shops (Jimottee Sukusuku Baton, Fukuro programs)
- J-credits with partner companies

*1 GHG reduction collaborating with suppliers –CO2MOS®

We are engaging the initiatives to achieve net zero through providing the "CO2MOS®" emissions visualization tool and analysis support consulting services.

*2 Deploy ultra energy-efficient data center services –Green Nexcenter™

The ultra energy-efficient Green Nexcenter™ data center service is planned to be launched before the end of FY2024 using the Direct Liquid Cooling* technique to support high-heat-generating servers.

*Method for cooling heat-generating processors on server equipment motherboards by supplying liquid directly to the heat sink used to dissipate heat from the component

Environmental Responsibility
Initiatives toward Carbon Neutrality for Society as a Whole

The NTT DOCOMO Group, together with its customers and partners, will also contribute to the carbon neutrality of society as a whole.

Visualization of ecological behavior for customers
–Caboneu Record

SUMMARY
- Visualization of CO2 reductions
- Automatic acquisition of behavioral data
- Game elements keep it fun

As a service that allows customers to enjoy engaging in ecological activities, the Caboneu Record app is provided free of charge to customers.

This service automatically calculates the customer's CO2 reduction and environmental contribution based on information about transportation methods estimated from location information and information on purchases of environmentally friendly products. In addition, customers can record their own eco-behaviors, such as saving electricity and water, enabling a broader picture of the environmental contribution they make in their daily lives.

It also incorporates a game element, so that ecological behavior can be continued naturally while having fun.

In the future, the target services will be expanded by working with partners.

Recording of eco-behavior
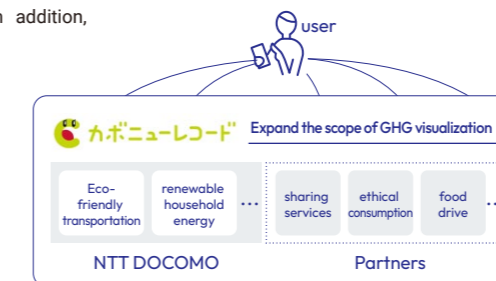
Note: Screenshots are as of September 2023.

Visualization of ecological behavior for employees
–Green Program for Employee™

SUMMARY
- Visualization of employees' ecological behavior
- Dashboard for management and analysis

The Green Program for Employee™ is a service for companies that promotes environmental awareness and behavioral change among employees. By providing environmental knowledge and information, and encouraging eco-actions that lead to reduced CO2 emissions, this service contributes to the development of corporate GX human resource development, thereby contributing to the decarbonization of business and society.

Employees of companies that have introduced the system can visualize the effects of CO2 reduction by answering questionnaires to measure their environmental awareness and by recording their daily eco-actions, enabling them to understand their own behavior.

Managers of companies that have introduced the system can analyze data on employees' use of the service and eco-awareness, which can be leveraged to study new environmental measures for employees and develop environmentally friendly products and services.

Function for administrators

Provides a dashboard to visualize data on the number of registrants, implementation of eco-actions, and CO2 reductions.

Environmental Responsibility Biodiversity Conservation

The DOCOMO Group released the TNFD Report, referring to the "TNFD Nature-related Risk and Opportunity Management and Disclosure Framework Beta Version 0.4" by the TNFD (Task Force on Nature-related Financial Disclosure), in order to promote biodiversity initiatives in conjunction with its business activities in order to realize a future in harmony with nature.

Ecosystem conservation activities by DOCOMO Group

### Collaborating with Local Communities in Ecosystem Conservation Activities

NTT DOCOMO has been engaging the ecosystem conservation activities, for example, docomo Woods forest Maintenance, in the varied respective regions. In March 2024, DOCOMO Sennan Horigo Forest (Osaka Prefecture) was certified by the Ministry of the Environment as the Nationally Certified Sustainably Managed Natural Sites in recognition of the value of its rare natural woodland environment. In the future, DOCOMO will tackle ecosystem conservation activities unique to DOCOMO using ICT.

Smart forestry

Tackling initiatives to research smart forestry and rehabilitate natural woodland environments through IoT, including forest maintenance activities using drones and automated grass cutters using communication systems.

Ecosystem conservation activities with customers

Organizing environmental education events to deepen each participant's understanding of biodiversity and how to contribute to conservation, by conducting biological surveys using smartphones and inviting experts to observe the natural woodland environment.
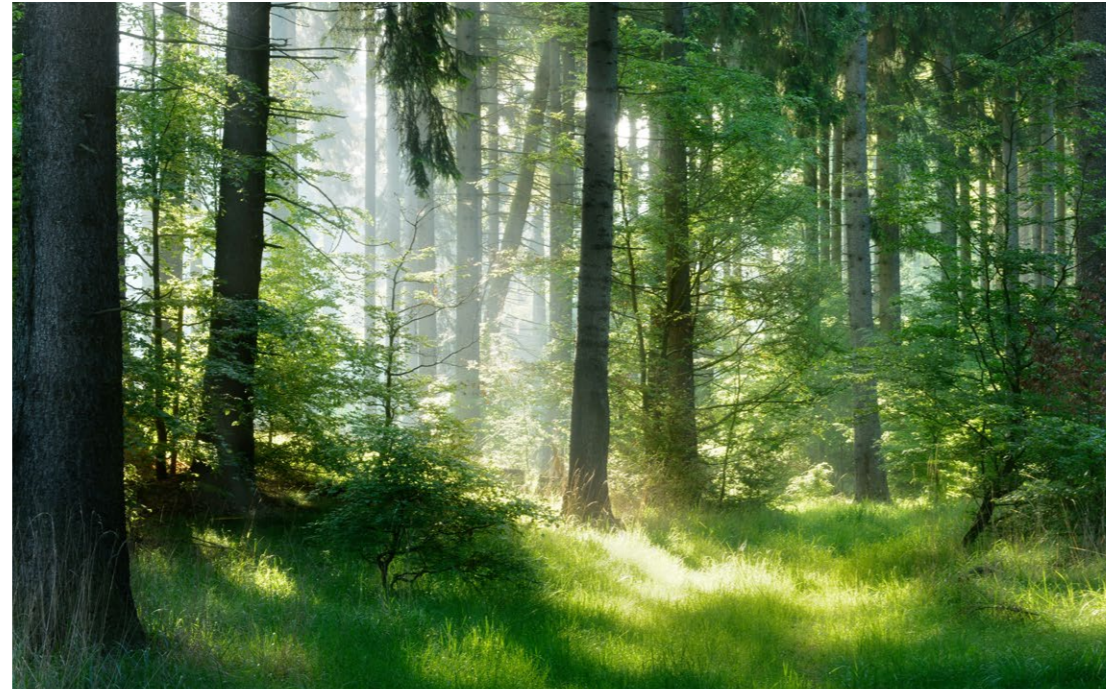
activities at the area
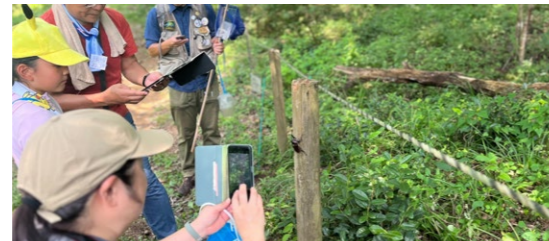
Surveys of living creatures using smartphones

Remote control of a mowing machine using a DOCOMO network system

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Environmental conservation using ICT

Coral ecological survey using underwater drones

DOCOMO is a special partner in the OIST Coral Project, which aims to conserve and restore coral reefs using genome information, and is being undertaken by a research group at the Okinawa Institute of Science and Technology Graduate University (OIST). Through collaboration in coral ecological research, DOCOMO supports research on coral reef ecosystems and works to conserve biodiversity.

In the coral ecology research proof-of-concept testing that began in March 2022, DOCOMO's underwater drone technology made it possible to conduct video and photographic surveys and collect seawater in deeper waters (30 m to 80 m), which had been difficult in the past.

Coral planting (courtesy of OIST)

Underwater drones used in the surveys

Protecting Japanese iconic bird, the crested ibis – Ecosystem utilizing agricultural solutions

In Sado City, Niigata Prefecture, which was designated a World Agricultural Heritage Site in April 2022, the realization of traditional agriculture with reduced use of pesticides and chemical fertilizers is required as the population ages. In addition, coexistence with local creatures, especially the crested ibis, a special natural treasure, is a major challenge.

Aiming at agriculture that protects the environment in which crested ibises are raised, NTT Communications is introducing various agricultural ICT solutions to realize high-yield, pesticide-reduced, pesticide-free, and chemical-free cultivation of rice.[1]

By utilising agricultural solutions, such as aerial photography using drones, paddy field weeding robots, and IoT sensor MIHARAS[2], the company is establishing sustainable farming methods that are friendly to both people and living creatures through the traditional Japanese farming method of terraced rice paddies.

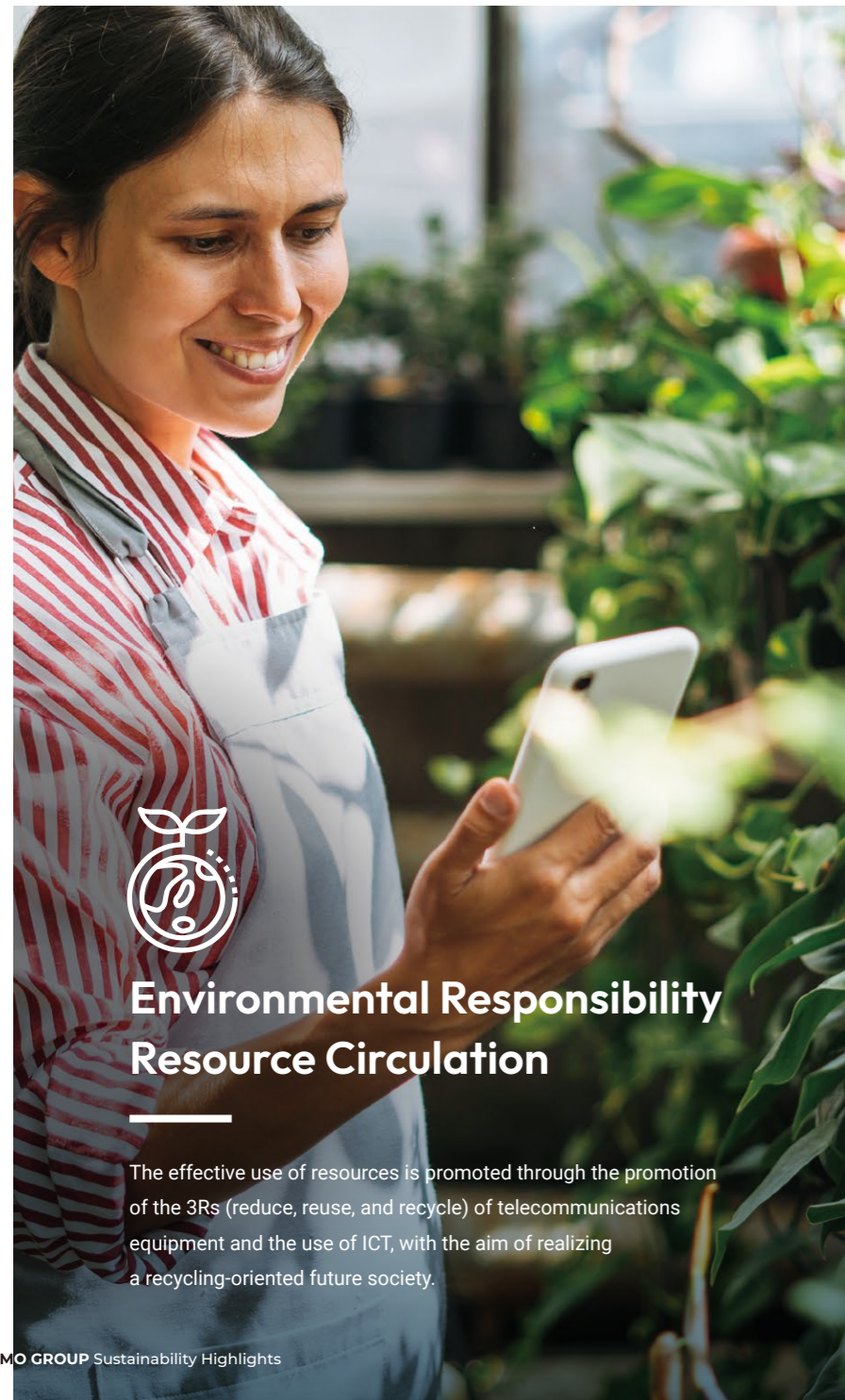*[1] demonstration of the formation of smart agricultural production areas (Project entity: NARO)
*[2] "MIHARAS" is a registered trademark of NISIM ELECTRIC INDUSTRIES CO., LTD.

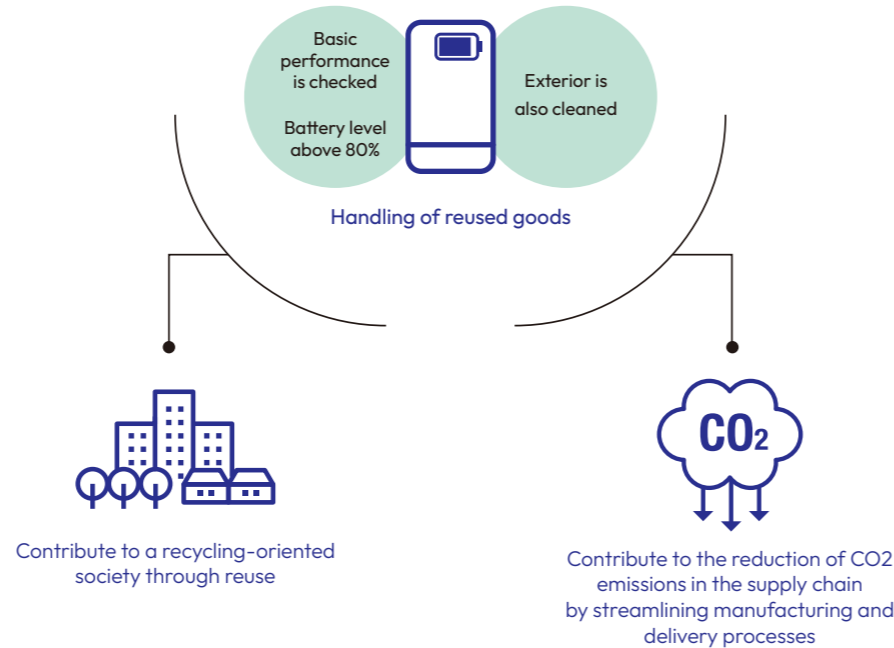Rice Paddy Weeding Robot Utilizing Image Recognition AI in Tanada

The crested ibis, a special natural treasure

MATERIALITY

1

Environmental Responsibility
Resource Circulation

The effective use of resources is promoted through the promotion of the 3Rs (reduce, reuse, and recycle) of telecommunications equipment and the use of ICT, with the aim of realizing a recycling-oriented future society.

Basic performance is checked
Battery level above 80%

Exterior is also cleaned

Handling of reused goods

Contribute to a recycling-oriented society through reuse

Contribute to the reduction of CO2 emissions in the supply chain by streamlining manufacturing and delivery processes

Resale of used smartphones
-DOCOMO Certified

We sell high-quality used smartphones that have been checked for basic performance, battery level is 80% or more, and the exterior has been cleaned as DOCOMO Certified. In addition to contributing to a recycling-oriented society, we also expect to reduce greenhouse gases generated in the supply chain during manufacturing and delivery by providing used models for customers to use for a long time.

docomo Certified
ドコモが選んだ、リユース品。

ドコモの認定リユース スマートフォン
30日間保証であんしん

Environmental Responsibility
Resource Circulation

Mobile phone recycling
-DOCOMO mobile phone recycling

Mobile phones contain gold, silver, copper, palladium, and other materials, all of which are valuable recyclable materials, particularly in light of Japan's relative lack of mineral resources. Therefore, DOCOMO has been collecting and recycling used mobile phones since 1998. In 2010, DOCOMO was the only mobile telecommunications operator to be accredited by the Ministry of the Environment under the National Permit System. Regardless of manufacturer, mobile phones are collected at no charge to the customer at DOCOMO shops and other contact points nationwide. In FY2022, approximately 2.97 million mobile phones were collected at DOCOMO shops and other locations for a cumulative total of 124.52 million mobile phones.

Offering environmentally friendly products

DOCOMO select, a range of safe and secure smartphone accessories, promotes the use of recycled materials. Packaging is being gradually switched from plastic to paper. We are also working to reduce plastic, for example by selling smartphone cases made from 100% recycled materials.

one for earth
眠っているケータイを未来につなぐ

Statistics (FY2022)
mobile phones 2.97 million
batterys 1.97million
chargers 0.57 million
Scope: Figures represent data for DOCOMO, 11 companies, including service subsidiaries.

Principal Resources Recycled (FY2022)
copper 27,013kg
gold 24kg
silver 89kg
palladium 1kg
Scope: Figures represent data for DOCOMO, 11 companies, including service subsidiaries.

Total number of mobile phones collected up until FY2022 (since 1998)
124.52 million units

Case — Made of eco-friendly materials

Packaging — Paper material reduces plastic

MATERIALITY **2**

Aligns with these UN Sustainability Goals

Research and Development, and Innovation

DOCOMO R&D has driven the global mobile landscape, creating new technologies and services.
We are working daily on research and development to achieve sustainable growth in the 2030s by providing new value to customers and solving increasingly serious social issues.

Offering mobility services with low environmental impact
–DOCOMO Bike Share

Reducing CO2 emissions from the movement of people and goods is regarded as one of the key challenges for carbon neutrality.
DOCOMO Bike Share offers a shared bicycle service that combines bicycles and mobile technology. The bicycles are equipped with GPS, acceleration sensors, Bluetooth, and other sensors, and the system is controlled via the DOCOMO network.
The service area is expanding to various regions across the country, including urban centres and tourist destinations, and many people are using this means of transport that has a low environmental impact. In the future, the company intends to focus on supporting MaaS, which combines multiple modes of transport, as well as new forms of mobility that meet diverse mobility needs.
We will contribute to carbon neutrality and play a secondary transport role by providing services in partnership with regional and municipal authorities across Japan. We will also promote the use of big data generated during service use to help solve problems in local communities and contribute to urban development.

New initiative

1 Shared bicycle system that uses green energy
–Ueda City, Chikuma City, Nagano Prefecture

Proof-of-concept tests were conducted using a system that charges storage batteries with power generated by solar panels mounted on paved road surfaces and rooftops, and automatically supplies this power to the batteries of electric bicycles via cycle ports that support non-contact charging.

Cycle Port of Chikuma City General Tourist Center

2 EV bike sharing service
–Tokyo Metropolitan area

As part of our efforts to go carbon neutral, we have launched a new EV bike sharing service in collaboration with the Tokyo Metropolitan Government, which is also promoting decarbonization. By creating an environment where people can easily use EV bikes without having to purchase them, we will stimulate the need for EV bikes.

Maximum speed of 30 km/h;
a standard driving licence is required.

Research and Development, and Innovation

Community revitalization using AR technology
–XR City

XR City is a service whereby customers hold up a smartphone that has downloaded the dedicated app in an area where the service is provided, and AR content appropriate to that location is displayed. AR content will create new value in the areas served, providing customers with an experience that makes their outings more enjoyable, convenient, and economical.
In Mibu-cho, Tochigi Prefecture, with a population of around 40,000, AR contents using XR City were scattered around the Mibu Road Station in the town, successfully increasing patronage within the facility.
This leading-edge case has also been covered by the media and has helped to revitalize the town.

AR contents at the Mibu Road Station

Initiatives for social implementation of Web3
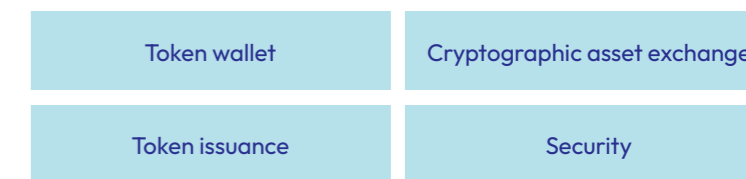#### –NTT Digital, Inc.

NTT Digital, a subsidiary of DOCOMO, is a "Web3 enabler" promoting the creation of an environment in which individuals and corporations can easily and safely use Web3 services and blockchain technology, with a view to social implementation of cutting-edge digital technologies, including blockchain technology, on a global scale.
Web3 enabler is a generic term for common functions and measures that enable the safe and secure use of services that utilize blockchain technology. As a first step, we started developing a token wallet as an entry to Web3 services. This wallet aims to develop a product that can be used safely without regard for Web3 or the blockchain by backing up private keys, leveraging biometric authentication, and filtering unauthorized transactions.

DOCOMO will also promote activities that make the most of its collaboration with partners, based on its mobile business know-how, and knowledge of security and payments developed by the NTT Group. Specifically, the aim is to develop and expand related systems, and create use cases, such as content management and trading using NFTs, FinTech using crypto assets and stablecoins*, and self-management of personal data using decentralized identifiers (DIDs). In July 2023, NTT Digital reached a basic agreement with 13 companies to collaborate in promoting these initiatives with operators in a variety of industries and sectors.

*Stablecoin refers to digital money that aims to introduce a mechanism to stabilize its value; for example, by linking its value to fiat currency.

Web3 Enabler(Common function group)

Token wallet	Cryptographic asset exchange
Token issuance	Security

MATERIALITY **2**

Research and Development, and Innovation

OPEN HUB | for Smart World

A place for business co-creation to solve social problems
-OPEN HUB for Smart World

NTT Communications' OPEN HUB for Smart World is a business co-creation program launched in October 2021 to co-create new business concepts with customers and partners, and implement them in society. It provides people, technology, and places as functions to realize a Smart World.

Together with people belonging to Catalyst and partner companies, who are experts in their respective fields, we combine diverse ideas and cutting-edge skills to solve business problems by thinking in real and sometimes virtual places.

OPEN HUB Journal, the on-demand media for business trends and case studies, is currently used by approximately 400,000 members, while the OPEN HUB Base, a community for customers and partners, has more than 15,000 members. In addition, the OPEN HUB Park, which opened in February 2022 as the central activity base of the OPEN HUB, has been visited by 3,000 people from approximately 1,300 companies in its first year of operation, and approximately 400 co-creation projects are in progress at the OPEN HUB Play, where Catalysts work together with companies.

The three parties - "Catalysts," experts in their fields, "Partner Companies" with their diverse assets, and "OPEN HUB Base members," the readers - are connected across industries and organizations.
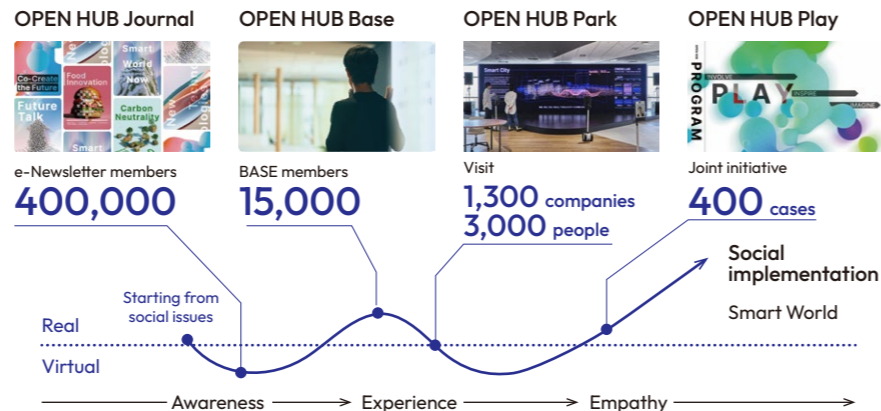
CATALYST
More than **400** experts

PARTNER
More than **30** co-creation partners

MEMBER
More than **15,000** OPEN HUB Base members

Four functions of the OPEN HUB

OPEN HUB is working to realize a Smart World, which is a sustainable society, by intertwinning the real and virtual worlds, starting from social issues. Knowing, connecting, experiencing, and creating. Through these four experiences provided by the OPEN HUB, we aim to create new businesses and implement them in society together with corporations.

OPEN HUB Journal	OPEN HUB Base	OPEN HUB Park	OPEN HUB Play
e-Newsletter members **400,000**	BASE members **15,000**	Visit **1,300** companies **3,000** people	Joint initiative **400** cases

Social implementation
Smart World

Real
Virtual

Starting from social issues

Awareness → Experience → Empathy

Research and Development, and Innovation

Improving the sustainability of social infrastructure
-SmartMainTech®

SmartMainTech®

SUMMARY
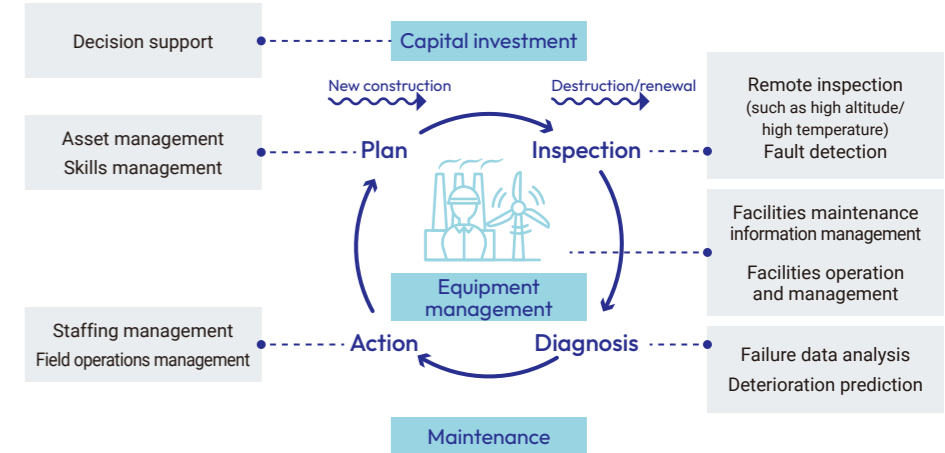● Digital transformation of social infrastructure operations

NTT Comware's SmartMainTech(R) promotes digital transformation (DX) for the entire infrastructure operation in line with the lifecycle of infrastructure, from capital investment to operation and renewal, for social infrastructure operators and municipalities.

It is used in many fields, including urban infrastructure construction and inspection sites, renewable energy power plant operations, such as solar and wind power generation, and inspection monitoring and operation of civil engineering infrastructure, such as roads and rivers, and can manage equipment with the use of a digital twin, inspect construction using AI, and manage site tasks centrally using DX. Through this service, we contributes to improving the sustainability and resilience of social infrastructure.

Decision support → Capital investment

Asset management
Skills management → Plan → Inspection

New construction
Destruction/renewal

Remote inspection (such as high altitude/high temperature) Fault detection

Equipment management

Facilities maintenance information management

Facilities operation and management

Staffing management
Field operations management → Action → Diagnosis

Failure data analysis
Deterioration prediction

Maintenance

Customer and Community Engagement

The DOCOMO Group aims to build a society in which people from all regions and generations can live in security, safety, comfort, and prosperity. The Group is involved in providing services to support the development of the next generation of children, and in supporting the reconstruction of disaster-affected areas in Japan and abroad.

Aligns with these UN Sustainability Goals

Supporting Children's Dreams and Future
–DOCOMO Future Project

Let's touch the professional world
DOCOMO Future Field

Creative Painting Competition
DOCOMO Future Museum

Programming Contest
DOCOMO Future Lab

The DOCOMO Future Project aims to support children's dreams and future by organizing the DOCOMO Future Museum, a creative drawing competition; DOCOMO Future Field, an event offering premium experiences; and DOCOMO Future Lab, a programming competition on the theme of "New Inventions of the Future". Through these programs, we will provide children with a place to have exciting experiences and express their ideas freely.

"DOCOMO Future Museum" exhibited a digital painting experience booth at the Free Research

Expo in July 2023, which was attended by 200 participants over two days. In August 2023, "DOCOMO Future Field" held a premium hands-on event to meet athletes and musicians. It was an opportunity to experience the professional world, leading to dreams and learning.

"DOCOMO Future Lab" is planning to hold a programming contest in which children who are new to programming can participate.

Prize-winning works at DOCOMO Future Museum in 2022 (some)   Event at DOCOMO Future Field

A service that nurtures children's development together with their families
–comotto

In March 2023, DOCOMO launched "comotto," a new brand to nurture children's development together with their families, and launched content services to expand learning and a new parenting support program. DOCOMO's co-creation with various industry partners provides learning and fun for children and their families.

Classes about money and online farming experiences was organized during the summer holidays, which cannot be experienced only at school. We developed a fun way of learning the survival skills needed by today's children.

Each region also organizes drawing classes in collaboration with local artists and a "lunar robot race," combining crafts and programming to use cardboard as rovers. The children's creativity and imagination were nurtured through the study of art, and their exploration skills and motivation were generated through crafts and programming. We will continue to provide services that are required by families to raise children.

comotto コモット

Customer and Community Engagement

Educational support programs for children
–Sustainability School

ドコモ サステナスクール

Since 2004, DOCOMO has held a total of more than 100,000 Smartphone and Mobile Phone Safety Classes as an educational support activity providing approximately 15.68 million children with the opportunity to learn about the safe and secure use of mobile phones and smartphones.

Based on the results of past activities, the program has been added to and expanded from the three perspectives of "information use," "SDGs," and "careers," and since January 2024 has been offered as an educational support program for children called Sustainability School.

Charity fundraising to support disaster-affected areas in Japan and abroad

With the aim of supporting the lives of disaster victims and the reconstruction of the affected areas in the event of a disaster, a disaster relief fundraising charity website has been set up to encourage customers to make donations. The charity website provides a mechanism for making donations using DOCOMO's point service (d-points), which is used by approximately 94 million customers, and DOCOMO's cashless service (d-payment). Since its launch in 2010, a total of JPY2 billion has been raised, mainly to support areas affected by heavy rains, typhoons, and earthquakes in Japan, but also overseas, including humanitarian aid to Ukraine, the earthquake in Turkey, and relief for the wildfires in Maui, Hawaii.

Fundraising infrastructure available to
94 million customers

JPY **2 billion** raised in total (2010-2022)

Support for the affected areas by DOCOMO Group employees

The employee fund-raising system for DOCOMO Group employees was established to support the recovery of the areas affected by the Great East Japan Earthquake in 2011. DOCOMO will match the total amount of donations collected from employees who make a donation.

As of 2022, a total of 100,000 employees have donated a total of approximately 700 million yen since the scheme's launch in 2012.

From 2023, in addition to nationwide disaster recovery assistance, the organization has expanded and renewed the scope of its support to include support for global social issues to realize a sustainable society.

JPY **700 million** raised in total(2012-2022)

MATERIALITY

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Building a Safe and Resilient Society

As a telecommunications operator,
DOCOMO strives to improve safe and secure communications,
and in addition to the construction
and operation of network infrastructure,
is working to provide services trusted
by customers by enacting measures
to secure the infrastructure and
ensuring communication during disasters.

Aligns with these UN Sustainability Goals

Ensuring communications in times of disaster

DOCOMO implemented a range of disaster management measures in the wake of the Great East Japan Earthquake on March 11, 2011. The main measures include the installation of 106 "large-zone base stations" across the country, which operate only in times of disaster, to ensure communications in densely populated areas in the event of a disaster over a wide area or power failure that renders the base stations inoperable. For the first time, a large-zone base station was operated during the earthquake that occurred in Hokkaido in September 2018, ensuring communications in the centre of Kushiro City.

New response equipment is also being utilized, such as "shipboard base stations" and "drone relay stations" to ensure communications in areas where it is difficult to rush overland.

Large-zone base station

● Operational only in the event of a disaster over a wide area (Can be operated remotely and immediately)
● Covers a radius of up to 7 km
● 106 locations nationwide

Drone relay station

● Amplifies radio signals in the air to ensure communications in the area

Disaster preparedness investment since the Great East Japan Earthquake
A total of more than
JPY 100 billion

Building a Safe and Resilient Society

Disaster-resistant and environmentally-friendly base stations
-Green base stations

SUMMARY
● Uses renewable energy
● Equipped with lithium-ion batteries
● Can operate non-stop for 29 hours, even during power outages

In preparation for emergencies, DOCOMO is moving forward with the construction of "green base stations," which are disaster-resistant and environmentally friendly.
Green base stations are environmentally friendly, equipped with solar power panels that generate renewable energy and lithium-ion batteries that are effectively charged by the power generated. Each solar panel provides 20-30% of the electricity required to operate the station. Storage batteries fed by regular electricity have also been installed in green base stations and a power back-up system that can maintain communications even in the event of prolonged power outages has also been setup. In the earthquake that occurred in September 2018 in Hokkaido, the system maintained power for approximately 29 hours and was able to continue running without stopping communications.
As of the end of FY2022, there were 280 green base stations across Japan. The data and visualization of how much electricity each area and base station generates on a daily basis and how much CO_2 is reduced is also used for operational purposes. The number of these green base stations will be increased further in the future with the aim of achieving carbon neutrality and realizing a safe and secure society.

Green base station

MATERIALITY

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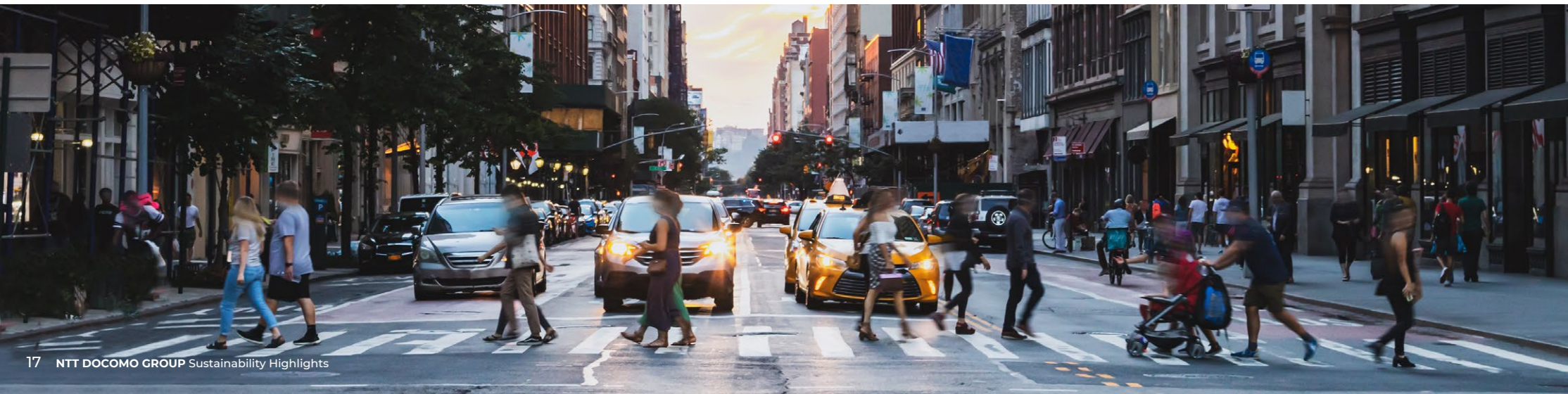
Diversity and Job Satisfaction

DOCOMO promotes diversity management
to utilize various human resources with different gender,
age, nationality and other attributes in the company's growth,
and is working to create a corporate culture
in which each and every employee can fully
exploit his or her individual abilities
regardless of their attributes.

Aligns with these UN Sustainability Goals

Various ability-building support programs

| SUMMARY | ● Business Initiative Development Program |
| | ● 99% of participants with high satisfaction |

docomo academy

In addition to providing support for self-development (language support, correspondence courses, and support to gain qualifications), the company sends employees to companies in different industries and provides opportunities to participate in joint training courses, which can be used to acquire cutting-edge skills and other abilities.
It also offers fostering programs that encourage the creation of innovations, and pushing the creation of novel ideas on which new products and services are based.
The DOCOMO academy is a program designed to help employees learn the skills and mindset necessary for business planning through the process of creating new businesses through lectures by innovators both inside and outside the company. Launched in fiscal 2020, 99% of participants feel their own changes after participating in the program, which is highly effective and highly satisfying for employees.

Promote diverse work styles

SUMMARY	● Flextime system
	● Promote telecommuting
	● Develop satellite offices(59 locations nationwide)

Telecommuting from anywhere in Japan is now possible, allowing greater freedom in terms of working hours, and work and living location.
DOCOMO will continue to respect the diversity of each and every employee, and work to enhance systems that enable mutual prosperity between the company and its employees.
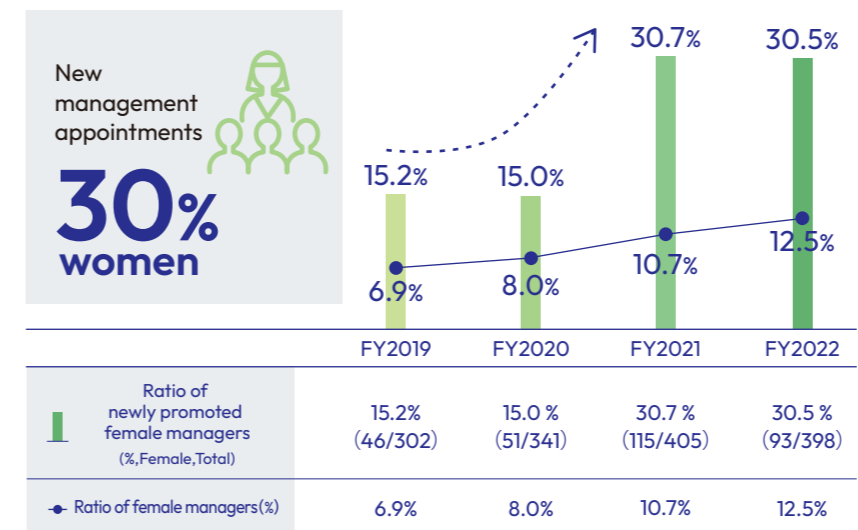

Diversity and Job Satisfaction

Promoting diversity management

Diversity management is promoted in order to maximize the capabilities of individual human resources by accepting their race, nationality, gender (including gender identity and sexual orientation), time constraints, disabilities, diverse professional skills, and values.

Promoting Women's Careers

At DOCOMO we are accelerating our drive to promote successful careers for women, raise their awareness of career development, and develop an environment in which they can fully demonstrate their abilities.
A career development program for female executives, "Win-d", was launched in 2006 to focus on developing female role models. We will further work on establishing diversity, promoting women's activities, promoting childcare and family care, and understanding diversity.

New management appointments

30% women

	FY2019	FY2020	FY2021	FY2022
	15.2%	15.0%	30.7%	30.5%
	6.9%	8.0%	10.7%	12.5%
Ratio of newly promoted female managers (%,Female,Total)	15.2% (46/302)	15.0 % (51/341)	30.7 % (115/405)	30.5 % (93/398)
Ratio of female managers(%)	6.9%	8.0%	10.7%	12.5%

*DOCOMO's data only

Initiatives for LGBTQ and Sexual Minorities

In April 2016, NTT Group declared that it would promote the creation of an environment that enables diversity acceptance, increased motivation to maximise abilities and efficient working styles, with the aim of realising an organisation and society where everyone can live and work as they wish, regardless of their sexual orientation or gender identity.

・Systems related to life events apply to employees with same-sex partners.
・Developing systems and operations to enable transgender people to use their chosen names within the company.
・Improved operation of customer services to enable the application of intra-family discounts such as family discounts for same-sex partners.

LGBTQ & ALLY
NTT

Initiatives to Promote Diversity (Awareness Building)

We are implementing various initiatives to further promote diversity. For example, we are announcing our top commitment, conducting activities of the Diversity Promotion Working Group, and conducting seminars and trainings on Unconscious Bias.
In the working group activities: Employees who are interested in diversity promotion and want to participate actively are engaged in activities across departments, and we are considering measures to address issues highlighted by the employee awareness survey .

MATERIALITY

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Fair Business Practices

In line with the NTT Group Human Rights Policy, the DOCOMO Group systematically raises employee awareness of respect for human rights and using human rights due diligence processes and other measures to deter and respond to human rights violations.

Aligns with these UN Sustainability Goals

8 DECENT WORK AND ECONOMIC GROWTH   16 PEACE, JUSTICE AND STRONG INSTITUTIONS   17 PARTNERSHIPS FOR THE GOALS

Respecting human rights

Based on the awareness that respect for human rights is an important social responsibility for a company, the NTT DOCOMO Group has made the NTT Group Human Rights Policy the foundation of its respect for human rights, and is promoting thorough human rights awareness-raising as well as implementing the due diligence of human rights. Human rights awareness is aimed at all employees and executives.

Human rights due diligence involves annual assessments of sustainability risks, including human rights, for primary suppliers through the Self-Assessment Questionnaire (SAQ). SAQ monitors compliance with freedom of association and the exercising of the right to collective bargaining, as well as child and forced labor, to ensure that no business partners are at high risk with regard to human rights. We also strive to improve supplier engagement through direct dialogue with key suppliers.

Number of serious violations of human rights identified

Zero

Dialogue rate with key suppliers

100%

Fair Business Practices

Supply chain

> **SUMMARY**
> ● Establish guidelines for suppliers
> ● Conduct regular audits

We place great importance on our relationships with our suppliers, who are important partners in our business activities, and are committed to sustainable procurement based on various social responsibilities as well as fair trade.

As part of this, NTT DOCOMO has formulated the NTT DOCOMO Supply Chain Sustainability Promotion Guidelines, which set out requirements for suppliers (Code of Conduct) and seven sustainability-related areas (human rights and labor, health and safety, environment, fair trade and ethics, quality and safety, information security, and business continuity planning) to be observed, which apply to all suppliers with whom we do business directly.

In order to check suppliers' implementation of the requirements of these Guidelines, DOCOMO will ask suppliers to disclose the necessary information and conduct audits. When an act or event is identified that does not meet the requirements of these guidelines, the supplier is asked to improve and, depending on the state of improvement, appropriate action, including a review of the transaction, is taken.

DOCOMO's Supply Chain

Suppliers of materials and components →

Manufacturers and service providers →

Telecom construction firms →

DOCOMO
Planning and design | Direct sales (online, etc.)
Provision of handsets and services
Provision of communications infrastructure

→ Customers

Sales representatives