

# Fujitsu Sweden AB

Responsible Business  
2023–2024



  
**FUJITSU**

This report is Fujitsu Sweden AB's (corporate identity number 556147-5897) statutory sustainability report prepared according to the requirements stated in the Swedish Annual Accounts Act (Chapter 6, Sections 10–14). It covers fiscal year 2023 (April 1 2023–March 31 2024) and was approved by the Board of Directors along with the Annual Report.

# Content

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Introduction – Responsible Business in Sweden .....	4
UN Sustainable Development Goals .....	5
Responsible Business Strategy .....	6
Environment .....	7
Human Rights and DE&I .....	10
Wellbeing and Occupational Health & Safety .....	11
Community .....	12
Compliance .....	14
Supply Chain .....	19

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# Introduction

## Responsible Business in Sweden

“At Fujitsu, responsibility is woven into the fabric of everything we do. This Responsible Business Report provides a comprehensive update on our actions and progress as we serve and work closely with our customers, partners, and communities. Guided by openness, sustainability, fairness, and inclusion, we forge meaningful connections.

In our business year ending 31 March 2023, we diligently supported our customers to become more efficient, innovative, and at the same time sustainable. Our goal is to empower them to be agile, seize opportunities, and adapt to unpredictable circumstances.

We also engage our employees in this endeavour – working at Fujitsu is a pathway toward a better society. We encourage Fujitsu employees to participate in responsible business activities and programmes. What’s



more, we actively work to reduce travel and repurpose our office spaces, aligning with our commitment to the planet.

Digital transformation makes sense for both business and the planet. Currently, we are transforming our approach to Responsible Business, integrating responsible behaviour even more closely into all our activities. We want responsibility to be instinctive and objectively measurable, allowing the right behaviour to flow naturally as we serve our customers, interact with partners, and participate in society. Our unwavering commitment is to create a positive impact on society and the environment through our business activities. In FY23, we emphasised integrating sustainability principles into our company strategies, products, and services, contributing to a more sustainable world.

One aspect of our responsibility is Uvance – our portfolio of services and solutions aimed at creating a sustainable world and addressing social issues through digital innovation. In Sweden, Uvance is becoming an integral part of our offerings.

Our Responsible Business pillars—the Environment, Human Rights and DE&I, Wellbeing, Supply Chain Compliance, and Community—form the foundation for our country-level strategy while defining common themes across Fujitsu.”

Find out more on our website: [Corporate Social Responsibility: Fujitsu Sweden](#)

**Viktoria Granqvist**  
Managing Director, Fujitsu Sweden

# UN Sustainable Development Goals

The Sustainable Development Goals (SDGs), adopted by the United Nations in 2015, represent a shared global vision for positive change. These goals are to be achieved worldwide by 2030, including by developed countries. At Fujitsu, we wholeheartedly embrace this vision.

The Fujitsu Group views the SDGs as a universal language—a call to action that transcends borders. We recognise them as an opportunity for cooperation with other

organisations, including international agencies and governments. By addressing the SDGs collectively, we can drive meaningful progress, no matter how modest our individual contributions may seem.

Creating an ecosystem that fosters cooperation between governments, companies, and individuals is now more urgent than ever. Our Responsible Business program integrates the SDGs, aligning each goal with one or more of our Responsible Business pillars.



Within Responsible Business, we have identified our seven “Big Ticket Items”. These strategic focus areas enable us to channel our energy and resources effectively, contributing

to the achievement of the SDGs. Under each Responsible Business Pillar, Fujitsu Sweden has defined bold visions linked to specific SDGs.

### GRB (Global Responsible Business)



# Responsible Business Strategy

At Fujitsu, Responsible Business is firmly anchored in our corporate philosophy, the Fujitsu Way. We act as global citizens, attuned to the needs of society and the environment.

Given the requirement to enhance sustainability-focused corporate management, fulfilling corporate social responsibility from a global perspective has become an increasingly important issue. The Fujitsu Group promotes its Sustainability activities based on the Fujitsu Way.

Our Global Business Standards govern our relationships with all stakeholders involved: employees, customers, suppliers, governments, other businesses, and local communities.

To strive for global effectiveness, we have reviewed material issues across the Group based on materiality analyses, and have

established a framework called "Global Responsible Business" by classifying the following six issues:

- Human Rights and DE&I,
- Well-being,
- Environment
- Compliance
- Supply Chain
- Community

The approach sets the strategic direction allowing each region to set appropriate priorities to allow for differing cultures.

This strategic approach drives the business benefits underpinning the imperative to have diverse high performing teams. It creates a workplace culture where the social well-being and inclusion of colleagues is paramount. It ensures we win business the right way.

## GRB (Global Responsible Business)



Human Rights and DE&I



Wellbeing



Environment



Compliance



Supply Chain



Community

# Environment

## Environmental Management

We work globally to acknowledge ISO sustainability standards as an important aspect of our corporate citizenship. Over 100 Fujitsu operations around the globe are certified to the international standard for Environmental Management Systems ISO 14001:2015.

Fujitsu Sweden participates in annual external audits, to ensure that Fujitsu Europe's multi-site 14001:2015 certification is maintained. Certification is audited against the Fujitsu Europe Business Management System (EBMS), the Europe Environmental Management System (E-EMS), and the ISO 14001:2015 standard itself. Fujitsu's European Environmental Committee concluded in April 2024 that "the Environmental Management System of Fujitsu Europe is implemented in a suitable, adequate and effective manner", and that no changes are required.

In autumn 2022, Fujitsu Sweden specifically commissioned Fujitsu Europe's external auditor to perform "Extension to Scope" audits in Sweden, to ensure that all Swedish offices and Technical Maintenance Services (TMS) sites are ISO 14001:2015 (Environmental Management) and ISO 9001:2015 (Quality Management) certified, and included in the certified sites list,

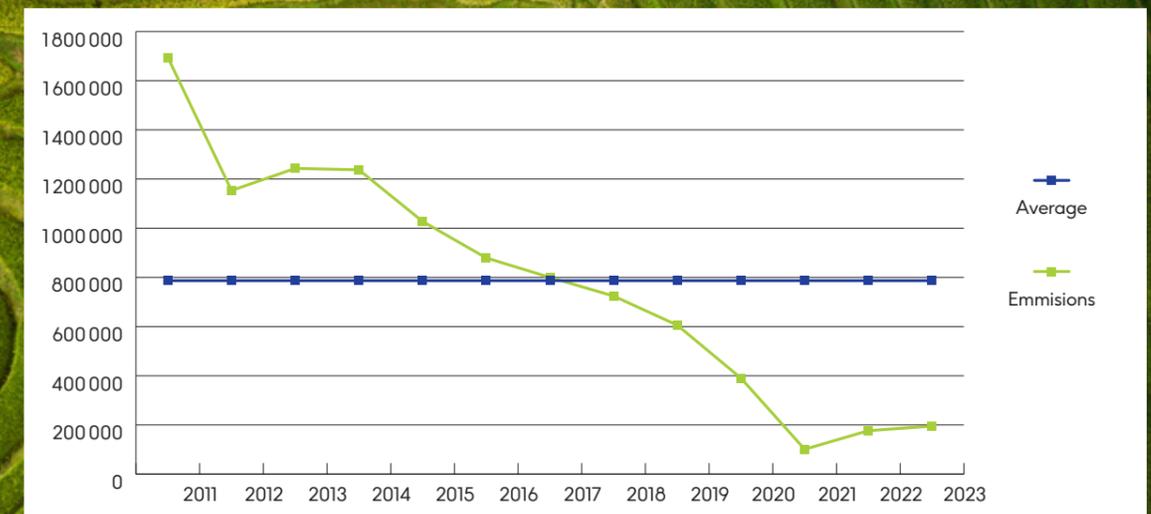
which is an appendix to European multi-site ISO certification, of which Sweden is a part.

We have been certified for over 20 years in Sweden. Targets and plans are integrated into our common "Responsible Business Programme". Some of these targets are aligned with our global corporate environmental action plan, and others, we are committed to locally.

## Mitigation of climate change

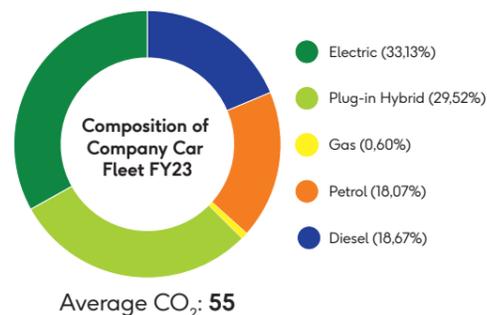
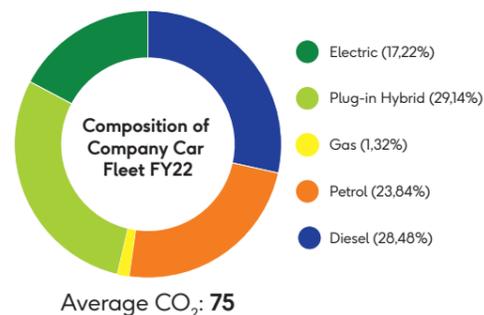
Fujitsu Group is committed to reducing climate change emissions and has established the "Fujitsu Climate and Energy Vision". The Fujitsu Group reassessed its societal role during 2023, in the light of its escalating global commitment to achieving carbon neutrality. The Fujitsu Group has elected to fast-track its previous commitment to achieve "zero CO<sub>2</sub> emissions within the Group by FY2050", by bringing forward its Vision by 20 years to FY2030. The Group has set the additional target of reaching net-zero greenhouse gas emissions throughout its value chain by 2040. In Sweden, the plan is to have an emission free vehicle fleet and zero emission sites in 2030. Our main focus in the Swedish organisation is to mitigate climate change by minimising CO<sub>2</sub> emissions from business travel and to further increase the use of renewable energy in our premises and data centres.

This graph shows Changes in CO<sub>2</sub> Emissions from Business Travel



- From 2011 to 2023 we reduced our annual CO<sub>2</sub>-emissions from business travel (road, rail, and air) by 88%.
- Our new target aims for a min. 10% annual reduction year on year. The latest figures for year 2023 vs. 2022 show an increase of 10% due to a rise in international flights after moving some of our deliveries to India and a general increase in personnel. However, vehicle-related emissions are on track and decreasing as planned.
  - » Fujitsu practises a bonus/malus system for purchase and benefits taxation of company cars. The system is implemented to reduce fuel consumption and related emissions.
  - » The ratio of travel by rail instead of air by distance has increased from 15% (2022) to 30% (2023).
  - » Our Technical Maintenance Service (TMS) operation is limited to vehicles emitting a maximum of 30g CO<sub>2</sub> per km (WLTP) for all new vehicles acquired. Around 85% of calls are resolved on the first visit. We measure the number of visits and our goal is "First time fix" which means that the problem is resolved on the first visit. This reduces driving related emissions. Routes are also optimised by using a GPS-tracking system.
  - » Average CO<sub>2</sub> per vehicle delivered in 2023 was 6 g/km.
  - » During the year we purchased 37 vehicles, 29 EV and 8 PHEV.
  - » The vehicle fleet in increased by 15 vehicles to 166 in total compared to last year.
  - » Average CO<sub>2</sub> in the vehicle fleet has been reduced from 75 (2022) to 55 (2023)

- » All our sites use renewable energy where we can control purchases (all our major sites). Please note that more than 63% of Swedish produced electricity is renewable and over 92% is emission free.
  - » Hydro 40%
  - » Wind 21%
  - » Solar 2%
  - » Nuclear 29%
  - » Other 8% (partly biofuel)
- » We export 21% of our production and import 4.3% of our consumption.
- » Fujitsu Sweden use three Data Centres, we only contract partners that use renewable energy. The total amount of DC electricity consumption in 2023 was slightly higher than 2022 due to our ongoing transition from old DCs to new ones that have new hardware installed. Initial measures indicate a saving of approximately one third of previous consumption. The first full year comparison will be 2024 compared to 2022.
- » To promote quieter and cleaner cities, Fujitsu Sweden joined the non-profit organisation Nollzon in 2016. Together with over 1,400 other companies and organisations around the country, we will boost demand for electric vehicles (EV) and superchargers. This is encouraged via an easy to use system, e.g. when a taxi is ordered to or from a Fujitsu office, an EV is automatically prioritised.
- » Fujitsu support bicycle loan systems at offices. This is to encourage employees to cycle to client meetings or other events for the associated climate and personal health benefits.



## Other environmental activities

- Recycling systems for WEEE, paper, plastics, etc. have been implemented in each office around the country.
- Sustainability is considered in our customer and partner events. A list of criteria are defined to fulfil the lowest possible environmental impact.
- Restrictions on plastics in offices. Plastic plates, cutlery, mugs etc. are banned in every office.
- Travel restrictions and guidelines to promote video conference calls etc. implemented.
- Travel by rail instead of air wherever possible is required.
- TMS started to use all electrical vehicles.
- Vehicle policy in general is reviewed annually with the focus on lowering CO<sub>2</sub> emissions from the entire vehicle fleet, the current policy prohibits the purchase of traditional fossil fuel vehicles. Only electric or hybrid vehicles are permitted with the aim of achieving a zero emission fleet by 2030. From 2025, all purchases are to be EV only.

# Human Rights and DE&I

## Equal Opportunities Policy

We are proud to say that our Swedish Leadership team is gender equal, 50 % women and 50% men. In addition to the diversity of perspectives this brings for our customers and our organisation, it sends important signals to employees at Fujitsu. The Swedish Leadership Team naturally play significant role models not least with regards to equal opportunities.



## Award winners within Equal Opportunities

Fujitsu has been named Sweden's most Equal Company by the Key Performance Indicator Institute (Nyckeltalsinstitutet), winning the "Best Gender Equality Index Jämix" in their annual survey of all industries. This includes over 400 organisations in Sweden. This award is based on various factors, including career opportunities, diversity in leadership roles and salary levels. Being named the best employer with regards to equal opportunities feels immensely satisfying, but naturally we do not intend to rest on our laurels. We will keep developing to become even better with regards to equal opportunities.

We carried out an equal pay analysis with really good results. Following up on our previous action plan from the equal pay analysis report, we can also see proof that we have kept to our action plan from the previous year and delivered on our commitments.

## Awareness & the Way Forward

Everyday inclusion to create awareness is one way forward within Diversity and Inclusion. In Sweden we strive to ensure for example, that:

- Fujitsu employees acknowledge they are treated with respect as individuals in our annual Fujitsu Survey and in our monthly finger on the pulse survey
- There are equal opportunities for career progress within Fujitsu

We aim to create the best platform for diversity and inclusion because we are convinced that this plays an important role in offering our customers the best and most innovative solutions and in offering our employees the best employee experience. At Fujitsu, we make it a top priority to build a diverse and inclusive workplace where we can all feel completely at ease in how we wish to be and succeed.

## VIP – Value in People

For Fujitsu Sweden, it is of great importance to put great store by employee engagement and accordingly reward employees who go the extra mile and act as role models for our company values: Empathy, Trust, Aspiration, Business Mindset, Cooperation and Sustainability. These rewards are in line with the Fujitsu Sweden valuation and reward model "Value in People" (VIP) and can be given to individuals or to groups. To enable us to discover and show our appreciation for colleagues at all sites, anyone can nominate a colleague for a VIP award and associated monetary reward.

# Well-being and Occupational Health & Safety



## Mission

Our aim is to foster an open well-being culture, where discussing our well-being and mental health is the norm and everyone feels comfortable being their complete self at work.

We promote a healthy work culture to empower our employees, help them feel more resilient and to successfully manage their own work-life balance. Promoting a healthy work-life balance together with physical and mental well-being, empowers, and motivates individuals and gives them a sense of responsibility.

## Wellness

During the year, our focus has been on physical and mental well-being. Employees were given the opportunity to attend seminars, webinars, and sessions focused on mental health, mindfulness, ergonomics and health and safety, with the emphasis on job satisfaction, health, and well-being. To encourage positive behaviour changes, employees also have access to a digital app with break exercises.

## Save lives during office hours – Ge blod

We are proud to be part of a blood donor initiative which allows our employees to donate blood during working hours. This reflects our commitment to corporate social responsibility and community engagement, emphasising the importance of contributing to the well-being of society even while at work.

## Occupational Health & Safety

All employees are entitled to a healthy, safe, and stimulating workplace. A good physical and psychosocial work environment is crucial for everyone to feel a sense of contentment and wellness at work. A pulse survey has been in effect since September 2016 to measure productivity and sustainability. Seven quick recurring questions are sent out to all employees on a regular basis. Team reports and trend lines are automatically created for all teams and levels, and all team members have access to their team report. Outcomes are discussed within the team to drive continuous improvement and inform future responsible business initiatives.

By involving our employees and raising awareness in several well-being areas, we address various topics such as:

- Occupational Health & Safety Policy
- Informing and educating managers about their responsibilities in terms of the work environment, including occupational health and safety, work-life balance, rules, and activities
- Encouraging all employees to utilise the wellness benefit, which is a goal in our Occupational Health & Safety action plan, with a target rate of 75% take up.

# Community

Contributing to society and putting people first are fundamental principles and part of our Japanese DNA. Consequently, Fujitsu undertakes numerous initiatives to support our community.

## Fujitsu supports the Swedish Child Diabetes Foundation

Type 1 diabetes is the most common, life-threatening, and incurable disease among children and adolescents in Sweden. Despite modern technology and better treatments, type 1 diabetes often leads to severe complications and a shortened life. The only path to a cure is through research.

In 2023, Fujitsu made a Christmas donation to support research into type 1 diabetes. Together with the Swedish Child Diabetes Fund, we are part of the journey towards a future without this disease.

Furthermore, Fujitsu Sweden has initiated a collaboration with the Swedish Child Diabetes Fund. This project is conducted entirely pro bono by Fujitsu and Salesforce. In the first phase, Fujitsu, in partnership with Salesforce, will help the Swedish Child Diabetes Fund roll out a CRM project that will enable them to manage partnerships and fundraising donations more efficiently. Fujitsu is both project managing and developing the Salesforce solution.



Fujitsu has partnered with the non-profit organisation Tryggrätt, whose goal is to help young people aged 17 to 23 to find an alternative path to crime. Tryggrätt helps

young people in disadvantaged neighbourhoods to find work or things to do to avoid criminal circles and create new, safer lifestyles. Fujitsu supports Tryggrätt by offering mentorship, branded merchandise, and brand

usage guidelines. Read more about Tryggrätt here: [www.tryggratt.se](http://www.tryggratt.se)

## Mentorship of young adults through Internships and thesis writing

Fujitsu has longstanding experience of supporting both young students and young fresh graduates, by offering Internships, help with thesis writing and Graduate Internships at Fujitsu. This has provided insightful lessons and perspectives for both Fujitsu and the students, who gain valuable experience to take into their professional careers.

Since 2021 Fujitsu has supported young students in the field of Cybersecurity by offering internships at Fujitsu with mentorship and opportunities to become integrated into our daily work in our Cyber Defence Centre. In 2022 and 2023, Fujitsu has supported young students in the field of Industrial Management and Engineering by offering both internships at Fujitsu and opportunities to write their master's thesis focusing on reusability of hardware in the IT industry. Fujitsu has also provided internships and thesis writing within the field of User Experience (UX)



In 2022 and 2023, Fujitsu partnered with My Dream Now, an organisation dedicated to empowering teenagers to recognise their societal value and pursue

their dream careers. My Dream Now focuses on promoting social sustainability in economically disadvantaged areas, where students often lack awareness of their career prospects and how to match their potential with available job opportunities. During our partnership,

our employees across various departments hosted over 100 student visits from upper secondary and secondary schools to inspire and motivate teenagers to pursue their dreams. By offering study visits, we aimed to show students what it is like to work in the tech industry and demonstrate its diversity.

## View our reports:

1. Fujitsu Integrated Report 2022
2. Fujitsu Group Sustainability Data Book

## Stockholm Integration Pact

One of Fujitsu Sweden's most important customers is the City of Stockholm. As a vendor to the City of Stockholm, we are members of their "Integration Pact" initiative. The initiative has three goals: to meet employer needs for skills, create a shorter path to language proficiency and work, and finally, to boost integration in Stockholm for immigrants. The members of the Integration Pact have resolved to contribute to a more inclusive job market and city. They want to do something about the fact that thousands of people are jobless despite many unfilled job vacancies.

## IT and Telecom Industries Organisation

Fujitsu Sweden is part of Swedish IT and Telecom Industries, "TechSverige", a member organisation for companies of all sizes within the Swedish tech sector. It is the largest industry network in Sweden whose purpose is to promote and further develop the tech market and conditions for tech enterprises. Swedish IT and Telecom Industries represent about 1,300 member companies that between them have nearly 100,000 employees.

## Trygga Barnen (Support Children)

In 2023, Fujitsu initiated a partnership with Trygga Barnen, a non-profit organisation dedicated to supporting children and young people whose parent, guardian or close

relative has an addiction or mental illness. Their goal is to break the isolation and silence often experienced by these children, helping them to feel seen, heard, and supported. This initiative arose from a vote in which employees prioritised the most important social issue for the company to support, where the support of children and young people emerging as the top priority. <https://tryggabarnen.org/>

## "En j\*vla skitturnering" – A charity tournament to raise awareness about mental health issues.

Since 2023, Fujitsu has organised two charity padel tournaments called "En j\*vla skitturnering" at Premium Padel in Gävle.

The second tournament, plus associated lecture, raised SEK 101,780 for the Viggo Foundation to support children and young people with neuropsychiatric diagnoses (NPF) and to raise awareness about mental health issues. In April 2024, the second annual tournament saw 221 padel participants and 114 attendees at the lecture by Måns Lööf from the Viggo Foundation, which was held in a wonderful atmosphere on the Centre Court.

We are proud of our hard work and grateful to our 47 corporate sponsors and all private donors who made this possible.



# Compliance

## The Fujitsu Way – Purpose, Values, and Code of Conduct

The world is becoming more uncertain. We face many difficult societal challenges, such as unrest, climate change, rapid urbanisation, an aging population, pandemics, cyber threats, and the dissemination of untrustworthy data. These problems pose a great threat to the sustainability of the world.

As a global company with a long history of delivering technology-based value to customers, it is our responsibility to contribute proactively to the transformation of society. We set out our corporate purpose to contribute to society. Our Purpose is to *make the world more sustainable by building trust in society through innovation*. Our purpose represents why we exist, and the Fujitsu Way is based on this purpose. Which for us, is to continue contributing to society, by using and developing innovative products and services, while achieving growth. The Fujitsu Way acts as a compass to guide every Fujitsu employee in line with our purpose.

The Fujitsu Way comprises three parts: *Our Purpose, Our Values, and Code of Conduct*. Our purpose is to *make the world more sustainable by building trust in society through innovation*. To realise this purpose, our values indicate a critical action cycle consisting of 'Aspiration', 'Trust', and 'Empathy'.

### As a member of society, we must comply with the Code of Conduct:

- We respect human rights
- We comply with all laws and regulations
- We act with fairness in our business dealings
- We protect and respect intellectual property
- We maintain confidentiality
- We do not use our position in our organisation for personal gain.

We put ethical practices at the heart of every business decision. Everything – our compliance programme, our brand, our cultural values, and our corporate social responsibility activities – are determined by the Fujitsu Way.

Based on this corporate philosophy, we also have a global code of conduct: our Global Business Standards (GBS). Together, they provide detailed guidance on how we must act to prevent breaches of the law, maintain our own high standards of business conduct, and protect Fujitsu's global reputation. To guarantee the long-term success of our business, it is crucial that the company continues to expand and maintain its compliance culture. To put our philosophy into practice, Fujitsu has defined appropriate guidelines, introduced standard processes, and provided training resources globally.



## Fujitsu Global Compliance Programme

To promote and implement the Fujitsu Way Code of Conduct and GBS, Fujitsu has established a Global Compliance Programme (GCP). This seeks to maintain, review and improve our global structure for legal compliance with legislation, regulations and corporate policies, and fair business practices. The GCP is a framework for activities to increase awareness of, and achieve compliance with, the Fujitsu Way Code of Conduct and GBS. It systematically organises our existing activities concerning compliance into five pillars (Policies & Procedures, Top Commitment & Resources, Training & Communication, Incident Reporting & Response, Monitoring & Review), clarifies areas that Fujitsu should continuously work on. And seeks to promote external understanding of our compliance structure and activities. The five focus areas in Europe Compliance comprise:

### The 5 focus areas in Europe Compliance comprises:

1. Anti-bribery and anti-corruption
2. Anti-trust
3. Whistleblowing
4. Internal investigations and dawn raids
5. Conflicts of interest

## Compliance Training

The GCP is the basis for regular and mandatory employee training on anti-corruption and bribery, cartel and competition law, and export control laws within Europe. Fujitsu requires not only the company itself, but also its partners and suppliers to commit to the principles of the UN Global Compact on human rights, labour standards, environmental protection, and anti-corruption, as well as the implementation of CSR initiatives. To this end, Fujitsu provides its channel partners with dedicated compliance training.

In addition to the above, employees undertake annual mandatory training in Business and Human Rights, Data Protection for All, Environment and Sustainability, Fujitsu Compliance Awareness, Fujitsu Technology and Service Vision, Occupational Health & Safety, Quality Management and Europe Business Management Systems, Safety Awareness, Security Awareness, and Software Licence Compliance.

## Whistleblowing

Fujitsu strongly encourages the reporting of suspected or actual misconduct and does not tolerate reprisal actions for reporting. The protection of whistleblowers is of the highest priority at Fujitsu and governed by Fujitsu's

## Fujitsu Way



*"Data protection is key part of our operations and services."*



Global Business Standards. Many countries in which Fujitsu operates also have laws to protect whistleblowers and to punish individuals who commit reprisal actions against whistleblowers. It is fundamental to Fujitsu that all of us can report actual or suspected compliance breaches without fear of reprisal. Fujitsu Alert is available to Fujitsu employees as well as to third parties and allows for anonymous reporting. Allegations are always followed up and investigated by the Europe Compliance Organisation in cooperation with other departments. If required, sanctions are imposed and countermeasures for identified weaknesses are implemented.

The protection of whistleblowers is of the highest priority at Fujitsu. Therefore, the company has also implemented the requirements under EU Directive 2019/1937, on whistleblower protection, which encourages whistleblowing and increases protection of whistleblowers. The EU Directive reflects an alternative option for individuals to report concerns to EU agencies and/or external national designated authorities. The Swedish Act implementing this EU Directive came into force on 17 December 2021, and implementation of whistleblowing reporting was finalised on 17 July 2022, for the designated authorities in Sweden. Accordingly, Fujitsu has informed its employees of this alternative option to report any concerns. In

FY23 no concerns were raised.

### Internal auditing

Fujitsu in Europe is responsible for adhering to required industry standards, regulations, and legislative requirements, at both regional and country level. Adherence is fundamental to Fujitsu being able to hold and maintain our registrations to industry standards as required by our customers. The Europe Business Management System (EBMS) includes policies and processes designed and maintained in compliance with the requirements of relevant industry standards, models, and codes of practice adopted by the business. Internal as well as external audits are conducted, documented and followed-up carefully to ensure compliance and to uphold registrations.

Internal auditing, specifically related to the Fujitsu Code of Conduct, incorporates both relevant compliance measures and systematic compliance considerations and focuses on areas that are associated with risks from a compliance perspective. Actual or suspected infringements are required to be investigated by our specialist team with external support, and investigations are documented using a case management system. After an infringement, the corporate compliance department issues recommendations for action and implementation is monitored by corporate compli-

ance. A remediation process helps Fujitsu to resolve any weaknesses identified.

### Data Protection

As a multinational company and a responsible business, Fujitsu in Europe and its affiliated companies collect, process, share, and store personal data obtained from individuals, employees, customers, and other third parties. Fujitsu processes personal data regarding its own employees and individual contract workers, customers, and other third parties, such as partners and suppliers, and other individuals in the course of its business. Fujitsu is committed to protecting and respecting the privacy of data subjects when processing their personal data. Personal data may only be processed in compliance with the policies of Fujitsu, and as applicable in the context of its role as either Data Processor or Data Controller. Fujitsu will comply with all relevant local and international data protection legislation.

Data protection is a key part of our operations and services. Customers, legislation, and businesses make demands on Fujitsu, and the secure operation of this helps our company meet these requirements. It is also very important to educate end users to act in a secure manner such that they understand the risks involved in processing information. If users have little risk awareness, security can become a serious challenge for the company. Fujitsu takes its data privacy obligations very seriously, and an extensive General Data Protection Regulation (GDPR) readiness programme was implemented within the group before, and after GDPR came into force in May 2018, which included employee communications and training, reviewing and updating internal policies and processes, systems capability reviews, and customer and supplier engagement.

### International Data Transfers

Fujitsu is committed to undertaking the international transfer of personal data, if needed to deliver the contracted services to our customers, (both within the Fujitsu group of companies and externally) in a legally com-

pliant way and more particularly in accordance with Step 1: Controller Instructions, and Step 2: Contractual Terms & Conditions.

For transfers between Fujitsu group entities, Fujitsu uses its Global Data Transfer and Security Agreement ("DTSA") to put in place the required data processing terms and appropriate data protection safeguards for transfers outside the EEA/UK to jurisdictions not in receipt of a valid adequacy decision. The DTSA uses the latest standard contractual clauses approved by the European Commission ("EU SCCs") alongside the UK Information Commissioner's Office International Data Transfer Addendum ("UK Addendum"), where required. All relevant Fujitsu entities are signatories to the DTSA.

### Risk Management and Information Security

Risk management is a central part in the ISO 9001:2015, ISO 14001:2015, and ISO 27001:2013 standards for which Fujitsu holds certifications. Hence, risk management is an important part of internal operations at Fujitsu. Through risk management, we ensure that risks affecting company business are identified, managed, and monitored effectively.

Risk management in Fujitsu Sweden is managed, reported, and monitored in our day-to-day business monthly report. This is a cohesive report of all risks is prepared by the Swedish Risk Manager and sent to Swedish executive management around the 15th of each month for information, actions, and/or escalation. The input is collected from all business lines and units; shared departments (Country Operations, Finance, HR, Legal & Commercial, Marketing and Sales) Consulting & Partner Solutions (all Consulting offices, Digital Experience, Dynamics and ServiceNow), and Sweden Delivery (Accounts, Applications & Multi-Cloud, Enterprise Cyber Security, Projects & Programmes, Technical Maintenance Service and Work Life Shift).

All units are requested to collate all their risks independently in the area to which they belong into a single report using one of two

approved risk management tools. The probability that the risk will crystallise is multiplied by the impact it would have on company business were it to become an issue. Hence, each risk will be coded black, red, amber, or green. The impact is selected from any of the six areas: Health, Safety and Welfare, Society and Environment, Legal and Regulatory, Reputational, Operational, or Financial. Risks that cannot be managed and mitigated within Sweden are then escalated to European level in separate channels, for example, Environmental, Health & Safety, Security, Service Delivery, Technology, etc. The Fujitsu Manage Risk process is part of Fujitsu Europe's common Business Management System (EBMS).

New digital opportunities increase cybercrime. When everything goes online, more and more people are exposed to more diverse and professionally committed abuses. The ISO 27001:2013 standard – *Information Technology – Security Techniques – Information Security Management Systems – Requirements*, includes a comprehensive set of security and management requirements that a company must have in use, communicated, described, and approved by management, as well as being subject to continuous development. The certification concerns monitoring of servers and data communication, manage and use services, application services, end-user support services, mobile and internet ser-

vices, logistics, and installation services and HR management. Fujitsu Sweden participates in yearly external audits. All Swedish sites are included in Fujitsu Europe multisite 27001:2013 certification.

### Mandatory training

The results of relevant mandatory training are shown below. This includes sustainability training, for FY24/25. On average, more than 85% of all employees have taken mandatory training courses.

### Contribution to GDP and taxes

We are fully committed to greater tax transparency. As a responsible taxpayer, Fujitsu does not engage in any aggressive tax planning, tax avoidance schemes, or offshore tax structures to artificially reduce the amount of tax it pays in Sweden. Fujitsu Europe ensures that all tax decisions are accompanied by due consideration to its corporate and social responsibilities.

Attendance by Course Title



# Supply Chain

Fujitsu is committed to developing responsible business practices in our Supply Chain. Suppliers and partners are required to comply with the Fujitsu Global Business Standards and commit to the principles of the UN Global Compact in terms of human rights, working standards, environmental protection, and anti-corruption measures. The principles of the UN Global Compact are set out in supplier agreements and underpinned in our binding Supplier Code of Conduct.

As a top IT services provider, we have a large and complex Supply Chain. By placing the highest importance on our partners' integrity and ethics, we use our position as a major global procurer to foster good practice and standards throughout the Value Chain. This is achieved partly by risk-based due diligence prior to onboarding a supplier, plus regular audits and other control practices.

Fujitsu supplies its customers with all equipment they need, regardless of brand. We are able to consolidate equipment from multiple suppliers in a single delivery to the customer, which reduces the logistics footprint. Our operations are developed in compliance with the continual improvement principle by using Lean Philosophy and methods in all aspects of our operations and by utilising ideas suggested by our employees and customers.

For our Supply Chain service delivery, we work jointly with our customers to reduce the environmental footprint.

We have long been utilising Life Cycle Management, IT Asset and Deposition (ITAD) and reuse services that extend the HW life cycle with a certified destruction service. To strengthen this further, in December 2023 we signed a cooperation agreement with one of Northern Europe's leading companies in circular IT, which further strengthens us in the area. This has also given us the opportunity to offer

our customers both reconditioned IT hardware and global delivery of these services.

Fujitsu has been awarded the following certifications related to product delivery: ISO 9001:2015, ISO 14001:2015, and ISO/IEC 27001:2013. Fujitsu aims to favour suppliers that have a documented quality management system or environmental management system in place. Fujitsu assesses its prospective partners and suppliers based on the following:

- Supplier willingness to commit to the Fujitsu Global Business Standards including human right targets, Reduce Greenhouse Gas (GHG) emissions and tighten reduction targets and Diversity targets.
- Supplier meets essential data security requirements required by procurement.
- Supplier financial, security-of-supply and ethical factors, and environmental indicators.
- If any quality and price factors are involved in procurement.
- What risks are involved.

### Responsible procurement

All Procurement activities in Sweden aim to obtain the highest environmental and business ethics standards for us and our partners. As part of supplier selection and the onboarding process, all suppliers are requested to comply with the Responsible Procurement Charter of Fujitsu.

Large and strategic suppliers to Fujitsu are expected to acknowledge their adherence to, and flow down to their Supply Chain, the Responsible Business Alliance (RBA) Code of Conduct. We expect all small and medium-sized enterprises (SME) suppliers to Fujitsu to aspire to this set of principles, not only in their own organisation, but also throughout their Supply Chains.

Fujitsu has set Supply Chain diversity as our goal and works to achieve responsible procurement that embraces diversity, and gives full consideration to human rights, the environment, and health & safety.

In early 2024 Fujitsu was selected as a CDP Supplier Engagement Leader. This is a survey that evaluates how effectively companies work with their suppliers to address climate change. Fujitsu's engagement initiatives with our suppliers received very high marks. CDP is a UK charity-managed non-governmental organisation that operates a global disclosure system for investors, businesses, nations, regions and cities to manage their own environmental impacts.

### Third party due diligence

In order to decrease the risks of bribery and corruption when working with third parties and to comply with the ethical standards and anti-corruption guidelines, a "third party due diligence process" for the verification of vendors is performed prior to onboarding a new supplier and partner.

Accordingly, prior to entering into business relationships, Fujitsu examines whether its vendors meet the high standards of the Fujitsu Group with regard to combating corruption.

### Conflict minerals

EU conflict mineral rules aim to prevent the financing of armed groups through trade in minerals from conflict zones and to end human rights violations in the mining and minerals industries. Conflict minerals include gold, tantalum, tungsten, and tin. The Fujitsu Group has established a Group Policy on Conflict Minerals which is available online. This commits us to responsible procurement excluding the use of conflict minerals from any known conflict sources. Fujitsu takes the

issue of conflict minerals very seriously and considers due diligence an essential step to ensure these are not present in our global Supply Chain. Fujitsu has established a structure including relevant internal departments chaired by the President to conduct due diligence evaluations. The target is to increase transparency of the process for our customers and stakeholders. We are a member of the Responsible Minerals Initiative, and we use the Conflict Minerals Reporting Template (CMRT) developed externally in cooperation with the Global e-Sustainability Initiative (GeSI) and Responsible Business Alliance (formally EICC). These are the largest industry bodies that focus on sustainability and human rights respectively. This reporting template is recognised as best practice by many of our stakeholders and the industry as a whole. Since 2013, Fujitsu has used this to survey manufacturing suppliers.

We are keen to encourage our stakeholders to act responsibly on conflict minerals and recognise the importance of raising awareness across our own organisation.

All major manufacturing subcontractors and parts suppliers for Fujitsu core products are requested to ensure compliance to international standards for responsible procurement, by providing site recognition under the RBA Audit Recognition program or written consent with the Fujitsu Group CSR Procurement Guidelines. We address mineral sourcing transparently with customers and provide them with the CMRT as completed by Fujitsu. We engage with our employees by raising awareness of 'conflict minerals' as part of our European Responsible Business programme. Fujitsu invites all employees to take human rights training that addresses conflict minerals. In order to guarantee that our products do not contain conflict minerals, we will intensify cooperation with our suppliers in the future as well.



*Fujitsu has set Supply Chain diversity as our goal and works to achieve responsible procurement that embraces diversity, and gives full consideration to human rights, the environment, and health & safety.*

An aerial photograph of a city skyline, likely Tokyo, featuring a prominent red and white tower (Tokyo Skytree) in the background. The foreground shows a dense urban area with various buildings and a road with traffic. A semi-transparent blue and green gradient box is overlaid on the left side of the image, containing text.

# Responsible Business Alliance Membership

In 2017, the Fujitsu Group joined the Responsible Business Alliance (RBA), previously the Electronic Industry Citizenship Coalition (EICC), a coalition promoting high ethical standards within the global electronics Supply Chain. RBA is a non-profit multi-industry body established in 2004 with the goal of supporting the rights and well-being of workers and communities worldwide affected by the global electronics Supply Chain. Currently, over 200 global companies have joined the group, including electronics manufacturers and ICT companies, as well as retail, automotive, and toy-related companies. RBA has set standards through its Code of Conduct for compliance issues in the Supply Chain related to labour, health and safety, the environment, ethics, and management systems. As a member, the Fujitsu Group respects the RBA Code of Conduct and, together with its partners, further strengthen initiatives related to ethics in the Supply Chain.

# General Responsible Business Reports

For more information about our responsible business projects in Sweden [click here](#)

For more information about our master policies [click here](#)

For more information about our global sustainability projects [click here](#)



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