

# Fujitsu Sweden AB

Responsible Business  
2024–2025



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 2024 (April 1 2024–March 31 2025) and was approved by the Board of Directors along with the Annual Report.



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## Introduction

# Responsible Business in Sweden

"At Fujitsu, sustainability is not just a part of our business; it's at the very core of who we are and how we act, both as a company and as individuals. This Responsible Business Report provides an overview of our progress and how we, together with customers, partners, and communities, work to create a better future guided by openness, sustainability, fairness, and inclusion.

But sustainability is not only about the big, global challenges. It's also about the small, everyday choices we make. Personally, I've made a commitment to travel by train or electrical car within Sweden, including my regular trips between Stockholm and our offices in Östersund, Malmö and Gothenburg. It's a small step, but many small actions together create change.

On a larger scale, we are also embedding sustainability into our digital development, for example by using AI more efficiently to reduce unnecessary data processing and energy consumption. As we are preparing to move to a new office in Stockholm, we've also chosen

a location with better public transport connections, making it easier for more of our colleagues to commute more sustainably.

During the fiscal year ending March 31, 2024, we intensified our efforts to support our customers on their journeys towards greater efficiency, innovation, and sustainability. Our goal is to empower them to be agile, seize opportunities, and adapt to a changing world. Together, we are striving to tackle global environmental challenges, develop a more inclusive digital society, and improve our well-being.

Our employees are at the heart of these efforts. Their engagement and creativity are key to achieving meaningful change – both in our business and in society.

Digital transformation remains essential for both business success and a sustainable future. Sustainability is now an integrated and measurable part of our operations and strategy. Through our work, we want to create tangible, positive changes for both people and the planet.

Our pillars of responsible business; Environment, Human Rights & DE&I, Wellbeing, Supply Chain Compliance, and Community - are the foundation of our strategy in Sweden and reflect Fujitsu's global commitment to responsible growth.

I'm proud of the progress we've made, but even more excited about what lies ahead. Together, through innovation, we build trust in society and contribute to a better, more sustainable world."

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



**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 sees the SDGs as a global language - a call to action that transcends borders.

We recognize them as an opportunity for cooperation with other organizations, 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 a 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


# Partnership for Progress on the Net Positive Agenda

As part of our commitment to becoming Net Positive by 2030, we have established a partnership with *The Economist Impact* to further strengthen the integration of sustainability into business strategies. Through this collaboration, we are supporting the global Net Positive agenda and contributing thought leadership on how organizations can deliver a positive impact on society and the environment.

Together with The Economist Impact, we leverage insights from a comprehensive global survey and provide access to the *Net Positive Tool*, helping businesses assess their sustainability progress, benchmark against peers, and identify areas for improvement.

In addition to advancing our own Net Positive journey, we actively support our customers in achieving their sustainability goals and embedding sustainability into their business strategy — turning ambition into tangible action.

[Read more here](#)



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## The Net Positive Index

Executive Summary

Part of the Advancing Net Positive Agenda

Independently developed and researched by  
**ECONOMIST IMPACT**


Can leaders create thriving businesses in today's volatile world? Conflicts and political challenges, cybersecurity risks and extreme weather events regularly disrupt supply chains and operations. Competing priorities and agendas—the United States is rolling back environmental reporting requirements as the European Union's Corporate Sustainability Reporting Directive comes into force—make defining business success challenging.

Consumers and investors are demanding increased transparency around social and environmental practices across the value chain, but availability of data is scarce: fewer than 5% of consumer-driven companies believe their environmental and social reporting is as reliable as their financial reporting.<sup>1</sup> And business leaders remain uncertain if their investments in AI are generating enough efficiency and profitability gains to offset concerns about large-scale energy and water use.

What makes a successful business in this complex environment? A successful business delivers positive impacts for communities and the planet without compromising profitability and resilience. And a Net Positive approach does just that. It goes beyond minimising a company's footprint, to create meaningful benefits for people and the environment through a positive handprint. A Net Positive approach positions companies at the forefront of environmental, social and technological advances while building resilience against changes in regulation and consumer demand.

**Defining Net Positive and putting it into practice**

Net Positive is a business approach where companies not only aim to minimise their social and environmental footprint, but also actively create positive impacts that contribute to long-term sustainability and the well-being of people and the planet (ie, increase their handprint).



<sup>1</sup> <https://www2.deloitte.com/us/en/insights/industry/retail-distribution/accountable-sustainability-consumer-industry.html>

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# Environment

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. 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 the 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.

To mitigate 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 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. In addition, 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 by 2030. Our main focus in the Swedish organization is to mitigate climate change by minimizing CO<sub>2</sub> emissions from business travel and further increasing the use of renewable energy in our premises and data centers.







- From FY23 to FY24 we reduced our annual CO<sub>2</sub> emissions from business travel (air, hotel, rail) by 11%.
- Our new target aims for a min. 10% annual reduction year on year. In 2024, our air travel-related carbon emissions decreased by approximately 12% compared to 2023. This reduction is largely attributable to a successful internal shift from air to rail travel. Vehicle-related emissions continue to follow our planned reduction trajectory, reinforcing steady progress towards our overall climate goals.
- Fujitsu actively engages to minimize the environmental impact of its business operations. Hence, Fujitsu Sweden seeks to minimize the usage of cars and, where possible, to turn to public transportation instead of company-owned cars. Where a company-owned car is needed, we encourage the use of vehicles with low CO<sub>2</sub> emission rates as much as possible in order to minimize our carbon footprint
- Fujitsu practices a bonus/malus system for the purchase and benefits taxation of company cars. The system is implemented to reduce fuel consumption and related emissions. 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 91% 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 optimized by using a GPS-tracking system.
- TMS will use all-electric vehicles in most regions, depending on the infrastructure for charging.
- Average CO<sub>2</sub> per vehicle delivered in 2024 was 2,9 g/km without the diesel car, a decrease from 6g/km in 2023. 12,5 g/km if we includes the diesel car.
- During the year, we purchased 14 vehicles: 11 EVs, 2 PHEVs, and 1 diesel (used in northern Sweden due to limited charging capability). In 2023, we purchased 37 vehicles (29 EVs and 8 PHEVs).
- The vehicle fleet has decreased by 15% (to 143 cars at the end of 2024) and consists of 45% EVs and 36% PHEVs (in 2023, it was 33% EVs and 39% PHEVs).
- The average CO<sub>2</sub> emissions in the vehicle fleet have been reduced from 55 (2023) to 49 (2024).

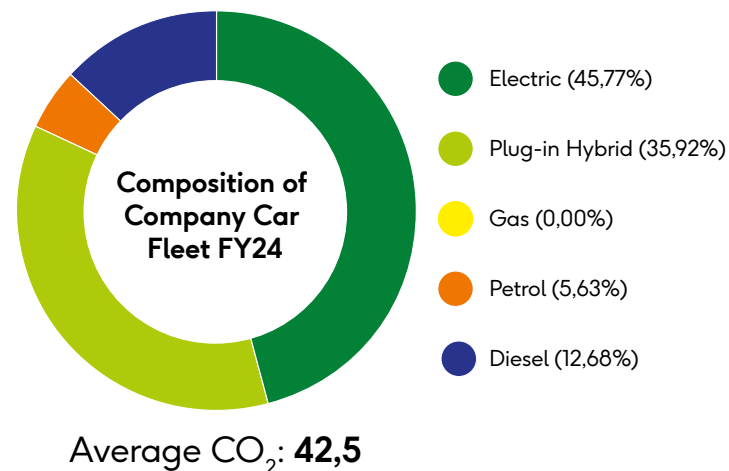
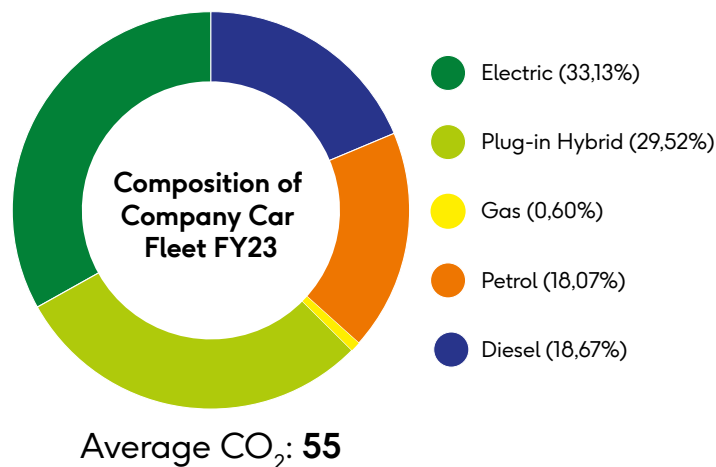


- All our sites use renewable energy where we can control purchases (all our major sites). Please note that more than 63% of Swedish-produced electricity is renewable and over 92% is emission-free.
  - Hydro 40%
  - Wind 21%
  - Solar 2%
  - Nuclear 29%
  - Other 8% (partly biofuel)
- We export 21% of our production and import 4.3% of our consumption.

- Fujitsu Sweden uses data centres from a co-location supplier that prioritizes sustainability and energy efficiency. The data center reuses the heat generated by servers by returning it to the local district heating network, where it provides recycled heating for nearby homes. All operations run on 100% renewable wind and hydropower, with hourly verified consumption to ensure a fully fossil-free energy supply. The facility also supports the power grid by contributing to frequency regulation services, which help integrate more renewable energy and reduce CO<sub>2</sub> emissions. Additionally, worn-out IT equipment is recycled and reused through specialized partners, supporting a circular economy and significantly lowering carbon emissions. The

data center maintains a low Power Usage Effectiveness (PUE), demonstrating continuous improvements in energy efficiency.

- To promote quieter and cleaner cities, Fujitsu Sweden joined the non-profit organization Nollzon in 2016. Together with over 1,400 other companies and organizations around the country, we will boost demand for electric vehicles (EVs) and superchargers. This is encouraged via an easy-to-use system, for example when a taxi is ordered to or from a Fujitsu office, an EV is automatically prioritized.
- Fujitsu supports 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 is defined to ensure the lowest possible environmental impact.
- Restrictions on plastics have been implemented in offices. Plastic plates, cutlery, mugs, etc. are banned in every office.
- Travel restrictions and guidelines to promote video conference calls, etc. have been implemented.
- Travel by rail instead of air, wherever possible, is required.
- The vehicle policy, in general, is reviewed annually with a focus on lowering CO2 emissions from the entire vehicle fleet. We are aiming to reduce the car fleet overall and increase the number of electric vehicles to meet the objective of a zero-emission fleet by 2030.

# 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 organization, it sends an important message to employees at Fujitsu. The Swedish Leadership Team naturally plays a significant role as a role model, not least with regards to equal opportunities.

*"Fujitsu Sweden promotes diversity in age, background, and gender. In FY24, the average age was 45. Women represented 28.1% of employees and 45.5% of management. In 2024, Fujitsu was named national winner in both JÄMIX and Attractive Employer by Nyckeltalsinstitutet, ranking first in the tech industry. Recruitment and succession planning always include both male and female candidates."*

We carried out an equal pay analysis with very positive results. Following up on our previous action plan from the equal pay analysis report, we can also see proof that we have adhered 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 progression 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 being ourselves and succeed.

## Learning & Development

We ensure continuous follow-up on performance and competence development. All managers receive leadership training, complemented by dedicated leadership days for networking and knowledge sharing. Fujitsu's global Learning & Development division provides training through e-learning, online and instructor-led courses, certifications, and virtual formats. Onboarding is an important element, and several employees participated in Fujitsu talent programs during the year.

## VIP – Value in People

For Fujitsu Sweden, it is of great importance to value 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 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 selves at work.

We promote a healthy work culture to empower our employees, help them feel more resilient, and to successfully manage their 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. Employee attitudes and engagement are measured regularly and results are continuously monitored. In addition to surveys conducted twice per year, Fujitsu carries out monthly pulse surveys to track engagement, workload, and development opportunities.

## 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 behavior

changes, employees also have access to a digital app with break exercises.

## Save lives during office hours – Give Blood

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, emphasizing the importance of contributing to the well-being of society, even while at work.

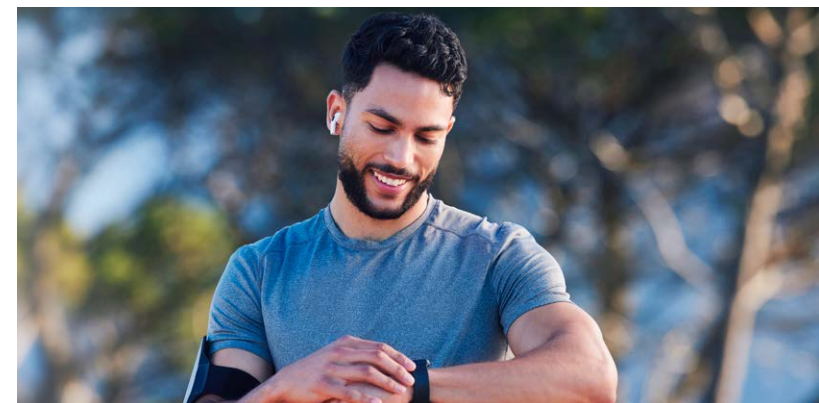
## Occupational Health & Safety

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 improve-

ment 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 utilize 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.

## Mentorship of young adults through Internships

Fujitsu has longstanding experience in supporting both young students and recent graduates by offering internships (*Lärande i arbete – LIA*) and graduate internship programs at Fujitsu. These opportunities have provided valuable insights and perspectives for both Fujitsu and the students, who gain experience they can take into their professional careers.

- In 2024, Fujitsu Digital Consulting in Malmö hosted a system developer intern, focusing on automation and the Microsoft Power Platform.
- Since 2021, Fujitsu has contributed to the development of future cybersecurity talent by offering structured internship opportunities to students pursuing IT Security Specialist education. As part of our social sustainability efforts, these internships provide students with

mentorship, practical experience, and integration into the daily operations of our Cyber Defense Center. The program spans two periods—10 and 17 weeks respectively—and is designed to strengthen both individual career development and the broader cybersecurity competence in society.

- Fujitsu also offers part-time jobs for students, providing opportunities to earn extra income while gaining experience and preparing for their future careers after graduation.
- Additionally, some employees actively contribute to educational development by serving on management boards or acting as representatives for various educational institutions.
- Furthermore, we have four team members who started the two-year graduate programme in 2023 and are now in their final year, marking an important milestone in their professional development.

## 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 employers' needs for skills, create a shorter path to language proficiency and employment, and finally, to boost integration in Stockholm for immigrants. The members of the Integration Pact have committed to contributing to a more inclusive job market and city. They want to address the fact that thousands of people are unemployed despite many unfilled job vacancies.

## IT and Telecom Industries Organization

Fujitsu Sweden is part of Swedish IT and Telecom Industries, "TechSverige," a member organization for companies of all sizes within the Swedish tech sector. It is the largest industry network in Sweden, with the purpose of promoting and further developing the tech market and conditions for tech enterprises. Swedish IT and Telecom Industries represents about 1,300 member companies, which together employ nearly 100,000 people.

## Trygga Barnen (Support Children)

In 2023, Fujitsu initiated a partnership with Trygga Barnen, a non-profit organization dedicated to supporting children and young

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

### **My dream Now**

My Dream Now is an organization dedicated to empowering teenagers to recognize their value in society and encouraging them to pursue their dream careers. Their focus is on promoting social sustainability in economically disadvantaged areas, where students often have limited knowledge about career options and how to align their potential with available opportunities.

Since partnering with My Dream Now, Fujitsu has supported these goals by hosting study visits and mentorship initiatives. These efforts aim to give students insight into the tech industry and help prepare them for future career paths. We are proud to continue this partnership and look forward to creating more opportunities for students.

### **Women in Tech**

Fujitsu is proud to support Women in Tech, a key initiative promoting gender diversity and inclusion within the tech industry. As part of our collaboration, we participated in the Women in Tech Role Models podcast, where our CEO shared her perspectives on gender equality and the importance of visible leadership. This engagement reflects Fujitsu's ongoing commitment to empowering women and fostering a more inclusive workplace across the technology sector.

### **Stockholm Water foundation**

Water and environmental sustainability are core elements of Fujitsu's global sustainability agenda. As a founding partner of the Stockholm Water Foundation and with representation on its board, we support leading international initiatives such as World Water Week and the Stockholm Water Prize. Through this engagement, we contribute to global solutions aligned with the UN Sustainable Development Goals.

### **Local Sustainability Initiatives**

A number of local initiatives have been implemented over recent years to support environmental and social sustainability, as well as employee well-being.

These initiatives demonstrate how small, decentralized actions can align with broader corporate sustainability objectives, particularly in the areas of sustainable mobility and community engagement. Employees contribute to Fujitsu's sustainability goals through practical, everyday actions that promote both environmental responsibility and social impact.

Overall, these efforts reflect how local offices play a vital role in advancing Fujitsu's broader sustainability goals by fostering environmental stewardship and community involvement.

### **Examples include:**

- **Promoting sustainable transport:**  
Bicycles are available for employees in both Gothenburg and Östersund to reduce unnecessary car trips for errands during the workday. They are regularly used for customer visits and internal travel within central Gothenburg. This choice reduces the environmental footprint associated with short-distance car travel and supports a healthier, more active work culture.
- **Reducing travel during lunch hours:**  
At our office in Östersund, a refrigerator stocked with prepared meals from a local restaurant has been installed to reduce the need for employees to travel during lunch breaks, minimizing emissions from short-distance car use.





- **Supporting food waste reduction and social value creation:**

A number of employees choose to purchase lunch from Restaurant Svinn, an initiative by Göteborgs Stadsmission. The restaurant prepares climate-smart meals using rescued surplus ingredients that would otherwise go to waste, promoting circular food practices while supporting social good.

- **Sustainability Week:**

During Sustainability Week, we hosted a series of live-stream seminars from our Kista office, focusing on key sustainability topics. These sessions were open to employees across regions and aimed to inspire engagement, share knowledge, and encourage sustainable thinking and practices throughout the organization.

- **Pink for October – Rosa Bandet Campaign:**

In support of the Pink for October campaign and breast cancer awareness, Fujitsu organized a month-long initiative across our offices during October. Activities included a themed breakfast event, informational materials to raise awareness, and a fundraising effort for the Swedish Cancer Society. The campaign aimed to promote knowledge, solidarity, and support for those affected by breast cancer.

- **Movember – Mustaschkampen:**

Fujitsu participated in the Movember campaign (Mustaschkampen) to raise awareness and funds for men's health issues, including prostate cancer, testicular cancer, and mental health. The campaign included internal awareness activities and a fundraising initiative, reinforcing our commitment to health and well-being as part of our broader sustainability and social responsibility goals.

- **Supporting social causes:**

Employees have organized fundraising initiatives for the Swedish Childhood Cancer Fund, often in connection with joint physical activities

- **Fostering social well-being:**

Several outdoor communal lunches, such as barbecues, have been arranged to promote team spirit and a positive workplace culture.

- **Encouraging active lifestyles:**

Employees participate in activities such as jogging, power walks, using step counters, ping pong, and golf. Regular morning walks are also part of the daily routine at some offices. To further encourage physical activity, employees have promoted taking the stairs to and from the office—including designated “no elevator” days.

# Compliance

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

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

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 have defined our corporate purpose: to make the world more sustainable by building trust in society through innovation. This purpose represents why we exist, and the Fujitsu Way is based on it. Our aim is to continue contributing to society by developing and delivering 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 realize this purpose, our values indicate a critical action cycle consisting of 'Aspiration', 'Trust', and 'Empathy'.

### **As members 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 the organization for personal gain.

We put ethical practices at the heart of every business decision. Everything about our compliance programme, our brand, our cultural values, and our corporate social responsibility activities is shaped 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 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 strengthen and maintain its compliance culture. To put our philosophy into practice, Fujitsu has defined clear guidelines, established 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 programme seeks to maintain, review, and improve our global framework for legal compliance with legislation, regulations, corporate policies, and fair business practices. The GCP provides a structure for activities to increase awareness of, and achieve compliance with, the Fujitsu Way Code of Conduct and GBS. It systematically organizes our existing compliance activities into five pillars (Policies & Procedures, Top Commitment & Resources, Training & Communication, Incident Reporting & Response, and Monitoring & Review), **clarifies the areas Fujitsu should continuously work on,**

and promotes external understanding of our compliance structure and activities.

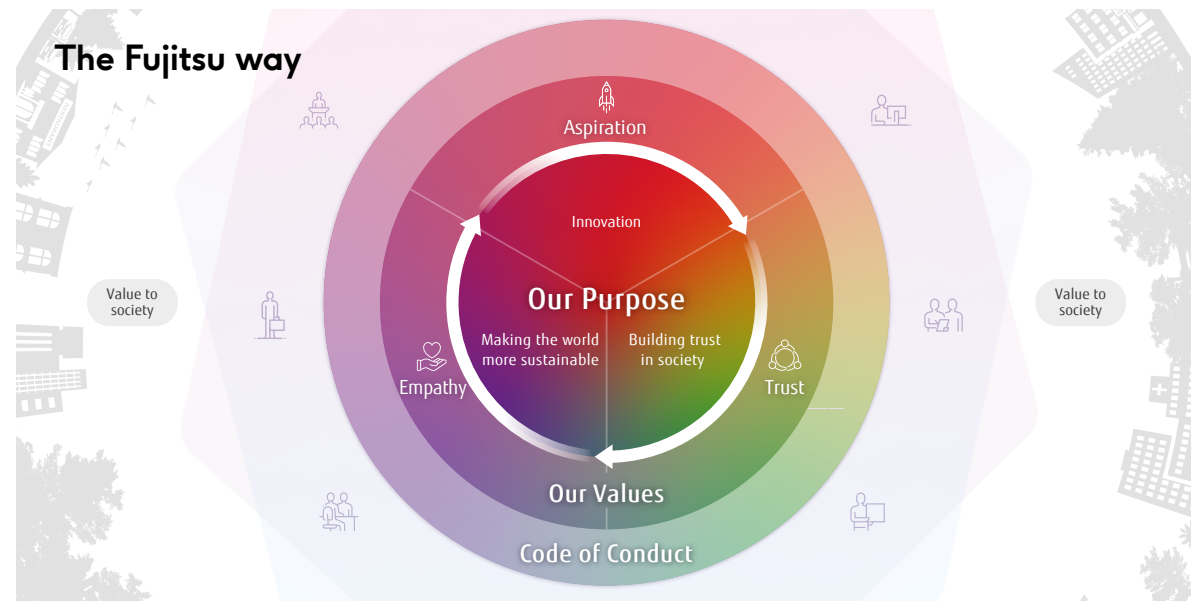
**The five focus areas in Europe Compliance are:**

- Anti-bribery and anti-corruption
- Anti-trust
- Whistleblowing
- Internal investigations and dawn raids
- Conflicts of interest

## Compliance Training

The GCP forms 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 to 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 License Compliance.

## Whistleblowing

Fujitsu strongly encourages the reporting of suspected or actual misconduct and does not tolerate reprisals against those who report. The protection of whistleblowers is of the highest priority at Fujitsu and is governed by Fujitsu's Global Business Standards. Many countries in which Fujitsu operates also have laws to protect whistleblowers and to punish

individuals who commit reprisals against them. It is fundamental to Fujitsu that everyone can report actual or suspected compliance breaches without fear of retaliation.

Fujitsu Alert is available to Fujitsu employees as well as third parties and allows for anonymous reporting. Allegations are always followed up and investigated by the Europe Compliance Organization in cooperation with other departments. Where 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 reporting and increases protection of whistleblowers. The EU Directive also provides an alternative option for individuals to report concerns to EU agencies and/or national designated authorities.

The Swedish Act implementing this EU Directive came into force on 17 December 2021, and the implementation of whistleblowing reporting was finalized 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 FY24, 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's ability to hold and maintain 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 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 associated with risks from a compliance perspective. Actual or suspected infringements are required to be investigated by our specialist team, with external support where necessary, 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 compliance. A remediation process helps Fujitsu resolve any weaknesses identified.

### International Data Transfers

Fujitsu is committed to undertaking the international transfer of personal data, if needed to deliver contracted services to our customers, both within the Fujitsu group of companies and externally, in a legally compliant 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 component of the ISO 9001:2015, ISO 14001:2015, and ISO 27001:2022 standards, for which Fujitsu holds certifications. Therefore, risk management is an important part of internal operations at Fujitsu. Through risk management, we ensure that risks affecting the company's business are identified, managed, and monitored effectively. Risk management in Fujitsu Sweden is managed, reported, and monitored through our monthly business report. A cohesive report of all risks is prepared by the Swedish Risk Manager and sent to the Swedish executive management around the 15th of each month for information, actions, and/or escalation. 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 within the area to which they belong, into a single report using one of two approved risk management tools. The probability that the risk will materialize is multiplied by the impact it would have on the company's business were it to become an issue. Accordingly, each risk is coded black, red, amber, or green.

The impact is categorized within any of 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 escalated to the European level via dedicated channels, for example Environmental, Health & Safety, Security, Service Delivery, and Technology.

The Fujitsu Manage Risk process is part of Fujitsu Europe's common Business Management System (EBMS).

New digital opportunities are also increasing the prevalence of cybercrime. When everything moves online, more people are exposed to a wider range of diverse and professionally executed attacks. The ISO 27001:2022 standard – *Information Technology – Security Techniques – Information Security Management Systems – Requirements* – includes a comprehensive set of security and management requirements that a company must implement, communicate, describe, and have approved by management, as well as subject to continuous improvement.

The certification covers monitoring of servers and data communication, management and use of services, application services, end-user support services, mobile and internet services, logistics, installation services, and HR management. Fujitsu Sweden participates in annual external audits, and all Swedish sites are included in Fujitsu Europe's multisite ISO 27001:2022 certification.

## Mandatory training

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

### Mandatory Courses include:

- Business and Human Rights
- Data Protection for All
- Environment and Sustainability
- Fujitsu Compliance Awareness eLearning
- Fujitsu Technology and Service Vision
- Software License Compliance

## Contribution to GDP and taxes

We are fully committed to greater tax transparency. As a responsible taxpayer, Fujitsu does not engage in 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 of its corporate and social responsibilities.

# 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 by 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 through risk-based due diligence prior to onboarding a supplier, as well as regular audits and other control practices.

Fujitsu supplies its customers with all the equipment they need, regardless of brand. We are able to consolidate equipment from multiple suppliers into a single delivery to the customer, which reduces the logistics footprint. Our operations are developed in compliance with the continual improvement principles by using lean philosophy and methods in all aspects of our operations and by utilizing 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 utilizing Life Cycle Management, IT Asset and Disposition (ITAD) and reuse services that extend the hardware life cycle with a certified destruction service. To strengthen this further, we signed a cooperation agreement in December 2023 with one of Northern Europe's leading companies in circular IT, which further strengthens us in this area. This has also given us the opportunity to offer our customers reconditioned IT hardware within a 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 27001:2022. Fujitsu aims to favor 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 rights targets, reducing greenhouse gas (GHG) emissions and tightening reduction targets, and diversity targets.
- Whether the supplier meets essential data security requirements required by procurement.
- Supplier financial, security-of-supply and ethical factors, and environmental indicators.
- Whether any quality and price factors are involved in procurement.
- What risks are involved.

## Building responsible supply chains

In its supply chain, the Fujitsu Group will achieve responsible procurement that embraces diversity and gives full consideration to human rights, the environment, and health & safety. We are promoting sustainable procurement activities as part of what Fujitsu aspires to be.

In 2005, Fujitsu formulated the Fujitsu Group CSR Procurement Guideline, and in 2018 we adopted the Code of Conduct of the Responsible Business Alliance (RBA), a shared global



industry initiative, as part of the guideline. In 2023, considering the demand for stronger human rights-related measures, this was revised to the Fujitsu Group Sustainable Procurement Guideline and now applies to the entire supply chain, including service suppliers. We are also working with suppliers to reduce greenhouse gas (GHG) emissions in the supply chain by holding briefing sessions with major suppliers and requesting that they set numerical targets in line with international standards. Furthermore, to ensure supply chain diversity, in each region and country Fujitsu is promoting procurement from companies with diverse characteristics, such as small and medium-sized enterprises (SMEs) and companies owned by women or operated by ethnic minorities. In addition, in selecting suppliers, we conduct due diligence and provide training on information security and compliance.

The Fujitsu Group has established the Sustainability Management Committee, which will drive a sustainability-focused management approach. The committee is tasked with discussing how a responsible global company should conduct sustainability management in order to realize long-term growth and transformation, while taking into consideration environmental, social, and economic impacts, as well as all of the Group's stakeholders. The committee is chaired by the CEO and meets once every six months. Based on Our Purpose and Our Values

as set out in the Fujitsu Way, we identified issues that are deeply connected to the sources of the Fujitsu Group's value creation. These included respect for human rights, acceptance of diversity and equity, human resource development, maintenance of the global environment, and contributing to the development of regional communities. We refer to such matters as GRB (Global Responsible Business), and our activities in these areas have been reported and discussed in the committee since fiscal 2020.

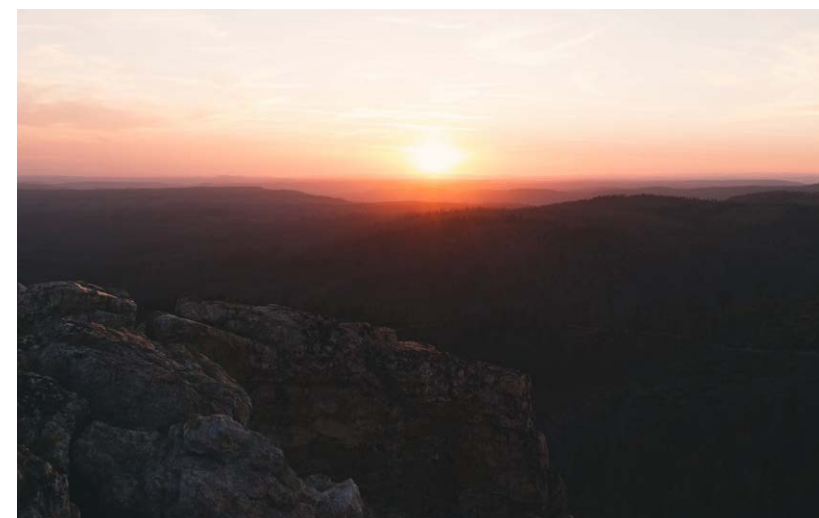
### **Circular economy**

As part of its Environmental Action Plan, Fujitsu is developing products and services that support a circular economy and is choosing strategic partners within its Supply Chain offerings that support Fujitsu on this path. Fujitsu has held briefings and workshops on circular economy business, particularly for design and development teams. Goals have been established for each business unit, and the company will continue to focus on developing circular economy services.

### **Responsible procurement**

All procurement activities in Sweden aim to achieve 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 chains, the Responsible Business Alliance (RBA) Code of Conduct. We expect all small and medium-sized enterprise (SME) suppliers to Fujitsu to aspire to this set of principles, not only in their own organizations, but also throughout their supply chains.



Fujitsu has set supply chain diversity as a goal and works to achieve responsible procurement that embraces diversity and gives full consideration to human rights, the environment, and health & safety. Fujitsu is working on a tailored approach to address supply chain diversity in each country, taking into account the specific national circumstances, local regulations, and social priorities.

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



In FY24, we led the signing of the Sustainable Procurement Policy (SPP) by a group of critical suppliers in Europe. This milestone will be followed by a broader rollout to additional suppliers and will enable us to assess ESG performance more comprehensively.

As part of this, our annual environmental questionnaire will be sent for the third consecutive year to around 400 suppliers representing approximately 80% of our procurement spend in Europe, allowing us to establish a clear trajectory of emissions over time.

To further strengthen supplier management, we are working on improving how we identify high-risk suppliers, ensuring a nuanced approach that reflects both geographic and sector-specific considerations.

### **Third party due diligence**

To mitigate the risks of bribery and corruption and to ensure compliance with ethical standards and anti-corruption guidelines, Fujitsu conducts a thorough third-party due diligence process for vendor verification before onboarding new suppliers and partners. This process ensures that vendors meet Fujitsu's stringent standards for combating corruption prior to establishing a business relationship.

### **Responsible Business Alliance Membership**

In 2017, the Fujitsu Group joined the Responsible Business Alliance (RBA), formerly 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, continues to strengthen initiatives related to ethics in the supply chain.

### **PACT program**

As a member of the Partnership for Carbon Transparency (PACT), which is sponsored by the World Business Council for Sustainable Development (WBCSD), Fujitsu participated in the PACT Implementation Program. This is the world's first social implementation program for

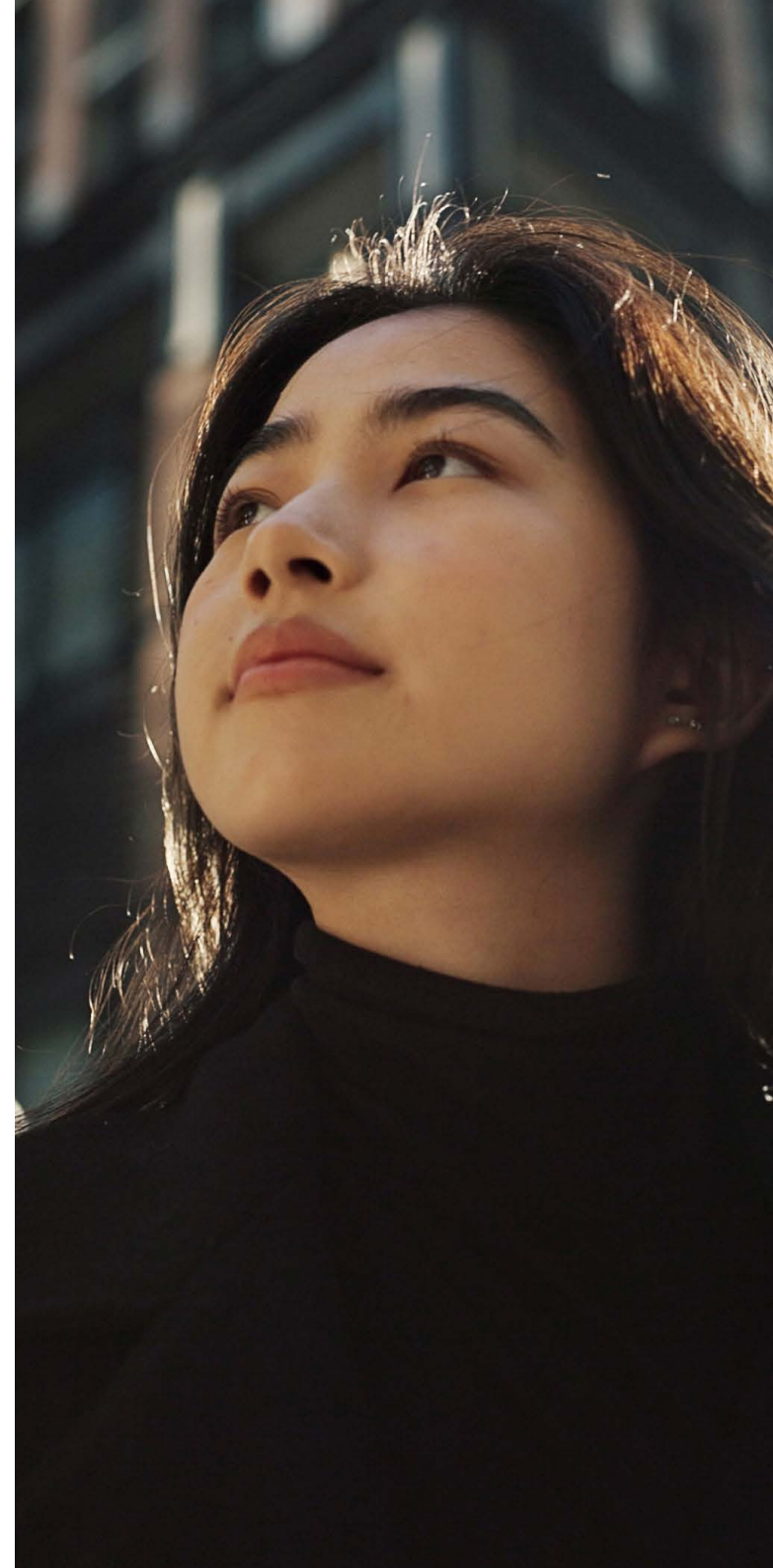
linking product carbon footprint (PCF) information as inter-company data. As a result, we have succeeded in making CO2 emissions visible throughout actual supply chains. In this implementation, Fujitsu used the supply chain for its notebook PC enclosures as an example. We identified issues in the real supply chain, such as improving supplier engagement and building ecosystems, through PCF data links using actual supplier data. We have called on various suppliers to accelerate and expand the scale of this activity, as well as to develop better interface solutions based on the experience of the world's first social implementation. We share the significance and methodology of data linkage and PCF calculation, which are measures for setting GHG emissions targets and achieving reductions. As a provider of a PACT-conformant solution, in addition to our own efforts, we will contribute to the realization of a sustainable society by formulating a concrete action plan to achieve our goal of net-zero emissions throughout the value chain by fiscal 2040.

### **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 policy commits us to responsible procurement, excluding the use of conflict minerals from any known conflict sources. The target is to increase transparency in 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 the Responsible Business Alliance (formerly EICC). These are the largest industry bodies that focus on sustainability and human rights, respectively. This reporting template is recognized as best practice by many of our stakeholders and the industry as a whole. Since 2013, Fujitsu has used this to survey manufacturing suppliers.

All major manufacturing subcontractors and suppliers for Fujitsu core products are requested to ensure compliance with international standards for responsible procurement by providing site recognition under the RBA Audit Recognition program or written consent to 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 program. Fujitsu invites all employees to take human rights training that addresses conflict minerals.







# Responsible Business Alliance Membership

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# General Responsible Business Reports

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

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



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