

# Sustainability Report FY24

Statement of nonfinancial  
information related  
to sustainability

1 April 2024 to 31 March 2025





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# Foreword

## Message from our CEO and CSO

One year ago, following the merger that formed NTT DATA, Inc., we launched our sustainability strategy — an ambitious, purpose-driven roadmap to create long-term value for our planet, our shared prosperity, and the people and communities across our global operations. Today, we are proud to share the progress we've made in our first year together, and reaffirm our commitment to building a more sustainable, inclusive and resilient future.

At NTT DATA, Inc., sustainability is not a standalone initiative: it's a strategic imperative embedded in how we operate, innovate and serve.

Grounded in science-based targets and shaped by the principle of “sanpō yoshi” (“three-way satisfaction”), our approach balances value for clients, society and the planet. Across our three pillars — **Planet Positive, Prosperity Positive** and **People Positive** — we're delivering measurable outcomes while embedding sustainability into emerging technologies like artificial intelligence through responsible innovation.

The Japanese philosophy **sanpō yoshi** means “good in three ways,” where transactions benefit the buyer, the seller, and society.

During the year, we built a strong foundation, but now it is time to accelerate. With momentum across every region and the launch of our unified sustainability strategy, informed by our Double Materiality Assessment, which identified 13 material topics, we are stepping into a new chapter of **bold action, responsible innovation and global impact**.

As part of the NTT Group, we draw inspiration from our Japanese heritage, with a deep respect for nature, long-term thinking and collective responsibility. These values resonate with our cultural aspirations at NTT DATA, Inc., and are reflected in how we collaborate, lead and grow. Guided by our mission to accelerate client success and positively impact society through responsible innovation, we're embedding sustainability into everything we do, from the solutions we create to the technologies we advance.

This includes our commitment to **responsible AI** — ensuring that AI is core to everything we do as we scale innovation and champion the responsible use of emerging technologies.

We remain committed to achieving our Science Based Targets initiative (SBTi)-validated net-zero targets and our progress toward sustainability has been highlighted by TIME, which recognized us as one of the World's Most Sustainable Companies in 2025.

Considering our unique position and capabilities, we are proud to have joined the World Business Council for Sustainable Development (WBCSD) to support several key initiatives in the areas of climate action, nature and circularity, and we embrace the opportunity to make a positive difference.

Each one of us has a role to play. Whether it's through the solutions we deliver, the choices we make or the communities we support, our actions matter. Together, we can accelerate progress, inspire change, and shape a future that is truly **Planet Positive, Prosperity Positive** and **People Positive**.



### Planet Positive

We are accelerating our journey to net-zero and are on track to meet our 2030, 2035 and 2040 SBTi commitments.

By the end of FY24, **59% of the electricity powering our operations** came from renewable or low-carbon sources, an increase of 8% from the previous year. We increased renewable energy from **46% to 54%**, marking a significant milestone.

Our global data centers support high-density AI workloads (200MW+ already deployed) through advanced cooling technologies like direct to chip liquid cooling (DLC) and liquid immersion cooling (LIC). This underpins our commitment to low-emission operations. We also drive the highest standards of energy efficiency through innovations such as:

- Pressure sensor optimization in our Hemel Hempstead 3 data center, which reduced fan speed by 15%, saving **2.6GWh every year**
- Setpoint optimization in Hemel Hempstead 4, which reduced fan speed by 8%, saving **840MWh every year**
- Uninterruptible power supply (UPS) upgrades in Sacramento 1, which have improved efficiency by 9%, saving **280 MWh every year**
- Computer room air handler (CRAH) valve cleaning in Virginia 1, which enhanced performance by up to 11%, reducing hot spots and supporting operational reliability

We are also investing in nature-positive solutions. In India, using the Miyawaki method, we transformed three acres in Coimbatore into a thriving forest of **3,500 saplings**. Near Mumbai, we planted **5,500 saplings** across nine acres, promoting biodiversity, improving air quality and contributing to climate change mitigation.

**The Miyawaki method** is a technique of planting diverse native species closely together to promote rapid growth and a self-sustaining ecosystem.



## Prosperity Positive

We are helping clients and communities tackle climate and nature challenges:

- In Latin America and the Caribbean, we supported CAF, a development bank in Latin America, in evaluating **180+ solutions** to biodiversity loss, including **24 nature-based solutions** across 14 strategic ecosystems.
- In Portugal, our **Fishnet Vision** project uses AI to monitor fish migration at dams, enhancing biodiversity and supporting renewable energy.
- In Spain, we pioneered a voluntary water credit market with **MeetZero**, certifying and issuing water credits for Veolia.
- In the US, our partnership with Penske Entertainment led to a data-driven decarbonization initiative, **tackling carbon-accounting complexities for the NTT INDYCAR SERIES**.
- In Mexico, we supported the development of a **Climate Change Data Tracking System** to assist the country in meeting its Paris Agreement commitments.

Our leadership in sustainable innovation is recognized by industry analysts such as Everest Group, Forrester, IDC and ISG.



## People Positive

Our people continue to make global impact by driving change through purpose-led action:

- Over **2,700 trees** were planted during Earth Day celebrations in Australia and Germany.
- On World Cleanup Day, **2,300+ employees** across 73 events in 31 countries collected **8,500kg of litter**.
- During Global Giving Month, **2,800+ employees** took part in 83 events in 30 countries, donating **\$66,000, 7,300 items, and 6,200kg of food**.

- Global Volunteer Month saw **5,100+ employees** across 106 events in 21 countries donate **96,500 meals and 60 liters of blood**, and mentor **360 women and students**.
- For over 16 years, APAC has contributed to the **World Vision Child Sponsorship Program**, sponsoring the provision of education, healthcare, nutritious food and clean water for 16 children in need.
- In India, support the provision of **5,500 nutritious meals** every day to **20 government schools**.

We are proud of the recognition our teams have received for their work on diversity and inclusion:

- In the UK&I, our Brighter Future Initiative was honored for promoting social mobility, and their Women's Business Network won the **Outstanding Women's Network Award**.
- In Germany, NTT DATA Business Solutions earned **Gold Certification** as an LGBTQ+ friendly employer for the third consecutive year, with a Pride Index score of **98.3%**.

Across our regions, our people gave generously and participated in a wide range of impactful local initiatives, including contributing **over \$4 million in donations** across four key areas:

- Empowering and educating young people
- Enhancing health and wellbeing
- Uplifting communities and society
- Improving natural and built environments

The achievements of the past year reflect the passion, innovation and integrity of our people. They also demonstrate our belief that sustainability is about creating shared value and shaping a better future for all.

Thank you to our people, clients, partners and communities for your continued support.

**Let's keep moving forward together.**



**Abhijit Dubey**

Chief Executive Officer, NTT DATA, Inc.



**David Costa**

Chief Sustainability Officer, NTT DATA Group



# Our sustainability strategy

## About NTT DATA

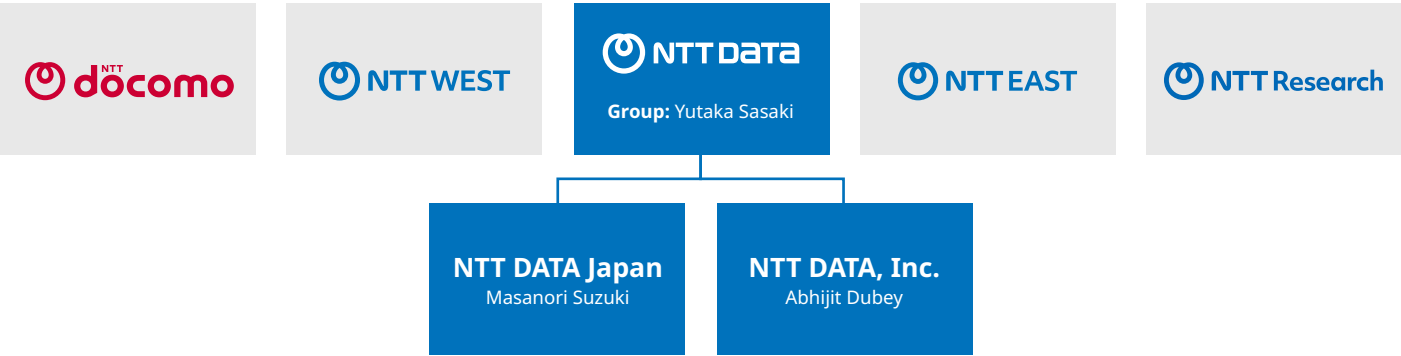
NTT DATA is a \$30+ billion global innovator of digital business and technology services. We serve 75% of the Fortune Global 100 and are committed to helping clients innovate, optimize and transform for long-term success. As a Global Top Employer, we have experts in more than 50 countries and a robust partner ecosystem of established and startup companies. Our services include business and technology consulting, data and artificial intelligence, industry solutions, as well as the development, implementation and management of applications, infrastructure and connectivity. We are also one of the leading providers of digital and AI infrastructure in the world. NTT DATA is part of NTT Group, which invests over \$3.6 billion each year in R&D to help organizations and society move confidently and sustainably into the digital future.

### We’re part of NTT Group

One of the world’s largest global telecommunication companies



NTT Group: Akira Shimada



### NTT Group highlights

\$93B	\$3B+	150+	>75%	#3	A	330K+
annual revenue	in annual R&D investment	years in business	of Fortune Global 100 are clients	data center provider in the world	S&P credit rating	professionals employed



#### Currency conversions

For the purpose of this report, all figures in local currencies have been converted to US dollars (\$). Conversions were calculated on 31 May 2025 using the prevailing rates provided by the Federal Reserve Bank of New York on that day. All amounts have been rounded to the nearest cent.

## The beginning of a new era

On 1 April 2024, NTT Ltd. and NTT DATA united as one company, NTT DATA, Inc., forming a global powerhouse in business and technology services. As NTT DATA, Inc., we have created the Sustainability Business Office, which brings together our Corporate Sustainability and Sustainability Business Development functions.

We lead by example, improving our own sustainability performance through net-zero emissions, engaging our people and using our technology to solve our sustainability challenges. This demonstrates our credibility and shows our clients how our sustainability business services and assets can help them achieve their sustainability goals.

We recognize the importance of embedding sustainability into the fabric of NTT DATA, Inc., as the prosperity of our business and society at large will depend on sustainability and sustainable practices.

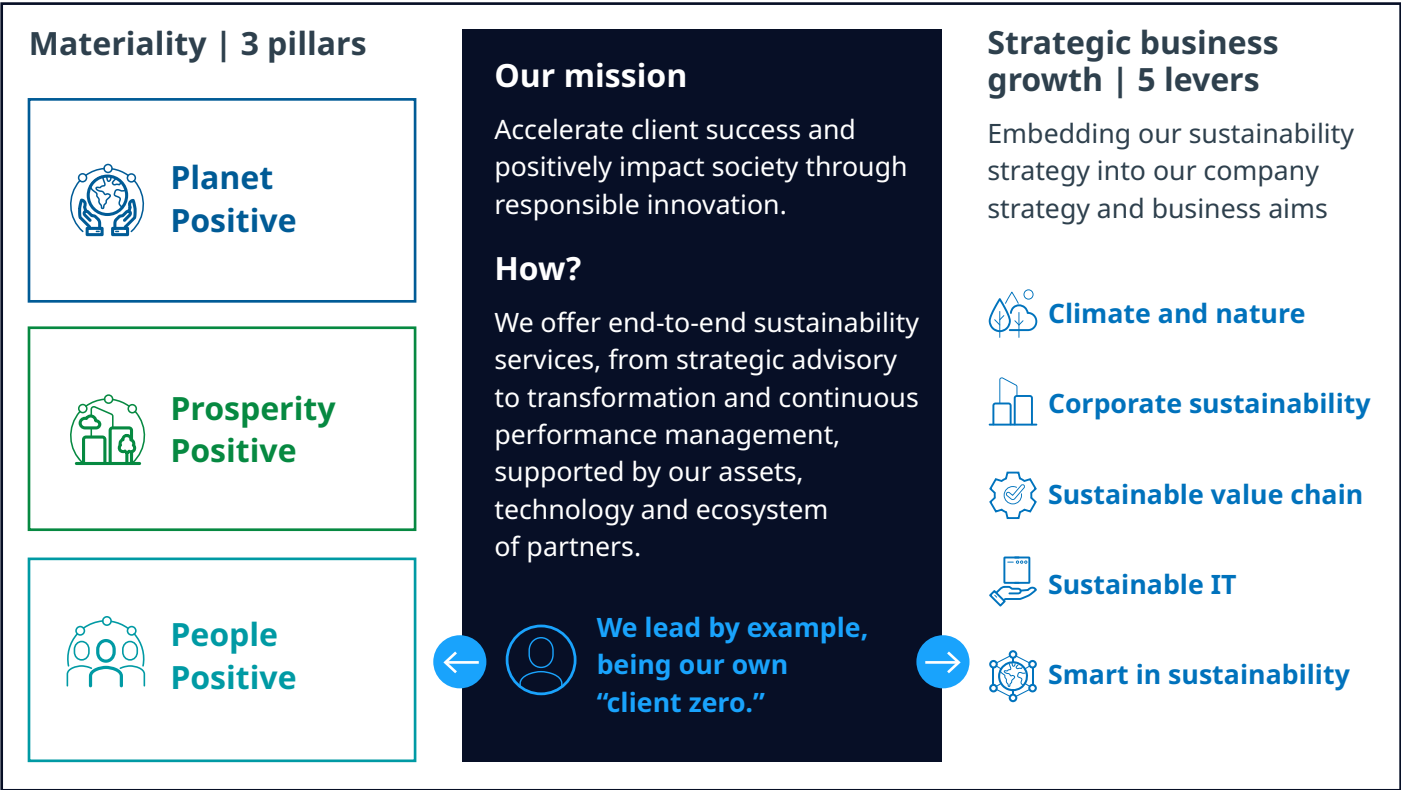






The three pillars of our sustainability strategy

The NTT DATA, Inc. sustainability strategy throughout FY24 was based on three pillars, each with a unique objective that aligns with our corporate sustainability goals.



The three pillars of our sustainability strategy are:




**Planet  
Positive**

The first pillar looks at how organizations can lead by example and transform industries for good by using services and solutions in new ways that help to regenerate our planet.

Our goal is to deliver net-zero emissions (Scopes 1 and 2) across our data centers by 2030, across our facilities (Scopes 1 and 2) by 2035 and across our value chain (Scope 3) by 2040.

Focus areas

-  **Net-zero**
-  **Circular economy**
-  **Nature positive**

NTT DATA, Inc.'s office in Barcelona, Spain, has been rated the most sustainable office in Europe by Leadership in Energy and Environmental Design (LEED). In addition to having highly efficient energy and water consumption, the building recycles 82% of construction waste. The interior design helps to reduce our carbon footprint by promoting the use of clean energy and eliminating plastic.

→ **NTT DATA Barcelona headquarters recognized as the most sustainable office in Europe**



**Prosperity  
Positive**

This pillar addresses the potential for our business and society to thrive by using sustainable services and solutions across our value chain. Our goal is to increase our revenue from sustainable-by-design services and products.

Focus areas

-  **Sustainable business**
-  **Compliance**
-  **Risk management**

Our private 5G network for the City of Las Vegas is making roads safer and giving local children access to online resources.

→ **The City of Las Vegas shapes the future of urban living**



**People  
Positive**

This pillar is about how we can deploy our digital capabilities to improve the livelihoods of people in diverse communities and contribute to creating a more inclusive society. Our goal is to have 100% of our employees engaged in sustainability activities. We aim to drive behavioral change by encouraging employees to take action today to shape a better world for all.

Focus areas

-  **Diversity and inclusion**
-  **Human rights**
-  **Employee engagement**

In 2024, NTT DATA, Inc. was one of only 17 Global Top Employers worldwide to be recognized by the Top Employers Institute for outstanding people policies and practices.

→ **NTT DATA is recognized as a Global Top Employer 2024**



# Looking ahead

We are redefining our strategy and identifying our material topics as required by the Corporate Sustainability Reporting Directive (CSRD), and we are excited to launch our new strategy in FY25, based on our double materiality assessment.

After laying strong foundations in FY24, we have identified the material topics that will expedite our execution plan through to FY27.

## NTT DATA, Inc. sustainability strategy

### FY24-FY27: Midterm management plan phases




**FY24**

One NTT DATA sustainability strategy foundations



**FY25**

Employee engagement for net-zero and growth strategy



**FY26-FY27**

Sustainability in our DNA

## Sustainability business growth plan

FY25–FY27: Key success factors

### Sustainability acting as a global function and global practice

Coordination across the business, everywhere we operate



### Investment consistency for corporate sustainability targets and business development growth: “The moment of truth”

Growth strategy backed by investment, demonstrating the relevance of sustainability to our business, both internally and externally, and consistency with our medium-term management plan



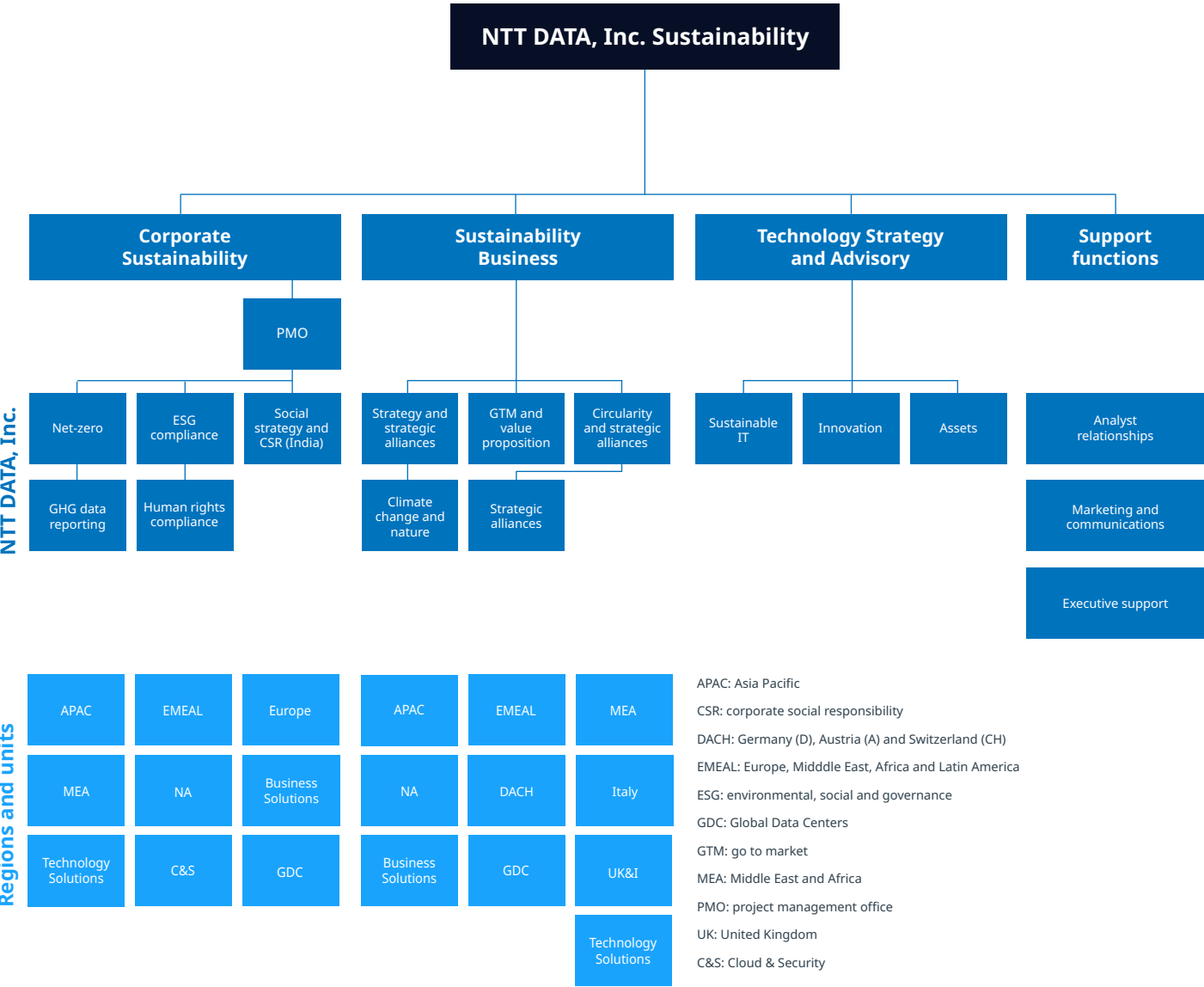
### Cultural transformation and employee engagement

Sustainability embedded into processes and decision-making across the organization as a key pillar for attracting and retaining talent and driving impact

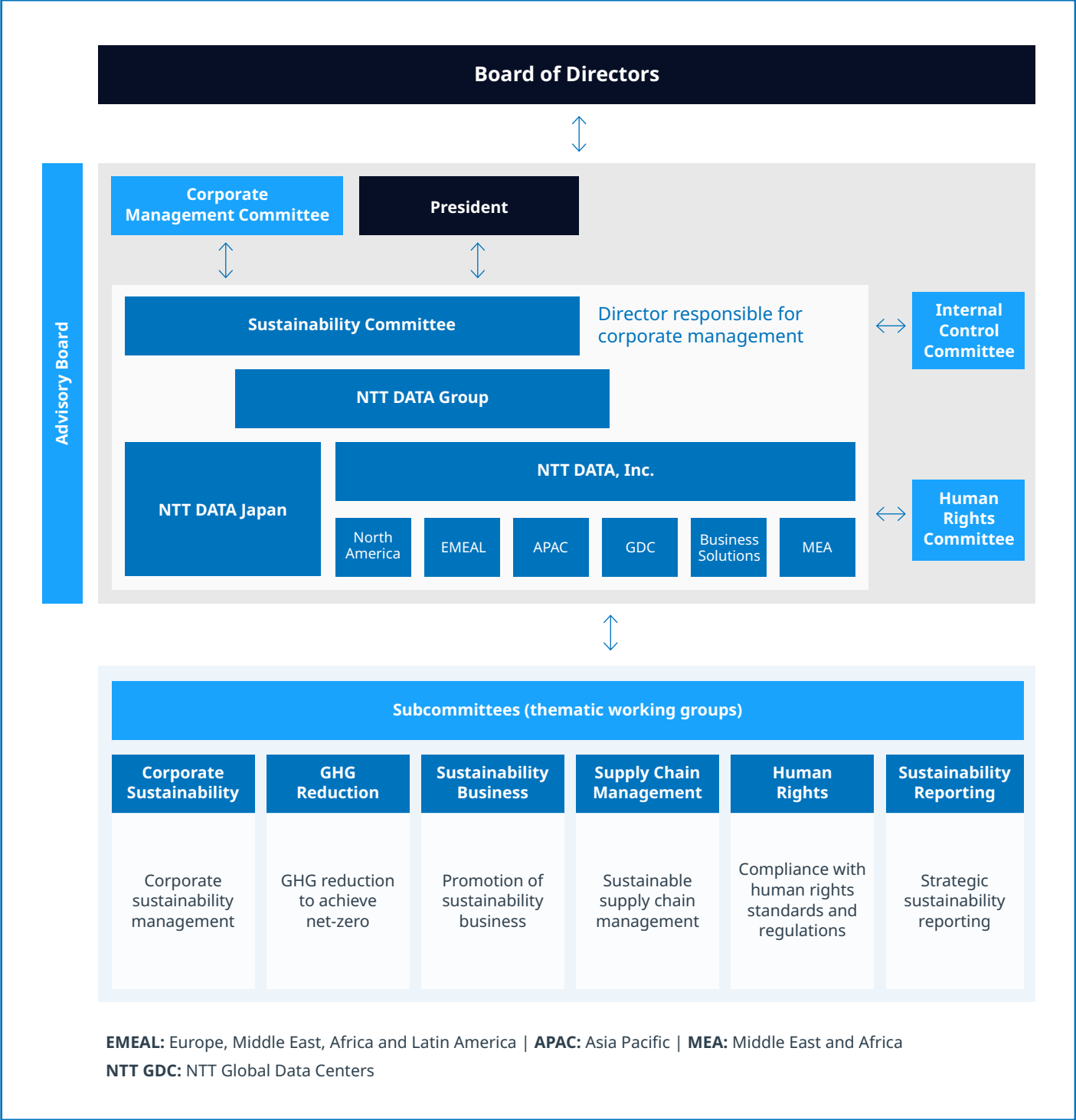




Our sustainability structure



Sustainability global governance





Preparing for the Corporate Sustainability Reporting Directive (CSRD)

We are committed to the comprehensive and transparent disclosure of our sustainability practices globally, and we follow the guidelines and requirements of several international standards to achieve this.

The Corporate Sustainability Reporting Directive (CSRD) is a new regulation mandated by the European Union that requires extensive environmental, social and governance (ESG) reporting for large companies and listed entities. It aims to enhance the availability and reliability of sustainability information, fostering a culture of transparency regarding companies’ impacts on people and the environment.

The CSRD requires companies to report according to the European Sustainability Reporting Standards (ESRS), applying a double materiality approach to disclosing both financial and nonfinancial information.

We completed a double materiality assessment for all our operations, both inside and outside the EU, in FY24 and will release our updated sustainability strategy in FY25. This report serves as a transition document ahead of CSRD-compliant reporting in the future, demonstrating our best efforts to align with the forthcoming requirements.

The CSRD is closely linked to the EU Taxonomy and the Corporate Sustainability Due Diligence Directive (CSDDD). The EU Taxonomy is a classification system that defines criteria for economic activities that are aligned with a net-zero trajectory by 2050 and with broader environmental goals other than climate. The CSDDD mandates companies to assess and mitigate their impacts on human rights and the environment.

Our commitment to these regulations underscores our dedication to contributing positively to environmental and social objectives, and aligning our business practices with the highest standards of sustainability and responsibility.

Key ESRS metrics included in this report

ESRS E1	Climate change	Carbon emissions (Scope 1, 2 and 3) Energy consumption
ESRS E3	Water and marine resources	Water usage
ESRS E5	Resource use and the circular economy	Circular economy activities
ESRS S1	Own workforce	Workforce diversity and inclusion
ESRS S2	Workers in the value chain	Impact on workers and supply chain
ESRS S3	Affected communities	Community engagement
ESRS S4	Consumers and end users	Consumer protection
ESRS G1	Business conduct	Risk management

We recognize gaps in our data, particularly in ESRS E3 and S3, and will address these by enhancing our data governance.

“CSRD is having a transformative impact on the way that sustainability is disclosed. Forward planning and stakeholder engagement are key for successful delivery.”



Marientina Laina, Head of ESG Compliance, NTT DATA, Inc.



# Planet Positive



The **Planet Positive** section of our report is divided into three themes:



**Net-zero**



**Circular economy**



**Nature positive**

These stories from our offices worldwide demonstrate our commitment to achieving net-zero emissions by 2040, advancing circular economy practices and fostering nature-positive initiatives.

This section aligns with the ESRS, specifically covering ESRS E1 (climate change), ESRS E3 (water and marine resources) and E5 (circular economy). As we are in a transition year, this report demonstrates our preparation for CSRD-compliant reporting next year, ensuring the comprehensive and transparent disclosure of our environmental impact.





**Net-zero** refers to the balance between the amount of greenhouse gas (GHG) emissions produced and the amount removed from the atmosphere. The IT sector plays a critical role in reducing GHG emissions. Our 2040 net-zero targets, validated by the Science Based Targets initiative (SBTi), drive our sustainability efforts to decarbonize our business.

## Reducing emissions across our operations

Greenhouse gas (GHG) emissions	Tonnes of carbon dioxide equivalents (tCO <sub>2</sub> e)	
	FY23	FY24
<b>Scope 1</b> <sup>[1]</sup>	35,461.00	43,689.70
<b>Scope 2 (market-based)</b> <sup>[2]</sup>	274,303.00	253,591.76
<b>Scope 2 (location-based)</b> <sup>[2]</sup>	562,313.00	582,429.86
<b>Scope 3</b> <sup>[3],[4]</sup>	4,055,092.00	4,013,422.42
<b>Total GHG emissions (market-based)</b> <sup>[5]</sup>	4,364,855.00	4,310,723.88

GHG emissions are reported against a criterion of financial control. Emissions are reported in units of carbon dioxide equivalent (CO<sub>2</sub>e) and include all greenhouse gases, as required by the GHG Protocol. Further detail can be found in our basis of reporting.

### → FY24 NTT DATA, Inc. GHG emissions methodology and basis of reporting

<sup>[1]</sup> Scope 1 covers all direct emissions from our business operations, across all sites.

<sup>[2]</sup> Scope 2 covers all direct emissions associated with our electricity and heat consumption, across all sites. Scope 2 (location-based) and Scope 2 (market-based) are defined in the WRI/World Business Council for Sustainable Development (WBCSD) GHG Protocol Scope 2 Guidance, 2015.

<sup>[3]</sup> Scope 3 categories such as category 8 (Upstream leased assets), category 10 (Processing of sold products) and category 14 (Franchises) were excluded as they are not applicable to NTT DATA, Inc.

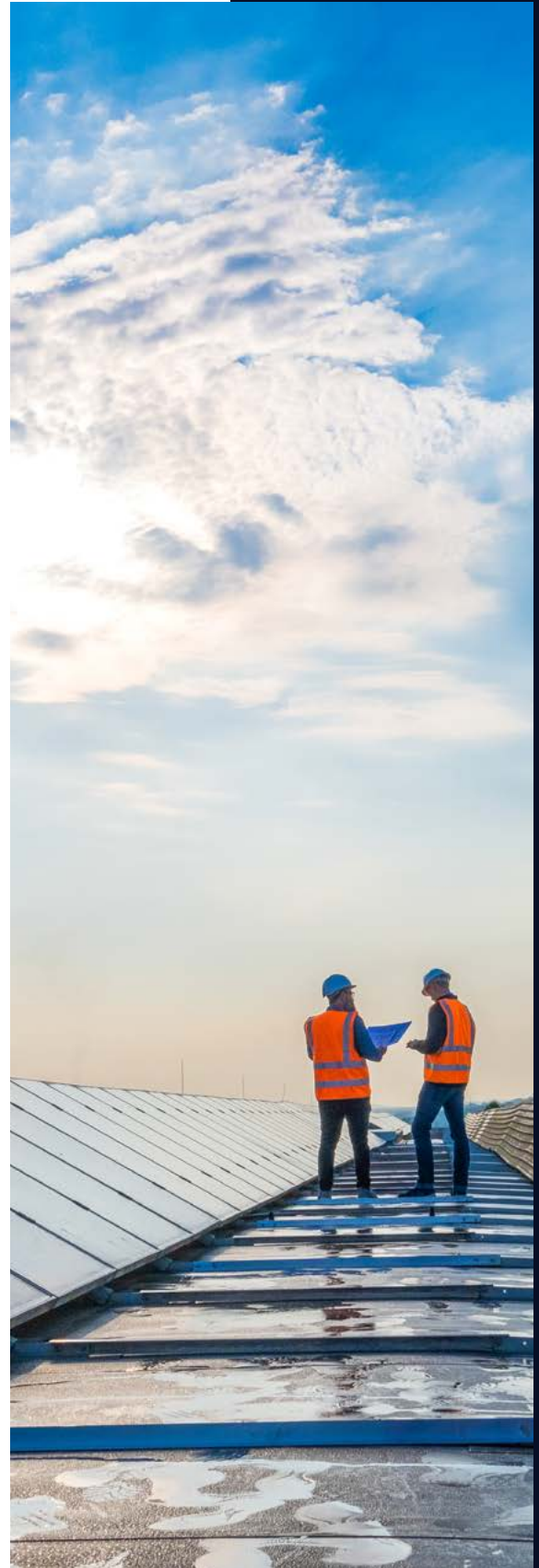
<sup>[4]</sup> In Scope 3, there have been changes in the calculation methodology.

<sup>[5]</sup> Total emissions figure includes Scope 2 (market-based) data.



## Scope 3 data

FY24	GHG emissions (tCO <sub>2</sub> e)
<b>Scope 3</b>	4,013,442.42
<b>Category 1: Purchased goods and services</b>	1,187,146.71
<b>Category 2: Capital goods</b>	424,297.19
<b>Category 3: Fuel and energy-related activities</b>	219,184.82
<b>Category 4: Upstream transportation and distribution</b>	27,611.18
<b>Category 5: Waste generated in operations</b>	–
<b>Category 6: Business travel</b>	83,568.91
<b>Category 7: Employee commuting</b>	29,018.77
<b>Category 8: Upstream leased assets</b>	–
<b>Category 9: Downstream transportation and distribution</b>	279.75
<b>Category 10: Processing of sold products</b>	–
<b>Category 11: Use of sold products</b>	1,225,122.54
<b>Category 12: End-of-life treatment of sold products</b>	2,224.62
<b>Category 13: Downstream leased assets</b>	803,226.79
<b>Category 14: Franchises</b>	–
<b>Category 15: Investments</b>	11,761.14

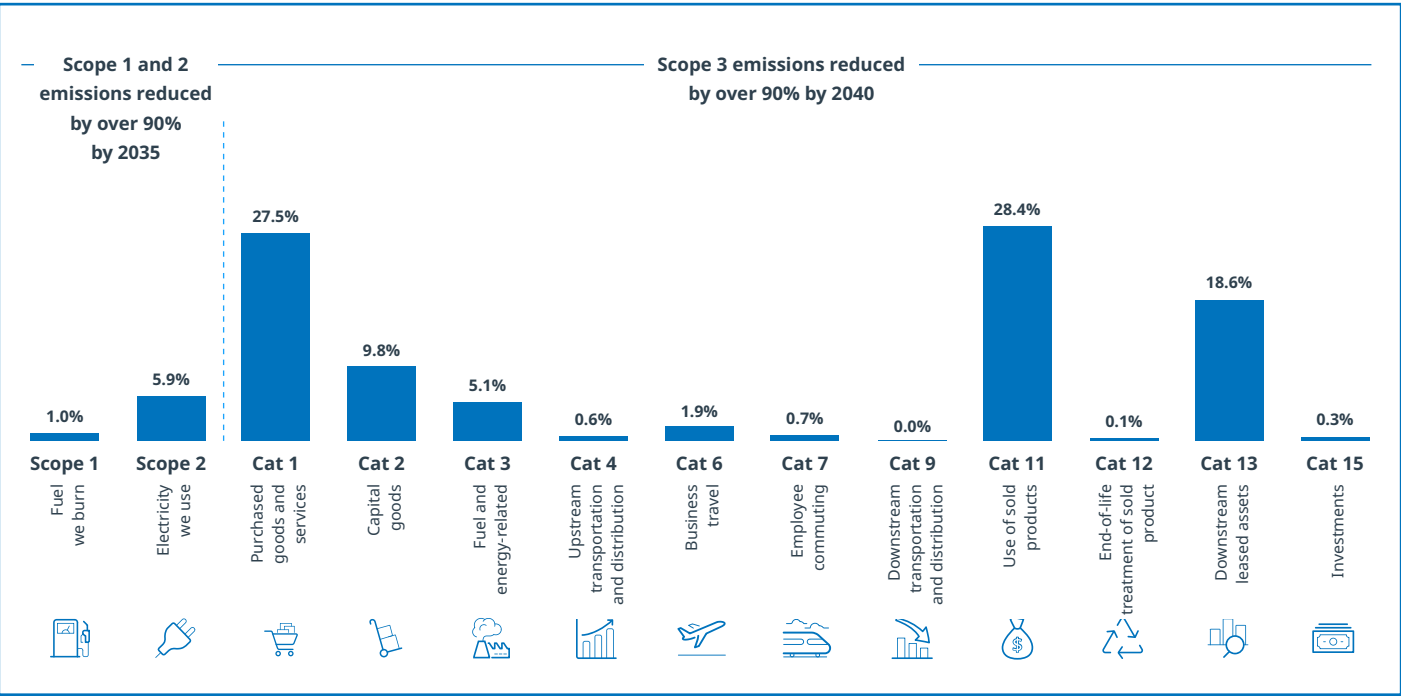


# Decarbonization and a greater focus on Scope 3

Our approach to implementing our net-zero plan begins with a comprehensive quantification of GHG emissions across Scopes 1, 2 and 3 to pinpoint the greatest emission sources and identify the levers to deliver decarbonization. While earlier efforts focused primarily on Scopes 1 and 2, we have amplified our focus on Scope 3 emissions embedded in the value chain to ensure we meet our net-zero vision by 2040.

In our global data centers, a major component of our business, Scope 2 emissions are being addressed through the purchasing of renewable and low-carbon electricity. Once key levers for decarbonization are identified, a traffic-light system is applied to categorize decarbonization opportunities and prioritize those that will have the biggest impact on achieving our net-zero target.

## FY24 GHG emissions



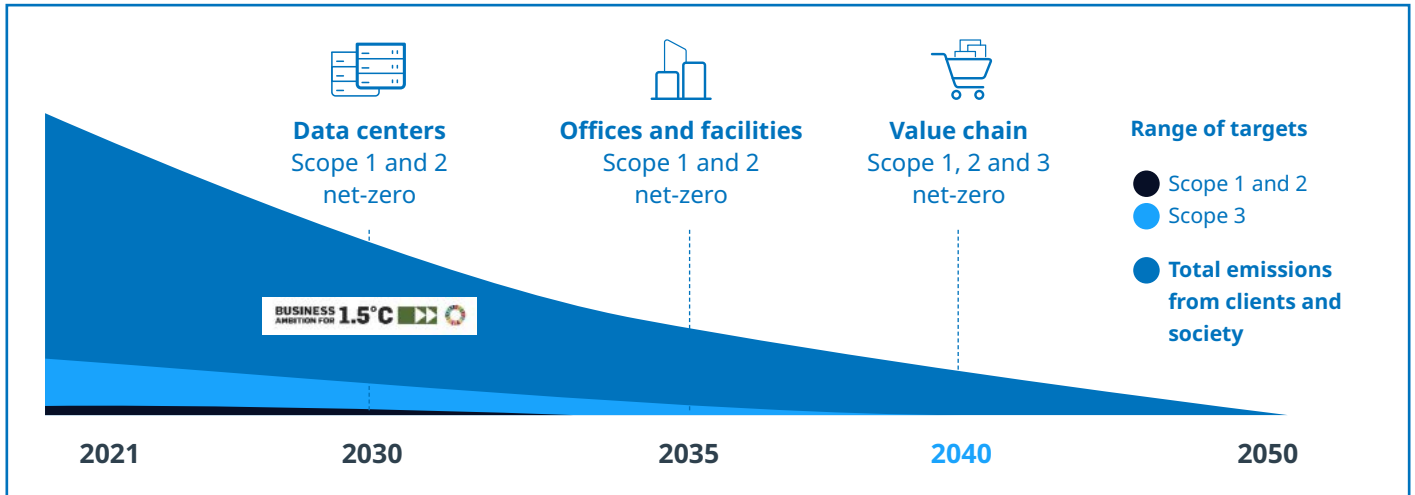
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This approach enables the prioritization of actions that deliver the greatest impact. This is critical, given the urgency of climate action. Early reductions have a compounding effect — removing emissions now prevents their accumulation. As a society, it’s crucial to reduce emissions now. If we don’t, we’ll have even more to reduce later as greenhouse gas effects and climate change continue to accelerate.”



Vicky Bullivant, Senior Vice President, Corporate Sustainability, NTT DATA, Inc.

## NTT DATA Net-Zero Vision 2040



Taking another step toward affirming our commitment to climate action, we were pleased to announce becoming a signatory to The Climate Pledge, an initiative cofounded by Amazon and Global Optimism in 2019. The pledge sets an ambitious target for companies to achieve net-zero carbon emissions by 2040, a full decade ahead of the Paris Agreement's goal of 2050, aligning with our own commitments.

→ [NTT DATA, Inc. signs The Climate Pledge](#)

## A cleaner commute and more mindful business travel

### We are making significant strides in transitioning to cleaner vehicle fleets.

Malaysia and Thailand are introducing hybrid vehicles. GISA, a subsidiary of NTT DATA Business Solutions in Germany, has taken a comprehensive approach by analyzing fleet usage and optimizing performance, leading to higher battery electric vehicle (BEV) share and better utilization of pool vehicles and charging stations.

Our office in Germany has made a commitment to order only electric vehicles from April 2026. Luxembourg invested over \$34,000 in charging infrastructure, and in the Netherlands, BEV usage increased from 44% to 59% in one year.

Belgium has installed 48 electric vehicle (EV) chargers and replaced half of its fleet with electric vehicles, while France is overhauling its car policy to prioritize eco-responsibility, with 54% of new vehicles being electric.

Hungary reports that 74 out of 90 company cars are now hybrid or plug-in hybrid electric vehicles (PHEVs), and Poland has begun replacing diesel cars with hybrids. NTT DATA Business Solutions Türkiye has transitioned all L4-level manager cars to electric hybrid models. In Czechia, nearly 20% of the fleet now features e-TEC mild hybrid technology.

**In FY24, the DACH region launched an emission-awareness initiative for business travel, aiming to increase transparency of emissions during the booking process.**

This initiative includes displaying a CO<sub>2</sub> counter and forecasted emissions per flight in tree equivalents, and sorting flight search results by CO<sub>2</sub> emissions. The expected outcomes are reduced airplane usage, increased train travel and decreased business travel overall. While the exact emission reduction is difficult to quantify, it is anticipated that this initiative will contribute to a reduction of approximately 100 tonnes of tCO<sub>2</sub>e by reducing air travel in the region.



## Investing in renewable energy

### Celebrating global milestones on our net-zero journey

As of the end of FY24, we're proud to report that 59% of the electricity powering our operations now comes from renewable or low-carbon sources, up 8% from 51% in FY23. This milestone marks a significant step forward on our journey to net-zero, with more than half of our target already achieved. We also saw an 8% increase in renewable energy, up from 46% in FY23 to 54% in FY24.

With 5 years remaining to reach our Scope 1 & 2 net-zero goal for data centers (2030), and 10 years to achieve our Scope 1 & 2 net-zero goal for our offices (2035), we've closed over 50% of the gap, demonstrating strong momentum and a clear commitment to decarbonizing our energy use. We remain focused on accelerating this progress through continued investment in clean energy and sustainable practices.

### Every action makes a difference

In Australia, we purchased 208,096kWh of renewable energy, primarily from hydro and wind sources, significantly cutting emissions.

NTT DATA Business Solutions in Germany installed a photovoltaic system with 3,150 solar collectors, generating up to 2MWp of renewable electricity. Luxembourg's electricity mix now includes 50% hydro, 5% wind, 4% solar, and 3% biomass and biogas. The Netherlands switched to carbon dioxide (CO<sub>2</sub>)-compensated gas. In the UK and Ireland (UK&I), all offices use renewable electricity, with significant energy-saving measures implemented, such as LED lighting and electric heating.

Japan's Toyohashi office has joined the RE100, a network of over 400 companies that commit to using only renewable electricity in their operations.

NTT Global Data Centers achieved 60% renewable energy for non-IT load in FY24, an increase of 18% from FY23. This is the result of substantial investments in renewable energy plants and energy storage systems. We have also formalized relationships with global and regional providers of renewable energy to facilitate access to a strong pipeline of power purchase agreements (PPAs).

“

Securing renewable and low-carbon electricity to decarbonize our data center portfolio is a key driver in our strategy to meet our target of being net-zero in our data centers (Scope 1 and 2) by 2030. NTT Global Data Centers is also a catalyst for increasing investment in new renewable energy capacity, in all geographies we operate in. Globally, this is of vital importance, considering the adoption of AI and supporting the digital economy.”



**Neal Kalita**, Senior Director, Power & Energy, NTT Global Data Centers

→ Decarbonizing data centers with renewable energy



## Creative solutions for smart buildings

### **Our global sustainability initiatives focused on optimizing energy use and reducing emissions.**

In the Philippines, we consolidated offices at the Zuellig Building in Makati, enhancing collaboration and reducing our carbon footprint. In Prague, Czechia, our office at Main Point Pankrác uses technology to absorb smog and reduce emissions to the equivalent of planting 100 trees. Romania reduced workspace occupancy by 4,100m<sup>2</sup>, significantly cutting energy consumption.

In the Middle East and Africa (MEA), an environmental management system (EMS) was implemented to streamline data-collection, saving an estimated \$106,000 annually in productivity hours. South Africa's energy audit of the MEA regional headquarters highlighted various decarbonization interventions aligned with our net-zero strategic objectives and reduction targets.

At NTT DATA Business Solutions Norway, initiatives to reduce pollution and food waste in our premises earned us the Eco-Lighthouse certification for environmental management. NTT DATA Business Solutions Türkiye started the transition to 100% renewable energy and launched a rechargeable battery project to minimize general waste.

NTT DATA Business Solutions in Germany actively engaged in an energy-saving program, led by the local chamber of commerce, and identified areas for improvement in energy and resource consumption at the Bielefeld headquarters. At our NTT DATA office in Belgium, we enhanced energy efficiency by replacing all lights in the garages with LEDs, contributing to reduced energy consumption.



The Eco-Lighthouse Foundation (Stiftelsen Miljøfyrtårn) manages Norway's most widely used environmental certification scheme, helping businesses document their sustainability efforts and demonstrate social responsibility. It is the first national scheme in Europe to be recognized by the European Commission. Achieving this certification strengthens our reputation and highlights our commitment to responsible operations."



**Anne Sofie Horve**, Administration Manager,  
NTT DATA Business Solutions, Norway







## Data center innovations that benefit our clients and the environment

**In FY24, sustainability initiatives across our global data centers led to significant energy savings and emission reductions.**

In Luxembourg, partnering with a data center provider that guarantees 100% renewable energy has optimized our IT systems and improved efficiency by repurposing server heat and using recycled biomass for cogeneration.

In the UK, pressure sensor optimization at our Hemel Hempstead 3 Data Center resulted in a 15% reduction in fan speed, saving 2.6GWh annually. Setpoint optimization in Hemel Hempstead 4 Data Center achieved an 8% reduction in fan speed which will lead to annual savings of 840 megawatt-hours (MWh).

→ [Hemel Hempstead 3: Pressure sensor optimization](#)

→ [Hemel Hempstead 4: Setpoint optimization](#)

In California, replacing old uninterruptible power supply (UPS) units in our Sacramento 1 Data Center increased efficiency by 9%, saving 280MWh annually. Cleaning computer room air handler (CRAH) valves in Virginia 1 Data Center improved performance by up to 11%, reducing hot spots and enhancing equipment redundancy.

→ [Sacramento 1: UPS replacement](#)

→ [Virginia 1: CRAH valve maintenance](#)

In South Africa, various heating, ventilation and air-conditioning (HVAC) and electrical interventions across 10 data centers led to substantial carbon reductions, collectively saving thousands of GHG emissions over several years. The MEA region's internal IT decarbonization efforts from FY21 to FY24 included a comprehensive hardware audit, reducing rack usage by 23%, and implementing a sophisticated data center information management system, resulting in significant GHG reductions and improved operational efficiency.

“

Sustainability is part of our DNA, and we're proud of the progress we've made so far with our clients, partners and communities. By embedding sustainability into every aspect of our strategy — from decarbonizing energy use to fostering a culture of innovation — we're not just imagining a better future, we're building it, every day.”



**Claudia Unterkircher**, Vice President, Sustainability, NTT Global Data Centers



## Circular economy

The circular economy is an economic system aimed at eliminating waste and the continual use of resources by following the principles of reuse, repair and recycling. In the IT sector, adopting circular economy practices is crucial for reducing ewaste and promoting sustainable resource management.

### Responsible IT asset disposal

We are making significant progress in responsible IT asset disposal, recycling, and reducing ewaste.

In MEA, our collaboration with bioleaching partners aims to reduce hazardous materials and accelerate climate change mitigation, supported by volunteer efforts. In the UK, we used the **Cisco Takeback and Reuse Program** to introduce bioleaching technology to extract precious metals from IT assets.

In Czechia, we assisted clients with the environmentally responsible disposal of their end-of-life IT hardware.

“

Working with our partners, we are proud to offer a uniquely sustainable solution to end-of-life assets for our own organization and our clients; a key part of the circular economy.”



**Chris Middleton**, Senior Logistics and Supply Chain Compliance Manager, NTT DATA, UK&I

**We tackled the growing challenge of ewaste through employee engagement, recycling efforts and awareness programs.**

In South Africa, ewaste recycling saw a dramatic increase, with certified ewaste disposal rising from 6,365kg in FY22 to 37,417kg in FY24 — a 587% increase over just two years. This surge underscores the growing market demand for circular IT solutions.



In India, we collected 40kg of ewaste from employees in Mumbai and Bengaluru, contributing to safe recycling, and donated repaired devices to children. Singapore’s Earth Day Ewaste Collection Drive diverted numerous old electronic devices from landfills and raised awareness about proper disposal.

Employees in the Netherlands contributed by delivering 153 phones and 38 tablets for circular use, saving 36kg of raw materials from landfills.

**Refurbished technology reduced ewaste and supported communities in several ways.**

In Singapore, staff sales of refurbished laptops raised over \$28,000, supporting local projects and empowering women through skills development. Our business in the Philippines donated 75 laptops to public schools, enhancing digital literacy and education infrastructure. NTT DATA Business Solutions UK&I contributed 98 laptops to digital-inclusion projects, benefiting diverse groups such as the elderly and refugees. Belgium’s sale of pre-owned items raised over \$4,500 for charity, while the Netherlands avoided 42,663kg in GHG emissions by donating 180 laptops to families in need. Chile’s donation of 260 computers supported students through the **Reuse Campaign**.

→ **Turning laptops into opportunities in Singapore**

## Recycling and repurposing materials

**By recycling and repurposing materials, we reduced waste and empowered communities.**

In Singapore, 181 jackets with outdated company logos were repurposed and donated to migrant workers, while Malaysia's volunteers sorted almost 50kg of plastic waste and distributed 62,500 items of clothing to refugees.

In India, 11,580kg of plastic waste was transformed into 660 benches for schools, benefiting over 1,900 students. In Vietnam, waste-classification practices were introduced to promote recycling efforts.

At our offices in Czechia, 100% of waste is sorted for recycling. In France, unused office furniture is donated to employees and NGOs. Poland focused on reusing exhibition materials, and Romania improved beverage-packaging waste management.

NTT DATA Business Solutions Norway's equipment-purchase program supports charitable organizations, and Luxembourg received the SuperDrecksKëscht (SDK) label, awarded to businesses that implement sustainable and environmentally friendly waste-management practices.

## Recovering and reusing waste heat

GISA HQ in Halle, Germany, a subsidiary of NTT DATA Business Solutions, implemented a system to recover the waste heat from their own data center, thereby reducing electricity consumption for conventional heating and improving the sustainability of their facilities.

NTT Global Data Centers implemented a sustainable solution to reuse excess heat generated by clients' IT systems.

Frankfurt 4 Data Center's carbon-free excess heat will heat over 600 households and provide hot water in the future. The data center's excess heat of around 30°C is boosted to around 75°C by two large heat pumps and transferred to the heating network. In addition, a photovoltaics (PV) system with 250PV modules will generate almost 100kWp of solar energy, covering 10% of the heat pumps' electricity consumption. This initiative is expected to save 570 tCO<sub>2</sub>e.

→ **Climate-friendly waste heat from data center will heat over 600 households**



### Sustainability in action at our Gqeberha office

**Our office in Gqeberha, South Africa, was refurbished using a sustainability-led request for proposal (RFP) template that was initially developed for the Cape Town office. This approach reduced energy consumption and carbon emissions throughout the project by requiring suppliers to report on sustainability outcomes during and after the project. The new design has helped to reduce megawatt-hours and tCO<sub>2</sub>e emissions in the building.**



Our Gqeberha office refurbishment piloted our sustainable procurement framework, embedding sustainability principles across the project. Applying the approach of reduce, reuse and recycle, we delivered cost savings and prioritized local sourcing. After the refurbishment, donations were made to a local school and a community charity, further reducing waste sent to landfill. Due to its success, the sustainability-led procurement framework will be rolled out across the MEA region."



**Hanler van Eck**, Head of Planet Positive, Sustainability, NTT DATA, MEA



## Nature positive

**Nature positive** refers to actions that enhance the resilience of our natural environment and biodiversity. In the IT sector, fostering nature-positive initiatives is vital for mitigating environmental impacts and promoting sustainability.

### Putting down roots for future generations

**In India, our offices in Mumbai, Pune, Delhi and Chennai organized two impactful events to instill environmental awareness in the younger generation.**

The **Green Thumbs Up** initiative saw employee volunteers planting trees with children from marginalized schools and community homes, fostering a sense of responsibility and connection to nature. And, at the Cultivating Microgreens workshop, employees' children learned about sustainable food production and self-sufficiency through hands-on experience in growing microgreens.

These efforts highlight our commitment to educating and empowering the next generation in environmental stewardship.

### **NTT DATA Italy and zeroCO2 launched Selva, monitoring 60,000 trees in Guatemala.**

The project will generate 14,000 tonnes of CO<sub>2</sub>e absorption annually, with a carbon stock potential of up to 12 million tonnes of CO<sub>2</sub> sequestered by 2029, combined with a 40% revenue-sharing model that supports local communities and fosters development.

→ [Protecting Italy's forests using CO2Sink](#)







**We're also partnering with ClimateForce to create the world's first Smart Rainforest, using our Smart Management Platform technology.**

This groundbreaking initiative aims to regenerate a section of Australia's Daintree Rainforest and establish sustainable and cost-effective models for environmental restoration efforts around the world. We are helping ClimateForce leverage AI, data gathering and analysis, and predictive analytics to assess various organic reforestation techniques, and we are contributing funds to help ClimateForce purchase and protect the regenerated land in perpetuity.

As an extension of NTT DATA's partnership with Robert Swan, Barney Swan and ClimateForce, Robert Swan, the explorer and environmentalist, has served as a sustainability ambassador to NTT DATA, advising the company and helping us educate clients and employees about our environmental efforts.

→ **Partnering to create the world's first Smart Rainforest**



## Reconstructing indigenous forests using the Miyawaki method

**In Coimbatore, India, we transformed a three-acre dump yard into a thriving green space by planting 3,500 native species using the Miyawaki method.**

This initiative turned barren land into a vibrant forest, significantly enhancing local ecosystems. The project included efficient irrigation, proper fencing and a three-year maintenance plan for long-term sustainability. The new green space improves air quality, reduces soil erosion and supports local wildlife, contributing to carbon sequestration and climate change mitigation. This project exemplifies our commitment to ecological restoration and sustainable development.



### The Miyawaki method

Miyawaki forests are dense, fast-growing forests created using a technique developed by Japanese botanist Akira Miyawaki. This technique involves planting a variety of native species close together in a small area, which encourages rapid growth and the development of a self-sustaining ecosystem. The dense planting allows trees to receive sunlight only from the top, promoting upward growth and creating a multilayered forest structure. Miyawaki forests can grow up to 10 times faster than conventional forests and are highly effective in restoring biodiversity, improving air quality and sequestering carbon. Prof Akira Miyawaki's contributions to environmental conservation earned him the 2006 Blue Planet Prize.

**NTT Global Data Centers created a nine-acre forest near Mumbai using the Miyawaki technique, planting 5,500 saplings.**

This forest includes native fruit-bearing trees, flowers and medicinal herbs, enhancing biodiversity and providing a habitat for local wildlife. It helps reduce surface temperature, improve air quality and decrease soil erosion. By promoting water conservation and improving the water table, the initiative supports sustainable environmental health. The forest also contributes to improved air quality by absorbing hundreds of tonnes of CO<sub>2</sub>.



Being part of the Miyawaki plantation activity and witnessing the forest take root firsthand was incredibly inspiring. The forest is more than just a plantation — it's a thriving symbol of our deep commitment to environmental conservation and sustainable growth. What makes this initiative so special is the heartfelt involvement of our employees, who volunteered their time and energy to bring it to life. Together, we're not just planting trees — we're nurturing biodiversity, building resilient ecosystems and creating a lasting impact for generations to come."



**Rupali Veerkar**, Vice President, Global People and Culture, NTT Global Data Centers

In addition to these initiatives, employees around the globe participated in several projects that involved tree-planting and reforestation.

Branching out in FY24:  
90,000+ trees planted



**20 saplings | Taiwan**  
(in partnership with Cisco)



**50 trees | Argentina**  
Costanera Sur Ecological Reserve



**3,400 trees | Germany**  
Herzenswald Forest



**4,191 trees**  
**| SYBIT Forest Project**  
(SYBIT is a subsidiary of NTT DATA Business Solutions) 381 tonnes of CO<sub>2</sub> absorbed



**86,654 trees | UK&I**  
NTT DATA Business Solutions UK&I  
One Day, One Tree

+



**350+ trees | UK&I**  
NTT DATA UK&I  
Steptimber Challenge

In the Netherlands, volunteers pruned trees to promote growth, while Beijing's spring tree-planting aimed to reduce carbon emissions.

→ [One Day, One Tree: Planting trees in Madagascar](#)





## Gardening for growth and inspiration

Our global sustainability initiatives have included a wide range of efforts to support environmental conservation and community engagement. In Tokyo, Japan, volunteers participated in **Earth Day** activities by caring for the soil and removing weeds to support flower cultivation at Lorans, a flower shop and café which employs individuals with disabilities.

In Germany, NTT DATA Business Solutions introduced a flower sponsorship option for employees during their annual Development Department meeting. Instead of receiving a giveaway, employees could choose to support a flower meadow that provides food for insects and a place to overwinter. This initiative, in collaboration with Feldwerk, was well-received by employees and demonstrated an easy way to contribute to environmental sustainability in the area surrounding the company's headquarters in Bielefeld.

## Water conservation and management

**At our Hemel Hempstead 3 UK, NTT Global Data Centers implemented a reverse osmosis system to improve water quality and reduce usage.**

This solution decreased water usage by 35,000m<sup>3</sup> annually, saving \$100,000, and reduced salt usage and dosing chemicals, resulting in savings of \$20,000. Additionally, it lowered cleaning costs and corrosion risk, extending the life of cooling plants.

→ [Reverse osmosis at Hemel Hempstead 3](#)

**Environmental conservation is a key focus for NTT Global Data Centers. Our goal is to take proactive steps to increase forest cover, enhance water conservation and promote biodiversity to support the sustainable health of our environment for future generations.**

In India, The Jal Sanjivani Project in Karjat, Maharashtra, addresses water scarcity in the region, benefiting over 1,085 individuals from 217 households. Although the region receives significant rainfall, its peculiar geology causes rainwater to run off, leading to drought-like conditions.

The project aims to create sustainable water sources to support local agriculture, enhance livelihoods and contribute to long-term environmental conservation. It includes activities such as repairing and building structures for water conservation (for example, desilting areas to increase water storage), and constructing earthen bunds, core walls and check dams to retain water and enable percolation into the ground.

Our local communities expressed their gratitude for the renewed availability of water, which significantly reduces the time and effort required to secure this vital resource. The project enables the storage of approximately 15 million liters of water, facilitating significant percolation into the subsurface and increasing the water table. This allows for multicropping during winter, leading to better employment opportunities, profits and overall economic development.

Additionally, the water structures prevent rainwater runoff, reducing soil erosion and restricting land degradation. The new growth of ecosystems around the waterbody increases biodiversity in the region. The Jal Sanjivani Project demonstrates innovation in addressing water scarcity and promoting sustainable agriculture, contributing to the resilience of the farming community.







## Partnership success stories: Innovative solutions to environmental challenges

### **Reducing wildlife crime with the Wildlife Trust of India (WTI)**

In partnership with the WTI, we developed the Hostile Activity Watch Kernel (HAWK), a central crime-management system designed to provide real-time data on forest and wildlife crimes. First launched in 2022 and fully implemented in Kerala with the collaboration of forest departments, the program has now expanded to Karnataka and Tamil Nadu.

HAWK leverages WTI's expertise to create a scalable and replicable tool that has been adopted by various states, proving effective in combating wildlife crime. With 887 registered users in Kerala and Karnataka, and over 5,500 forest staff trained, HAWK has contributed significantly to preventing poaching resurgence, reducing incidents by over 50%. Originally developed to address elephant poaching in Kerala, the system has reported 2,800 wildlife deaths and registered over 40,000 cases. Recognizing its success, the Wildlife Crime Control Bureau is adopting a customized version for national-level data management.

By enhancing real-time crime management, HAWK helps law enforcement stay ahead of poachers, protecting endangered species and preserving biodiversity. The system supports conservation efforts by safeguarding forest resources, reducing illegal logging and promoting sustainable practices to revitalize ecosystems.

**Through this partnership, we are making significant strides in wildlife conservation and environmental stewardship, contributing to a safer and more sustainable future for our planet.**

→ [Combating wildlife crime through technology](#)



### Protecting elephants with the World Wide Fund for Nature (WWF), India

The Terai Elephant Reserve, established in October 2022, covers about 3,000km<sup>2</sup> of Northern India. It is unique because it supports a transboundary elephant population, with elephants moving across the border from Nepal.

During the COVID-19 lockdown, elephant movement increased significantly. This highlighted the need for stronger protection, leading the Indian Union Ministry of Forest and Environment to officially approve the reserve.

Due to limited resources, corporate partnerships became essential to support the reserve's development. In 2023, we partnered with the WWF in India to launch an elephant conservation project that focuses on strategic conservation planning and conflict mitigation, helping to protect elephants and support local communities.

In the first phase, the project focused on mapping crop-loss patterns caused by elephants and helping local communities manage conflict with elephants using practical strategies.

#### The second phase, launched in 2024, builds on this by:

- Training stakeholders through workshops, field visits and media sessions
- Forming Gajmitra teams — local volunteers trained to respond to elephant emergencies
- Promoting sustainable crops like turmeric and peppermint to reduce conflict and boost income
- Elephant profiling and monitoring to track movement and behavior
- Habitat restoration, including planting native trees and improving wetland water flow

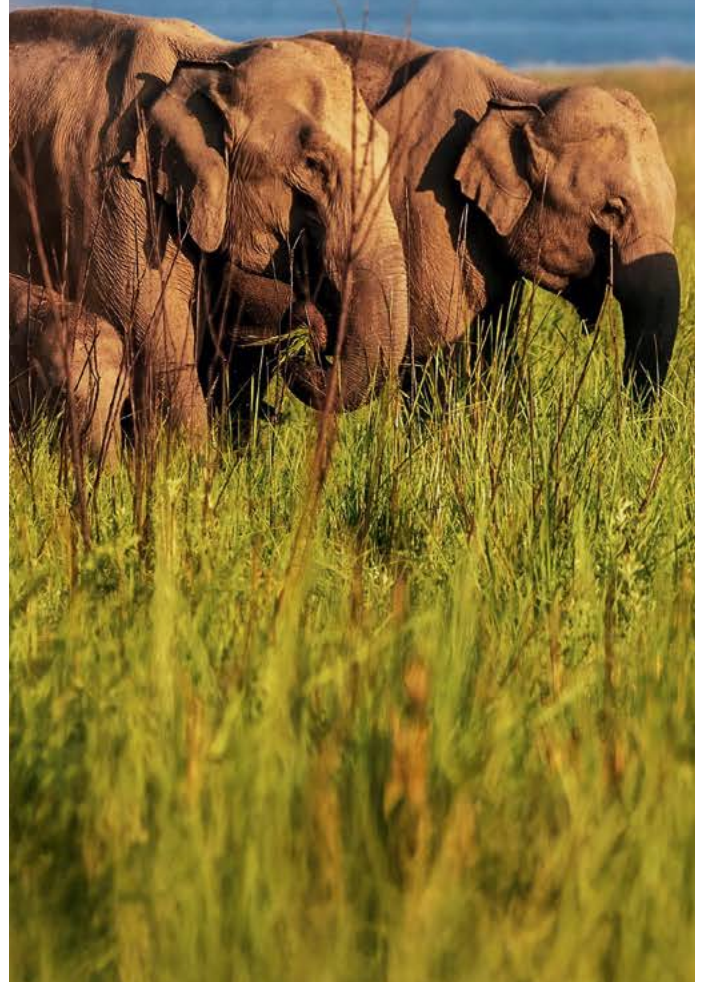
**By combining science, community action and policy support, this project creates a strong model for human-elephant coexistence. It protects cross-border elephant populations, strengthens local economies and supports a healthy environment — helping both people and elephants thrive together.**

“

Our work in the Terai Elephant Reserve shows how collective action — like reducing crop loss and promoting sustainable farming — can create safer spaces for elephants while empowering local communities. We're proud to support this powerful synergy between wildlife conservation and community wellbeing.”



**Gauri Bahulkar**, Senior Director,  
Marketing and Global CSR, NTT DATA







## Prosperity Positive

The **Prosperity Positive** section of our report is divided into three themes:



**Sustainable business**



**Compliance**



**Risk management**

This section of our sustainability report aligns with the European Sustainability Reporting Standards (ESRS), specifically covering ESRS G1 (governance, business conduct and risk management.) As we are in a transition year, this report demonstrates our preparation for CSRD-compliant reporting next year, ensuring the comprehensive and transparent disclosure of our governance practices and sustainability services.



## Sustainable business

### Our end-to-end sustainability services

**Our comprehensive sustainability services range from strategic advisory to transformation and continuous performance management, all supported by our advanced assets, technology and a robust ecosystem of partners.**

Our expertise in sustainability services spans 15 years, starting with the acquisition of an environmental engineering company in Spain. Since then, we have continuously invested in helping organizations meet new regulations, analyze and report corporate data, and drive positive change. To date, we have executed more than 1,500 sustainability projects, from integrating low-carbon and circularity principles into IT strategies to implementing technologies that address energy, water and waste management.

We have been recognized by analysts for our capabilities in sustainability services and sustainable IT.

We benefit by acting as “client zero” and testing the robustness of our sustainability solutions in our own organization. We’re on track to deliver net-zero emissions (Scope 1 and 2) across our data centers by 2030, offices (Scope 1 and 2) by 2035 and our value chain (Scope 3) by 2040.

**In FY24, we laid solid foundations for an organization-wide program to embed sustainability into more of our processes and decisions.**

We have now integrated AI into our strategy to reinforce our corporate sustainability objectives for net-zero and our ESG platform, strengthening our value proposition.



## Our commitment to sustainability

### **Our commitment to responsible innovation and sustainability remains unwavering.**

In its simplest form, “sustainability” means meeting present needs in ways that protect the ability of future generations to meet their own needs. We see this as an opportunity to create both short- and long-term benefits for the environment, the economy and society at large. Working alongside our clients, we aim to connect people through technology, building a better society for all and generating value for the future.





## Our global reach and expertise

Our sustainability portfolio combines a deep understanding of environmental issues with the expertise of industry and technology specialists.

We employ more than 400 sustainability professionals in over 23 countries and operate in more than 10 industry sectors, from manufacturing to agriculture. We offer an end-to-end value proposition, including advisory services and IT solutions for sustainability. By combining our intellectual property with the capabilities of our global partners, we help organizations make a positive impact on both people and the planet.

## Key areas of focus

Sustainable business practices involve integrating ESG considerations into core operations to drive long-term value. In our industry, offering sustainability services is crucial for supporting other companies in their net-zero and sustainability journeys.

**This section covers the sustainability services and solutions we provide to clients in five key areas:**

- 01 Climate and nature:** Addressing environmental challenges and promoting biodiversity
- 02 Corporate sustainability:** Enhancing corporate responsibility and transparency
- 03 Sustainable value chain:** Optimizing supply chains to reduce environmental and social impacts
- 04 Sustainable IT:** Leveraging technology to minimize carbon footprints and promote circularity
- 05 Smart in sustainability:** Implementing innovative solutions for sustainable operations

Our partnership with the World Economic Forum and support for their nature and climate initiatives demonstrates our commitment to sustainability in this area.

## Participation in global events

Since the launch of NTT DATA, Inc. in April 2024, we have been working to grow our presence and establish our reputation for sustainability at a range of key global events. We took part in COP16 for biodiversity and COP29 for climate change, with leading global organizations and governments. In Latin America (LATAM), we joined both the Chile Carbon Forum and the Mexico Carbon Forum to support the movement to reduce emissions. We also had a presence at New York Climate Week and the Climeworks Carbon Removal Summit.

To support the mobilization of further sustainability action in the IT industry, we took part in Cisco Live and Mobile World Congress, and in the Innovative Optical and Wireless Network (IOWN) Integral R&D Forum organized by NTT DATA.

“

Sustainability is embedded in our corporate policies, our internal projects and all the solutions and services we offer our clients. As a clear example of our commitment, our Sustainability Services Division has been developing digital solutions and supporting our clients and their supply chains for over 15 years, transforming their operations to more sustainable models that ensure the viability of their businesses while generating a positive impact on the environment and people.”



**Alfonso Medrano Gutierrez**, Head of Global Sustainability Business Development, NTT DATA





## Climate and nature

In LATAM and the Caribbean, we are helping CAF, a development bank, to evaluate more than 180 solutions against biodiversity loss, including 24 nature-based solutions. The aim is to design a portfolio of projects in 14 strategic ecosystems, such as the Caribbean Sea and the Amazon Rainforest.

### → CAF: Addressing biodiversity loss in Latin America

Portugal's Fishnet Vision project uses AI to monitor fish migration at dams, enhancing biodiversity and supporting renewable energy.

### → Fishnet's vision: Improving biodiversity through AI

Our MeetZero platform has been used by Veolia, an environmental management company in Spain, to monitor, certify and issue water credits, pioneering a voluntary water credit market.

### → MeetZero water credits





## Corporate sustainability

The Netherlands developed a smart-building solution focused on user experience and GHG emission reduction for a client.

In Portugal, we collaborated with AICEP, the Portuguese Trade and Investment Agency, to create a digital manual for small and medium enterprises (SMEs) in ecommerce, providing tools for sustainability self-assessment and alignment with ESG principles.

In Spain, around 2,000 SMEs and 8,000 employees were trained on sustainability planning and adaptation to climate and energy challenges, enhancing their knowledge and practical skills.

In the US, our partnership with Penske Entertainment led to a data-driven decarbonization initiative, tackling carbon-accounting complexities for the NTT INDYCAR SERIES and Indianapolis Motor Speedway. We also worked with DTE Energy, a Detroit-based energy company, to develop the DTE Insight app. The app helps users reduce energy usage by 10% through real-time information, coaching and gamification.

Hapimag, a sharing community for holiday apartments with 120,000 members and 56 holiday apartments across Europe, engaged us understand and reduce their carbon footprint. We developed planning tools and a carbon calculator to help them achieve net-zero emissions by lowering energy consumption, switching to renewable energy sources and reducing waste.

→ **Planning tools and carbon calculator put Hapimag on the path to decarbonization**

“

We are very proud to have delivered a full environmental audit on behalf of Hapimag. We know that with the power of data they are now in a position to take positive steps to achieving their ultimate goal of becoming net-zero, and we are proud to have played a part in their sustainability journey.”



**Hector Martinez**, Director,  
Green Transition, NTT DATA, Spain



## Sustainable value chain

In Luxembourg, the AVATAR Project, which advocates for sustainable air mobility to reduce the aviation industry's carbon footprint, received two major internal awards: the NTT Group Sustainability Conference Excellence Award and the NTT DATA Midterm Management Plan Award. These accolades highlight our commitment to integrating eco-friendly practices and leveraging advanced technology for cross-industry innovation.

→ **AVATAR: Revolutionizing aviation with smart skins and digital-twin technology**

NTT DATA Business Solutions developed a customized solution in SAP Analytics Cloud for Hans Oetiker Holding. This tool captures, calculates and analyzes GHG emissions, presenting information in user-friendly dashboards and enabling the business to identify Scope 3 emissions from outbound shipments.

→ **Oetiker identifies Scope 3 emissions in SAP Analytics Cloud**





## Sustainable IT

We developed the ESG Management Platform to support regulatory reporting and launched Sustainability Data Simplified, a solution for calculating carbon footprints and maintaining sustainability attributes. This solution, which published two releases in one year, recruited four customers within four months and covers 50% of Greenhouse Gas Protocol Scopes.

### → Calculate your CO<sub>2</sub>e levels with Sustainability Data Simplified

The **Climate bOWL** project in Germany, funded with \$3.59 million, aims to reduce greenhouse gases in industry by improving material and energy efficiency. Our Product Carbon Footprint (PCF) Tracking solution ensures reliable data collection and evaluation along the value chain.

### → Climate bOWL: Together for the climate

In Poland, we explored SAP QM implementation and GHG emission calculations for Cementownia Warta S.A., in preparation for the SAP Sustainability Control Tower solution.

Belgium enabled a Microsoft Azure Cloud client to identify their Scope 2 and Scope 3 GHG emissions using Microsoft Sustainability Manager.

Spanish bank **BBVA** introduced a comprehensive cloud-based solution for managing sustainability data, implementing Salesforce Net Zero Cloud to automate data entry, measure carbon footprints and monitor emissions reductions. This platform, integrated by NTT DATA, Inc. allows BBVA to manage environmental data across their corporate offices and commercial network, enhancing their sustainability goals.

### → BBVA automates the management of its sustainability data





**Intesa Sanpaolo** collaborated with us to monitor and manage carbon emissions from IT services, optimizing energy efficiency and reducing emissions. This partnership also advanced software sustainability standards, helping Intesa Sanpaolo achieve their environmental targets and improve operational efficiency.

→ **Measuring the energy consumption of software**







## Smart in sustainability

The **Hydro 4.0 Project** in Brazil, led by NTT DATA Brasil for CPFL Energia, aims to enhance remote dam risk management, create a new dam safety model, and anticipate strategic actions for dams. This project manages 54 hydropower plants, and monitors 48 rivers and 41 basins. Real-time image transmission and a health index facilitate emergency decision-making, improving safety and environmental management.

### → **Hydro 4.0 improves dam management in Brazil (Portuguese)**

In Mexico, we supported the development of a **Climate Change Data Tracking System** to assist the country in meeting its Paris Agreement commitments. This system monitors 853 variables, such as national emissions, climate adaptation initiatives and climate investment needs. Mexico has set ambitious goals to reduce carbon emissions by 35% by 2030, increase clean energy production to 40GW, and eliminate local deforestation. The tracking system enhances transparency, promotes climate resilience and supports sustainable development, helping Mexico to effectively monitor and achieve its environmental targets.

“

To make an impact and tackle climate change across the world, it's important to ensure countries have accurate measurements, clear reporting and a review of their progress toward climate goals. That's why it is such an honor for us to support Mexico's efforts to monitor its contribution to mitigating global warming in an automated, digital and more efficient way.”



**Mariana Silva**, Sustainability Expert Consulting Manager, NTT DATA, Mexico

## Technology that supports physical and mental health

### A single system for a global biopharmaceutical leader

In Japan, we successfully integrated multiple platforms into a single, streamlined system for a global biopharmaceutical leader, discontinuing three legacy systems in the process. This consolidation not only boosts operational efficiency but also significantly reduces their environmental footprint by minimizing resource consumption and waste.

Luxembourg's Dataspace4Health was recognized at the annual B2B IT Luxembourg event in November 2024, where the team received two prestigious awards: Tech Company of the Year and Tech for Life, as voted for by Luxembourg CIOs.

### Supporting mental health and heart health

We have been consulting on the development of a digital clinical decision support (CDS) system for adolescent mental health in Chile, where 16.5% of adolescents are affected by mental-health issues. This initiative aims to implement a psychological first-aid line to initiate a chat with a specialist. Using technologies such as AWS Connect and Genesys Cloud, our agile approach involves a team of experts delivering comprehensive plans, reports and testing.

In Zealand, Denmark, the AI Hospital Assistance project leverages AI/large language model (LLM) technology to support patients with chronic obstructive pulmonary disease (COPD). This innovative solution, tested with patients and nurses, exemplifies our commitment to enhancing healthcare through sustainable practices.

Both projects were recognized and received awards at the NTT Group Sustainability Conference.

#### → Dataspace4Health

Open healthcare-data exchange system

#### → CDS system for adolescent mental health

Digital clinical decision support system

#### → AI Hospital Assistance Project

AI/LLM technology for COPD (chronic lung disease)







## Compliance

In the IT sector, maintaining robust compliance frameworks is essential for managing risks and fostering trust. This chapter covers our global and regional sustainability-related policies and standards.

### Policies

We have a wide range of policies that guide our sustainability activities and the way we do business. These policies cover topics such as ethics, the environment, procurement and human rights.



#### Business conduct

- NTT DATA Code of Business Ethics
- Modern Slavery Statement
- Human Rights Policy



#### Sustainability

- Environmental Policy



#### Supplier code of conduct

- Procurement Policy
- Guidelines for Sustainability in Supply Chain
- Green Procurement Standards

## ISO 14001 certification

In 2024, our Australia and New Zealand operations successfully passed the annual environmental management system (EMS) external audit. This means we have maintained our ISO 14001 certification since 2010 in Australia and 2022 in New Zealand. The audit, conducted by independent parties, reviewed our policies, systems and initiatives for continuous improvement in managing our environmental impact across key locations such as Sydney, Melbourne, Auckland and Wellington.

We also hold ISO 14001 certifications for some of our businesses in Spain, Italy, the UK, Romania, the Netherlands, Slovakia, Chile and Germany, as well as in 20 data centers around the world.

## Training and employee engagement

In FY24, 10 presales architects in Belgium achieved the Cisco Black Belt Sustainability certification.

In MEA, the implementation of an Employment Equity and Skills Development Plan aims to foster a fair and inclusive workplace, aligning with the Employment Equity Act of South Africa and several Sustainable Development Goals (SDGs). This initiative focuses on diversity recruitment, training and creating accessible work environments.

Our Merchants affiliate in MEA boasts a mature ESG program, mandatory for all 6,000+ employees.

Globally, our IT department engaged with the Carbon Literacy Project to create a program for FY25 to educate employees about sustainability, supporting the NTT DATA Net-Zero Vision 2040 and driving environmental stewardship within the IT sector.

“

Sustainability in IT is crucial for minimizing environmental impact, reducing energy consumption and promoting the responsible use of technology and AI. By integrating sustainable practices into IT, we can contribute to our Planet, Prosperity, and People Positive goals, all while helping our clients to future-proof their technology investments on the path to net-zero.”



**Katia Chaban**, Global Head of IT Sustainability Center of Excellence, NTT DATA

NTT DATA Business Solutions Türkiye has focused on comprehensive sustainability training through their Global Online Study Campus, offering access to specialized content on platforms like Udemy Business, SuccessFactors and Percipio.

Collectively, these efforts highlight our dedication to sustainability, employee engagement and the promotion of the UN SDGs across regions.





## Whistleblowing and grievances

We have always been committed to maintaining the highest ethical standards based on integrity, trust and accountability. To strengthen this commitment and provide a cohesive approach to raising concerns about compliance and ethical matters, we introduced SpeakUp, a new global channel available to all employees and third parties worldwide.

It provides a secure, confidential and professional platform to report any concerning actions or behaviors that violate our Code of Business Ethics or company policies. All reports are anonymous and will be addressed confidentially, with diplomacy, trust and discretion.

→ **SpeakUp: A global channel for reporting ethical and compliance concerns**



## Risk management

### ISO 27001 and local management

**We have made progress in risk management and compliance across our regions:**

- In China, regular code of conduct training achieved a 100% completion rate. In addition, data privacy and cybersecurity awareness trainings were also conducted to reduce risk exposure.
- In Czechia, risk management adheres to ISMS and ISO 27001 standards, and the 6clicks application is used for monitoring.
- Hungary implemented a comprehensive risk management framework, including a risk register and strengthened third-party risk management.
- Luxembourg's strategy focuses on sustainable risk mitigation through ESG evaluations of service providers.
- In the Netherlands, risk management is performed regularly, performed, particularly for new RFPs, in line with NIS2 and the Digital Operations Resilience Act (DORA).
- The UK&I Governance, Risk and Compliance (GRC) team has developed a robust framework, including a risk register, quarterly risk committee meetings and mandatory training modules, significantly reducing risk exposure and ensuring regulatory adherence.



### Global risk management

In line with the transition to global operational structures, NTT Global Data Centers established a Global Risk Management Team within the Global GRC Function. This team focuses identifying, assessing and mitigating ESG risks. By incorporating sustainable practices into our risk treatment strategies, we have significantly reduced our overall risk exposure and ensured regulatory compliance. Continuous monitoring and reporting enhance transparency and accountability, and contribute to the ongoing refinement of our practices.

### Supply chain risk

The South African procurement team reduced their number of suppliers from 10,000 to 2,000, enhancing economies of scale and commercial benefits. This consolidation effort also resolved various conflict-of-interest risks and improved supplier clauses impacting client RFPs. The streamlined third-party onboarding and management process has reduced risk exposure and aligns with the NTT DATA Supplier Code of Business Ethics.





## Corporate Sustainability Due Diligence Directive and global procurement

Our global procurement function is embedding sustainability into their processes. Sustainability has been acknowledged as a key value, and we are committed to championing sustainability and promoting socially responsible and environmentally conscious procurement practices across the organization. To support this, a Sustainability Center of Excellence (CoE) is being established and ESG KPIs will be defined, including supplier diversity and Scope 3 emission reductions.

“

We are transforming our procurement function into a sustainability leader. By establishing a Sustainability CoE and integrating ESG KPIs, we are not just meeting our environmental and social responsibilities; we are actively driving them. Our goal is to build a procurement process that champions sustainable practices, fosters supplier diversity and reduces Scope 3 emissions, ensuring that every purchase we make contributes to a healthier planet and a more equitable society.”



**Raj Shenoy**, Chief Procurement Officer,  
NTT DATA

## Working with our parent company, NTT DATA Group Corporation, we engaged with our most material suppliers around the world on sustainability.

Of all the suppliers we invited to engage with us, 70.2% responded either by making a submission to the CDP supply chain, or by completing our simplified self-assessment, based on the most critical areas identified in the CDP questionnaire.

We also identified that over 50% of the suppliers who engaged with us had made net-zero commitments to the Science Based Targets initiative. This will be key to our preparation for further engagement with our supply chain.





## People Positive

The **People Positive** section of our sustainability report highlights our commitment to creating a people-centric company and shows how we support our local communities across the world. We focus on three themes:



### Diversity and inclusion



### Human rights



### Employee engagement

This section aligns with the European Sustainability Reporting Standards (ESRS), specifically covering ESRS S1 (workforce); ESRS S2 (workers in the value chain); ESRS S3 (affected communities) and ESRS S4 (consumers and end users). As we are in a transition year, this report demonstrates our preparation for CSRD-compliant reporting next year, ensuring the comprehensive and transparent disclosure of our social impact.



At NTT DATA, Inc., sustainability is woven throughout our People and Culture strategy. Aligned to our company mission to accelerate client success and positively impact society through responsible innovation, our initiatives around D&I, human rights and employee engagement in sustainability support the People Positive pillar of our sustainability framework. Through these, we are fostering belonging and enhancing the employee experience, while underscoring that sustainability is a shared responsibility.

Over the past year, our People and Culture function has been evolving as we come together as one united organization. This includes listening to our people through employee surveys and creating a culture where our people can grow. The introduction of our new culture aspiration and values is a significant milestone on this journey as we continue to build a thriving culture where everyone feels empowered and inspired to contribute to a sustainable future.

“

I believe that sustainability and culture are deeply interconnected. As a people-centric organization, we foster a culture of listening, growth and accountability. Guided by our culture aspiration and values, we nurture a diverse and inclusive workplace and empower our people to innovate and collaborate on sustainable solutions that positively impact society.”



**Stijn Nauwelaerts**, Chief People Officer,  
NTT DATA





## Diversity and inclusion (D&I)

**D&I is about creating a workplace where all individuals feel valued, respected and supported. In the IT sector, fostering D&I is crucial for driving innovation, enhancing employee engagement and reflecting the diverse communities in which we operate.**

### Employee involvement in D&I

Our people in Singapore celebrated Christmas and Chinese New Year with the SPC MINDS Car Wash Crew, raising just over \$10,800.

In China, our D&I ambassadors led numerous activities to promote diversity and inclusion, engaging employees through live streams and annual campaigns.

In NTT DATA Business Solutions Germany, the Inklupreneur (Inclusive Entrepreneur) project involved 40 participants and focused on creating a more inclusive workplace by collaborating with coaches who have disabilities.

To engage the LGBTQ+ community and reinforce their commitment to diversity, the Diversity Team participated in the Sticks & Stones career fair in Cologne.

At NTT DATA Business Solutions Poland, 20 employees participated in the Poland Business Run to support persons with disabilities and women who have had a mastectomy.

In Belgium, the Movember campaign raised awareness and funds for men's health issues.

In Benelux, France, Greece and Switzerland, efforts to increase the representation of employees over 45 years old challenged age-related stereotypes. Our team in Czechia includes colleagues from 40 nationalities, with a notable representation of women in leadership roles.

Italy provided team coaching for new parents to support their work-life balance.

Romania's DisAbility Olympics raised awareness about the challenges faced by people with physical disabilities.

In the UK, six inclusion networks, including Women's Business Network and PRIDE, have fostered a diverse and inclusive work environment.

In the US, employee resource groups (ERGs) of NTT Global Data Centers play a crucial role in fostering D&I. Highlights from 2024 include:

- The Black Employee Network's Black History Month celebration
- Earth Day and World Cleanup Day events
- The Hispanic ERG's launch with a Hispanic Heritage Month celebration
- The LGBTQ+ ERG-led participation in the Human Rights Campaign's Corporate Equality Index
- The Veterans ERG organized holiday toy drives and supported the Wounded Warrior Project
- The Women's Employee Network celebrated Women's History Month and volunteered at Habitat for Humanity's Women Build event

These ERGs provide safe spaces for employees and promote a culture of inclusivity.







“

Our ERGs embody our people-centric approach by serving as inclusive communities where employees can connect, learn and feel empowered to embrace their lived experiences. Fully led by our people, and with unwavering support from our leadership, our ERGs continue to evolve and thrive, making a positive impact.”



**Erik Adamian**, Manager, Global Inclusion Manager, NTT Global Data Centers

In Brazil, an ethnic and racial diversity workshop highlighted joy as a form of resilience against racism, while the Kit DNA Genera project aimed to foster a sense of belonging among people of African descent.

In Chile, the D&I X-rays initiative assessed the current state of D&I management to set specific objectives for FY24.





## Employee representation and support

**Initiatives under way across our regions underscore our commitment to creating an inclusive and supportive workplace for all.**

Colombia's **Mujeres Auténticas Program** focused on empowering women through skills development and leadership capabilities.

Our colleagues in France has been actively addressing gender diversity in the digital workforce, where women represent only 30% of the industry. Despite being above the IT industry average, they aim to increase the proportion of women in their workforce by at least 40% over the next two years. They have redesigned their recruitment process to be more inclusive and appeal to women candidates. This includes removing deterrent language from job postings and implementing Super Tuesdays to engage potential candidates. Women colleagues act as ambassadors, sharing their experiences in order to attract more women to the company. The company also conducts training on cognitive biases for all managers in order to create a supportive environment for women.

Luxembourg celebrates diversity and inclusivity and hosts in-person events to foster a sense of belonging and cultural exchange. Monthly newsletters include interviews with colleagues discussing their traditions and hometowns. With 38% of newcomers to the team coming from abroad, they provide comprehensive support through relocation booklets, relocation agency assistance, work-permit processing and French classes. A dedicated Teams channel offers resources and peer support to facilitate a smooth transition. Their partnership with Lëlljer Gaart Luxembourg during the festive season supports paid employment for people with mental disabilities.





## D&I in action: Māori language week

In New Zealand, **te Wiki o te Reo Māori**, or Māori Language Week, is an annual celebration that promotes and celebrates the Māori language. The 2024 theme, **Ake ake ake — A Forever Language**, emphasizes the resilience and enduring nature of “te reo Māori.” The event began on 14 September, marking the anniversary of the 1972 Te Petihana Reo Māori language petition. Throughout the week, activities encouraged support for the language, including downloading themed Teams backgrounds, using “te reo Māori” in meetings, and sharing personal stories.

The initiative also underscored the broader challenge of language preservation in the face of globalization and cultural assimilation. Actively engaging employees and the community in learning and using “te reo Māori” not only honors the past and present of the Māori language but also prepares for its future, so it remains a vibrant and integral part of New Zealand’s cultural landscape. Such initiatives establish pride in our cultural heritage and are crucial in promoting indigenous languages and ensuring their future vitality.

“

Te wiki o te reo māori is always one of my favorite weeks of the year. It’s a great chance to share how beautiful my culture is. This year we’re learning waiata! He aha te mea nui o te ao? He tangata, he tangata, he tangata. What is the most important thing in the world? People, people, people.”



**Michael Wiparata**, Senior Service Desk Agent,  
NTT DATA, New Zealand

**Ngā mihi** (“Thank you”)



## Empowering generations of women to be technology leaders

**In India, we ran several initiatives to empower women and promote science, technology, engineering and mathematics (STEM) education.**

The **Academy for Women Empowerment**, operating in cities like Mumbai, Pune, Delhi, Chennai, Hyderabad and Bengaluru, is designed to help women update their skills and regain confidence before reentering the workforce after a career break. Through our involvement with this program, 48 women have been upskilled, with 43 successfully placed in full-time roles, supporting them with social and financial independence.

The **Ignite Her STEM Journey** initiative in Mumbai has reached almost 300 girls from marginalized communities, fostering a passion for STEM. Over seven years, the program has built essential infrastructure, such as computer and science labs, and provided comprehensive support through partnerships with organizations like United Way Mumbai. This initiative addresses critical issues in STEM education, including gender disparity and the need for future job skills. Key achievements include increased STEM participation, improved academic performance and enhanced critical thinking skills among the girls. These efforts not only prepare them for future leadership roles but also contribute to the country's economic growth.

In Bengaluru, we provided electronic rickshaws and smartphones to distressed women, enabling them to earn sustainable incomes.



Through the Ignite Her STEM Journey in India, we're starting early, empowering girls in schools today so they can lead in tech tomorrow. Our goal is to reach more girls every year, creating a future where women are not just participants, but leaders in technology."



**Chitrlekha Kalmady**, Director of Culture, Diversity and Sustainability, NTT DATA, India





NTT DATA Business Solutions launched a global **Female Empowerment Program** aimed at equipping women with the skills and confidence to shape their careers. This initiative enhances self-efficacy, self-awareness, and resilience, empowering participants to amplify their professional impact and drive long-term career success. A total of 65% of the 55 graduates from the first four programs were promoted during or shortly after completion. Two of these programs took place in Germany and two were international mixed cohorts.

In Belgium, **EmpowerHer** talks inspire women in tech and business, while in the Netherlands, **Girls Day** introduces high-school girls to IT careers. The **Women Together Europe** program in Romania, Portugal, Italy and Benelux aims to promote female managers to director-level positions through training, networking and mentoring.

Argentina's **Tech Woman** program was established to reduce the gender gap in the technology sector by supporting women's professional development and increasing their workforce participation. Partnering with Foundations and civil society organizations, the program has provided 25 women with their first formal IT work experience.

In Luxembourg, the team developed an inclusion action plan based on feedback from colleagues, focusing on onboarding, career development and work-life balance. Workshops addressing impostor syndrome, self-promotion and self-confidence were organized in collaboration with **#IamRemarkable**, fostering personal and professional growth.

In MEA, the **EmpowHER** initiative includes targeted recruitment metrics, monthly workshops and flexible work arrangements, with women hires constituting over 34% of permanent positions.

NTT DATA Business Solutions Türkiye 's D&I strategy includes digital training and mentorship programs that promote gender equality and inclusive language. These initiatives foster a supportive environment where women can grow, lead and inspire each other.

Singapore participated in **MentorConnect**, a cross-company mentorship program initiated by Dell Technologies to promote diverse leadership development. Two executive mentors and eight mentees engaged in activities to enhance their leadership capabilities. The program facilitated networking and best-practice exchanges, helping participants develop both the technical and personal skills necessary for career advancement. This initiative supports the growth of leaders and strengthens intercompany bonds.



NTT Global Data Centers in India launched the **Sakhi initiative**, designed to create a supportive community for women. It includes events such as dialogues with global leaders, movie screenings on gender equality, financial investment planning sessions and power panel discussions featuring prominent leaders. These activities empower women by providing knowledge, inspiration and opportunities for growth.

“

Sakhi, our women’s community program, is all about building bridges, empowering voices and creating a community where every woman can thrive and feel seen, heard and celebrated. Together, we build connections that uplift and inspire; a ‘friend for a friend’ as the name ‘Sakhi’ truly signifies. This community fills me with immense hope and limitless possibilities, paving the way for a stronger, more vibrant future for every woman out there!”



**Juhi Shah**, Associate Director, Global People and Culture Programs and Projects, NTT Global Data Centers, India





## Empowerment in action: International Women's Day

**We celebrated International Women's Day with a series of impactful events and initiatives under the theme #AccelerateAction.**

SYBIT, a subsidiary of NTT DATA Business Solutions, took part in **She Inspires Day**. Successful women shared their experiences, and workshops were run to build self-confidence and solidarity.

Over 100 NTT DATA Business Solutions employees participated in activities, including Parent-Child Yoga, a lecture on mastering compatibility, and a workshop on changing role models, which focused on improving work-life balance for fathers and positively impacting their loyalty to the employer.

NTT DATA Business Solutions UK&I hosted a full day of discussions about equality and equity, involving over 70 participants and shaping future business-network initiatives for women.

In Taiwan and Thailand, makeup workshops were held to help women enhance their professional image and confidence, and these received positive feedback from participants. Vietnam celebrated with office decorations, gifts and traditional attire.

Globally, NTT DATA Business Solutions marked IWD with the WOW (Wall of Women), where employees shared appreciation for inspiring women. Over 200 employees participated.

In India, NTT Global Data Centers celebrated with activities like sessions on physical, emotional and mental care, an all-women's cricket tournament, and the introduction of the Mothercare Room for working mothers. Leadership programs and sessions on unconscious bias and LGBTQ+ advocacy further reinforced the company's inclusive culture.

At NTT DATA Business Solutions, the Nordic countries celebrated with quizzes, interviews and office decorations, while in NTT DATA India, 74 volunteers spent the day with women and girl children from homes and shelters, fostering community and empathy.





## Taking pride in our diversity

**A wide range of initiatives were held to celebrate and support our LGBTQ+ community in different regions.**

In Bengaluru, India, the **Transgender Training Program** combines employee volunteering with community support, providing mentorship and training in communication, professional tools and job application skills to further the career prospects of people in the transgender community.

Pride Month was celebrated in the Philippines with the theme **Transforming with Pride**, featuring lunch-and-learn sessions on sexual orientation, gender identity and expression (SOGIE), and fostering awareness and understanding among colleagues.

Thailand organized a **Celebrate Pride Month** event, with several talks and activities to promote inclusivity.

Chile launched the **Sexual Diversities** program, introducing a protocol for accompanying people in gender transition.

In the Nordic countries, NTT DATA Business Solutions employees participated in Pride events and shared communications to support allyship and promote LGBTQ+ voices.

The MEA region celebrated Pride with educational newsletters, film screenings and participation in the Pride Johannesburg Parade.

## Prioritizing mental health

**We observed World Mental Health Day on 10 October 2024 under the theme, It is Time to Prioritise Mental Health in the Workplace.**

We held two global live events: a keynote on resilience by a colleague from NTT DATA Business Solutions in Germany, and a lecture series on depression by the Robert Enke Foundation, which reached over 700 people. Online breathing-exercise sessions were conducted to promote mental clarity and emotional balance.

These events raised awareness about mental health issues, encouraged open discussions and provided practical insights to help employees manage their mental wellbeing.

**We have implemented several initiatives to promote mental health awareness and support across our global operations.**

In Germany, SYBIT, a subsidiary of NTT DATA Business Solutions, joined a **First Responders Mental Health** program and trained 12 employee volunteers in mental health first aid (MHFA.) This initiative complements existing safety measures and offers comprehensive support for both physical and mental health.

The **Elephant in the Room** movement empowers individuals to talk openly about their mental health, creating a nonjudgmental environment for free and supportive discussions. Inspired by this movement, over 30 NTT DATA Business Solutions employees participated in the Find the Elephant campaign in Aarhus to promote greater understanding, awareness and empathy regarding mental health.





## Neurodiversity and disability

**We are working to remove barriers and improve accessibility across our global operations.**

Our colleagues in the UK&I partnered with Neurobridge to create a neuro-inclusive workplace, providing practical guidance, support, and confidential counseling for neurodiverse individuals, enhancing their productivity and engagement.

“

I am proud when every time someone discovers they are or may be neurodivergent and feels safe and comfortable enough to share this and request support. I have no doubt that Neurobridge has supported this welcoming environment by offering professional and personal support.”



**Arafat Rahman**, Senior Consultant,  
NTT DATA, UK&I

“

One of my proudest moments has been launching our partnership with Neurobridge — a significant investment that is bringing immense value by deepening our understanding of neurodiversity, creating real inclusion and providing those who are neurodivergent, or suspect neurodivergence, with confidential access to support and coaching. Breaking down barriers and empowering our people is at the heart of what we do, and I am proud to be able to drive this through our inclusion networks.”



**Steve Warner**, Vice President,  
HR and Facilities, NTT DATA UK&I



Belgium collaborated with **École des 4 vents** to prepare adolescents with autism and Asperger's syndrome for the professional world.

Brazil launched an in-person laboratory for inclusiveness, addressing the day-to-day difficulties faced by visually impaired and neurodiverse individuals.

Portugal carried out a pilot project on autism, providing strategies for employees to effectively support autistic individuals.

In China, employees organized a bazaar with Beijing Stars and Rain Education Institute to support children with autism, promoting their healthy development and integration into society.

To mark **#PositivelyPurple Day**, NTT DATA Business Solutions organized various campaigns to raise awareness of barriers in everyday working life. Employees were able to experience the world from the perspective of a person in a wheelchair, highlighting the importance of accessibility in our workspaces and its contribution to wellbeing and productivity.







## Improving access to sport for persons with disabilities

In India, we partnered with the Samarthanam Trust for the Disabled and the National Federation of the Blind Maharashtra to provide skills development, sports coaching and education. Highlights include empowering 100 visually impaired women cricketers from Bengaluru and Chennai, supporting 25 paralympic athletes in Noida, and providing specialized training for 35 visually impaired women in Pune.

In Noida, Delhi and Gurugram, we provided digital literacy and employment-skills training to 100 women and young people, many of whom had disabilities. These efforts are part of the Skills Development Program by Samar Thanam Trust for the Disabled, and this has contributed to the integration of persons with disabilities into the workforce.

## Supporting our veterans

**In the UK&I, we signed the Armed Forces Covenant in March 2025, reinforcing our commitment to veterans, reservists and military families.**

This milestone was accompanied by the launch of the Friends of the Armed Forces Network, an employee resource group dedicated to fostering a supportive community for those who have served. In addition, our Inclusion Networks, including the Friends of the Armed Forces, host regular events to promote awareness and inclusion.

**In the US, NTT Global Data Centers received recognition for our efforts in supporting veteran employees.**

The Veterans ERG led initiatives that earned the HIRE Vets Gold Medallion Award from the U.S. Department of Labor and the Disabled American Veterans Patriot Employer Special Recognition Award for Excellence in Career Building. These accolades reflect our commitment to supporting the wellbeing and career growth of veterans.





## D&I recognition

We have received several prestigious awards in recognition of our commitment to D&I.



NTT DATA Business Solutions UK&I was included in the UK Social Mobility Honour Roll 2024 for its **Brighter Future Initiative** workshops, which inspire children to explore technology and innovate for societal impact, creating equal opportunities regardless of socioeconomic background.

The Women's Business Network in UK&I won the **Outstanding Women's Network Award** at the Diversity Network Awards 2024, highlighting their dedication to promoting awareness and driving change within the organization and industry.

In Germany, NTT DATA Business Solutions earned **Gold Certification as an LGBTQ+ friendly employer** for the third consecutive year from UHLALA Group, ranking among the top 11 companies in Germany. In addition, their efforts in LGBTQ+ inclusion, including local Pride events and global awareness initiatives, resulted in a **score of 98.3% on the UHLALA Group's PRIDE Index**.





## Human rights

**Human rights are the fundamental rights and freedoms that every person is entitled to, regardless of nationality, sex, ethnicity, religion or any other status. Upholding human rights is essential for fostering ethical practices and the wellbeing of all our stakeholders.**

### Due diligence measures

**NTT DATA Group has implemented comprehensive human rights due diligence measures to facilitate ethical practices and compliance with international standards.**

At a group level, we have established a Thematic Working Group (TWG) on Human Rights, comprising representatives from various regions and business units. This group collaborates closely with the TWG on Supply Chain to address human rights within the supply chain, supporting comprehensive adherence to the Corporate Sustainability Due Diligence Directive (CSDDD) requirements. The coordinated efforts of both TWGs aim to prevent adverse impacts and facilitate compliance throughout our organization and our global value chain.

We issued a company-wide annual self-assessment questionnaire that targets high-risk countries, providing an in-depth analysis of the organization to guide the implementation of human rights due diligence on a global scale.

Luxembourg introduced a detailed due diligence questionnaire for service providers. The survey evaluates their ESG performance and includes labor rights assessments related to forced labor, child labor, human trafficking, diversity and workplace safety.

The NTT Global Data Centers business integrates standards from the CSDDD, ILO core conventions and OECD Guidelines for Multinational Enterprises. These standards, which aim to uphold freedom of association, eliminate forced labor and protect vulnerable groups, create consistent baselines for human rights protection across our global operations.



## Upholding the right to education

The APAC region has been contributing annually to the World Vision Child Sponsorship Program since 2008, sponsoring 16 children. This program, run by the international humanitarian organization World Vision, pools sponsorship funds to provide education, healthcare, nutritious food and clean water to children in need. Additionally, parents receive skills training and income-generating opportunities to promote long-term self-sustainability.

Thailand sponsors five children annually through the World Vision Foundation of Thailand, which supports over 38,000 children across 42 provinces with programs in child sponsorship, education and emergency response.

In Indonesia, we supported a government-managed orphanage housing 152 children by providing essential supplies, educational materials and comfort items.

In Vietnam, we partnered with TOTO Vietnam customers to build 15 schools in remote mountainous provinces, making education accessible to children in challenging circumstances. In 2024, the company sponsored the construction of the sixteenth school, Ban Xam Thang School, with a contribution of \$492.

“

Every child has a right to education. Partnering with TOTO Vietnam to help build schools in underserved locations has led to concrete actions and improvements for young people in the area, and we are proud to have played a part.”



**Nu Nguyen**, Facilities Manager,  
NTT DATA, Vietnam







Witnessing the impact of our partnership with The Akshaya Patra Foundation firsthand was a standout moment. Their mission to eliminate hunger and provide nutritious meals to children in public schools enables ‘at scale’ education for kids from underserved backgrounds. This is a cornerstone pillar for the economic development of a country, and we are proud to play a part in it.”



**Abhijit Dubey**, CEO of NTT DATA, Inc.

## Support beyond the classroom

### Serving up to 5,500 meals daily at 20 government schools in Bengaluru, India

Nutritious meals at school play a crucial role in encouraging ongoing attendance and enrollment. We partnered with The Akshaya Patra Foundation to provide nutritious midday meals to students in government schools in India, directly addressing classroom hunger. As an implementation partner of the PM POSHAN program, Akshaya Patra, with our support, ensures efficient meal delivery.

To further support this program, we donated a specialized meal-distribution vehicle, equipped with 141 insulated stainless steel vessels, and installed solar lights in Akshaya Patra’s Mangalore kitchen to enhance sustainable operations.

Since 2023, we have helped to provide approximately 600,000 midday meals to schoolchildren across India. This year, we contributed to 338,000 meals while expanding our impact through the donation of the vehicle.

Beyond providing nourishment, the initiative empowers children from underserved communities to focus on their education and pursue their aspirations.

Along with our enthusiastic employee volunteers, Yutaka Sasaki, CEO & President of NTT DATA, and Abhijit Dubey, CEO and President of NTT DATA, Inc., along with his entire leadership team, actively participated in volunteering at one of Akshaya Patra’s kitchens in Bengaluru. The day began with the team loading up the van, after which they rolled up their sleeves and assisted the kitchen staff with meal preparation for the next day. The team chopped an impressive 400kg of vegetables, contributing to the preparation of 35,000 midday meals!



## The Period Dignity Initiative

Menstrual poverty is a significant challenge in the MEA region, where it's common for girls to miss days of school every month because they can't access menstrual products. This issue affects not only their education but also their overall wellbeing and future opportunities. In partnership with Palesa Pads, we launched the Period Dignity Initiative to provide reusable pads that are safe for young women and the environment.

Since April 2024, our initiative has empowered over 500 girls by providing them with reusable menstrual pads. This effort has effectively given back thousands of school days that would have otherwise been lost due to menstrual poverty. By giving young women access to these essential products, we are supporting gender inclusion and education, while also contributing to climate action by reducing the waste associated with disposable menstrual products.

The Period Dignity Initiative also empowers small businesses and upskills community members. By partnering with the local enterprises that produce and distribute the pads, we help to create economic opportunities, foster a sense of community ownership and build a foundation for long-term sustainability and empowerment.

“

Period dignity is not just a health issue — it's a matter of equity, access and empowerment. Through this initiative, we're helping to dismantle taboos so that every woman and girl can participate fully and confidently in society. Empowered women empower communities. Because periods shouldn't pause potential.”



**Natalie Musonda**, Senior Director: Diversity, Inclusion and Sustainability, NTT DATA, MEA





## Creating workplace opportunities for refugees

Since 2022, our colleagues in the Netherlands have been actively contributing to the Refugee Plan, a program that helps refugees integrate into Dutch society. Many refugees face challenges in finding employment due to limited networks and unfamiliarity with the labor market. Through recruitment sessions, strategic advice and mentorship programs, We help refugees to bridge this gap, providing guidance and support to help them navigate the job search process.

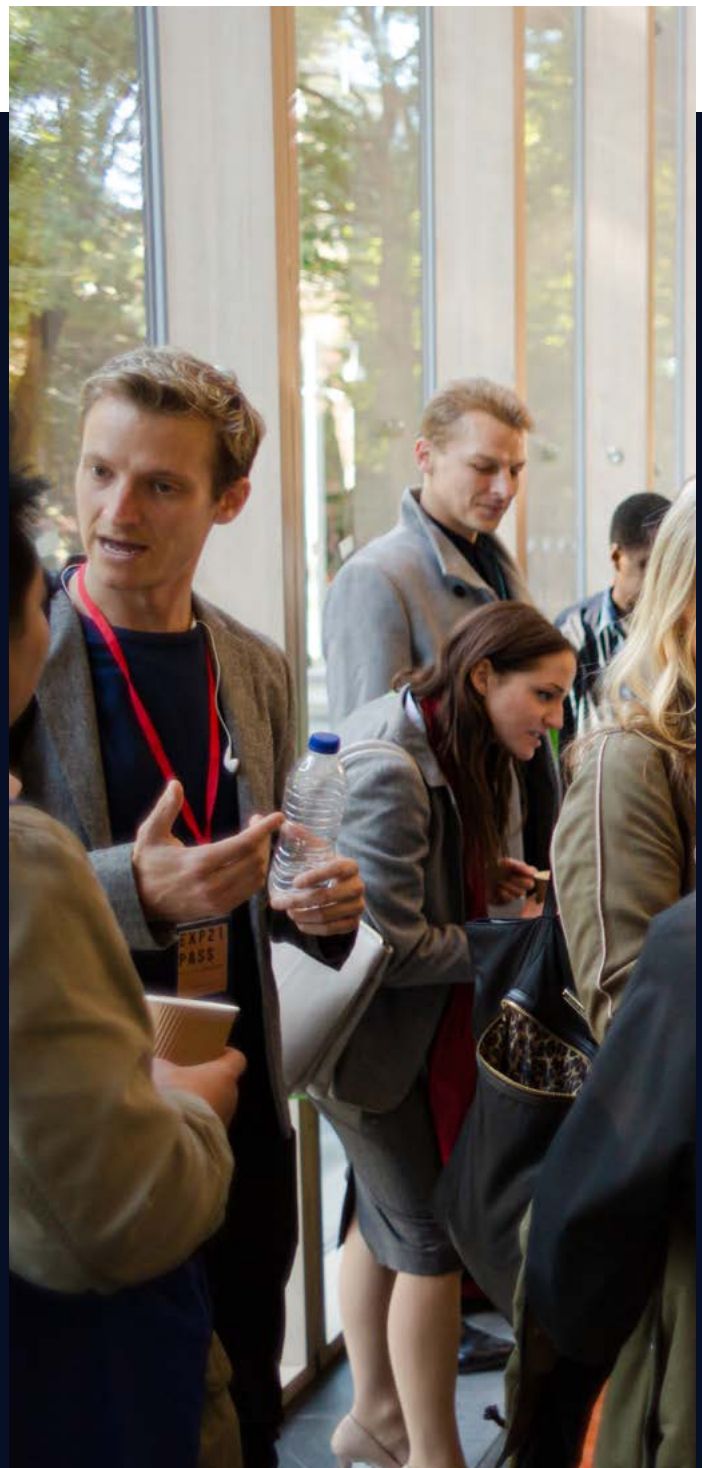
This program not only enhances the employability of refugees but also fosters a more inclusive society. Providing personalized mentorship and creating opportunities for refugees to connect with potential employers significantly improves their chances of securing jobs and integrating successfully into the community.

“

My dream is a country in which businesses see the talents of refugees and provide equal opportunities in the labor market. Together with other organizations, we strive for a refugee-friendly workplace. We are proud to support the Refugee Talent Hub with this initiative and reiterate our support for human rights.”



**John Zwanepol**, Vice President, Human Resources,  
NTT DATA, The Netherlands



## Managing risk in our supply chain

**Our annual Modern Slavery Statement outlines the steps taken to address modern slavery risks within our operations and supply chains.**

Through a rigorous third-party risk management process, we review and analyze our supply chain to identify risks relating to modern slavery and human rights. The UK&I, for example, assesses suppliers based on external scoring factors such as country risk profiles and high-risk materials.

These assessments help us understand suppliers' actions regarding modern slavery, and they are followed by a comprehensive appraisal. Modern slavery statements are collected and reviewed, and manufacturers are evaluated for membership of the Responsible Business Alliance, ensuring the responsible sourcing of minerals. This evaluation extends to manufacturers' supply chains, where details are available.



## Corporate Equality Index

**NTT Global Data Centers in the USA has achieved a significant milestone by scoring of 90 out of 100 in the Human Rights Campaign's (HRC) 2025 Corporate Equality Index (CEI).**

The HRC CEI is the leading benchmark for corporate policies, practices and benefits related to LGBTQ+ employees in the US. This high score reflects our commitment to nondiscrimination policies, inclusive benefits, internal training and corporate social responsibility programs.

Also in the US, the NTT Global Data Centers LGBTQ+ ERG has been instrumental in fostering an inclusive cultural environment that embraces equality for LGBTQ+ employees. The ERG's efforts ensure that all employees, regardless of sexual orientation, gender identity or expression, have equal opportunities for advancement and development.



## Employee engagement

**We believe employee engagement in sustainability is crucial for driving innovation and achieving long-term environmental goals.**

### Earth Day

**Every year we host activities on Earth Day as a global reminder of the urgent need to address environmental challenges and promote sustainability. We believe that Earth Day is not just a single day of action, but that every day is Earth Day.**

Since the launch of our sustainability strategy on Earth Day in April 2024, we have witnessed remarkable engagement from our employees worldwide. Thousands of people have taken part in initiatives that have made a positive impact on the planet.

Our environmental efforts have spanned countries and continents. In Australia, we planted over 1,300 trees; in Germany, 1,400 in Argentina, our team actively participated in tree-planting activities, contributing to reforestation efforts.

In the UK&I, we ran a technology amnesty program to encourage the responsible disposal of electronic ewaste. A digital cleanup across multiple regions resulted in saving the annual carbon footprint equivalent of 150 average-sized cars.

Beyond environmental actions, we have focused on educational and social support initiatives. Belgium organized a hackathon aimed at tackling child exploitation, leveraging technology to address critical social issues. In India, the Tech on Wheels initiative promoted digital literacy, empowering students with essential skills for the future.

In South Africa, employees came together to make blankets and care packages for new mothers, providing comfort and essential items during a crucial time.

These Earth Day initiatives reflect our ongoing commitment to addressing environmental challenges while also promoting education, social welfare and community aid.

→ [We live sustainability every day at NTT DATA](#)



World Cleanup Day

Each year, World Cleanup Day unites millions of volunteers, governments and organizations in 191 countries to address the pressing issue of global waste. The event aims to tackle the environmental challenges posed by litter and waste, promoting cleaner and healthier communities worldwide.

**This year, we ran our World Cleanup over two weeks. More than 2,300 employees got together to clean up their local communities at over 70 events across 30 countries. With great enthusiasm and commitment, they collectively gathered more than 8,500kg of litter, significantly contributing to cleaner environments and healthier communities.**

In one notable instance, a team cleaned up a high school, providing a safer and more pleasant learning environment for students.

Our initiatives extended beyond waste collection, reflecting our holistic approach to sustainability. Several countries organized educational workshops for schools, teaching students about the importance of waste management and conservation. They also launched awareness campaigns to highlight the significance of responsible waste disposal and environmental stewardship.

Over 3,000 trees were planted in various regions, contributing to reforestation efforts and enhancing local ecosystems.

By taking part in a range of activities across the globe, we not only address the immediate issue of waste but also promote education, conservation and community wellbeing.

→ [Eco-warriors unite for World Cleanup Day](#)

Impact of our collective efforts



**73**  
events across  
31 countries



**>2,300**  
employees  
involved



**>8,500kg**  
waste collected

“

Taking part in cleaning microplastics on Barcelona’s beach made me more aware of the impact of plastic waste. It was a meaningful reminder of why keeping our environment clean matters for us and for future generations, and a good way to help others become more aware too.”



**Anton Markov**, Senior Sector Consultant, Corporate and Investment Banking, NTT DATA, Spain





Global Giving Month

Global Giving Month is our annual event dedicated to supporting local communities and charities worldwide. This initiative address various social challenges by mobilizing employees to contribute their time and resources. Our collective action supports those in need as well as creating a sense of unity and purpose for our people.

In December 2024, we ran a month-long campaign that saw over 2,800 employees from 30 countries participating in over 80 events. These ranged from educational programs and donations of technology, books and toys. The high rate of participation and variety of initiatives reflect our employees’ dedication to making a positive impact in their local communities. The campaign supported more than 20 different charities and causes.

Impact of our collective efforts



6,900 items donated



\$66,000 contributed to local charities and communities



62,000kg of food donated to people in need

These contributions highlight the generosity and community spirit of our people.

By encouraging employees to engage in locally planned fundraising and volunteer activities, we not only address immediate social needs but also strengthen our organizational values of togetherness and compassion.

→ NTT DATA's Global Giving supports communities



During Global Giving Month, I had the opportunity to fulfill a child’s gift request from their letter. Although I couldn’t see her reaction upon receiving the gift, I was deeply moved to know that I was able to be part of her dream. I chose a special gift, wrapped it with care and delivered it with great joy in my heart. The experience of contributing to a child’s happiness was unforgettable and rewarding.”



Silvana Rezende, Senior SRE Analyst, NTT DATA, Brazil



Global Volunteer Month

Community support and volunteering are essential for fostering social cohesion and addressing various societal challenges. In February, NTT DATA, Inc. launched the Global Volunteer Month campaign, encouraging employees to step out of their comfort zones and use their skills to help others.

This initiative mobilizes a large workforce to contribute to local communities.

During Global Volunteer Month, more than 5,100 employees participated in 106 events across 21 countries. These activities included a wide range of charitable efforts, such as donating blood, collecting trash, assembling meals and mentoring women and students.

Impact of our collective efforts



61.8 l of blood donated



\$1,112 contributed to local charities and communities



280kg of trash collected



96,600 meals assembled

In addition, more than 360 women and students were mentored, receiving guidance and support to help them achieve their goals.

Global Volunteer Month is an important initiative that helps create culture of giving and community support. The success of this initiative shows the powerful impact of collective action in driving positive change and supporting sustainable development in communities around the world.

“

As part of Global Volunteer Month, we had the privilege of donating a fully equipped computer lab to a government school in Bangalore, opening new doors to digital learning for young minds. This initiative reflects our belief that true impact begins with empowering the next generation. It was a meaningful reminder to our team members that every small effort can create lasting, positive change in our communities.”



Jeevitha S, IT Senior Manager, NTT DATA, India





“

Group volunteering and Global Volunteer Month enables me to practice ‘sanpō yoshi’ outside of our day-to-day client work. Also, being aware of what’s happening in the communities we live in and contributing strengthens team relationships, as we get introduced to new colleagues. Overall, this helps me to grow as a person.”



**Madhava Devarapalli**, Senior Director, Client Management,  
NTT DATA, North America

→ **NTT DATA volunteers support their communities**

The Japanese business philosophy “sanpō yoshi” translates to “good in three ways”. This means business transactions should provide benefits to all stakeholders — the buyer, the seller and society at large.



## Meals that make a difference

In Singapore, 66 volunteers helped out at the Willing Hearts soup kitchen, which prepares 10,000 meals daily and distributes them to over 70 locations island-wide. Volunteers helped to prepare ingredients, chop and cook vegetables, and pack lunch boxes for distribution.

In Indonesia, during Ramadhan, we provided essential supplies, stationery and shared meals for 93 children at Panti Yayasan Sejahtera Insani.

In Germany, employees from the Teltow office saved over 1,350kg of food, a significant increase from the previous year's 550kg. This effort was part of Foodsharing.de's campaign against food waste and for a sustainable food system.

In Australia, 63 employees from NTT DATA, Inc.'s Perth, Melbourne and Brisbane offices participated in a one-hour volunteering event with the charity Eat Up. This charity works with volunteers to make and deliver over 20,000 free lunches to schools for vulnerable children. During the event, our volunteers made 2,885 sandwiches!

In North America, we proudly supported the North Texas Food Bank's Annual Peanut Butter Drive, held every September during Hunger Action Month. This drive addresses the need for shelf-stable, kid-friendly protein sources in North Texas, where one in seven residents face food insecurity. In 2024, we raised over \$65,000 through employee donations and company funding, securing the top corporate-donor spot for the sixth consecutive year. Our contributions have provided essential resources and highlighted the importance of community support in making a tangible difference.

“

We are a proud supporter of the North Texas Food Bank's Annual Peanut Butter Drive. For six consecutive years, we have demonstrated our commitment to uplifting local communities as the drive's top corporate donor.”



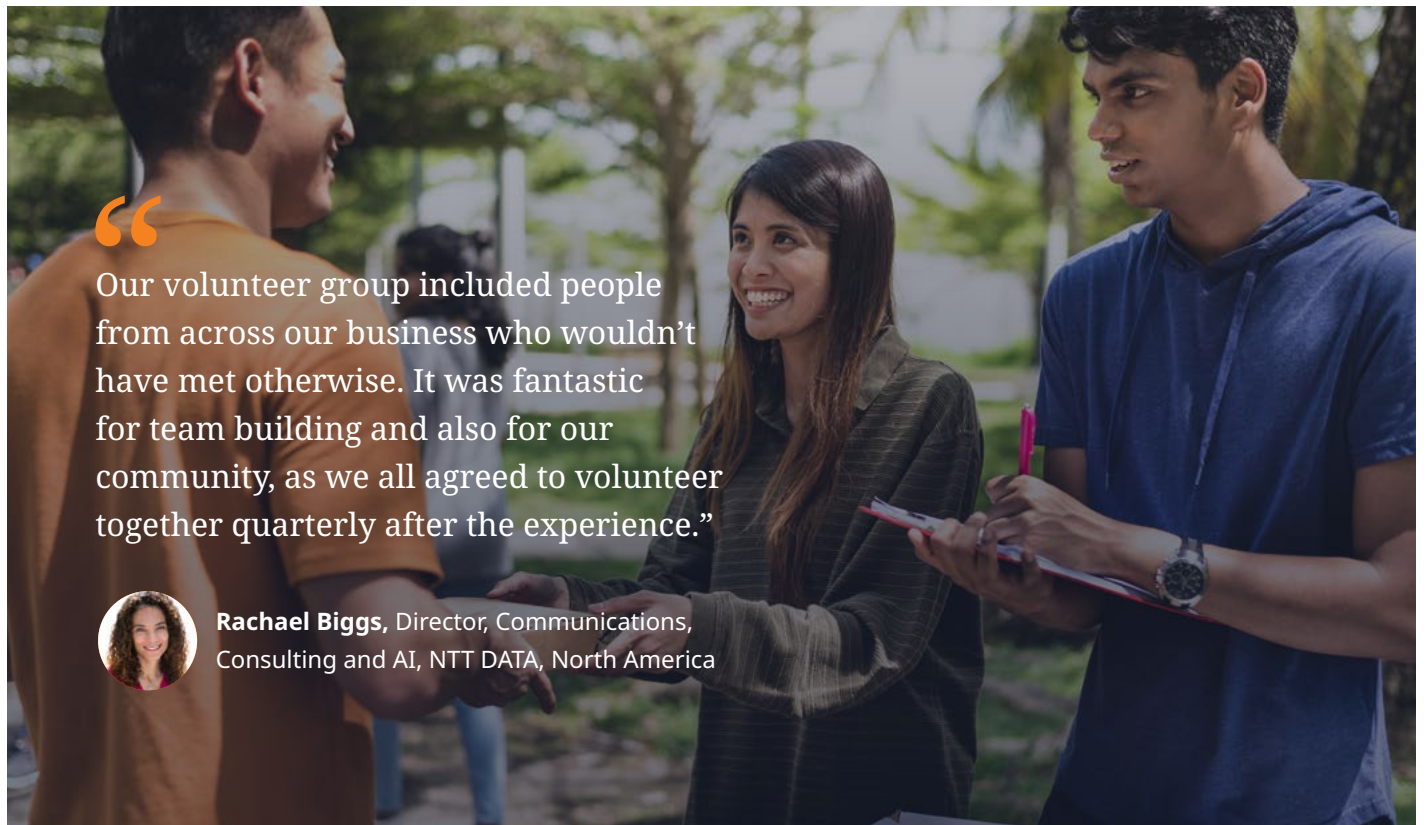
**Alex Steele**, Community Outreach and Engagement Manager, NTT DATA, North America

“

Our volunteer group included people from across our business who wouldn't have met otherwise. It was fantastic for team building and also for our community, as we all agreed to volunteer together quarterly after the experience.”



**Rachael Biggs**, Director, Communications, Consulting and AI, NTT DATA, North America

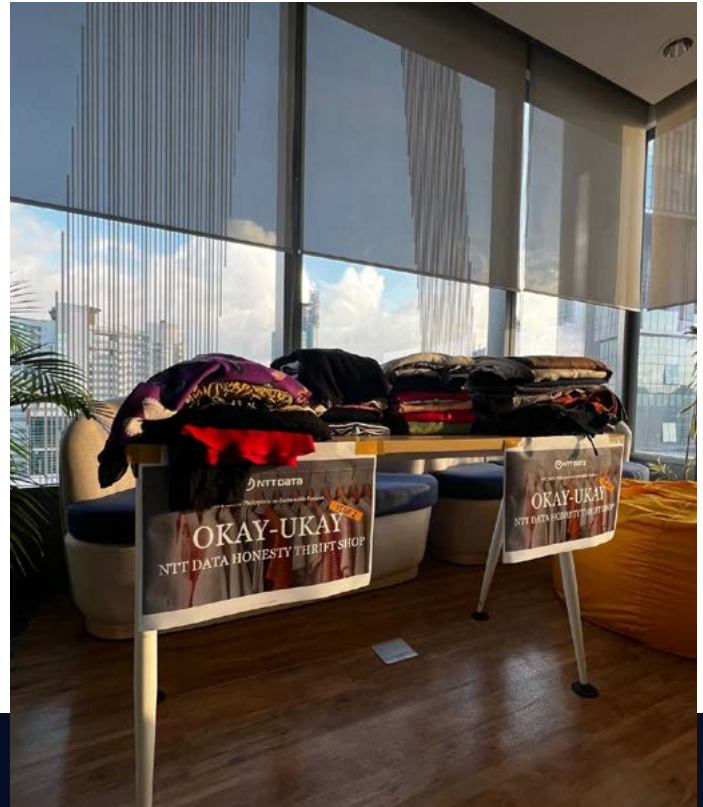




## Clothing with a conscience

In Australia and New Zealand, employees held a clothes donations campaign, Dress for Success, announced on International Women's Day. This campaign empowers women to achieve economic independence by providing them with work clothes for interviews, tools for development and a network of support.

In the Philippines, we relaunched the Honesty Thrift Shop to encourage employees to donate preloved clothes that would otherwise end up in landfill. This year, over 150 pieces of clothing were collected and sold back to employees, raising \$135 to support a local school. Unsold items were donated to a community affected by a fire disaster. This initiative promotes sustainable fashion and supports local communities, with last year's efforts funding the construction of 10 handwashing stations for elementary schools.



## Digital accessibility and access to education

**We have always been actively engaged in various educational and community initiatives across our global geographies.**

### Training, education and mentoring

In the UK&I, the **Brighter Future Initiatives Robotic Workshop** hosted 20 students, inspiring them to design sustainable projects using AI.

In Luxembourg, our team cocreated two academic courses at **Lycée Guillaume Kroll**, focusing on cloud computing and cybersecurity. They continue to engage with students through interview training and hackathons.

In Portugal, our mentoring teams were part of the **Lab2Market** initiative, organized in collaboration with Instituto Superior Técnico (IST). For several weeks, they worked with young people to help them take their ideas "from the lab to the market." The winning project received the António Brandão de Vasconcelos prize, worth almost \$4,000.

Spain partnered with United Way to address high-school dropout rates by inviting students to their facilities. Here, employee volunteers shared their professional stories, inspiring students and encouraging them to continue with their education. Spain also collaborated with Cáritas to provide digital skills training for underrepresented groups. The programs focused on helping vulnerable women aged between 40 and 55 to acquire digital competencies and assisting older individuals in overcoming digital barriers.

### Donations and fundraising

In China, a book-donation campaign collected 379 books, supporting education and promoting social equity.

In India, an employee fundraising campaign raised \$17,000 to support the higher education of 41 out-of-school girls, helping them overcome financial barriers to pursue their dreams.

## Infrastructure support

NTT DATA Business Solutions employees in Poland repainted and furnished rooms in a childcare facility, taught hospitalized children how to program using LEGO robots, and conducted workshops for women re-entering the workforce.

In Czechia, we have supported a children's home in Litoměřice for over 15 years, assisting with various tasks and organizing charity events.

In Germany, 12 volunteers assisted with the Kinder Forschen event in Beelitz, supporting early childhood education in STEM subjects and sustainable development.

In Peru, the Aulas Tech program implemented two tech classrooms in Lima, aiming to reduce the digital divide and promote the efficient reuse of resources through circular economy principles.

The **One Heart** social responsibility program at NTT DATA Business Solutions Türkiye established libraries in seven underserved schools across the country. They also launched the One Heart Solidarity Platform, a digital tool allowing employees to support volunteering requests, making solidarity more accessible and impactful. Additionally, they organized monthly charity stands, regular animal shelter visits and engaged over 500 volunteers in various activities.

In Singapore, 33 NTT DATA Business Solutions employees participated in a field cleanup activity at a primary school, educating young people about reducing waste, recycling and caring for the planet through hands-on action.

The Solar Backpack Initiative in South Africa empowers young people in underserved communities with solar-powered backpacks that are equipped with a light and a device-charger. This allows learners to study and complete their schoolwork even when they do not have access to electricity. Partnering with Chedza, a black-youth-owned tech business, we raised \$30,000 to benefit 450 learners, enhancing education and promoting renewable energy. This initiative supports quality education, entrepreneurship and economic development, helping the next generation thrive.

## Online safety and cybersecurity

In Belgium, the **Child Focus Hackathon** and **Internet Safe & Fun** program aimed to enhance child safety online and teach digital literacy to young students.

We were also actively involved in promoting cybersecurity education and digital responsibility in Romania and Serbia, through the **Digital Jungle** initiative. This initiative equips students aged 7 to 18 with critical cybersecurity skills to combat online risks such as cyberbullying and phishing. It addresses the lack of online safety education in schools by empowering students with knowledge on creating strong passwords and protecting personal information. Collaborative efforts include partnerships with schools in Cluj-Napoca and a youth-focused NGO to train young volunteers, who then share their knowledge with students. Events like the Sibiu Cybersecurity Dialogues Congress and popular festivals further spread awareness, making cybersecurity education more accessible to a larger audience.

→ **Digital Jungle: Helping young people navigate the online environment safely**



We are delighted to partner with Police and School Inspectorates in three counties across Romania. This acknowledgment reinforces our commitment to helping children navigate the internet safely and highlights our shared responsibility to foster a secure digital environment for future generations.”



**Adina Surdu**, Brand Manager,  
NTT DATA, Romania





## Collaboration with partners

**We have been actively collaborating with partners to promote wellness, education and community support across our global operations.**

In India, the **Pacers in Partnership** event, organized in collaboration with Cisco, saw 53 employee volunteers walking together to strengthen team connections and raise funds for an NGO dedicated to empowering disadvantaged children and individuals.

The NTT DATA Mexico Foundation partnered with AT&T to implement the **International Technology Olympiad in Mobile Schools** program, part of the Mexico Connected initiative. The program brings digital education to children and young people in marginalized regions.

## Showcasing our commitment to the SDGs

**Several global initiatives have advanced employee training and promoted the UN SDGs.**

In Belgium, we introduced the 17 Good Life Goals, inspired by the SDGs, to make sustainability tangible through actions like creating educational materials and engaging employees in charity activities. Germany's SDG Wheel of Fortune campaign raised awareness by incorporating interactive quizzes at site events. In Poland, grassroots initiatives such as Innovation Day and International Information System Security Certification Consortium (ISC2) chapter meetings have facilitated knowledge-sharing on IT solutions and cybersecurity.

The NTT Global Data Centers Environment ERG in the US has been pivotal in promoting environmental stewardship. This group organized various activities, including planting butterfly-friendly plants and conducting ewaste-collection events, impacting six states. Across LATAM, the SDGs initiative has evolved from awareness to action, involving employees in sports activities and expanding to include all ESG actions. This initiative culminated in a regional team participating in the Miami Marathon.

Employee wellness

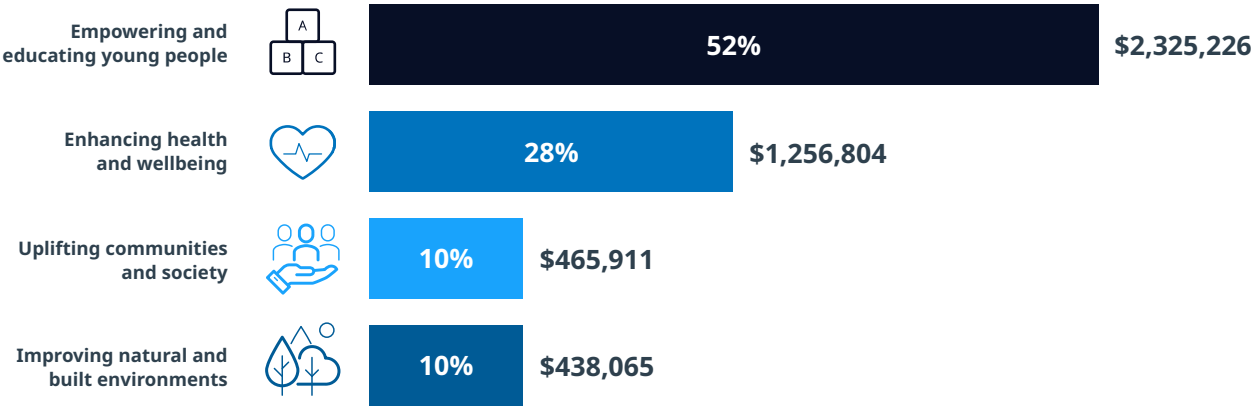
Our commitment to employee wellness is evident in a variety of health and sport initiatives.

Globally, NTT DATA Business Solutions organized a cycling challenge on World Bicycle Day 2024. Employees collectively covered almost 12,000km. On World Health Day we hosted an event focusing on inclusion and disability.

Our Czechia office participates in the Bike to Work challenge, promoting physical fitness. In Luxembourg, we offer monthly wellness sessions that include yoga and futsal; and in the UK&I, a Strava Distance Competition encouraged 66 NTT DATA Business Solutions employees to cover more than 4,500km.

In Germany, SYBIT, a subsidiary of NTT DATA Business Solutions, introduced the HUMANO app, offering personalized health management and interactive challenges.

Donations and fundraising



A culture of volunteering at NTT DATA



\*Includes volunteering during and outside of working hours

We encourage and support our employees in giving their time to volunteer in their communities. In Germany, around 50 colleagues participated in the Missing Maps Mapathon, mapping 6,751 buildings in Nigeria to aid humanitarian organizations in planning life-saving measures and combating the infectious disease Noma. This initiative not only improved geodata but also fostered team spirit and raised awareness about the importance of accurate maps in global development and disaster management.

In the UK&I, employees are encouraged to utilize their volunteer leave, logging 490.5 days in FY24. Team volunteering days have strengthened community ties, with partnerships including Waterloo Foodbank in London and Phyllis Tuckwell in Hampshire. The Europe, Middle East, Africa and Latin America (EMEAL) region's Blue Wave volunteer portal has engaged 1,981 volunteers, benefited 48,163 individuals, and serves as a tool for retaining and attracting talent.





## Volunteering in action

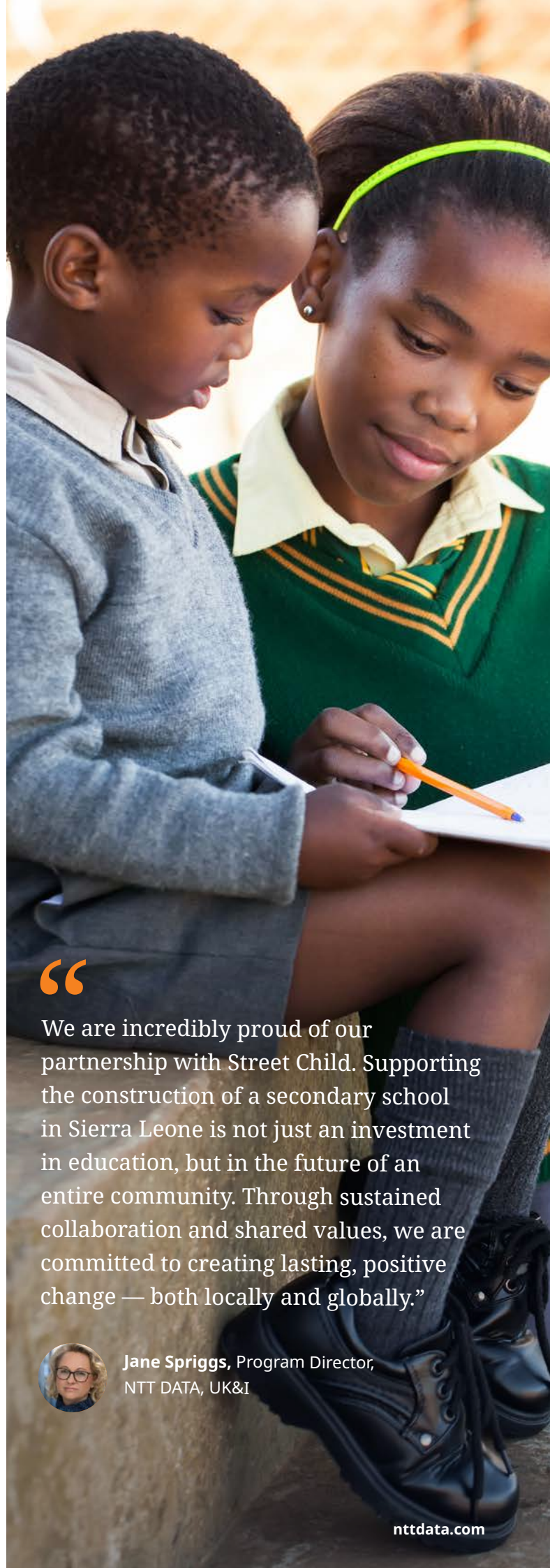
### UK&I Charity Network and our action with Street Child

The **Charity Network** at NTT DATA UK&I encourages employees to come together to support causes they are passionate about. During FY24, the network supported five charities: The Girls Network, Street Child, Macmillan Cancer Support, Mind, and Trekstock. Through various fundraising events, the network raised an impressive \$124,541. These events not only contributed to charitable causes but also served as fantastic employee engagement initiatives, enhancing social and networking opportunities and promoting team building.

One of the standout initiatives was the partnership with Street Child to develop a secondary school in Madinboh, Sierra Leone. In this remote village, children face significant challenges in accessing quality education, often traveling long distances to the nearest secondary school. To address this, the community established a junior secondary school in an old grain-storage building, but it was inadequate for the needs of nearly 80 children. NTT DATA UK&I collaborated with Street Child to build a permanent structure, aiming to improve enrollment and provide children, especially girls, with a greater chance at completing their education. Through coffee mornings, fundraising dinners and other events, \$60,637 was raised to support this project.

By partnering with organizations like Street Child, we help children to be safe in school and while learning. This partnership not only impacts the lives of children in Sierra Leone but also fosters a sense of purpose and community among our employees.

The Charity Network UK&I remains committed to promoting social responsibility and making a meaningful difference in the lives of those in need. Through sustained efforts and ongoing partnerships, we aim to build a better future for communities both locally and globally, reinforcing our core values and dedication to creating a positive impact.



“

We are incredibly proud of our partnership with Street Child. Supporting the construction of a secondary school in Sierra Leone is not just an investment in education, but in the future of an entire community. Through sustained collaboration and shared values, we are committed to creating lasting, positive change — both locally and globally.”



**Jane Spriggs**, Program Director,  
NTT DATA, UK&I

## Digital cleanups

**Digital cleanups are an essential aspect of our sustainability efforts, significantly contributing to the reduction of digital waste and carbon emissions.**

The storage and processing of digital data require substantial energy, and inefficient data management can lead to unnecessary carbon footprints. We provide regular communications about and organize activities for events such as World Digital Cleanup Day and World Environment Day. We also run programs to raise awareness about and promote the responsible use of technology for a cleaner digital environment.



Thanks to our Digital Cleanup campaign, we maintain and promote our professionals' commitment to the responsible use of technology, which is contributing to a positive impact on our environment."



**María Jesús Villa**, Director,  
Corporate Sustainability, NTT DATA, EMEAL







## Saturday School celebrates 30 years of turning potential into promise



Watching Saturday School grow has been one of the most fulfilling parts of my journey. Seeing our students embrace this golden opportunity and turn their potential into real achievements reminds me why this program matters. Seeing their confidence grow and their dreams begin to take shape, I'm thrilled that our alumni are now part of this organization. Programs like Saturday School not only empower individuals — they also play a vital role in alleviating poverty and shaping the future of our country.”



**Shakes Makgalemane**, Saturday School Program Manager, South Africa

In South Africa, many learners in under-resourced communities struggle to access quality education. This limits their career opportunities and prospects for social mobility and improving their socioeconomic circumstances. Our Saturday School, which celebrated its thirtieth anniversary in 2025, has made a substantial impact by providing supplementary education to Grade 11 and 12 students (aged between 16 to 18 years old), helping to prepare them for their final exams and enhancing their chances of entering tertiary education.

The Saturday School is our flagship program in South Africa. We started in 1995 with just 15 Grade 11 students. Over the years, it has grown to support 140 students in a year: 100 in Johannesburg, and 40 in Gqeberha. The program has evolved to include a comprehensive curriculum that covers mathematics, physical science, English, life sciences, computer studies, leadership and ethics, entrepreneurship, mentorship, life skills, IoT, cybersecurity and robotics. This evolution reflects our commitment to equipping learners with relevant skills and knowledge to thrive in a rapidly changing world.

In 2020, the expansion of the program was piloted in Gqeberha with 20 learners, three teachers and three subjects. By 2021, the number of learners had increased, and additional subjects and teachers were introduced. The program now collaborates with 12 partner schools in Gqeberha, significantly expanding its reach.

The success of the Saturday School is evident in the achievements of its alumni, many of whom have become qualified IT specialists, doctors, engineers, microbiologists and entrepreneurs. The program has provided over 2,000 learners with the platform to realize their potential and transform their lives.



The Saturday School program gave me hope beyond my dreams. Through the program, I was exposed to life-changing and eye-opening opportunities that were a constant reminder that it is possible to be successful. In addition to the academic support given, I was awarded a scholarship through a partner of the NTT DATA Saturday School, which made my university journey seamless. I eventually joined the company through a graduate program, and now I am paying it forward through my day-to-day work, assisting the company that invested in my future through the sustainability work we do across the MEA region.”



**Karabo Sephofane**, Sustainability Specialist, South Africa, and Saturday School alumnus

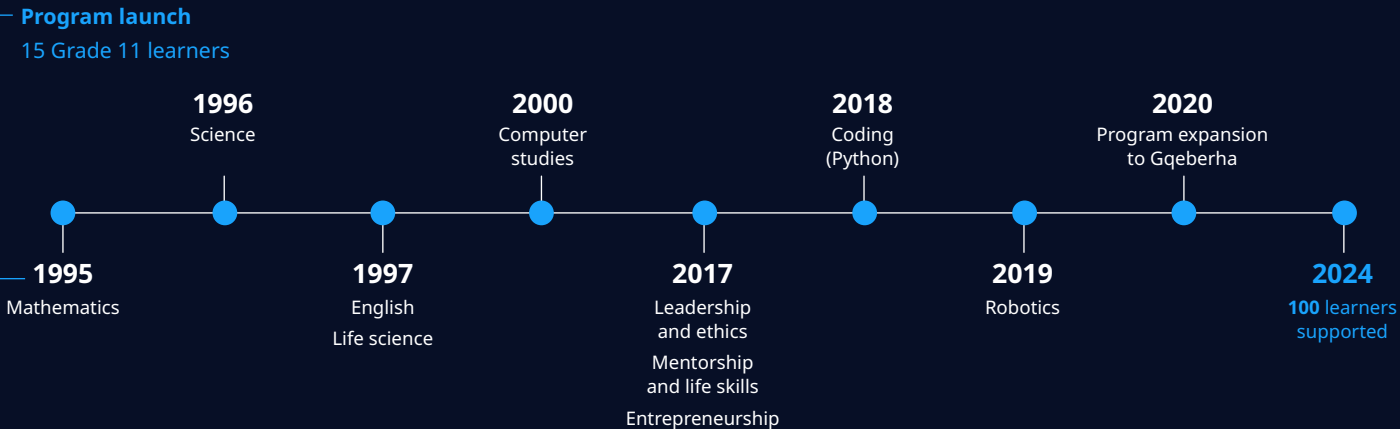
The impact of our Saturday School extends beyond academic performance. By developing skills in leadership, entrepreneurship and digital literacy, the program empowers learners to contribute positively to their communities and the economy. By providing quality education to young people, we help to address educational disparities and promote social mobility.

We will continue to improve and expand the program so that more learners in our communities have the opportunity to succeed.

**The Saturday School journey**

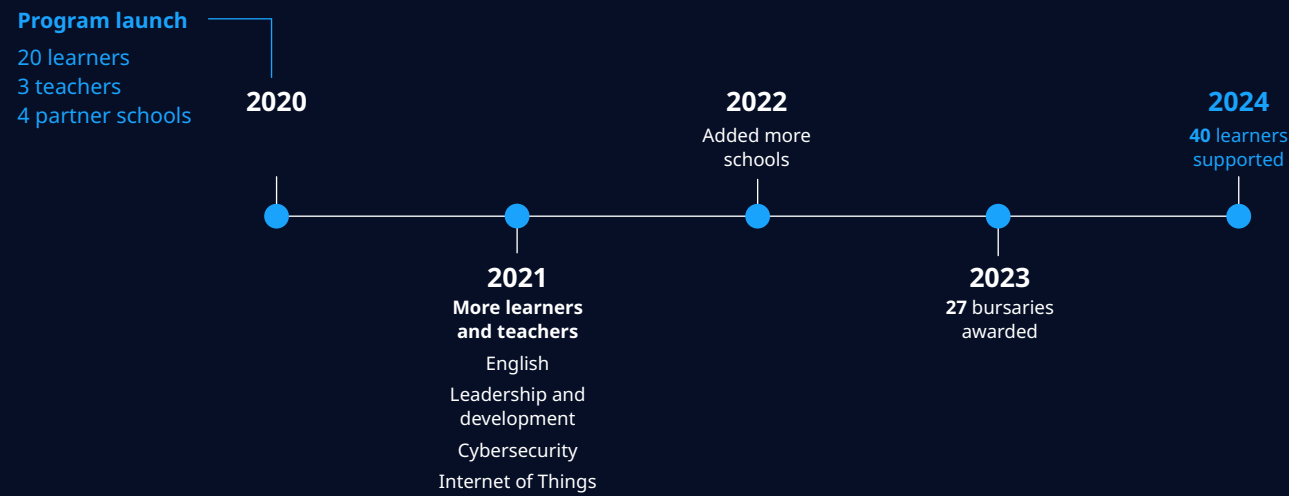
- **Reflecting on 30 years of success**  
Learners and leaders share their views of the program in this short video
- **How NTT DATA’s Saturday School program nurtures success**  
A graduate shares his journey in this blog
- **Saturday School**  
Empowering young people to be future innovators

**The Saturday School journey, Johannesburg**

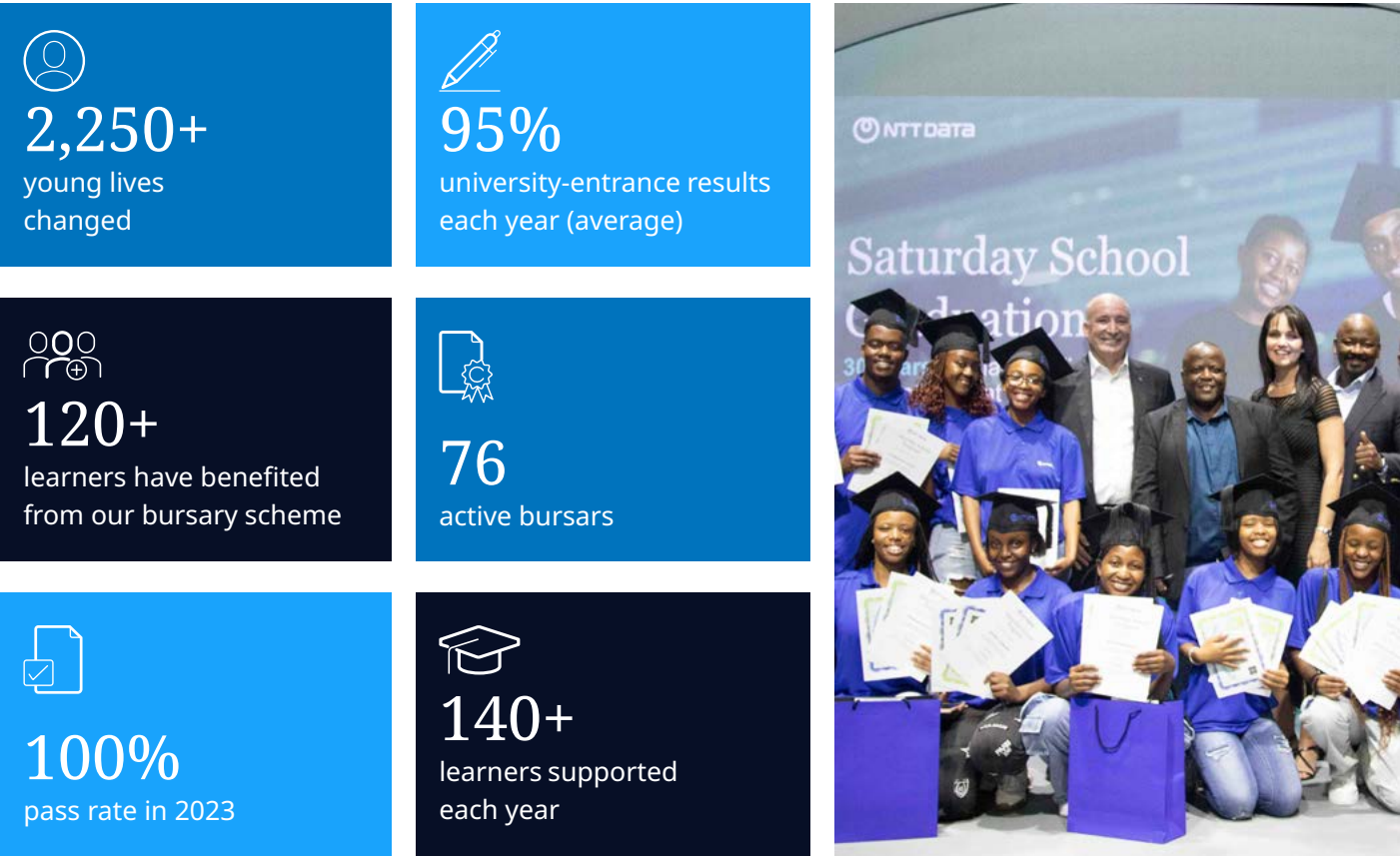




The Saturday School journey, Gqeberha



Saturday School impact



# Partnering for a sustainable world

**Through our partnerships and accreditations, we demonstrate our commitment to excellence and leadership in sustainability across the world.**

This section of the report aligns with the European Sustainability Reporting Standards (ESRS), specifically covering ESRS 2 (general disclosures) and ESRS G1 (governance). As we are in a transition year, this report demonstrates our preparation for CSRD-compliant reporting next year, ensuring the comprehensive and transparent disclosure of our achievements and affiliations in sustainability.





## Industry analyst reports

### Everest Group

NTT DATA named a Leader and Star Performer in Everest Group Sustainability Enablement Technology Services PEAK Matrix® Assessment 2024.<sup>1</sup>

→ [Everest Group Sustainability Enablement Technology Services](#)

NTT DATA named a Leader in Everest Group Sustainable IT Services PEAK Matrix® Assessment 2025.

→ [IT Services](#)

NTT DATA named a Major Contender in Everest Group Sustainable Engineering Services PEAK Matrix® Assessment 2025.

→ [Everest Group Sustainable Engineering Services](#)

### Gartner

Named in the The Market Guide for Enterprise Sustainability Services 2024.<sup>2</sup>

### ISG

NTT DATA named a Leader in the 2024 ISG Provider Lens™ Generative AI Services (Global) report.<sup>3</sup>

→ [Generative AI Services \(Global\) report](#)

### IDC

NTT recognized as a Leader in the IDC MarketScape: Worldwide Datacenter Services 2023 Vendor Assessment<sup>4</sup>

→ [Generative AI Services \(Global\) report](#)



We are incredibly proud of the recognition we have received from analysts. We believe this validates the impact our sustainability solutions and services have on our clients and society, and affirms our efforts and the effectiveness of our sustainability initiatives.”



**Gioconda Di Gennaro**, Analyst Relations, Global Sustainability, NTT DATA, Inc.

<sup>1</sup> Licensed extracts taken from Everest Group's PEAK Matrix® Reports, may be used by third parties for use in their own marketing and promotional activities and collateral. Selected extracts from Everest Group's PEAK Matrix® reports do not necessarily provide the full context of our research and analysis. All research and analysis conducted by Everest Group's analysts and included in Everest Group's PEAK Matrix® reports is independent and no organization has paid a fee to be featured or to influence their ranking. To access the complete research and to learn more about our methodology, please visit Everest Group PEAK Matrix® Reports.

#### About Everest Group

Everest Group is a leading global research firm helping business leaders make confident decisions. Everest Group's PEAK Matrix® assessments provide the analysis and insights enterprises need to make critical selection decisions about global services providers, locations, and products and solutions within various market segments. Likewise, providers of these services, products, and solutions, look to the PEAK Matrix® to gauge and calibrate their offerings against others in the industry or market. Find further details and in-depth content at [www.everestgrp.com](http://www.everestgrp.com).

<sup>2</sup> Gartner, Market Guide for Enterprise IT Sustainability Services, DD Mishra, Biswajit Maity, Katja Ruud, 18 November 2024

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<sup>3</sup> The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients.

<sup>4</sup> October 2023. Document number:# US49435022.



# Partnerships, accreditations and affiliations

Our commitment to sustainability is reinforced by our partnerships, accreditations and affiliations with world-leading organizations. These collaborations enable us to implement industry best practices, drive innovation and amplify our impact on global sustainability efforts. Here are some of the key partnerships and affiliations that highlight our dedication to creating a sustainable future:



“

As leaders in this field, we are effectively transitioning plans into actions through innovation, capabilities and experience. We are shaping sustainability into a new global paradigm of growth. Our commitment to driving measurable, reliable advancements in this area remains unwavering.”



**Gioconda Di Gennaro**, Analyst Relations, Global Sustainability, NTT DATA, Inc.





## World Economic Forum (WEF)

NTT DATA is honored to partner with the World Economic Forum's Centre for Nature and Climate, an organization that brings together global leaders to address pressing environmental challenges.

The WEF's Centre for Nature and Climate is dedicated to preserving, restoring and sustainably managing natural resources, recognizing the interconnected nature of climate change, biodiversity loss and land degradation.

Through this partnership, we engage in collaborative discussions and initiatives that promote sustainable practices and innovative solutions.

Our collaboration with the WEF also includes leveraging Industry 4.0 technologies such as data analytics, IoT and digital twins to enhance business efficiency and reduce environmental impact. We are committed to supporting regenerative agriculture and soil health, working with stakeholders to harmonize data and adopt new technologies.

## World Business Council for Sustainable Development (WBCSD)

Through our membership of WBCSD, we contribute to several key imperatives across the organization. In the Climate Action Working Group, we aim to support the development and implementation of solutions that reduce GHG emissions and foster climate resilience, sharing our expertise in AI and data analytics to help other members accelerate their net-zero transitions. In the Nature Action Working Group, we can apply our digital engineering capabilities to develop tools that protect natural ecosystems, promote sustainable resource management and restore biodiversity.

NTT DATA will also participate in the Circular Products and Materials pathway, contributing to frameworks such as the Global Circularity Protocol and championing circular economy principles in product design, material use and supply chain sustainability.

# External assurance

LRQA was commissioned by NTT DATA, Inc. to provide independent assurance of its greenhouse gas (GHG) emissions inventory (GHG Assertion) for April 1, 2024 — March 31, 2025 against the assurance criteria below to a limited level of assurance and materiality of the professional judgment of the verifier using The Greenhouse Protocol – A Corporate Accounting and Reporting Standard (revised edition, Jan 2015) and ISO 14064 - Part 3 for greenhouse gas emissions. LRQA's verification procedure is based on current best practice and is in accordance with ISAE 3000 and ISA 3410.

## LRQA Independent Assurance Statement

Relating to NTT DATA Inc's GHG Emissions and Assertion for April 1, 2024 - March 31, 2025.

This Assurance Statement has been prepared for NTT Ltd Group Services United Kingdom Limited as part of the NTT DATA, Inc. Group (NTT DATA Inc.) in accordance with our contract.

### Terms of Engagement

LRQA was commissioned by NTT DATA Inc. to provide independent assurance of its greenhouse gas (GHG) emissions inventory (GHG Assertion) for April 1, 2024 - March 31, 2025 against the assurance criteria below to a limited level of assurance and materiality of the professional judgement of the verifier using The Greenhouse Protocol – A Corporate Accounting and Reporting Standard (revised edition, Jan 2015) and ISO 14064 - Part 3 for greenhouse gas emissions. LRQA's verification procedure is based on current best practise and is in accordance with ISAE 3000 and ISAE 3410.

Our assurance engagement covered NTT DATA Inc.'s global operations and activities and specifically the following requirements:

- ☑ Verifying conformance with:
  - NTT DATA Inc.'s reporting protocols and written procedures
  - The GHG emissions calculation methodology of the *World Resources Institute / World Business Council for Sustainable Development Greenhouse Gas Protocol: A corporate accounting and reporting standard* revised edition (otherwise referred to as the WRI/WBCSD GHG Protocol).
- ☑ Evaluating the accuracy and reliability of data and information for only the selected indicators listed below:
  - Direct (Scope 1) Emissions
  - Energy Indirect (Scope 2) Emissions and
  - Other Indirect (Scope 3) GHG emissions verified by LRQA only include:
    - Category 1 - Purchased goods and services emissions
    - Category 2 - Capital goods
    - Category 3 - Fuel- and Energy-Related Activities Not Included in Scope 1 or Scope 2
    - Category 4 - Upstream Transportation and Distribution
    - Category 6 - Business travel
    - Category 7 - Employee commuting
    - Category 9 - Downstream Transportation
    - Category 11 - Use of Sold Products
    - Category 12 - End-of-Life Treatment of Sold Products
    - Category 13 - Downstream Leased Assets
    - Category 15 - Investment

LRQA's responsibility is only to NTT DATA Inc. LRQA disclaims any liability or responsibility to others as explained in the end footnote. NTT DATA Inc.'s responsibility is for collecting, aggregating, analysing, and presenting all the data and information within the Report and for maintaining effective internal controls over the systems from which the Report is derived. Ultimately, the Report has been approved by, and remains the responsibility of NTT DATA Inc.





### LRQA's Opinion

Based on LRQA's approach nothing has come to our attention that would cause us to believe that NTT DATA Inc. has not, in all material respects:

- ☑ Met the requirements of the criteria listed above; and
- ☑ Disclosed accurate and reliable performance data and information as summarized in Tables below.

The opinion expressed is formed on the basis of a limited level of assurance<sup>1</sup> and at the materiality of the professional judgement of the verifier.

**Table 1. Summary of NTT DATA Inc.'s GHG Emissions for April 1, 2024 - March 31, 2025.**

<b>FY2024 NTT DATA Inc. DATA Inc. GHG Emissions (01 April 2024 - 31 March 2025)</b>	<b>Metric Tonnes CO<sub>2</sub>e</b>
<b>Scope 1 GHG emissions</b>	<b>43,689.70</b>
<b>Scope 2 GHG emissions (Market-based)</b>	<b>253,591.76</b>
<b>Scope 2 GHG emissions (Location-based)</b>	<b>582,429.86</b>
Scope 3 GHG emissions Category 1: Purchased Goods & Services	1,187,146.71
Scope 3 GHG emissions Category 2: Capital Goods	424,297.19
Scope 3 GHG emissions Category 3: Fuel and energy related activities (not included in Scope 1 or 2)	219,184.82
Scope 3 GHG emissions Category 4: Upstream transportation and distribution	27,611.18
Scope 3 GHG emissions Category 5: Waste generated in operations	
Scope 3 GHG emissions Category 6: Business travel	83,568.91
Scope 3 GHG emissions Category 7: Employee commuting	29,018.77
Scope 3 GHG emissions Category 8: Upstream leased assets	
Scope 3 GHG emissions Category 9: Downstream transportation and distribution	279.75
Scope 3 GHG emissions Category 10: Processing of sold products	
Scope 3 GHG emissions Category 11: Use of sold products	1,225,122.54
Scope 3 GHG emissions Category 12: End-of-Life treatment of sold products	2,224.62
Scope 3 GHG emissions Category 13: Downstream leased assets	803,226.79
Scope 3 GHG emissions Category 14: Franchises	
Scope 3 GHG emissions Category 15: Investments	11,761.14
<b>Scope 3 GHG emissions (Total)</b>	<b>4,013,442.42</b>
<b>Total GHG emissions (Market-based)</b>	<b>4,310,723.88</b>
<b>Total GHG emissions (Location-based)</b>	<b>4,639,561.98</b>

<sup>1</sup> The extent of evidence-gathering for a limited assurance engagement is less than for a reasonable assurance engagement. Limited assurance engagements focus on aggregated data rather than physically checking source data at sites. Consequently, the level of assurance obtained in a limited assurance engagement is lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.



**Table 2. Summary of Consumed Energy Sources for the purposes of CDP Reporting for April 1, 2024 - March 31, 2025.**

Consumed Energy Sources	MWh
Consumption of fuel from non-renewable sources	110,873.78
Consumption of fuel from renewable sources	561.63
Consumption of purchased/acquired cooling from non-renewable sources	1,571.50
Consumption of purchased/acquired electricity from non-renewable sources	580,266.41
Consumption of purchased/acquired electricity from renewable sources	831,750.69
Consumption of purchased/acquired heat from non-renewable sources	7,553.00
Consumption of purchased/acquired steam from non-renewable sources	285.28
Consumption of self-generated non-fuel renewable energy	501.80
Total energy consumption from renewable sources	832,814.12
Total energy consumption from non-renewable sources	700,549.97
<b>Total of all energy sources</b>	<b>1,533,364.09</b>



# List of abbreviations

<b>AMTM</b>	Assistance Médicale Toit du Monde
<b>APAC</b>	Asia Pacific
<b>AWS</b>	Amazon Web Services
<b>BEV</b>	battery electric vehicle
<b>CDP</b>	Carbon Disclosure Project
<b>CDS</b>	clinical decision support
<b>CEI</b>	Corporate Equality Index
<b>CO<sub>2</sub></b>	carbon dioxide
<b>CoE</b>	center of excellence
<b>COPD</b>	chronic obstructive pulmonary disease
<b>CRAH</b>	computer room air handler
<b>CSO</b>	Chief Sustainability Officer
<b>CSDDD</b>	Corporate Sustainability Due Diligence Directive
<b>CSR</b>	corporate social responsibility
<b>CSRD</b>	Corporate Sustainability Reporting Directive
<b>D&amp;I</b>	diversity and inclusion
<b>DACH</b>	Germany, Austria, Switzerland
<b>DORA</b>	Digital Operations Resilience Act
<b>EMEAL</b>	Europe, the Middle East, Africa and Latin America
<b>EMS</b>	environmental management system
<b>ERG</b>	employee resource group
<b>ESG</b>	environmental, social and governance
<b>ESRS</b>	European Sustainability Reporting Standards
<b>EV</b>	electric vehicle
<b>ewaste</b>	electronic waste
<b>GHG</b>	greenhouse gas
<b>GRC</b>	governance, risk and compliance
<b>GW</b>	gigawatts
<b>HAWK</b>	Hostile Activity Watch Kernel
<b>HVAC</b>	heating, ventilation and air-conditioning
<b>IOWN</b>	Innovative Optical and Wireless Network
<b>ISMS</b>	Information Security Management System
<b>IST</b>	Instituto Superior Técnico
<b>ITAD</b>	IT asset disposal
<b>IWD</b>	International Women's Day
<b>kWp</b>	kilowatt peak

<b>LATAM</b>	Latin America
<b>LEED</b>	Leadership in Energy and Environmental Design
<b>LGBTQ+</b>	lesbian, gay, bisexual, transgender, queer/questioning, plus (others)
<b>LLM</b>	large language model
<b>MEA</b>	Middle East and Africa
<b>MHFA</b>	mental health first aid
<b>MWh</b>	megawatt-hours
<b>MWp</b>	megawatt peak
<b>PCF</b>	product carbon footprint
<b>PV</b>	photovoltaic
<b>RFP</b>	request for proposal
<b>SBTi</b>	Science Based Targets initiative
<b>SDG</b>	Sustainable Development Goals
<b>SOGIE</b>	sexual orientation, gender identity and expression
<b>SRE</b>	site reliability engineering
<b>STEM</b>	science, technology, engineering and mathematics
<b>TB</b>	terabyte
<b>tCO<sub>2</sub>e</b>	tonne of carbon dioxide equivalent
<b>TWG</b>	thematic working group
<b>UK&amp;I</b>	United Kingdom and Ireland
<b>UPS</b>	uninterruptible power supply
<b>WBCSD</b>	World Business Council for Sustainable Development
<b>WEF</b>	World Economic Forum
<b>WTI</b>	Wildlife Trust of India
<b>WWF-I</b>	World Wide Fund for Nature-India (WWF India)

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