



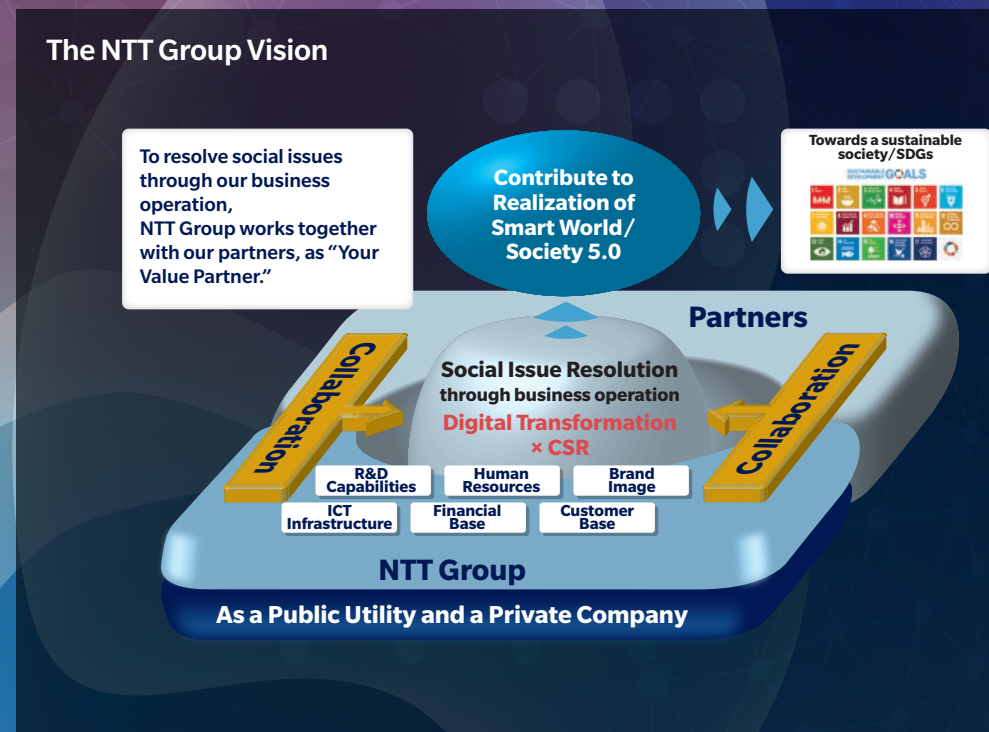
VISION & ACTION BOOK

**NTT Group
Sustainability Report
2020**

To resolve social issues through its business operations, NTT Group works together with its partners as “Your Value Partner.”

Since its launch through the privatization of Nippon Telegraph and Telephone Public Corporation in 1985, NTT has been required to fulfill the missions of both a public utility and a private company. These missions will not change, no matter how significantly the COVID-19 pandemic changes the economy and society. Communications services are an important part of social infrastructure. Our mission of providing reliable, uninterrupted communications services as a public institution as designated by the Basic Act on Disaster Control Measures is becoming increasingly more important amid the current conditions. At the same time, we are pressed with our mission of generating ongoing profits as a private company. Our commitment to fulfilling the missions of both a public utility and a private company will continue to be our core emphasis going forward. At the same time, NTT Group will transform itself in response to social and economic changes in its quest to resolve social issues through its business operations together with its partners as “Your Value Partner.”

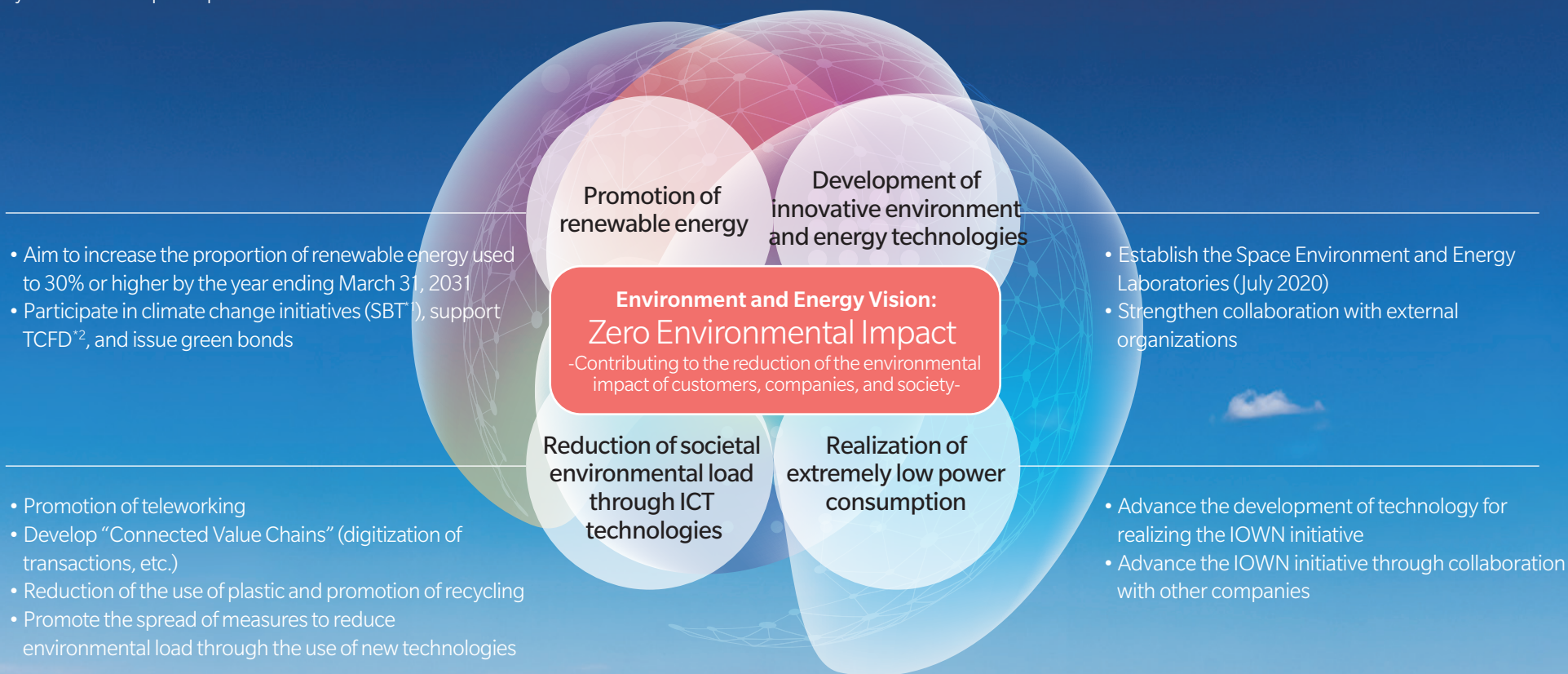
Additionally, contributing to society is equivalent to increasing our corporate value. Promoting management based on environmental, social, and governance (ESG) factors has been and will continue to be NTT’s mission. We will anticipate changes in the world and take steps to address them ahead of time through various measures.



Special Feature

Formulating the Environment and Energy Vision: Zero Environmental Impact

In May 2020, NTT Group formulated its Environment and Energy Vision: Zero Environmental Impact as part of efforts to realize ESG management, one of the main pillars of the Your Value Partner medium-term management strategy. Under this vision, we aim to realize zero environmental impact for the entire Group, and we will implement four initiatives that leverage the NTT Group's strengths to reduce the environmental impact of customers and society. For each of these, we will strengthen collaboration not only within the Group, but also with our various partners, to evolve, develop, and accelerate initiatives that only the NTT Group is capable of.



*1 Science Based Targets (applying the WB target of 2°C) *2 Task Force on Climate-related Financial Disclosures

Special Feature

Formulating the Environment and Energy Vision: Zero Environmental Impact

Future Plans and Outlook

Promote green energy

We will increase the proportion of renewable energy used to 30% or higher by the year ending March 31, 2031.

The use of electricity is a major source of the greenhouse gases emitted by NTT Group, so we are advancing a shift to renewable energy. We have set a quantitative target of increasing the proportion of renewable energy used to 30% or higher by 2031. As part of our efforts to promote the use of renewable energy, we are switching the electricity used in facilities owned by NTT Office at Otemachi First Square, NTT Musashino R&D Center, NTT Atsugi R&D Center, NTT Yokosuka R&D Center, and NTT Tsukuba R&D Center to substantially renewable electricity by utilizing non-fossil certificates designated as renewable energy for 100% of the electricity used. Additionally, in bringing about business activities that reduce environmental impact through the promotion of green energy, in May 2020, we began our participation in SBT, an international climate-change initiative, and we pledged our support for the TCFD.

Reduce societal environmental load through ICT technologies

We will support saving energy and making business more efficient, as well as engage in realizing an effective recycling-based society.

NTT Group believes that ICT technology itself can contribute to reducing the environmental impact of society, and we expect areas such as teleworking, the digitalization of value chains, and computerization to be especially effective at curbing society's energy usage. NTT Group is actively supporting efforts to improve the efficiency of energy usage and business activities, including by promoting the spread of thermal insulation/power generation glass that uses photovoltaic technology, and we are advancing initiatives aimed at realizing a recycling-based society, such as promoting the reduced usage and reuse of plastic, an environmental issue that is becoming increasingly serious.

Develop innovative environment and energy technologies

We will develop innovative technologies through the establishment of the Space Environment and Energy Laboratories.

In July 2020, we established the Space Environment and Energy Laboratories with the goal of regenerating the global environment and realizing a sustainable and inclusive society. These laboratories aim to develop innovative technologies in the smart energy field, which includes next-generation energy, as well as technologies that will innovate the future of the global environment. Also, as the first Japanese private-sector company to conclude a comprehensive cooperation agreement with the ITER International Fusion Energy Organization, we will implement IOWN, which is expected to realize extremely low power consumption, to contribute to communication technology, as well as management technology for fusion power, the ideal power generation method. Through its new laboratories, NTT Group will support the simulation of an experimental hydrogen fusion reactor that ITER will undertake, aiming to start operation of the reactor in 2025.

Realize extremely low power consumption (IOWN initiative)

We will create base technologies for the future of communications that exceed the limitations of current technologies.

As part of the IOWN initiative, which is expected to realize extremely low power consumption in areas such as computers and networks, NTT Group has partnered with external organizations to establish the IOWN Global Forum as a forum for the industry to meet the data and information processing needs of the coming age. The forum provides an opportunity to use NTT Group's industry-leading photonics, digital signal processing (DSP), computing and network infrastructure operating technologies together with Intel's vast technological portfolio, support systems, and expert knowledge of both hardware and software to develop technologies that will enable the extremely high-volume data processing that will be needed to realize a smart, connected world.



Special Feature



Response to the COVID-19 Pandemic

NTT Group is striving to maintain stable telecommunications services as a public institution and we are supporting social infrastructure by continuing customer support initiatives, with a focus on teleworking for companies and local governments, remote education for schools, and remote medical care for hospitals.

Furthermore, we will contribute to solving issues by providing high-added-value services and solutions aimed at the period after the pandemic.

Providing Stable Telecommunications Services



NTT and its major subsidiaries operating in the telecommunications business have established business plans designed to help prevent the spread of COVID-19 in the interest of fulfilling their responsibilities as designated public institutions and protecting human life.

Even amid the pandemic, we are providing around-the-clock network operation, monitoring, and troubleshooting as usual. We will also continue line installation and repairs upon customer request, and we will take ample care regarding safety management while providing such services.

Example cases

- When trouble is reported, we provide self-diagnosis and repair support videos, as well as guidance through visual tools, to reduce the need for site visits by workers.
- We have introduced non-contact methods for carrying out internet-related work at customer homes.

Customer Support Initiatives



NTT Group companies are extending payment deadlines upon request for customers facing difficulty paying service fees by the normal deadline due to the pandemic.

Additionally, as support for teleworking, education, local governments, businesses and business owners, and health and healthcare, NTT Group companies are deploying a variety of measures such as opening consultation desks, providing certain services free of charge, and collaborating with companies and education facilities.

Example cases

- We are providing the education support service “Omakase Kyoshitsu” free of charge.
- We are providing free of charge a video sharing platform that enables the building of online learning environments.
- We have partially waived data communications fees for customers up to the age of 25.

After the Pandemic



The need to adopt new ways of living to prevent the spread of COVID-19 infections continues to force rapid changes in business activities and daily lifestyles. NTT Group will continue to provide high added value services and solutions that spread and entrench teleworking, remote medical care, and remote education and use cloud technology and digitalization at companies to innovate workstyles and operations and improve productivity, with the aim of realizing a comfortable remote society.

Example cases

- We provide online meeting systems that realize virtual office spaces.
- We are supporting remote operations that make it possible to give accurate instructions to work locations from a remote environment.
- We are using video analysis to predict and warn of crowds and using sensors to measure people's temperatures.



NTT EAST/NTT AgriTechnology

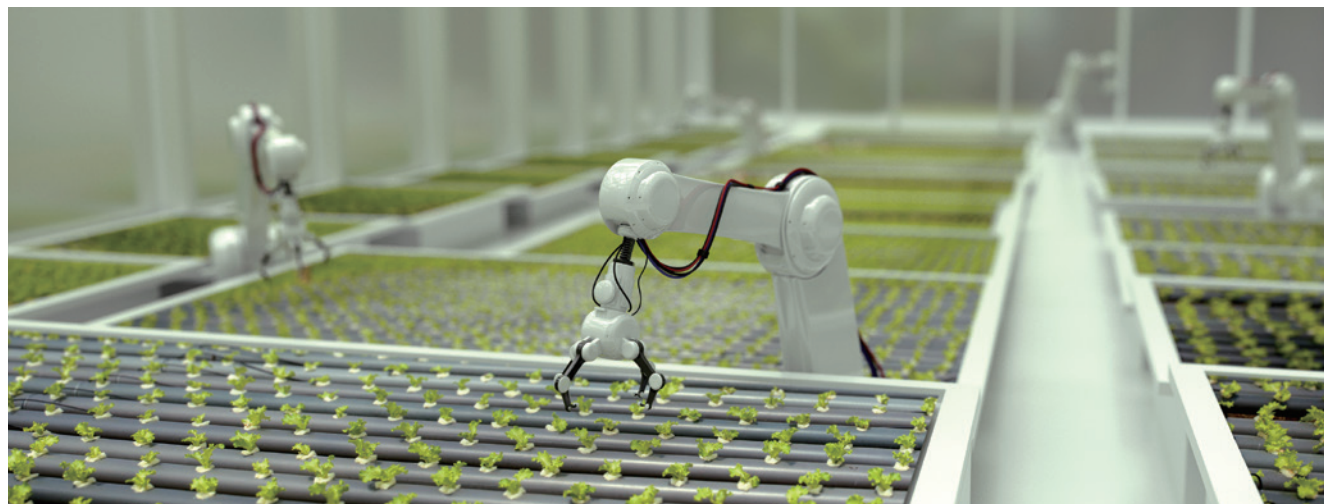


Regional Vitalization by Using IoT and AI to Realize Next-Generation Agriculture



NTT AgriTechnology Corporation

NTT AgriTechnology Corporation was established by NTT EAST with the aim of realizing regional vitalization and community development by combining agriculture and ICT. It is establishing next-generation greenhouse horticulture centers that are realizing advancements such as sophisticated environmental controls that utilize IoT and AI, and yield forecasts based on environmental and growth data analysis. It will accumulate expertise to provide next-generation greenhouse horticulture solutions to agricultural producers.



Although progress has been made in applying information and communications technology (ICT) in the agricultural field in recent years, customers have been telling us about the issues they face, such as labor shortages due to producers getting older, the danger that skills will not be passed on, and a decline in earning capabilities. Based on these issues, the Ministry of Agriculture, Forestry and Fisheries is promoting “smart agriculture,” which uses robot technology and ICT to achieve ultra-labor-saving and high-quality production. NTT EAST has launched the “Agri-innovations Lab @ Yamanashi City” project to create an integrated structure that brings together farmers, the government, and private businesses. This project involves the cooperation of farmers in Yamanashi Prefecture to build a system in which sensors and cameras are installed in greenhouses to collect environmental data such as temperature, humidity, and CO₂, enabling farmers to monitor the status of their greenhouses in real time from home or other locations. This reduced the number of times they had to tour their land and led to more efficient production. Also, because this environmental data is

gathered and recorded automatically, it can be used along with cultivation manuals to realize data-driven cultivation, resulting in more stable, fail-proof production. In addition to this, we are building structures for sharing this data with local governments and private-sector companies, and it is also useful for expanding the area being monitored as part of crime prevention efforts and disaster countermeasures. As of August 2020, this project is being used as a model case to develop projects in over 20 other municipalities across Japan, including in Akita and Fukushima prefectures. Furthermore, in 2019 we established NTT AgriTechnology, the NTT Group’s first agriculture-centric business, which delivers next-generation greenhouse horticulture solutions. It also operates “experiment farms” for growing crops using IoT/AI, and it shares the knowledge acquired from these. Going forward, we will work with the local community to create an “agricultural ecocity” as a hub for various adjacent industries centered on agriculture with the aim of realizing community development by vitalizing the local economy.

NTT FIELDTECHNO



Realizing Reductions in Both Environmental Impact and Costs

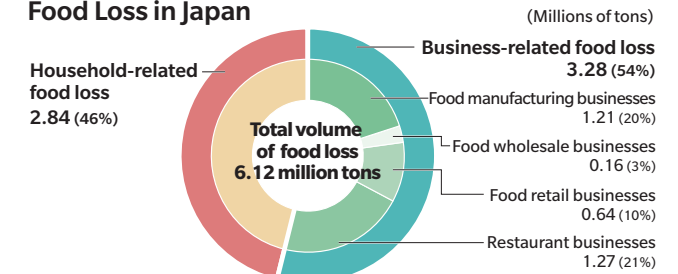


Currently, in Japan the amount of edible food being thrown away by businesses, also referred to as food loss, amounts to 7.72 million tons* and the Ministry of Agriculture, Forestry and Fisheries has set a target of reducing business-related food waste to half of what was discarded in FY2000, by FY2030. However, the cost of realizing this presents a stumbling block and there is no progress being made on food recycling in any region of the country. Therefore, NTT FIELDTECHNO has formed an alliance with WELL CREATE Co., Ltd. to rent its Four Stars food waste fermentation/decomposition machines to food-related businesses with no initial investment required. Furthermore, NTT FIELDTECHNO has developed local food recycling systems in which the fermented residuals produced by Four Stars machines are turned into compost and soil enrichers and supplied or sold to farmers. NTT FIELDTECHNO is using IoT technology and the cloud to

monitor the amounts of fermented residual in Four Stars machines and enable the remote, centralized management of compost production, thereby bringing about the efficient operation of food recycling loops. This realizes waste recycling that is less expensive than disposal, which not only reduces environmental impact by preventing food waste from being incinerated, but also helps reduce costs for food-related businesses.

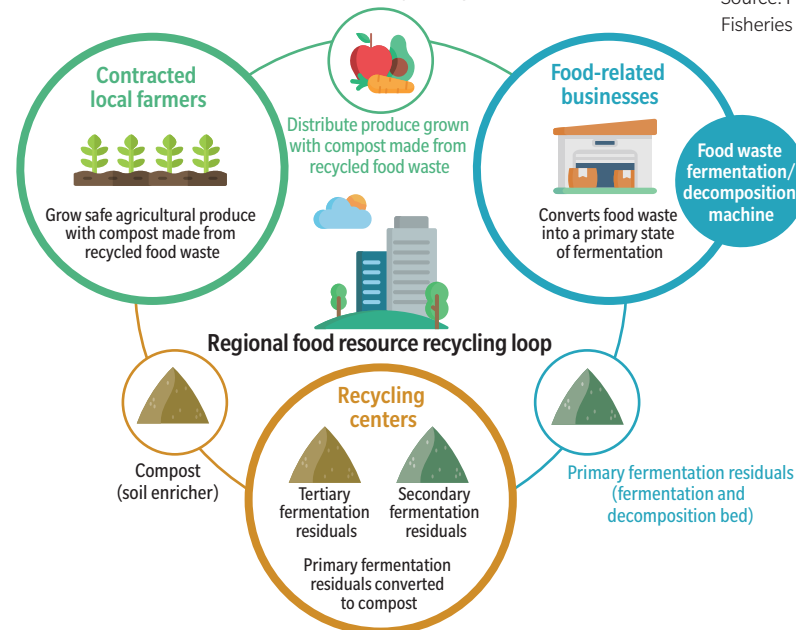
*Source: FY2017 estimates regarding the use of food waste, etc. by the Ministry of Agriculture, Forestry and Fisheries

Food Loss in Japan



Source: Page about food loss on the Ministry of Agriculture, Forestry and Fisheries website

Overview of the Food Waste Recycling Solution



Features of the Four Stars food waste fermentation/decomposition machine



- Fermentation and decomposition completed in 24 hours by just putting food in and activating the machine
- Produces virtually no bad odors and is safe for installation at stores
- Lineup of machines tailored to different volumes of waste

NTT DATA



Providing More Convenient Payment Services to People in Vietnam

Vietnam has a young population, with an average age of 30.9 (as of April 2019) and this is contributing to rapid economic development. Additionally, communications and digital services are expanding rapidly in the market, and are becoming a keystone for economic growth. VietUnion Online Services Corporation (hereinafter VietUnion), an NTT DATA Group company, has been deploying a bill payment service*¹ through the “Payoo” platform that enables users to make different sorts of bill payments both online and through approximately 13,000 stores that are part of big chain retailers across Vietnam, including convenience stores, consumer electronics stores, shopping centers, and supermarkets, based on the Intermediary Payment Services License issued by the State Bank of Vietnam.

This service was launched in the Vietnam market in 2012 as a pioneering intermediary payment service, realizing a world in which people can safely make payments anytime, anywhere. Use of the service is spreading quickly in Vietnam, which is a strongly cash-based society with many dual-income households.



Furthermore, to realize a cashless society, the Vietnamese government has the goal of reducing the percentage of cash transactions to less than 10% of total domestic transactions, and it is advancing specific measures to expand the use of cashless payment methods. With respect to cashless payments, VietUnion is handling all payment methods, such as conventional card payments, newly expanding QR code payments, and installment payments, throughout the country through payment terminals and online. It is providing services that make shopping more convenient and fun for consumers.

The company has become highly regarded for the

contribution it is making to society through these initiatives and its market presence, and it was selected as one of Vietnam’s representative fintech companies in the Asia Pacific FinTech Fast 101*² announced by International Data Corporation (IDC) in 2020.

Going forward, the NTT Group will continue to enhance services through “Payoo” and contribute to the development of payment infrastructure and services in Vietnam.

*1 Payments of bills such as electricity, gas, and water charges, as well as loan payments, flight tickets, etc.

*2 <https://www.idc.com/getdoc.jsp?containerId=prAP46131020>

NTT DOCOMO



Using Smartphones to Realize a World Without Language Barriers



The population of Japan has been shrinking since it peaked in 2009, and the number of foreign residents in the country has been gradually increasing, reaching 2,930,000 at the end of 2019 (a 7% increase compared to the previous year)*1. Furthermore, a language barrier still hampers communication between Japanese and foreigners, and in a survey conducted by the Japan Tourism Agency*2, many foreign visitors to Japan said they had trouble with “communication” and a “lack of multilingual displays.” NTT DOCOMO is facilitating communication between people who speak different languages by developing and providing Jspeak, a service that uses smartphones, which have become a staple in our lives. Jspeak provides three basic functions—a “face-to-face translation” function that enables the user to speak into the app and translate with just a single touch of a button, a “phone translation” function that enables users to translate words while speaking on the phone, and an “image translation” function that enables users to translate things like signs or newspapers by simply taking a picture of them with their smartphone’s camera. Additionally, common phrases in multiple languages can be registered by category, so it is convenient for specific scenarios, such as face-to-face

product explanations, responding to emergencies, or making announcements about a situation. The Jspeak service is already being used by public transport operators and public facilities, including by Tokyo Metro, which uses it to make general multilingual announcements at stations, and by Kobe City, which uses it to help foreign residents carry out procedures concerning things like taxes and moving, and for disaster response.

*1 Source: The Ministry of Justice’s 2019 statistics regarding foreign residents in Japan

*2 Source: *Questionnaire on Creating a More Welcoming Environment for International Visitors to Japan (FY2019)*, Japan Tourism Agency

Foreign Residents in Japan

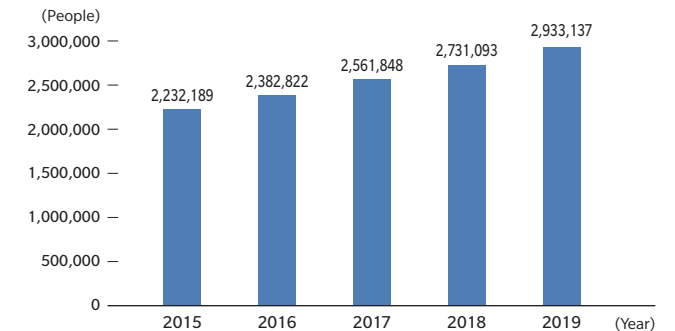
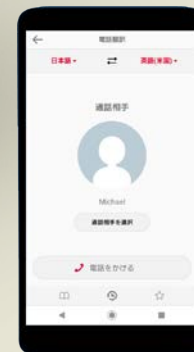


Image translation screen



Phone translation screen



Face-to-face translation screen



Common phrases screen

NTT East



Giving the Power to Build the Future to the Children Who Suffered the Effects of the Earthquake in Sendai

On March 11, 2011, the Great East Japan Earthquake caused great damage. Children in the area saw their normal, everyday lives vanish in an instant, and the resulting sadness, uncertainty, and terror created severe stress. In April of the same year, Sendai City conducted a survey of all elementary and junior high school students living in the city, revealing tendencies such as low self-esteem and a fear of failure and unwillingness to take on challenges. In response to this situation, Sendai City established Sendai Children's Experience Plaza with the aim of nurturing the attitudes and abilities that children need to be able to cherish their connections with people and society and build self-confidence that will benefit them socially and occupationally in the future. In this experience program, Sendai City Hall and 10 private-sector

companies, including NTT East, erect booths where fifth and sixth graders from all of Sendai's 120 elementary schools can learn about how the economy works and what a society of coexistence is like through various experiences based on real jobs. Since the beginning of this program, NTT East has been operating a booth where children can experience communications business operations such as consulting, creating and concluding contracts, and carrying out inspections, and since 2014, these experiences have been enjoyed by a total of around 4,500 students. Because of this experience, it has become common to see children showing self-confidence as they work through tasks. This program will continue as a sustainable initiative to help children grow, cultivating the human resources who will support the Tohoku region's recovery.



Human flow analysis data consulting



A construction supervisor



Sales promotion at a store



A business explanation from Sota



Working on accounts



A sales representative in charge of individual customers meeting with a customer

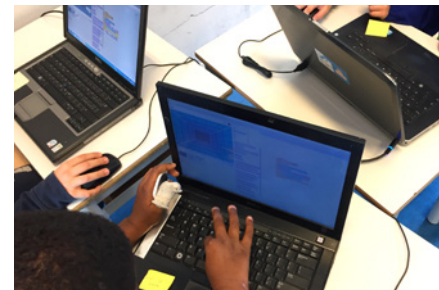
The NTT East Work Experience Booth

At NTT East's work experience booth, students can experience operations such as consulting work based on human flow analysis data, introducing and creating contracts for a high-speed internet service, handling contracts for video conference systems and conducting inspections, and concluding advance contracts to install special public telephones for times of disaster.

NTT DATA Italia



Providing Children with Skills for the Future through Coding Education at Schools



About
1,000
classes



About
16,000
children



About
2,000
hours



About
110
employees



As the evolution of digital technology continues to create great change in society, there is a need for human resources and skills that can innovate and create new value to solve diversifying social issues. A World Economic Forum report ranking the skills that will be needed in 2030 had complex problem solving, critical thinking, and creativity at the top of the list. Therefore, it is important to cultivate these skills in children.

NTT DATA Italia is providing free coding education that teaches children to approach a problem from different angles to come up with as many solutions as

possible. The curriculum is based on ideas by employees and currently it is being taught by volunteers from eight of NTT DATA Italia's offices, such as in Milan, Rome, Cosenza and Turin, providing elementary schools with 50 hours of coding classes a month. The program has also been expanded to cover high schools and incorporate robot programming classes. As a result, since 2016, the program has provided over 1,000 classes to around 16,000 children, comprising over 2,000 hours of education.

NTT Ltd.



Launching an Educational Program to Protect Girls' Right to Learn



Computer room built for their education and future employment



A refrigerated fresh water machine was installed, providing safe drinking water

For the poor of India, education is a low priority and 66% of girls don't get appropriate education. It is considered natural for them to do housework and even get pushed into early employment.

In 2017, NTT Ltd. started "Right to Learn" initiative at a public school for girls of the poorest families in Mumbai for their overall development and prepare for future employment. We built a computer room and science lab and, in addition, we bring them to our offices, giving them an opportunity to experience the latest technologies. Also, we installed water coolers to provide clean drinking water, offer mid-day meals and conduct several health

initiatives such as dental check-ups. Additionally, various training programs such as self-defense, vocational training, and career guidance are provided on a regular basis. NTT employees visit the school often to celebrate festivals and special occasions, creating a sense of bonding with the girls. Since starting this program, attendance has been 96%, the graduation rate has been 100%, and the percent of students that has gone on to college has risen to 95%, all of which are significant improvements. Because of this initiative, the girls have started to dream about an educated and empowered future and, by extension, contributing to India's economic growth.

NTT Communications



Sustainable Systems Produced by Subsea Cable Recycling



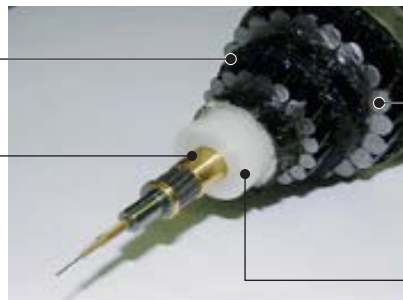
Recycling 99% of Subsea Cable



Coal tar coating for armor wire completely separated and pelletized



Copper tape separated and pelletized



All components other than optical fibers are completely recycled (over 99% of total volume)



Outer armor wire properly coiled



High-purity polyethylene used for outer cover can be sold at high price if completely separated and pelletized

The normal length of subsea cables installed in Japan’s territorial waters is 20 to 30 kilometers per cable, but the cable managed by NTT Communications connecting Kagoshima Prefecture with Okinawa Prefecture passes through various islands en route, resulting in a total length of 260 kilometers within Japan’s territorial waters. The cable went out of service in 2018 and was expected to result in about 850 tons of waste, presenting a significant challenge in terms of environmental impact and disposal costs. Therefore, NTT Communications concluded an agreement with South Africa’s Mertech Marine, the only operator in the world capable of completely disassembling subsea cables to the level of raw materials, to develop a new scheme for controlling both environmental impact and disposal costs by recycling 99% of the cable that requires disposal. It is also contributing to creating regional safety nets through Mertech Marine with the employment of unskilled workers and donations to non-profit organizations engaged in initiatives such as supporting impoverished families.

NTT DATA Italia



Providing People All Over the World with Clean, Safe Drinking Water



The origAMI interface



The first prototype of origAMI unveiled at an NTT DATA global hackathon

The growth of the global population and the impact of climate change are making water scarcity more severe. In Asia, the amount of water used is rising dramatically in line with dizzying economic development, and it is estimated that in 2025, the volume of water being used will be 3.6 times greater than in 1950. It is also highly likely that countries in Africa and Central and South America, which are still expected to have low water usage volumes as of 2025, will see these volumes rise in the future.*1

People are using more water as their lifestyles become richer. There are also issues such as the aging of water supply infrastructure, such as pipes, in many regions and high percentages of non-revenue water,*2 particularly in developing countries.

NTT DATA Italia has been researching smart water management systems that incorporate IoT since 2016.

Through processes such as hackathons, in which various engineers from throughout the company meet to share opinions and ideas, it has developed origAMI (original Advanced Metering Infrastructure). In addition to enabling appropriate monitoring, such as reducing leakage rates by monitoring pipe networks in real time, this infrastructure also functions as a tool for the prevention of accidents by running simulations and accumulating measurement data for each region. Currently it is being used in public works in Italy and we plan to expand its use to other parts of Europe and then Asia.

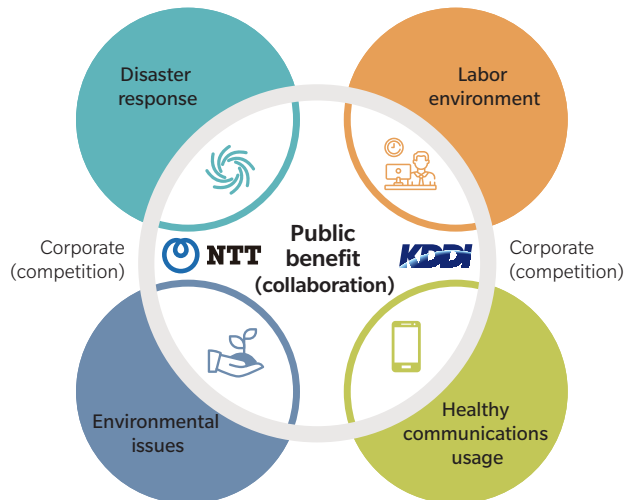
*1 Source: *Responding to International Water Resource Problems*, Ministry of Land, Infrastructure, Transport and Tourism, Japan

*2 Percentage of non-revenue water: The percentage of water that does not produce revenues due to loss through leakage or theft

NTT



Communications Infrastructure Providers NTT and KDDI Collaborate for Social Contributions



Contributions to realizing a sustainable society



On September 11, 2020, NTT and KDDI CORPORATION concluded a social contribution partnership agreement to begin mutual cooperation for the transportation of supplies using both companies' ships during major disasters, disaster preparation drills, and awareness-raising activities. These initiatives aim to realize a sustainable society, including by building resilient social infrastructure.

The companies are also considering collaboration that utilizes both companies' assets in areas other than disaster response, such as employment assistance, healthy

smartphone usage, and climate change response.

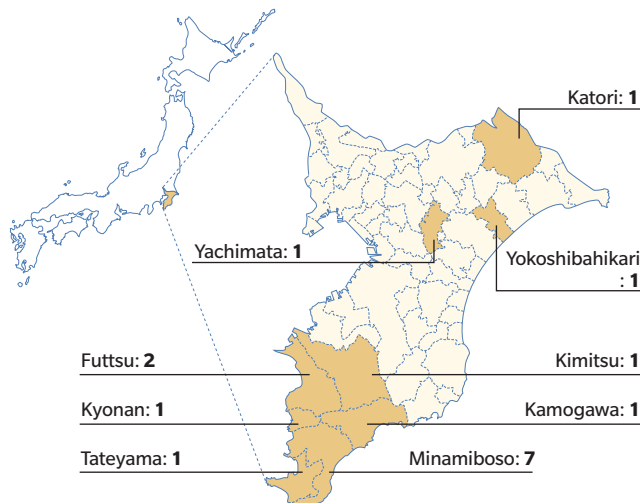
NTT and KDDI are both responsible for important communications infrastructure, and while they compete to develop information and communications technology (ICT) in Japan and enhance services, it is expected that by utilizing shared assets, they will be able to create even greater effects. Going forward, the companies aim to solve various social issues through the "Tsunagu x Kaeru (Link and Transform) Project."

NTT East



Establishing Onsite Consultation Services in Evacuation Centers to Help People

Typhoon Faxai: Onsite Consultation Services Established in Chiba Prefecture



On September 20, 2019, Typhoon Faxai struck the Boso Peninsula in Chiba Prefecture with destructive winds, causing trees to fall over and objects to fly, resulting in damage to communications equipment in various areas.

In particular, damage to utility poles and cables between communications buildings and customers' houses meant that approximately 35,000 phone lines stopped working, and disruption to transportation systems in the area delayed efforts to restore communications. Due to these problems, it became difficult to connect to NTT East's repair number (113), causing further customer problems.

As a result, we strengthened our repair number framework, including increasing the number of call

center staff, while also establishing onsite consultation services in various places, such as town halls, evacuation centers, and shopping centers, in order to consult directly with citizens having trouble with communications equipment and other issues. We mobilized employees, including administrative staff who had less experience dealing with customer issues, and managed to provide around 2,700 consultations*.

NTT East will use the lessons learned from this experience so we can firmly respond to customers' difficulties during large-scale disasters in the future.

*Inquiries concerned issues such as phone line disruptions and unsafe equipment

NTT Group



Providing a Fun Environment for the Next Generation to Learn About ICT

Since 2006, NTT Group companies (NTT, NTT East, NTT West, NTT Communications, NTT DOCOMO, NTT DATA) have been working together to hold NTT Dream Kids Net Town events each year in major cities across Japan. These are experience-based learning events held during the summer holidays for children in grades three through six that, in addition to introducing them to the latest information and communication technology (ICT), also teach them about the rules and manners of using communications devices while having fun. In 2020, these events are being held online for the first time to reach children who were isolated at home due to the COVID-19 pandemic. Participants can learn about the underlying infrastructure of communications and cutting-edge ICT such as 5G (high-speed, high-volume, low-latency communications) through game experiences, such as audio-visual content based on real usage situations. We are also providing an environment in which children can learn about the NTT Group's initiatives in times of disaster and rules and manners for using information and communications services safely and securely together with their guardians.



NTT CLARUTY



Realizing an Inclusive Society in Which People With and Without Disabilities Help Each Other



Experiencing five-a-side soccer for those with visual impairments



Experiencing blind marathon

In Japan, there are still many barriers to the spread of normalization, such as public facility design that makes access difficult for people with disabilities, a lack of understanding about disabilities, and scarce employment opportunities. NTT CLARUTY is engaged in promoting normalization to realize a society in which people with and without disabilities can energetically participate together. As part of this, it is holding para-sports experiences and barrier-free classes for the children who will be responsible for society in the future. In the para-sports experiences, NTT CLARUTY's representative athletes go to elementary and junior high schools and enjoy para-sports with the children, wearing eye masks to play five-a-side soccer for those with visual impairments, and running a

blind marathon, in which an escort runner guides the athlete using a rope called a tether. In the barrier-free classes, NTT CLARUTY employees with disabilities visit junior high and high schools and provide classes with activities such as sign language lessons and wheelchair experiences. These classes have been highly acclaimed, with children saying things like "It changed the way I view people with disabilities," and teachers commenting, "It was a valuable learning opportunity for the children." NTT CLARUTY will continue these activities going forward while aiming to realize an inclusive society that uses communications technology to provide new employment and comfortable working environments for people with disabilities.



Experiencing blind marathon

NTT



Realizing New Work Styles Through Avatar Robots Controlled by People with Physical Disabilities



Starting in February 2020, NTT trialed the use of OriHime-D, an avatar robot that can be controlled remotely, at the reception and meeting room areas of its head office in Chiyoda Ward to carry out tasks such as greeting visitors and guiding them to meeting rooms, and in July, we introduced it permanently.

Reception tasks using OriHime-D are being carried out by newly recruited employees who have physical disabilities, and currently we have four such employees operating the robots in shifts. This is the first time NTT has employed people with disabilities for administrative work

in its offices. Also, from a perspective of preventing the spread of COVID-19, this initiative enables us to interact with large numbers of visitors while maintaining social distancing and it has provided a boost for the establishment of new working styles for customer service.

The COVID-19 pandemic is driving significant changes in working styles, as well as the way we employ people with disabilities. The new style of working remotely through avatar robots could enable the further employment of people with disabilities and broaden the activities that can be carried out by people with

limitations. Going forward, we will promote further diversity and inclusion for employees, including those with disabilities, by expanding the reception tasks that can be carried out using avatar robots and considering new applications in other areas.

*An avatar robot about 120cm tall developed by OryLab Inc., OriHime-D is controlled remotely and can be used for greeting and guiding guests or performing physical labor.

**"OriHime" is a registered trademark of OryLab Inc.

External Recognition

Member of
**Dow Jones
Sustainability Indices**

Powered by the S&P Global CSA



**2020 CONSTITUENT MSCI JAPAN
ESG SELECT LEADERS INDEX**

**2020 CONSTITUENT MSCI JAPAN
EMPOWERING WOMEN INDEX (WIN)**



Introducing our CSR Activities

Please take a look at the various efforts made and solutions offered by NTT Group as we take on the issues facing society.



NTT Group CSR

https://www.ntt.co.jp/csr_e/index.html

A variety of information concerning NTT Group's efforts to solve social issues.



NTT Group CSR Video Library

<https://www.ntt.co.jp/activity/csrvideo/en/>

Easy-to-understand video guides to NTT Group's CSR initiatives.



Inquiries

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