NTT DOCOMO's ESG Activities

December 8, 2017

NTT DOCOMO, INC.
Corporate Social Responsibility Dept.
General Manager, Sonomi Aizawa

1. **DOCOMO's CSR**

2. Enhancing Enterprise Value and ESG Risks/Opportunities
   Institutional Investors' Expectations for Telecommunications Industry
   -DOCOMO's Responsibility and Actions-

3. Initiatives for New Value Creation
   CSR Medium-Term Target and beyond

DOCOMO's CSR

CSR does not exist separately from our business activities; they are in fact synonymous with them. DOCOMO aims to "enhance customer services" and "achieve sustainable growth for the Company".

Message from CEO, Kazuhiro Yoshizawa

"While the communications business constitutes a major pillar of DOCOMO's business activities, we have another pillar: creating value for society and generating innovative services. I believe that CSR does not exist separately from our business activities; they are in fact synonymous with them. The concept of serving society by providing new value has always formed the foundation of our business.

'Innovative docomo' is our term for '+d' initiatives that address social issues by co-creating social value through our business. Also, I want DOCOMO to be a sound, open and enjoyable company, which means it must be structurally trustworthy. We refer to initiatives for achieving this as 'Responsible docomo.' Together, 'Innovative docomo' and 'Responsible docomo' constitute the dual drivers for our CSR and creating a sustainable society."

By addressing both strategic CSR (=Innovative docomo) and Basic CSR (=Responsible docomo), DOCOMO will help realize a sustainable society

NTT **docomo**

DOCOMO has adopted a corporate governance system consisting of a Board of Directors, audit & supervisory board members and an Audit & Supervisory Board. To further bolster management supervision and auditing, the Company appoints outside directors and outside audit & supervisory board members.

General Meeting of Shareholders

Election/dismissal of Directors

Election/dismissal of Audit & Supervisory Board Members

Board of Directors
15 (of which 2 are outside directors)

Audit

Audit & Supervisory Board
5 (of which 4 are outside audit & supervisory board members)

Report

Supervise | Appointment/ dismissal | Report

President and Chief Executive Officer

Management Committee | Internal Control Committee

Audit & Supervisory Board Members' Office

Monitor | Report | Liaise

Accounting audit

Appointment/dismissal

Independent Registered Public Accountants

Reference and report on important matters

Transfer business execution authority

Liaise

Executive Vice President (Corporate Officer) ..... **Senior Vice President (Corporate Officer)** .....

Internal Audit

Liaise

Managing Directors of Divisions / Regional Offices, Branch General Managers, and others
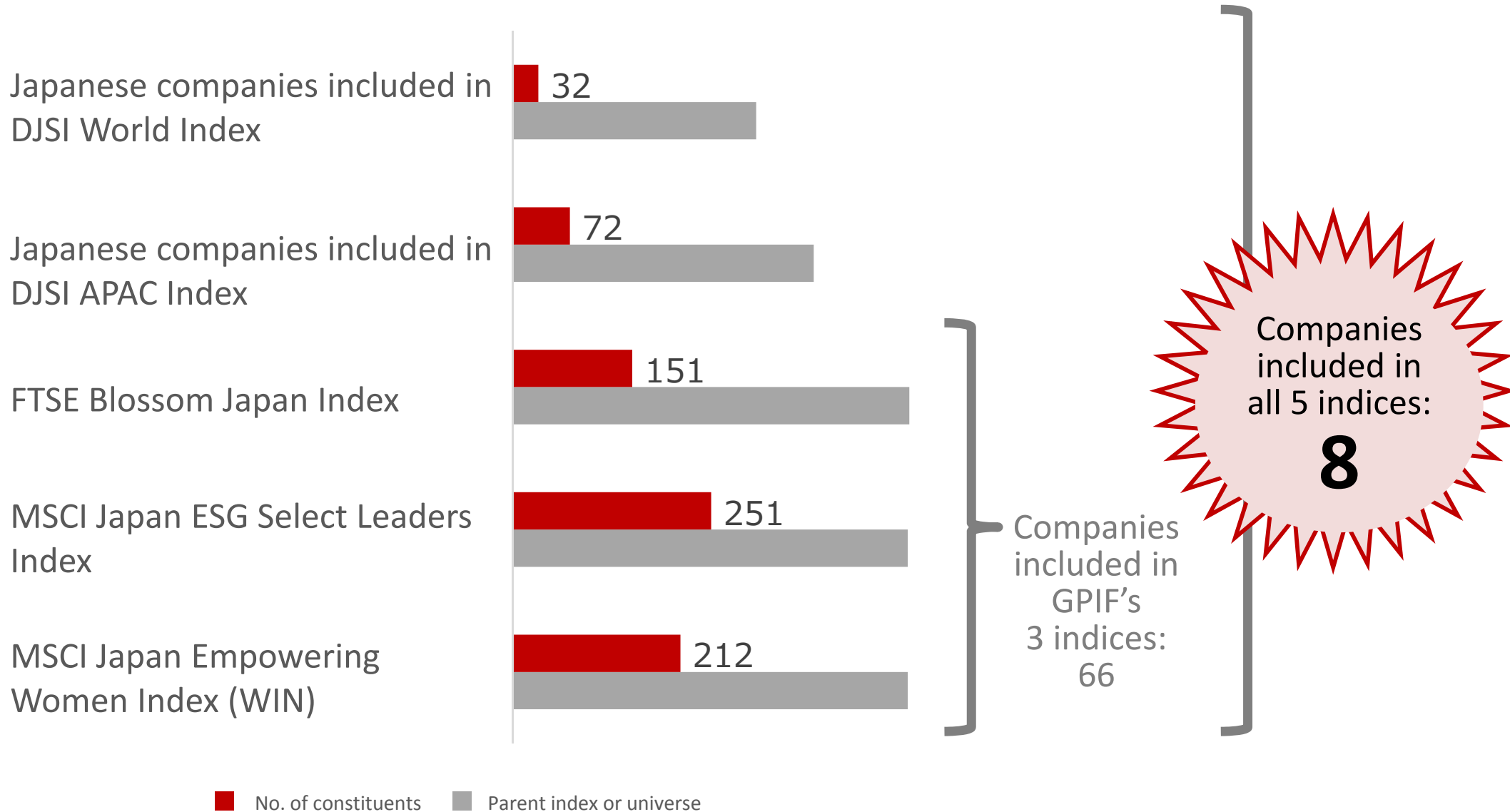
Internal Audit Department

The number of outside directors of the Board was increased to two in FY2016 to fully comply with the Corporate Governance Code of Japan. DOCOMO will promote measures to further strengthen governance, adapting to the changes in the external environment and nature of business.

	2000				2010 onwards				
Separation of supervision and business execution (No. of board members)	28	27	25	13	12	13	14	15	14	15

From 2005: Introduced executive officer system and simultaneously reduced the size of Board of Directors by more than half as stipulated in the Articles of Association

Outside director system

From 2002: Appointed outside director (One person from NTT Group)

From 2013: Independent outside director (1 person)

From 2016: 2 independent outside directors

Outside Audit & Supervisory Board system

From 2003: Outside members account for majority of Audit & Supervisory Board, exceeding the requirements set forth in Companies Act of Japan

From 2011: Appointment of Independent Outside Audit & Supervisory Board members (2)

Management of Board of Directors meetings

2016: Started effectiveness evaluation

From 2013: Enrichment of information provided to outside directors*

Executive compensation

2005: Introduced Executive Stock Ownership Program for full-time Board members and executive officers (to reflect Company's mid-to-long term performance in their remuneration)

2006: Abolished retirement bonuses for Directors

Integrated reports, etc.

Annual report

From 2016: Compiled as Integrated Report

CSR Report

From 2014: Sustainability Report

* All agenda items of Board of Directors meeting are explained in person to the Outside Directors in advance (In principle, 2 business days prior to Board meeting)
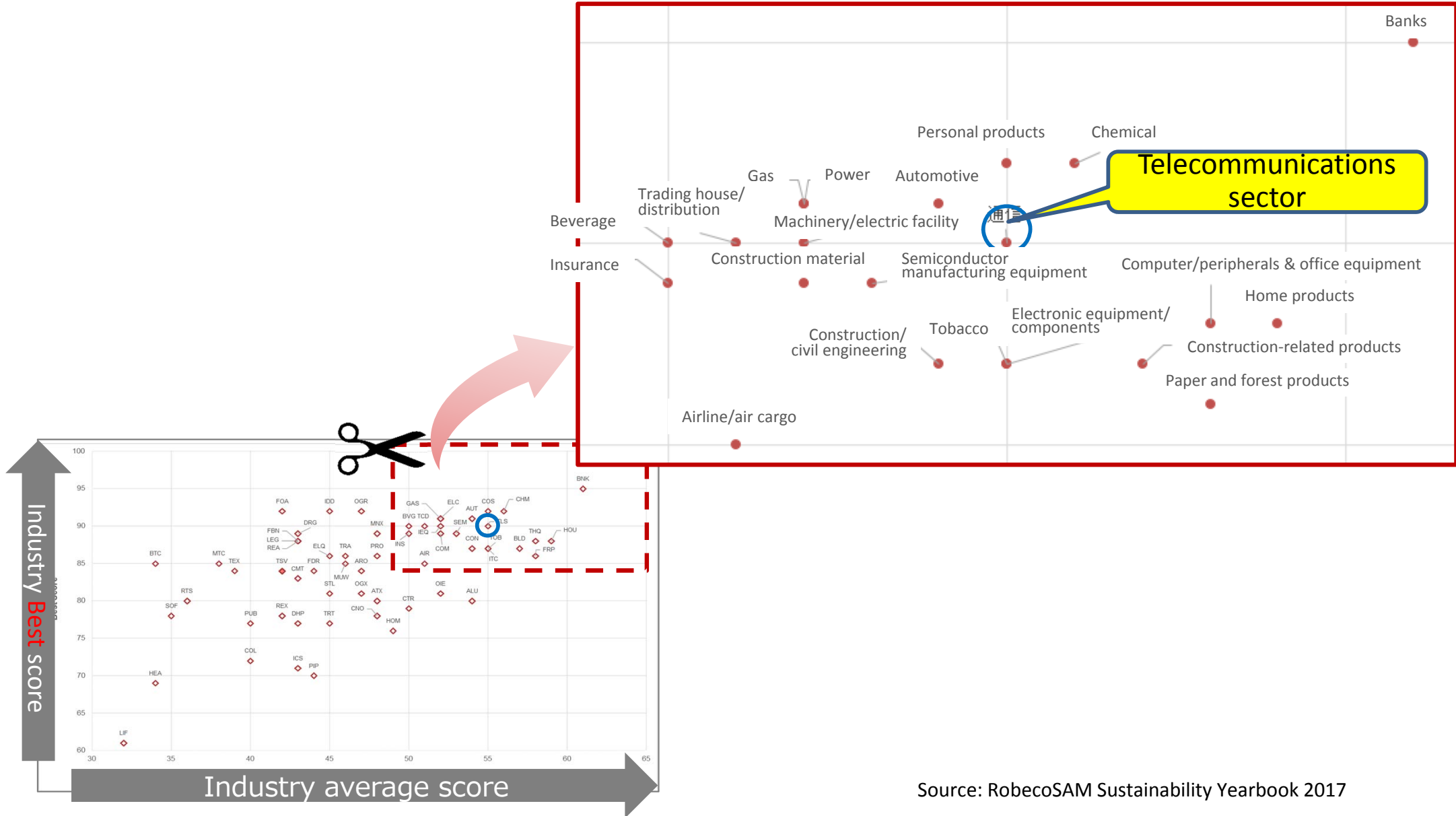
DOCOMO's ESG activities have won high evaluations in external evaluation. Only 8 Japanese companies are adopted as constituents of all 3 indices selected by GPIF (Government Pension Investment Fund) as well as DJSI World/APAC indices.

Japanese companies included in DJSI World Index — **32**

Japanese companies included in DJSI APAC Index — **72**

FTSE Blossom Japan Index — **151**

MSCI Japan ESG Select Leaders Index — **251**

MSCI Japan Empowering Women Index (WIN) — **212**

Companies included in GPIF's 3 indices: 66

Companies included in all 5 indices: **8**

■ No. of constituents   ■ Parent index or universe

The level of ESG activities of telecommunications businesses is very high, making it one of the most competitive sectors

Telecommunications sector

Banks

Personal products

Chemical

Gas

Power

Automotive

Trading house/distribution

Machinery/electric facility

Beverage

Construction material

Semiconductor manufacturing equipment

Computer/peripherals & office equipment

Insurance

Home products

Tobacco

Electronic equipment/components

Construction/civil engineering

Construction-related products

Paper and forest products

Airline/air cargo

Industry Best score

Industry average score

Source: RobecoSAM Sustainability Yearbook 2017

Enhancing Enterprise Value and ESG Risks/Opportunities

Institutional Investors' Expectations for Telecommunications Industry

-DOCOMO's Responsibility and Actions-

(1) Information security

(2) Reliable network

Sustainability Focuses

- Information security measures
  <Priority item>

- Ensure stability and reliability of communication services
  <Priority item>

Mid-term goals and related SDGs

Protect customer information assets by addressing increasingly sophisticated and serious security risks

Provide stable communication services and promptly resume operations in the event of a disaster or other emergencies

9. INDUSTRY, INNOVATION AND INFRASTRUCTURE

9. INDUSTRY, INNOVATION AND INFRASTRUCTURE

(3) Diversity/ Workstyle Reform

(4) Reduction of CO2 emission to society

Sustainability Focuses

- Respect human rights and diversity
  ＜Priority item＞
- Promote safety, health and welfare
  ＜Priority item＞

- Contribute to society and environment through ICT
  ＜Priority item＞
- Address climate change and effectively use resources
  ＜Priority item＞

Mid-term goals and related SDGs

- Respect the human rights of all stakeholders across all aspects of business activities
- Promote employee safety and wellness to maintain vigorous business operations

- Provide ICT services that contribute to resolving social issues
- Steadily implement Green Action Plan 2030 and pursue the most advanced environmental management

3 GOOD HEALTH AND WELL-BEING
5 GENDER EQUALITY
8 DECENT WORK AND ECONOMIC GROWTH
10 REDUCED INEQUALITIES

1 NO POVERTY
2 ZERO HUNGER
4 QUALITY EDUCATION
7 AFFORDABLE AND CLEAN ENERGY
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
11 SUSTAINABLE CITIES AND COMMUNITIES
12 RESPONSIBLE CONSUMPTION AND PRODUCTION
13 CLIMATE ACTION
14 LIFE BELOW WATER
15 LIFE ON LAND
17 PARTNERSHIPS FOR THE GOALS

|	
Governance	Established Information Management Committee (chaired by SEVP who concurrently serves as "CISO: Chief Information Security Officer" and "CPO: Chief Privacy Officer) and assigned persons responsible for information management in each business unit. Also established Cyber Security Group under Information Security Dept. to handle emergency response.
KPIs 2020 targets	• Number of information security incidents: 0 • Conduct information security training for all employees at least once a year • Monitor information security management carried out by subcontractors

Examples of action

A. Educate information security experts	Promoting human resource development of technical staff required for business execution in compliance with NTT Group's security staff development policy, while implementing measures aimed at raising awareness on the necessity of security talent development throughout the entire organization.

Number

31,000

20,000

2015   2016 (年度)
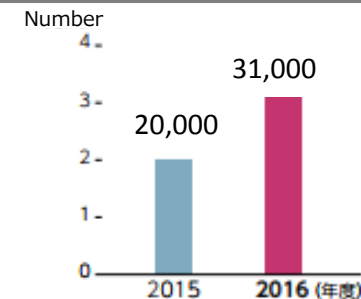
*Number of NTT Group's security personnel

B. Education and training	■ Education and training All employees (including temp staff) and officers receive training and stratified WEB-based training at least once a year. At docomo Shops, training specifically focused on information security is held at least once a year. The "Security News" handbook, which contains cases of security-related incidents that could potentially happen at shop fronts, is published to support the education program.

■ Drill:
To avoid risks and prevent theft of confidential information, a drill of "targeted email attack" covering the entire workforce of DOCOMO group has been conducted on an annual basis since 2016.

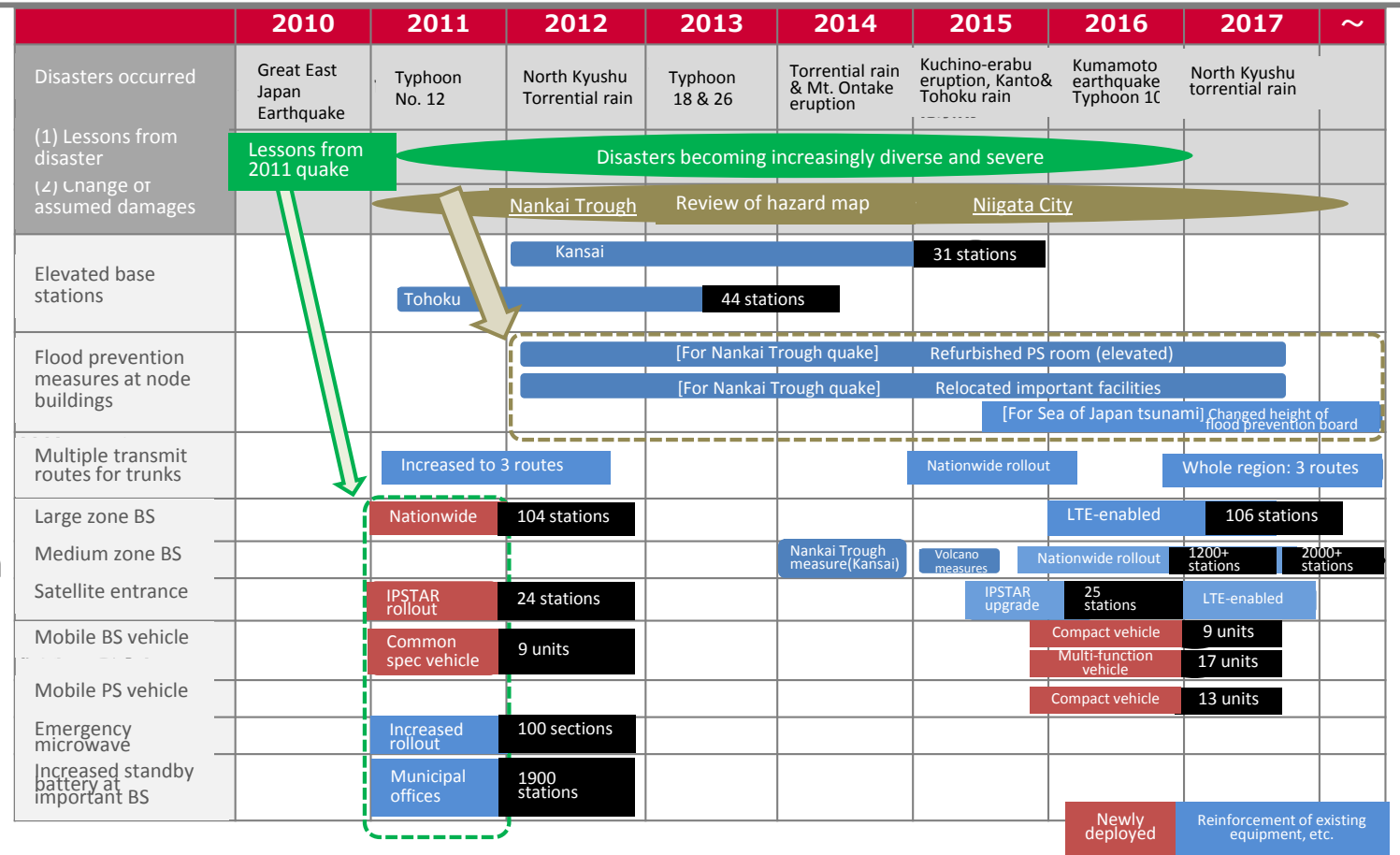| Governance	Network Division constructs an integrated network service infrastructure encompassing devices and applications, establishes network operation procedures and operates and manages our network 24x7.

KPIs 2020 targets	• Stable service provision rate: 100% • No. of major accidents : 0 cases • Higher percentage of population covered by LTE than in the previous year • Large-zone base station coverage of prefectural capital cities: 100%

Examples of action

A. Stepped up disaster preparedness measures

Reinforced disaster preparedness by adding new measures after 2011 Great East Japan Earthquake

	2010	2011	2012	2013	2014	2015	2016	2017	~
Disasters occurred	Great East Japan Earthquake	Typhoon No. 12	North Kyushu Torrential rain	Typhoon 18 & 26	Torrential rain & Mt. Ontake eruption	Kuchino-erabu eruption, Kanto& Tohoku rain	Kumamoto earthquake Typhoon 10	North Kyushu torrential rain	
(1) Lessons from disaster / (2) Change of assumed damages	Lessons from 2011 quake	\<Disasters becoming increasingly diverse and severe\>							
			Nankai Trough	Review of hazard map		Niigata City			
Elevated base stations			Kansai			31 stations			
		Tohoku		44 stations					
Flood prevention measures at node buildings			[For Nankai Trough quake]			Refurbished PS room (elevated)			
			[For Nankai Trough quake]			Relocated important facilities			
							[For Sea of Japan tsunami] Changed height of flood prevention board		
Multiple transmit routes for trunks		Increased to 3 routes				Nationwide rollout		Whole region: 3 routes	
Large zone BS		Nationwide	104 stations				LTE-enabled	106 stations	
Medium zone BS					Nankai Trough measure(Kansai)	Volcano measures	Nationwide rollout	1200+ stations	2000+ stations
Satellite entrance		IPSTAR rollout	24 stations			IPSTAR upgrade	25 stations	LTE-enabled	
Mobile BS vehicle		Common spec vehicle	9 units				Compact vehicle	9 units	
							Multi-function vehicle	17 units	
Mobile PS vehicle							Compact vehicle	13 units	
Emergency microwave		Increased rollout	100 sections						
Increased standby battery at important BS		Municipal offices	1900 stations						
							Newly deployed	Reinforcement of existing equipment, etc.	

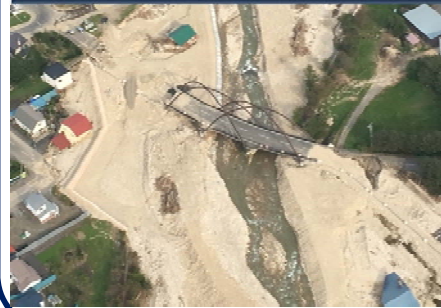# Activities at Disaster Sites

2016/Apr. Kumamoto Earthquake

2 consecutive strikes of intensity-7 earthquakes (epicenter directly underneath)

All-out efforts for recovery and assistance

2016/Oct. Typhoon No. 10

Large-scale landslides in Iwate & Hokkaido

Recovery & assistance through various means

2017/Jul. Northern Kyushu Torrential Rain

Severed roads due to landslide
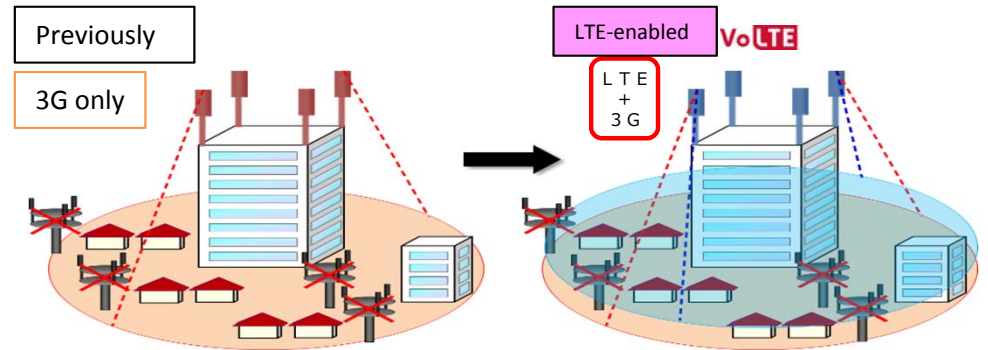

Recovery & assistance through various means

2017/Sept. Typhoon No. 18

Large typhoon passing through Japan

Power restoration using generators

B. LTE-enabled large-zone base stations	Convert all 106 large-zone base station into LTE-enabled - Approx. 3-times capacity increase
C. Expansion of medium-zone base stations	Nationwide rollout of medium-zone base stations (From 1,282 stations as of Mar. 31, 2017 ⇒ To over 2,000 stations)
D. Core network virtualization	Virtualization of core network enables automatic switching/resource allocation in the event of disaster, providing improved connectivity
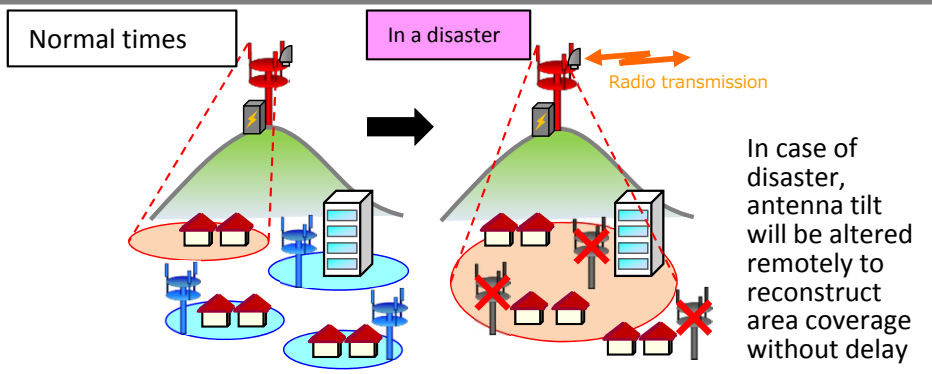
Previously

3G only

LTE-enabled

L T E + 3 G

Normal times

In a disaster

Radio transmission

In case of disaster, antenna tilt will be altered remotely to reconstruct area coverage without delay

Core network

BS   BS

Radio access network

Service area

Virtualized system

Flexible handling of increased communication traffic in the event of disaster

Software   Software   Software

Automatic resource addition

Common hardware (generic hardware)

Governance	Established "Diversity Development Office" as a dedicated organization under the headquarters. Assigned "Diversity Promotion Managers (dedicated or concurrent position)" in each branch/group companies, to promote diversity in a united manner as the whole group.
KPIs 2020 targets	• Diversity management: Increase ratio of female managers to 7.5% and employees with disabilities to 2.2% • Workstyle choices: Total annual work hours (1,800 hours range) ⇒Improve productivity
Examples of action A. Workstyle reform	

Workstyle reform and beyond

Self discipline and challenge

Diversity
・Female career development
・Promote understanding on LGBT, etc.

Workstyle choices
・Telework (work from home)
・Flexible work hours, etc.

Output

Input

Health & Productivity Management
・Internal competition for the most steps walked
・Publication of "health whitepaper", etc.

Management reform
・ Enhance awareness on workstyle reform

* Output indicates "deliverables" such as sales, etc. Input refers to "resources injected" (e.g., time and labor, etc) to achieve the deliverables.

NTT docomo

B. Diversity management

Diversity management

■ Diversity promotion working group
- Consists of employee volunteers
- Engaged in activities aimed at promoting diversity (disabled, parents, foreign nationals, LGBT, etc)

■ Telework promotion
- Productivity/efficiency improvement
- Develop culture for promoting diversity
- Workstyle proposals

■ Promotion of female career development
- Vitalization of Win-d (Women's Innovation Network at DOCOMO: a program for promoting the careers of women managers) activities
- Cross-industry exchange training
- Promotion of male employees' participation in home affairs/child raising

Diversity Promotion Working Group

No. of telework users

(people)

- docomo winter telework
- Telework experience month
- docomo Summer telework

57人 171人 316人 1,054人

FY2014 FY2015 FY2016/1H FY2016

Paternity leave acquisition rate

15.0% 23.6% 38.98%

FY2015 FY2016/3Q FY2016

C. Workstyle reform

Workstyle choices

Workstyle reform at DOCOMO

Workstyle reform proposals to customers

Company

Productivity improvement →

Employee

High value-added proposal →

Customer

Contribute to customer's performance improvement

Reduced Business trip time
30%

Increased added value of proposal
20%

Reduced over time
15%

ICT tool
ICTツール

×

New workplace
新たな仕事の場所

2017 Telework Pioneer 100: Minister of Internal Affairs & Communications Award

① All employees used mobile work, and no. of users of work-from-home system increased 6-fold compared to previous fiscal year
② Contributed to promoting workstyle reform at other companies by hosting seminars and proposing solutions
③ Made contribution to regional revitalization through telework

TW100 Telework Pioneer

Governance	Established "ECO Activity Committee" that consist of Sustainability Management Committee members (CEO= chairperson, SEVPs, members of the Board/Audit & Supervisory Board, and heads of relevant departments) as well as expert subcommittees responsible for planning and management of initiatives for realizing environmental targets. Also appointed group's chief of environmental management (=General Manager of CSR Dept.)
KPIs 2030 targets	• 2030 target is to contribute to reducing CO2 emissions across society through provision of services/technologies: Over 40 million tons (Target for 2020: 38 million tons) • Power efficiency of telecommunications business: Over 10-fold improvement (compared to FY2013)
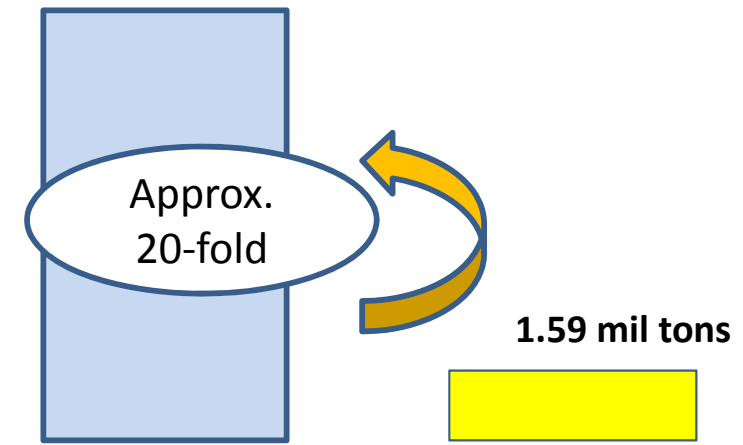
Examples of action

A. Development and provision of services/ technology that help reduce CO2 emissions

Set 2030 environmental targets — 2016

Study improvement measures based on 2020 track record — 2021

Study improvement measures based on 2025 track record — 2026

Green Action Plan 2030

■ Provision of ICT services/leading technologies
Improve energy efficiency, make production and consumption of goods more efficient and reduce transport of people and goods, etc. by expanding the adoption of LTE, 5G and other ICT services and solutions.

■ Next-generation green base stations:
Deployment of "green base stations" that adopt solar panels or large-capacity storage battery in existing base stations for the purpose of reducing CO2 emissions caused by power consumption at base stations.
(Over 50 green base stations are in operation as of Mar. 31, 2017)

FY2016 Track Record

32.70 mil tons

Approx. 20-fold

1.59 mil tons

Contribution to reduction of CO2 emissions across society*

CO2 emissions from DOCOMO Group

*Contribution to reduction of CO2 emissions across society indicates the energy-saving effects of ICT services, etc., represented in CO2 amount

Governance	Assigned dedicated personnel in our Research Laboratories and Network Department for the purpose of research/technical standards development, and provision of information to stakeholders, respectively.
Examples of action A. R&D and Participation in Standard Development	• Playing a leadership role through contribution to investigation/research activities, etc. on safety of radio waves emitted from mobile devices conducted by the Electromagnetic Environment Committee of the Association of Radio Industries and Businesses (ARIB). • DOCOMO has conducted verifications on radio wave safety through experiments using human-derived cells, and has shared its insights. • DOCOMO has made proactive contributions to developing international technical standards concerning the evaluation of signal strengths for radio radiation protection.
B. Provision of Information to stakeholders	Information provided via DOCOMO web page, mobile phone instruction manuals and catalogues, etc. • Views of international institutions and Ministry of Internal Affairs and Communication concerning radio wave safety, radio radiation protection guidelines, explanation and DOCOMO's view on radio-related laws and regulations. • Statement declaring that strength of radio signals emitted from base stations and mobile devices comply with the relevant radio-related laws and regulations and satisfy the standard values set forth in the radio radiation protection guidelines. • Examples of calculation and measurements of radio signals from base stations. • Localized SAR* of each mobile device *Localized SAR: Energy absorbed locally by human body as a result of exposure to electromagnetic field. • Safety precautions concerning the use of mobile devices, such as impact on electronic equipment, etc.

Initiatives for New Value Creation

CSR Medium-Term Target and beyond

In April 2017, DOCOMO announced its new medium-term strategy "Declaration beyond" which we began to implement from FY2017. Looking ahead to the year 2020 and beyond, DOCOMO will deliver "value and excitement to customers" and realize "value co-creation with partners" leveraging 5G.
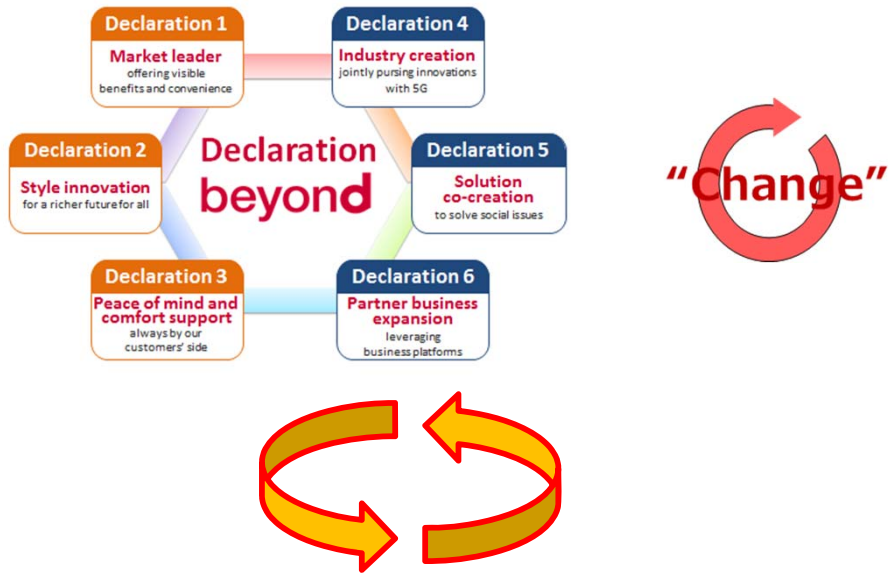
Medium-term strategy 2020 " Declaration beyond"

Six "beyond" declarations

In light of "Declaration beyond", CSR Mid-Term Target was developed to realize "a society in which people can live with security, safety, comfort and affluence," a goal stated in the DOCOMO Group's CSR Policy, identifying eight sustainability focuses.

Eight Sustainability focuses

1. Contribute to society and environment through ICT
2. Information security measures
3. Strengthen corporate governance
4. Ensure stability and reliability of communication services
5. Enhance customer satisfaction and protect children
6. Promote safety, health and welfare
7. Respect human rights and diversity
8. Address climate change and effectively use resources

: DOCOMO's action

In fiscal 2020, the final year of CSR Mid-Term Target, we will verify the progress and results of our activities addressing the Eight Sustainability Focuses, to derive our new sustainability focuses for FY2021 and beyond
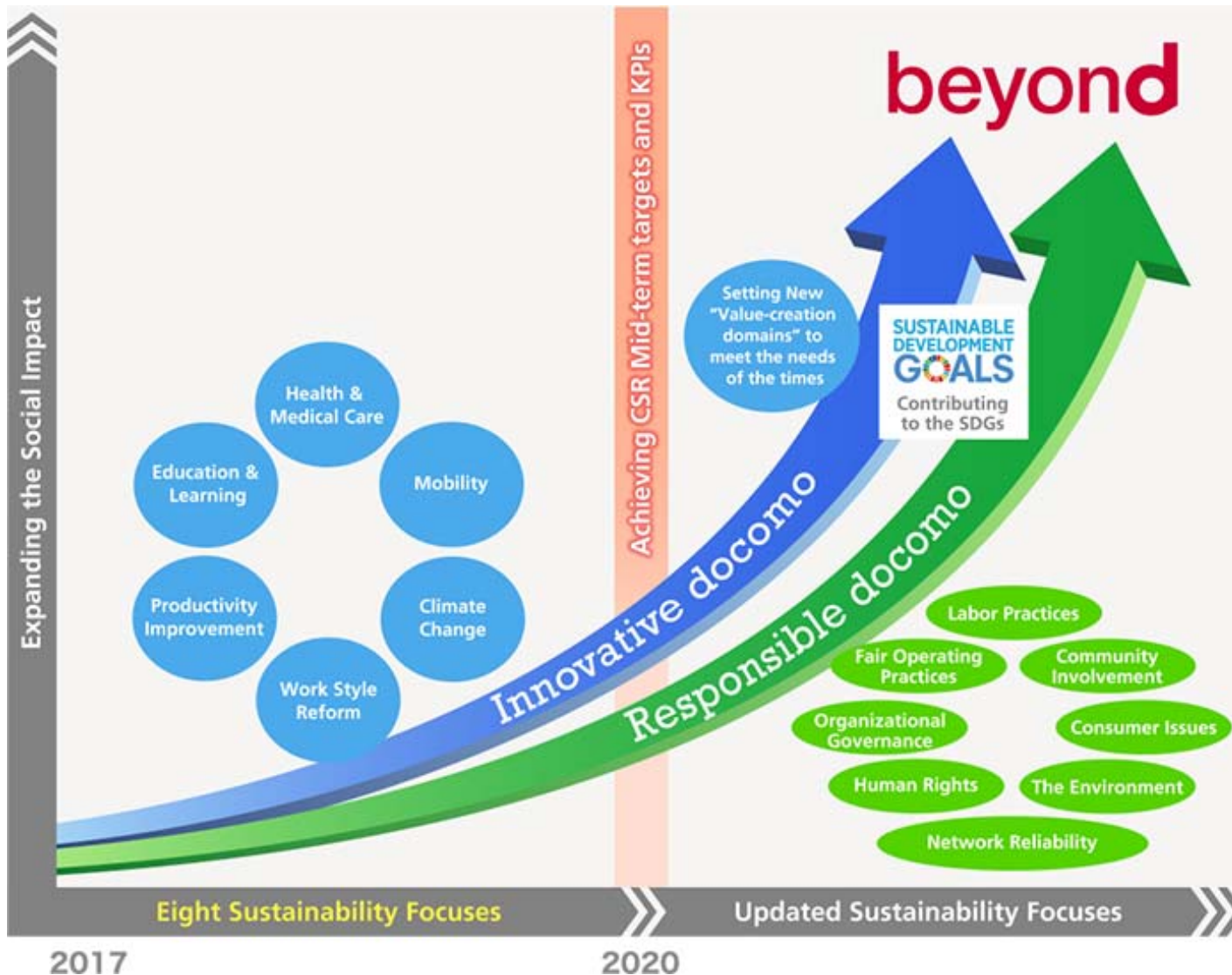
The value creation domains of the "**Innovative DOCOMO**" initiative will be reviewed as required to meet the needs of the times, while at the same time we will take on the challenge of creating new value toward developing a sustainable society, referencing global targets (including SDGs).

The seven core issues and our aspiration to achieve "network reliability" laid out to guide us in our "**Responsible DOCOMO**," through which we aim to become a reliable company will be continually pursued beyond 2020 to expand our social impact.

Through the provision of sharing mobility services, DOCOMO contributes to improving the convenience of customers and reducing the environmental impacts of the whole society

Declaration 2

Style innovation

empower+d challenge

Experience innovation
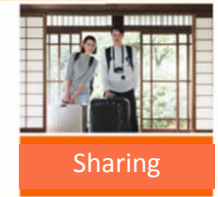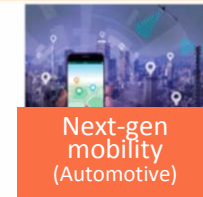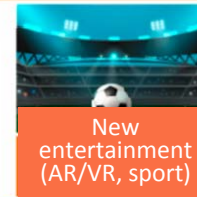
New entertainment (AR/VR, sport)

Next-gen mobility (Automotive)

Sharing

Example

Carrier-agnostic provision of sharing mobility

Related sustainability focus

- Contribute to society and environment through ICT
- Address climate change and effectively use resources.

Related SDGs

9. Industry innovation & infrastructure
11. Sustainable cities & communities
13. Climate action
17. Partnership for the goals

B to C — **B to B to C** — **P to P**

docomo bike share

Smart Parking Peasy

d car share

Launched April 2011
No. of bicycles: 6,000
Membership: 250,000

Car sharing   Car rental   My car sharing

RENTAL

To realize "lifestyle innovation", DOCOMO will tackle the challenge of creating healthy society where people can live with a peace of mind, through the provision of a healthcare cloud connectible with various services and devices.
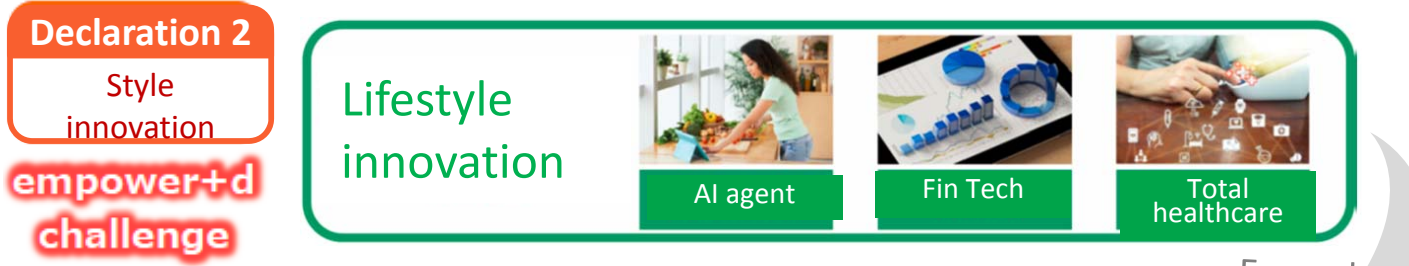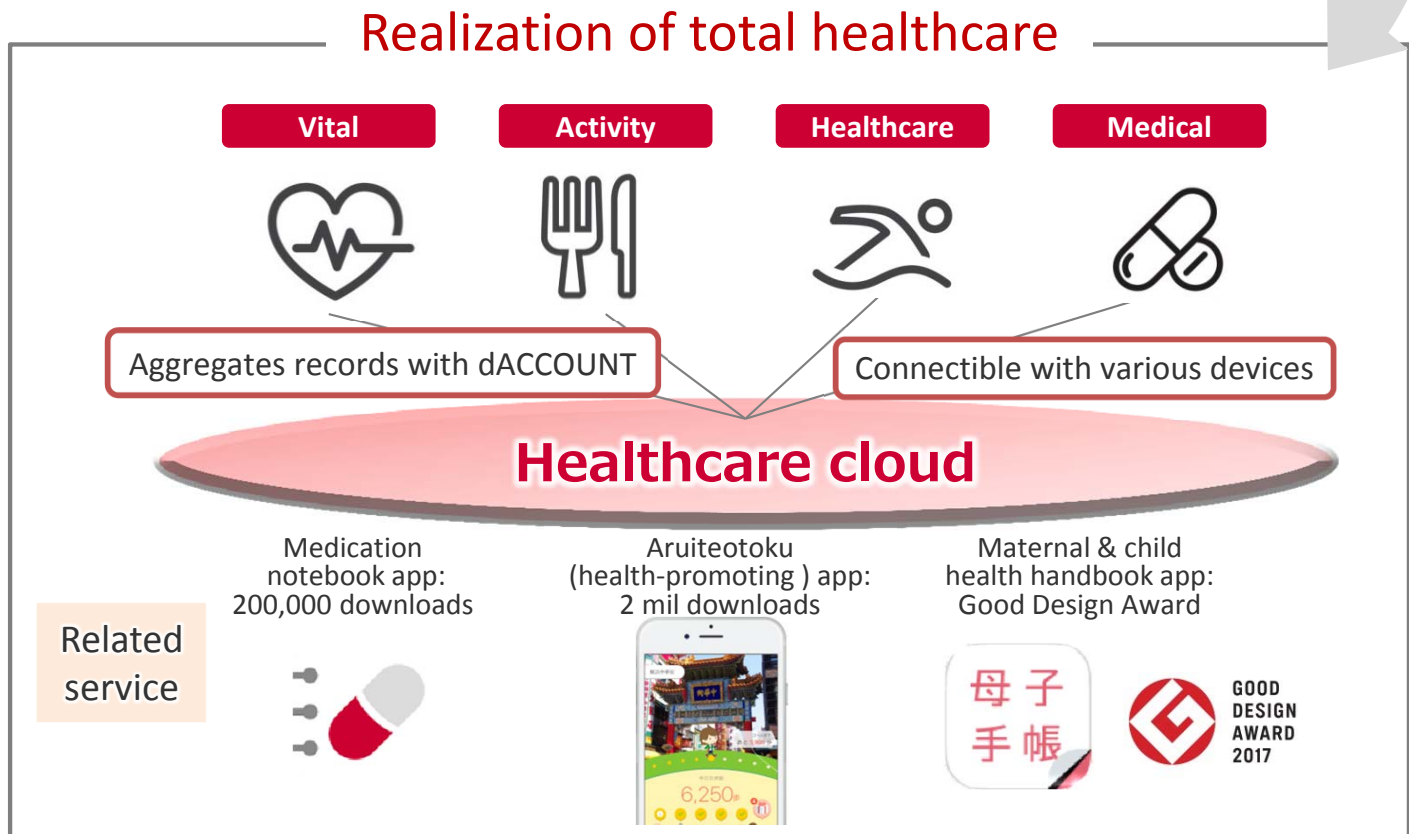
Declaration 2
Style innovation

empower+d challenge

Lifestyle innovation

AI agent | Fin Tech | Total healthcare

Example

Related sustainability focus

- Contribute to society and environment through ICT

Related SDGs

3. Good health & well-being
17. Partnership for the goals

Realization of total healthcare

| Vital | Activity | Healthcare | Medical |

Aggregates records with dACCOUNT

Connectible with various devices

Healthcare cloud

Medication notebook app: 200,000 downloads

Aruiteotoku (health-promoting) app: 2 mil downloads

Maternal & child health handbook app: Good Design Award

Related service

母子手帳

GOOD DESIGN AWARD 2017

Toward the goal of realizing "workstyle innovation", DOCOMO as a mobile ICT provider contributes to workstyle reform of external companies by making solution proposals and hosting seminars

Declaration 2

Style innovation

empower+d challenge

Workstyle innovation
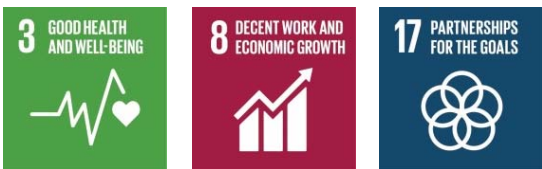
| Drone robotics | Work innovation | Work matching |

Examples

Provision of DOCOMO's solutions & know-how

Know-how

Use of internal systems
Work at home
Flexible work hours, etc.

Establishment of operation methods
Internal rules,
Info. security, etc.

ICT tools

Examples of principal "workstyle reform" services

dDREAMS

sMeeting

オフィスリンク＋

WowTalk

Workplace

Share office

WORKSTYLING

三井不動産

Workstyle innovation package

"Telework Pioneer 100"
Minister of Internal Affairs and Communications Award

Related sustainability focus

- Contribute to society and environment through ICT

Related SDGs

3 GOOD HEALTH AND WELL-BEING

8 DECENT WORK AND ECONOMIC GROWTH

17 PARTNERSHIPS FOR THE GOALS

3. Good health & well-being
8. Decent work & economic growth
17. Partnership for the goals

NTT **docomo**

DOCOMO will accelerate new value "co-creation" by facilitating collaboration with external partners. The solution of Japan's various social issues is the primary aim of our "+d" activities.

Declaration 5
Solution
co-creation

Example →

Fishery **+d**

A "+d" initiative tackling the challenge of making the vast sea "visible"

"Fishery ICT" underpinned by our robust mobile network to transform Japan's fishery into a resilient and attractive business
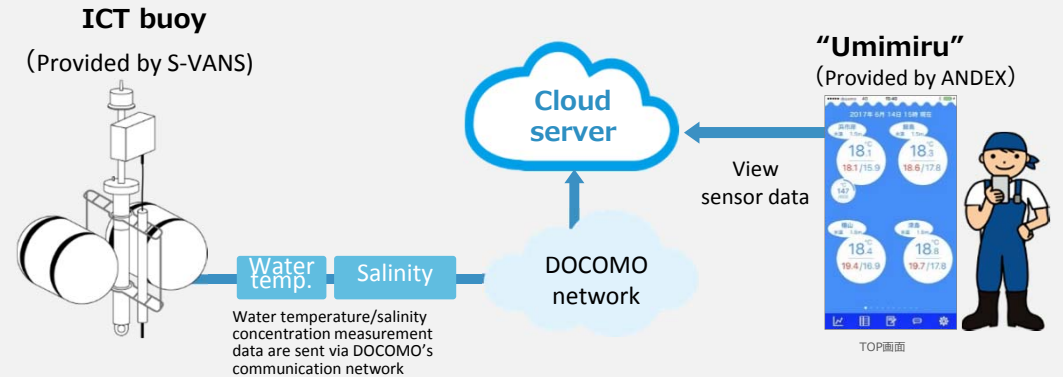
Related sustainability focus

- Contribute to society and environment through ICT
- Address climate change and effectively use resources.

Related SDGs

9. Industry innovation & infrastructure
14. Life below water
17. Partnership for the goals

ICT buoy
（Provided by S-VANS）

Cloud server

"Umimiru"
（Provided by ANDEX）

View sensor data

Water temp. | Salinity

DOCOMO network

Water temperature/salinity concentration measurement data are sent via DOCOMO's communication network

TOP画面

Function screens (conceptual)

Graph screen | Front screen | Diary screen | Bulletin board screen

Mobile Gyuonkei is a calving monitoring system that helps reduce the workload of cattle producers by eliminating the need for round-the-clock supervision and lowers the risks of calving accidents by monitoring the body temperature of mother cow using a temperature sensor.

Declaration 5
Solution co-creation

Example

Stock breeding +d

Animal husbandry management service based on body temperature monitoring and mail notification
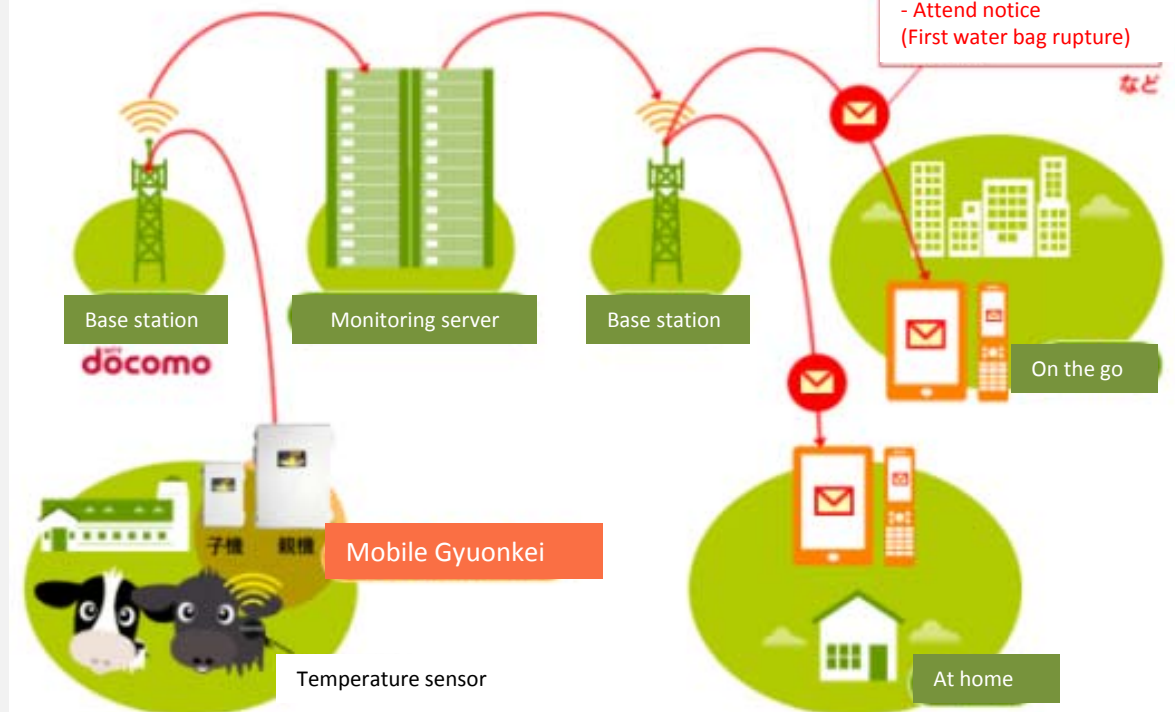
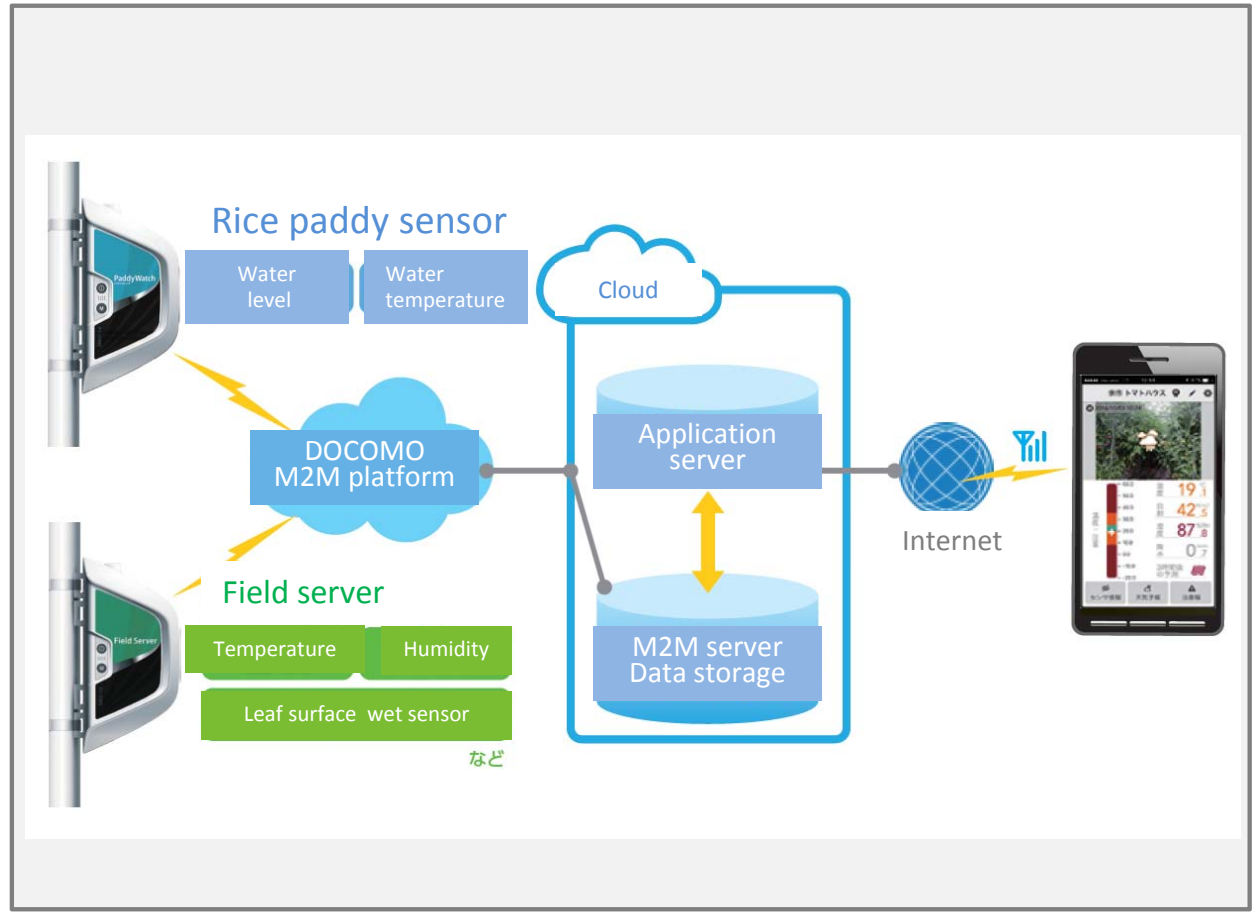## Related sustainability focus

- Contribute to society and environment through ICT

Related SDGs

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

17 PARTNERSHIPS FOR THE GOALS

9. Industry innovation & infrastructure
17. Partnership for the goals

System conceptual diagram

- Prepare notice (24+4 hours to calving)
- Attend notice (First water bag rupture)

など

Base station
docomo

Monitoring server

Base station

On the go

Mobile Gyuonkei

子機　親機

Temperature sensor

At home

"Cloud-based farmland management system" helps reduce the workload in farming, by enabling producers to confirm the status of farmland anytime and anywhere via the sensors installed in rice paddies, fields and orchards, etc.

Declaration 5
Solution co-creation

Example

Agriculture +d

A cloud-based farmland management system

Related sustainability focus

- Contribute to society and environment through ICT

Related SDGs

9. Industry innovation & infrastructure
15. Life on land
17. Partnership for the goals

Rice paddy sensor
- Water level
- Water temperature

DOCOMO M2M platform

Cloud

Application server

M2M server Data storage

Internet

Field server
- Temperature
- Humidity
- Leaf surface wet sensor

など

Use of 5G enables real-time tracking of construction site conditions from a remote office, and contributes to reducing required manpower on the field.

Declaration 4 — Example

Industry creation

Verification of real-time, interactive transmission of multiple high-resolution streams from construction equipment and control signals to construction equipment

Related sustainability focus

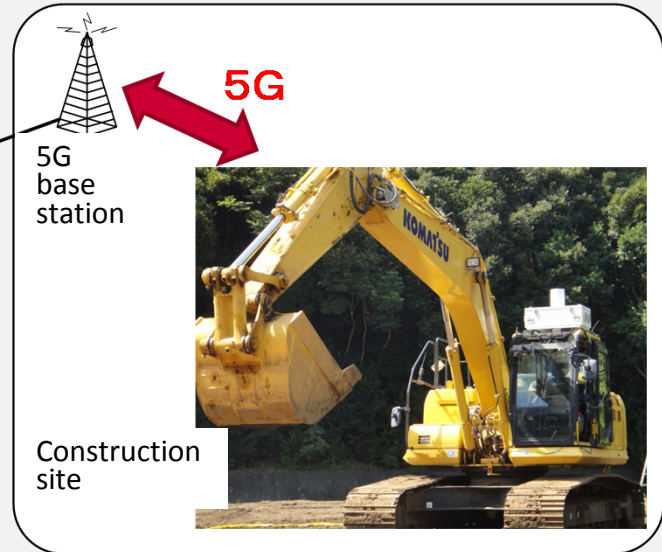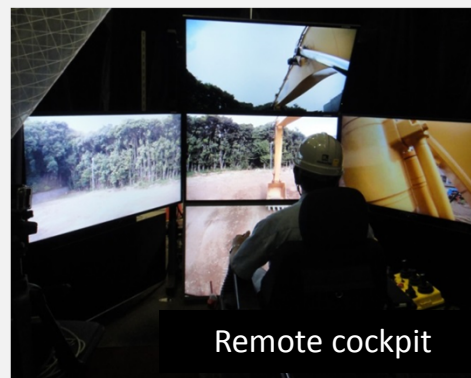- Contribute to society and environment through ICT

Related SDGs

9. Industry innovation & infrastructure
17. Partnership for the goals

NTT docomo × KOMATSU

5G

5G base station

Construction site

Remote cockpit

NTT **docomo**

We offer a new online education service, "gacco" together with our affiliate, DOCOMO gacco, Inc. and JMOOC (Japan Massive Open Online Education Promotion Council) as part of our contribution to society through ICT.

Declaration 2
Style innovation

Example →

gacco

Online service that offers full-fledged lectures by university professors free of charge to anyone
⇒Membership topped 380,000

gacco The Japan mooc   Certified by **JMooC**

Related sustainability focus

- Contribute to society and environment through ICT
- Promote safety, health and welfare

New styles of learning provided by gacco

Online lectures

Learn on the go, using spare time

Mutual scoring

Face-to-face learning

Meet up

Related SDGs

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

3. Good health & well-being
4. Quality education

NTT **docomo**

Free smartphone and mobile phone safety classes provided throughout Japan represent one of our efforts to provide safe and secure services. In these classes, users are instructed on how to manage the risks and problems related to the use of smartphones and mobile phones in order to prevent their occurrence.

Declaration 3
Peace-of-mind & comport support

Example

Smartphone and Mobile Phone Safety Class

Related sustainability focus

• Enhance customer satisfaction and protect children

Related SDGs

4. Quality education

FY2016 track record:
No. of sessions: Approx. 7,900
Participants: Approx. 1.26 mil

Cumulative participants:
Topped 10 million in July 2017

Measured and valued the social impact generated by the initiative and published the results in a report

NTT DOCOMO
Impact Valuation Report

Established DOCOMO PlusHearty, Inc. to actively promote employment of people with disabilities as part of our "diversity management" initiatives, which aims to create new values by maximizing the potential of our diverse human resources.

"Change"

Related sustainability focus

- Respect human rights and diversity

Related SDGs

5. Gender equality
10. Reduced inequalities.

Employment of people with disabilities at DOCOMO Group

Learning support

Tips on bodily function enhancement

High stability of workforce

Joined date	No. of staff	Retention rate
2012/Oct	6	100%
2013/Jul	8	100%
2015/Apr	2	100%
2016/Apr	21	100%
2016/Sept	6	100%

As an initiative toward realizing a sustainable society, DOCOMO has been promoting recycling of used mobile phones/devices over the years. DOCOMO currently participates in a project to produce medals for the Tokyo 2020 Olympic and Paralympic Games by "recycling" used handsets, etc.

Create medals for Tokyo 2020 Olympic and Paralympic Games by "recycling" used mobile phones, etc.
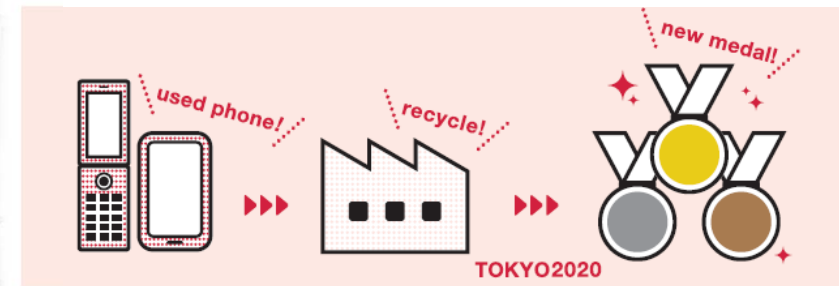
"Change"

Related sustainability focus

- Address climate change and effectively use resources.

Related SDGs

12. Responsible consumption & production
13. Climate action

Sponsor: Tokyo 2020 Organising Committee
Co-sponsors: NTT DOCOMO, Japan Environmental Sanitation Center, Ministry of the Environment, Tokyo Metropolitan Government

◆For details of "Tokyo 2020 Medal Project," please refer to the home page of Tokyo 2020 Organising Committee (https://tokyo2020.jp/en/games/medals/project/)

The new of today, the norm of tomorrow