

NTT DATA EMEAL Sustainability Report

Non Financial Information Statement 23/24



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(01) Introduction



(01)
Introduction

1.1

Letter from the CEO



It is with great pleasure that I present the NTT DATA EMEAL Sustainability Report for Fiscal Year 2023 (1 April 2023 to 31 March 2024). In this report, we describe our social, environmental, and economic performance according to GRI standards and its alignment with the United Nations 2030 Agenda, to whose Global Compact we subscribe.

I would like to highlight that despite the complex panorama we have experienced, marked by socio-political conflicts, natural disasters, and the challenges posed by Artificial Intelligence to our working models, we have grown more than the previous year and we continue being an important source of qualified employment in most of the countries where we operate.

According to our corporate strategy, where talent lies at the centre of our decisions, we have increased our investment in training to over €35 million, €10 million more than the previous year.

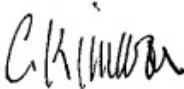
The knowledge, combined with our professionals' experience in new technologies, has led our clients to increase their trust in our organisation (8.7 out of 10) and to continue selecting us to support them in the transformations they are seeking to implement in their businesses.

As part of our organisation's mission, we are committed to promoting diversity and equity. We are aware of the shortage of female talent in our sector and have taken steps to address this issue. Specifically, last year we increased the number of women in the executive layer by 5.76%. These and other initiatives, have contributed to the achieving the Top Employer certificate in 13 countries, as well as achieving a 77% satisfaction index among NTT DATA EMEAL members.

One of our sustainability objectives is to contribute to reducing our environmental impacts in the face of the climate crisis we are experiencing today. We are committed to becoming carbon neutral by 2030 and will continue to implement actions in all our countries to achieve this. For example, we will use green energy in our offices. As part of our social commitment, we donated €1.13 million this year. We continue to promote digital education and other effective social causes through the NTT DATA Foundation and Teaming.net, the micro-donation platform with nearly 400,000 participants. These programmes raised €9.4 million for social and environmental causes in FY23.

Finally, I would like to express my gratitude to all the professionals who have participated in volunteer initiatives. Their contribution to reducing inequalities is greatly appreciated and has resulted in the growth and improvement of our environment.

Thank you.



Chieri Kimura
CEO NTT DATA EMEAL



(01)
Introduction

1.2

Introduction to the sustainability report



This report has been prepared in accordance with the Global Reporting Initiative (GRI) standards and for the first time aligns some of the metrics with the European Sustainability Reporting Standards (ESRS), which we started to work on during this fiscal year.

This content is the result of our efforts to promote transparency and accountability throughout our company, and to comply with the requirements of Law 11/2018 of 28 December 2018 on non-financial information and diversity, which amends the Commercial Code, the revised text of the Capital Companies Act approved by Royal Legislative Decree 1/2010 of 2 July, and Act 22/2015 of 20 July, on Auditing of Accounts, on non-financial information and diversity (originating from Royal Decree-Law 18/2017 of 24 November).

This document has been reviewed and approved by the Board of Directors, following validation by its audit and Compliance Committee, reflecting its commitment as the company's superior government body to the management and supervision of the relevant non-financial aspects that are part of the Group's activities. After having been externally audited our shareholder NTT Data Inc. is also expected to formally approve it at the September meeting, where the financial statements for the FY23 are approved.

For the year, we used the results of the 2022 Materiality Analysis, as we are immersed in the Double Materiality Analysis exercise, the results of which will be presented in next year's report.

This report details the Statement of Non-Financial Information of the **NTT DATA EMEAL** Group for Fiscal Year 2023/2024 (hereinafter referred to, FY23), corresponding to the period from 1 April 2023 to 31 March 2024.

Exempt entities

At the end of FY23, NTT DATA EMEAL comprised 74 legal entities, with a presence in **29 countries**.

Certain countries do not have the same structure or the same reporting processes as others, which means that full information is not available. These are: Croatia, Ecuador, France, Greece, Ireland, Luxembourg, Netherlands, Uruguay and Vietnam.

In contrast to the previous year, Andorra and Poland are not included in most of the metrics because Andorra has been dissolved and Poland is currently in the process of doing so.

There is no information on Lithuania, which joined the group on 26 March 2024.

(02)

Our business



(02)
Our business

2.1

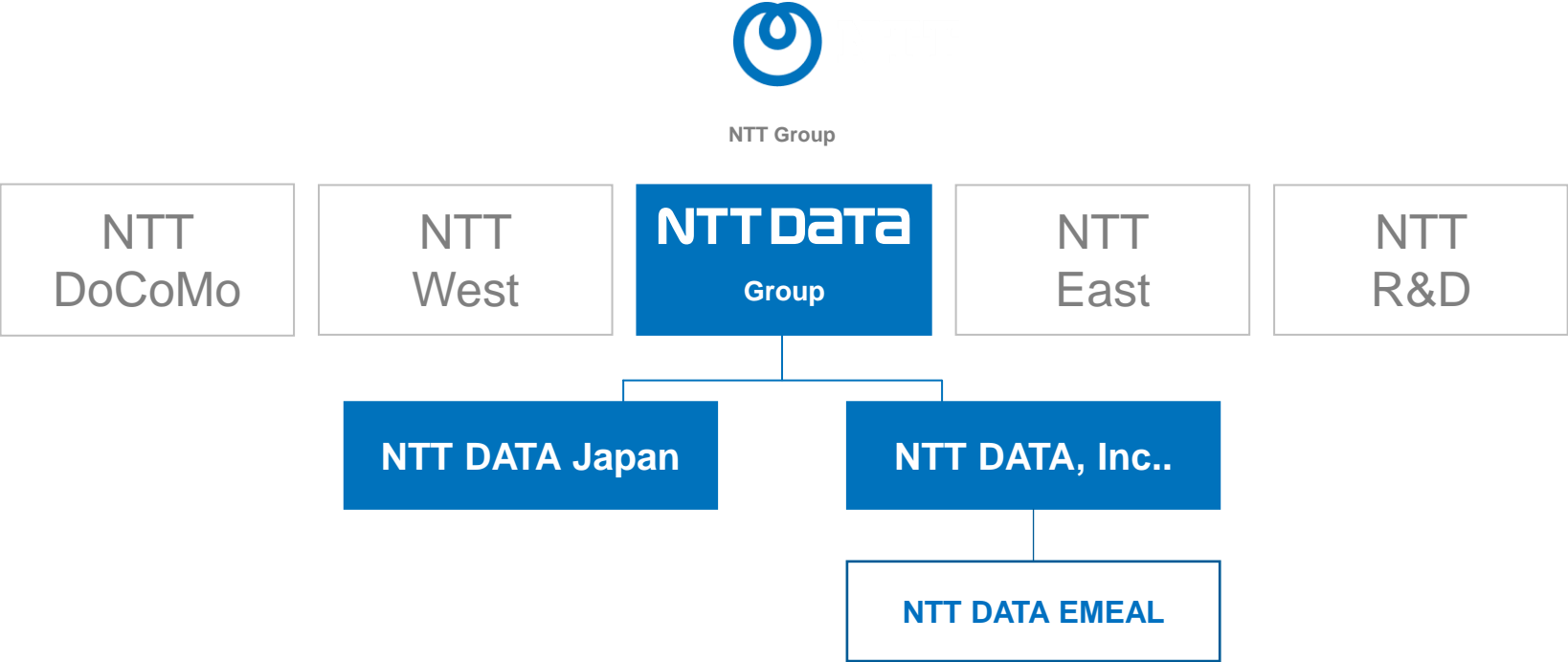
Description of
the company



From strategic consulting to cutting-edge technologies, we deliver experiences that transform organisations, enable their success, revolutionise industries for the better and shape a better society for all.



We are part of NTT Group, one of the world's largest global telecommunications companies



NTT Group Highlights:

<p>~\$100B</p> <p>annual revenues</p>	<p>\$3.6B+</p> <p>in annual investment in R&D</p>	<p>150+</p> <p>years in the industry</p>	<p>75%</p> <p>of the Fortune Global 100 are customers</p>	<p>4th</p> <p>world's largest TELCO COMPANY</p>	<p>#83</p> <p>in the Fortune Global 500</p>	<p>AA+</p> <p>credit rating</p>	<p>330K+</p> <p>professional employees</p>
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For more information, see: https://group.ntt/en/csr/data/pdf/integrated_report2023e.pdf

NTT DATA EMEAL is a technology consulting company with more than 52,000 professionals in 29 countries in Europe, Latin America, North Africa, Asia and the United States. It serves large companies in all sectors: financial institutions, insurance, utilities, industry and the public sector.

NTT DATA EMEAL is committed to providing the highest quality of service to its clients. Our focus on talent, innovation and sustainability enables us to offer a range of services that help transform businesses. These services include strategic consulting, applications, infrastructure, and BPO (Business Process Outsourcing).

NTT DATA EMEAL is part of NTT DATA, Inc., which was established in FY23. It is the parent company of the NTT group, which operates out of Japan. NTT DATA Inc. bills USD 18 billion and has 150,000 professionals in 50 countries.

NTT Group and NTT DATA, Inc. concentrate their efforts on developing agreements with primary customers and partners that combine sector knowledge with investment in Generative AI solutions to facilitate the changes that companies must address. Therefore, the objective is to have a unique portfolio in all regions where the company is present in order to achieve leadership in all markets.



Mission

At NTT DATA, we utilise technology to shape new paradigms and values that aid in the construction of a more prosperous and sustainable society.

Vision

*We become a **global business and technology partner** for our clients, capable of creating and connecting end-to-end services with a strong focus on **data and consulting**. We transform and shape businesses by leveraging the best talent in the market working as "a single team".*



Principles of leadership

Curiosity, collaboration and commitment.

Strategy

Market positioning



- The digital offering will result in significant commercial outcomes.
- The industry playing field will be established on a global scale, with regional and local nuances.
- Build/partner or create alliances with industrial platforms.
- Great commitments, great accounts.
- Each country will have a specific role or purpose.

Operational model



- Balance between global elements (for example, strategy, value proposition) and local elements (customers, prices...).
- Definition of global accounts, with priority resources.
- Global delivery centres will be considered cost centres.
- Creation of an abstraction layer, focused on the business, with legal P&L seeking competitiveness.

Positioning of talent and incentives



- A single "people-driven" leadership model.
- Establish connections between leaders through incentives, utilising a combination of long-term goals based on value creation and short-term objectives that are business-oriented and based on KPIs.
- The top priority will be to attract and retain the best talent, which will be achieved through a smart global sourcing strategy.
- Develop a clear and attractive global career model that is simple and extends beyond salary.

(02)
Our business

2.2

Business model

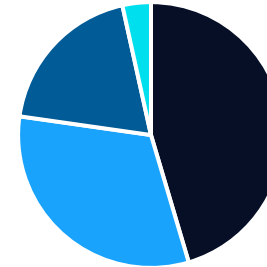


NTT DATA EMEAL is a multinational consulting firm that offers business solutions, strategy, digital transformation, development and maintenance of technological applications and outsourcing solutions across a variety of sectors: financial institutions, public sector and health care, telecommunications, manufacturing and distribution, utilities, insurance and others.

NTT DATA EMEAL mainly provides the following types of services:

- Strategic consultancy
- Organisational consultancy
- Process consultancy
- Definition of master plans
- Digital solutions design consultancy
- Project Management Department (PMO)
- Technical departments
- Market analysis consultancy
- Information Technology Outsourcing (ITO)
- Application management services (AMS)
- Business Process Outsourcing (BPO)
- Turnkey projects for developing applications or systems
- Turnkey projects for implementing proprietary and/or open source market technologies
- T&M projects in squad mode or traditional outsourcing of generalist or specialist profiles
- Migration and system upgrades

Revenue by activity in FY23



- Consultancy
- Systems maintenance
- Software development
- Other activities

Revenue by sector

Sector	% of revenue
Financial institutions	23%
Public sector and health care	18%
Telecommunications	17%
Manufacturing and distribution	17%
Utilities	10%
Insurance	8%
Others	7%

**Note: Revenues by sector and by activity have been adjusted to the categories of the consolidated financial statements.*

Revenue by activity

Activity	% of revenue
Consultancy services	45%
Systems maintenance	32%
Software development	19%
Other activities	4%

We offer a comprehensive and distinctive selection of services that encompass consulting, applications, operations, and infrastructure.

We develop innovative, industry-leading solutions that enhance revenue and keep you ahead of the competition.



Our company leverages the increasing convergence of IT and connectivity services to facilitate the connection of people and things.



We manage applications, data and infrastructure to reduce costs and increase efficiency.



We drive change with our strategic vision and advanced technology

Industries












- Banking
- Energy and Public Services
- Health
- Infrastructure, Services and Real Estate
- Insurance
- Consumer Goods
- Industry and Automotive
- Public Sector
- Retail
- Telecom and Media
- Travel, Transport and Logistics
- Green Deal and Sustainable Engineering

How do we carry out our digitisation?

- Cloud and Infrastructures
- Cybersecurity
- Digital workstations
- Automation
- Customer experience and Design
- Emerging technologies
Metaverse, Virtual Reality, 5G, IA, IoT, Low Code, Blockchain
- Data and Intelligence

Technologies

Some of the services and solutions that we offer in the field of sustainability include the following:

						
		Climate and Nature	Corporate Sustainability	Sustainable Value Chain	Sustainable IT	SMART Sustainability
Unified value proposition (Services and Solutions)	Climate Change	Net Zero Emissions Strategy	Sustainability maturity assessment	Sustainable Value Chain	Software Carbon Footprint	IoT and digital twins for sustainability
		Carbon Markets	Sustainability and ESG reports	Design of the supply chain network	Cloud optimisation	Private 5G connectivity
		Climate change adaptation strategy	Sustainable Finance	Transformation of sustainable packaging	Sustainable data centres	Cutting-edge efficient data connectivity
		Strategy of a positive nature	Organisational Change Management	Sustainability in transport	Sustainable network (NaaS)	AI for forecasts and predictions
Nature and Biodiversity		Nature-based accounting		Lifecycle management services		 Energy  Water  Mobility  Buildings
		Nature-based solutions		Evaluation of data residue		
				Sustainable Device-as-a-Service (DaaS)		 Primary  Cities and territories

(02)
Our business

2.3

Partnerships



The confidence of working with the best

NTT DATA EMEAL, as part of NTT DATA Group, is supported by an ecosystem of technology partners and strategic alliances to meet the great challenges of the present and the future in all sectors.

IT Partnerships



NTT DATA EMEAL & Amazon Web Services

Together, NTT DATA Group and AWS are shaping the future of global innovation. A strategic partner for global transformation.

We assist our clients in enhancing sales effectiveness, boosting annual recurring revenue, expediting migrations, and seizing opportunities with greater agility and proactive engagement. We are the trusted global partner for leveraging AWS solutions to drive transformational business results.

- **Over 1,000 certified professionals**
- **Premier level Service Partner**



NTT DATA Group & Microsoft

NTT DATA Group has been awarded all Solution Partner designations in the Microsoft Cloud Partner Program. This achievement is a testament to the company's technical capabilities, experience and ability to generate successful results for MSFT-aligned customers.

+3,000 Certified Professionals

4 advanced specialisations:

- **Modernisation of Web Applications**
- **Kubernetes in Microsoft Azure**
- **Development of Low Code applications.**
- **Identity and Access Management**



Salesforce & NTT DATA Group

We assist our clients in digital transformation processes where the client is the protagonist. This includes digitising their sales processes from lead generation to the bidding and hiring processes, as well as upgrading and optimising their customer service process.

+2,000 Certified Professionals



NTT DATA Group & Google Cloud

Together, we possess extensive technical expertise of the cloud on a global scale and consistently assist our clients in maximising their cloud investment.

The status of Premier Partner underscores our capacity to evaluate cloud maturity, prepare a strategic migration plan, and devise a cloud transformation that optimises business value by utilising Google's responsive, performance-driven digital technology.



SAP & NTT DATA Group

We are a Global Strategic Partner and Platinum Partner, consisting of over 3,600 individuals in the EMEAL Region, distributed across 25 countries. This enables us to provide a broad range of consulting, business transformation, project implementation, and operational services. We are currently present in over 17 types of industries and are considered leaders in Gartner for SAP S4/HANA due to our inclusion in the Magic Quadrant.

+7,200 total certifications maintained



NTT DATA Group & ServiceNow

The company is an innovative global partner that is redefining the way companies approach digital transformation and operational excellence. NTT DATA as a leading IT consulting and services firm that has partnered with ServiceNow, a world-renowned service management and automation platform, to deliver state-of-the-art solutions that drive business success in a new digital era.

Working with partners from different fields and sectors, we seek to learn and multiply our influence on society and the environment. Below are some examples of our partnerships at EMEAL level and local partnerships in individual countries.

Corporate Sustainability Partnerships

Partners at EMEAL level



United Nations
Global Compact



Government Digital
Sustainability Alliance



Forética

seres
fundación sociedad
y empresa responsable

Business Institution Partnerships



AEC
ASOCIACIÓN ESPAÑOLA DE
EMPRESAS DE CONSULTORÍA

AED
ASOCIACIÓN
ESPAÑOLA DE
DIRECTIVOS

CEDE
CONFEDERACIÓN
ESPAÑOLA DE
DIRECTIVOS
Y EJECUTIVOS

CIONET

COTEQ
FUNDACIÓN
COTEC
PARA LA INNOVACIÓN

FUNDACIÓN
IESE

digital@s_

dircom
Asociación de Directivos de Comunicación

DEI Partnerships (Diversity, Equity and Inclusion)

Partners for the socio-employment inclusion of people with disabilities.



Networks and Allies for Diversity and the Inclusion of LGTRBIQA + groups



Partners in developing female talent



Partners to increase diversity and inclusion in companies



Digital training and education partnerships

Partnerships in the effort to reduce the digital and gender gap.

EMEAL



United Way España



Partnerships to develop the Information Society by promoting the study, research and dissemination of ICT knowledge.



Partnerships for promoting youth development



Partnerships to boost innovation and professional development



Training and certification partnerships



INSPIRE · QUALIFY · CHANGE



Social Commitment Partnerships

Partnerships for social impact, to eradicate poverty and reduce inequalities

EMEAL



Environmental Commitment Partnerships

Reforestation partners



Solid waste management partners



Environmental impact partners



(03) Sustainability & ESG Strategy



(03) Sustainability & ESG Strategy

3.1

Materiality analysis



This year, we will continue to utilise the results of the materiality analysis that was conducted in financial year 2022. The analysis identified the material issues of the company and its stakeholders regarding sustainability.

The findings of the analysis were aligned with the Sustainable Development Goals (SDG) of the United Nations 2030 Agenda and were instrumental in shaping our current Sustainability & ESG Strategy, which encompasses all aspects of the company.

NTT DATA EMEAL is conducting a Double Materiality analysis, the results of which will be presented in the sustainability report of the upcoming fiscal year.

Once the results of the Double Materiality exercise have been obtained, the strategy will be adjusted.

Between August and December 2022, the forms were distributed to over 50,000 people and we received 1,091 responses. Each survey contains thirty questions on potentially material issues distributed across three areas: Environment, Social and Governance.

The process followed for Materiality Analysis includes:

1. Update of stakeholders.
2. Identify the most significant issues with positive or negative environmental, social and governance repercussions.
3. Conduct materiality surveys with stakeholders. Analyse the results obtained to determine the selection of the relevant topics.
4. Obtain the Materiality Matrix. Identify the most relevant issues for establishing the Sustainability & ESG Strategy.

Stakeholder groups

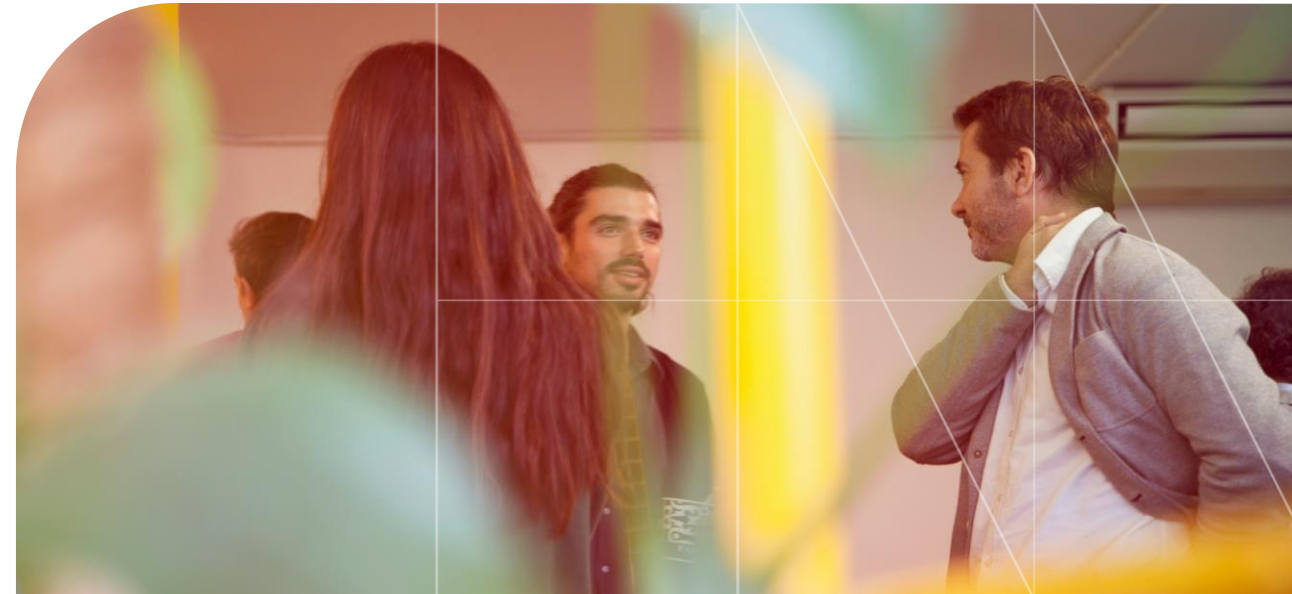
In the Materiality Analysis, we consulted our stakeholders and asked them to identify the most relevant issues. We consulted:

- Employees
- Board of Directors
- Clients
- Suppliers
- Professional Associations/Academic Institutions
- NGO / Foundations

In addition, over the course of the year, the business management areas of NTT DATA EMEAL maintain an ongoing dialogue with its primary stakeholders.

Some of these communication mechanisms and spaces are:

- Employees' participation in day-to-day business.
- Business proposals and their follow-up.
- Events: congresses, lectures, workshops and conferences.
- Client, supplier and employee satisfaction surveys.
- Periodic customer service evaluations.
- Contact with NGOs.
- Partnership agreements, partnership and sponsorship actions.
- Annual Sustainability Report.
- Internal and external communication channels.



This year, we have continued to monitor and follow-up on the material issues identified in our last analysis. This report describes the results of our actions.

- Material impacts are those that are of high importance to both NTT DATA EMEAL and stakeholders and are the primary focus of our work within the Sustainability & ESG Strategy.
- Relevant impacts are of intermediate importance for the company or for stakeholders.
- Non-material impacts are those that are not especially relevant for either NTT DATA EMEAL or stakeholders.

For the current year, there are 16 material issues, 12 relevant issues and 2 non-material issues.

Impacts	Sustainability Report FY23 Chapters in which implemented actions are presented
Material	
27. Information security and data protection	6.3. Risk management
20. Client satisfaction	5.8. Clients
25. Regulatory compliance, prevention of corruption and bribery, code of ethics	6. Governance
28. Fiscal and financial responsibility	6.6. Responsible taxation
30. Reputation and corporate image	6. Governance
22. Information transparency	6. Governance
11. Talent management	5.5 Training
16. Diversity and inclusion	5.6. Diversity, equity and inclusion (DEI)
10. Job creation	5.1. Professionals
17. Gender equality	5.6. Diversity, equity and inclusion (DEI)
18. Disability	5.6. Diversity, equity and inclusion (DEI)
24. Risk management	6.3. Risk management
13. Remuneration policy	5.1. Professionals
26. Human rights and due diligence	6.2. Human rights
2. Climate change	4.1. Climate action plan
21. Supplier integrity	5.9. Suppliers
Relevant	
15. Reconciliation of family and personal life, well-being and benefits	5.3. Reconciliation, compensation and well-being
29. Whistleblowing channels	6.2. Human rights
19. Social commitment	5.7. Community
5. Assessment and control of suppliers on environmental issues	5.9. Suppliers
14. Occupational health and safety	5.1. Professionals
4. Waste management and reduction	4.3. Circular Economy
1. Environmental performance	4. Environment
6. New technologies for minimising environmental impacts	4.1. Climate action plan
23. Stakeholder relations	3.1. Materiality analysis
7. Participation and environmental awareness	4.5. Commitment to the environment
3. Responsible consumption of resources	4.2. Efficient and sustainable consumption
12. Responsible and inclusive R&D & I	6.5. Ethical AI
Non-material	
9. Sustainable mobility	4.1. Climate action plan
8. Natural capital and biodiversity	4.6. Biodiversity

(03) Sustainability Strategy

3.2

Lines of action and sustainable management



Lines of action and sustainable management

The lines of action of NTT DATA EMEAL's sustainability strategy were designed with the material issues identified by the stakeholders in mind and are aligned with the NTT DATA Inc. group strategy.



Planet positive

Lead by example to transform industries positively by innovating services and solutions that contribute to regenerating our planet.



- ✓ Decarbonisation - Road to Net Zero
- ✓ Circular Economy
- ✓ Commitment to the environment



People positive

Shape a better society, applying our digital capabilities to foster digital education and training to accelerate economic growth and create a more diverse and inclusive world.

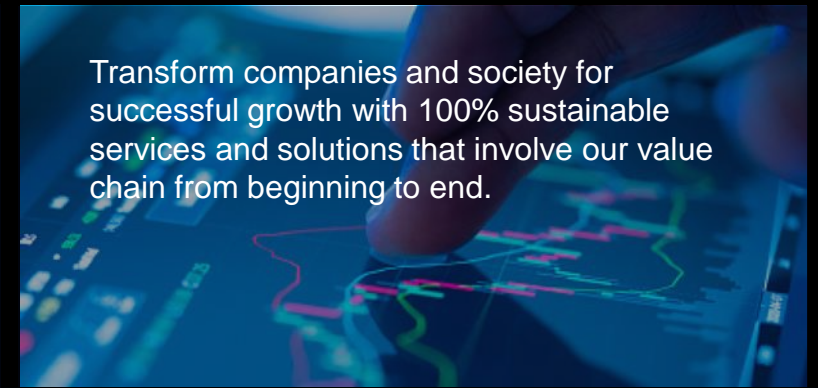


- ✓ Diversity, Equity and Inclusion
- ✓ Digital training and education
- ✓ Work-life balance, health and well-being
- ✓ Social commitment



Prosperity positive

Transform companies and society for successful growth with 100% sustainable services and solutions that involve our value chain from beginning to end.



- ✓ Human rights
- ✓ Collaboration and growth with other stakeholders
- ✓ Transparency and accountability

SDGs on which we generate greatest impact:

As signatories of the Global Compact, NTT DATA EMEAL is committed to the UN 2030 Agenda to build a better, more sustainable world through our business and corporate initiatives, while focusing on 9 of the 17 Sustainable Development Goals.



Policies and protocols for sustainable management

NTT DATA EMEAL is committed to further formalising its dedication to sustainability, ESG criteria, and respect for human rights. To achieve this, we have developed policies, processes and guidelines that comply with all applicable legislation and the highest international standards.

These documents are subject to continuous review to ensure they remain up-to-date. Simultaneously, the processes necessary to enforce them are constantly monitored to enrich the ethical and compliance culture that characterises our company.

Sustainability & ESG Policy

This policy demonstrates the company's commitment to sustainable development, ESG criteria, and attention to the needs and expectations of its stakeholders. It ensures that the business model contributes to generating shared value and a more prosperous and sustainable society.

You can read the policy here: [Sustainability & ESG policy.pdf \(nttdata.com\)](#)

Supplier code of conduct

It aims to promote sustainability-related initiatives throughout the supply chain, through responsible business activities. Suppliers are encouraged to comply with applicable law, respect human rights and participate in fair trade.

You can read the guidelines here: [Suppliers code of conduct. pdf \(nttdata.com\)](#)

Environmental and energy policy

Compliance with environmental and energy legislation is the basis of the fight against climate change. This policy contains a comprehensive framework of fundamental guidelines for the consistent identification, prevention, support, and review of actions, for the continuous improvement and implementation of a robust and environmentally awareness culture.

You can read the policy here: [Environmental and energy policy.pdf \(nttdata.com\)](#)

Diversity, Equity and Inclusion Policy

This policy highlights the concept of each person's "Uniqueness" and the great value they bring to the company. It contains the guidelines to guarantee equal opportunities; equality, diversity, equity and inclusion for all NTT DATA EMEAL professionals.

You can read the policy here: [DEI policy.pdf \(nttdata.com\)](#)

New ESG Report

To ensure compliance with the new international regulations on sustainability and prepare the company accordingly, we have initiated a project led by the Sustainability and Finance areas with the support of the Integration Management Office, Data Transformation Office, IT and Business Consulting. The objectives we set ourselves were:

- Analyse each regulation in depth and identify the status of the company in relation to the requirements.
- Define and implement a new reporting methodology that would allow us to coordinate more closely with the corporate areas and countries participating in the process.
- Automate and improve efficiency of data collection, analysis and delivery.

A global project with:

+30 teams participating

+350 people involved from corporate areas and from the **29 countries** that make up the company.

Double Materiality

In accordance with the CSRD guidelines, we are currently assessing the financial and other implications of the impacts, risks and opportunities associated with our operations. We will utilise the findings to revise our Sustainability strategy.

New Reporting Tool

To draft this report, we implemented an automated process for the first time using a reporting tool to improve data traceability and reliability. We will continue to adjust and improve the process with what we learned in this first iteration.

CSRD Gap Analysis

We began with a first analysis of the 826 data points published and we are now updating with the latest version. This analysis has enabled us to identify processes, policies and projects within the company that require adjustment and/or creation in order to meet the legal requirements.

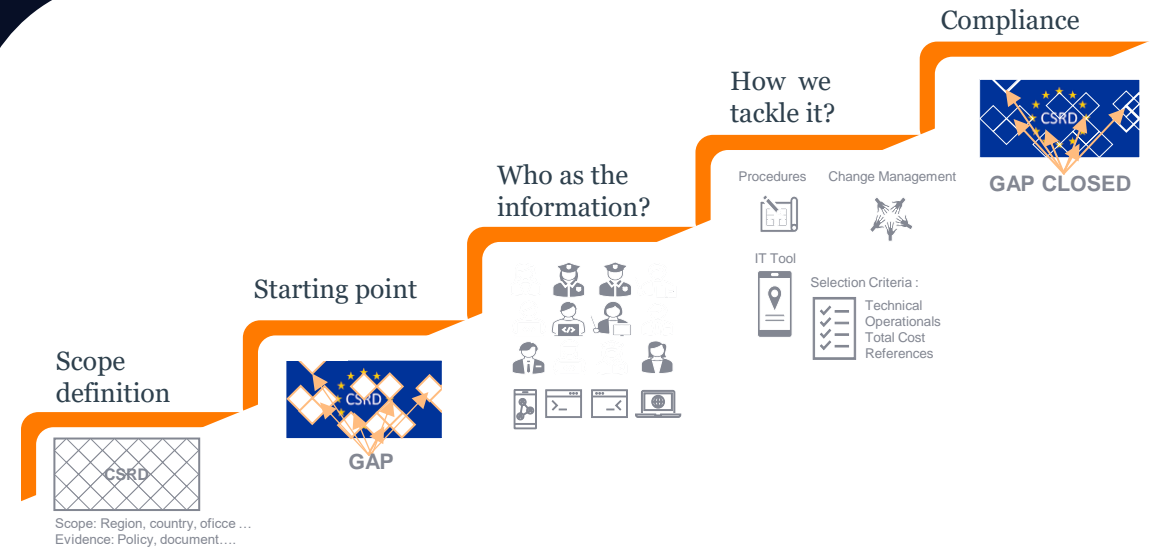
European taxonomy

In January 2024, we commenced our work on this action line, by conducting a thorough analysis of the company's business model and context, to identify the registration processes for the company's projects. Subsequently we began, and now continue, to analyse the potentially eligible and aligned projects.

Climate risk assessment

We are also updating our climate risk assessment, in compliance with the requirements of CSRD, EU Taxonomy and TCFD.

New ESG Report: CSRD Gap Analysis



During the initial phases of the New ESG Report project, our internal consulting and IT teams provided guidance and support, enabling us to learn and achieve much as we worked towards meeting our objectives.

Gap Analysis

The Gap analysis was conducted to determine the extent to which the CSRD directive was initially addressed and to identify the areas that need to be incorporated or expanded.

Action Plan

An action plan was drawn up to solve the pending CSRD requirements. This plan included various aspects, such as the design and/or adjustment of processes and policies, the implementation of an ESG reporting tool, the expansion of the company's data model and change management.

ESG Software

The selection criteria for the IT tool were established using a proprietary methodology based on the analysis carried out and the new procedures to be supported. When the tool was implemented, it was also integrated into the relevant corporate applications.

(03) Sustainability Strategy

3.3

Key performance indicators







3.3 Key performance indicators

To measure our sustainability performance, we have defined 22 indicators, of which 7 have been added this year in line with the progress of our actions.

The historical data for the previous year is the only data presented as there is no standardised information on the metrics for previous years, due to the ongoing integration of the company.

Starting next year, these indicators will be aligned with and adjusted according to the new strategy.




















Information describing each indicator in more detail is provided throughout this document.

-  We achieved our objective and improved over the previous year
-  We improved over the previous year, but did not reach our target / We reached our target, but did not improve over the previous year
-  We did not improve or reach the target
-  We maintained the previous year's values and objectives

* The data comes from the One Voice survey which is carried out every two years. The results for 2021 were presented in 2022.

**Women executives includes senior manager and manager categories.

***Due to changes in the management model of the training platforms, the data were not available in FY22.

 Planet positive	Carbon footprint / employee	0.62	0.80	0.70		0.68
	% Renewable energy	56%	58%	76%		77%
	Carbon Footprint in Business Travel/ Employee (new)	0.16	-	0.30		0.28
 People positive	Number of training courses per employee	6.7	7	4		7
	Employee job satisfaction	78%*	75%	77%		75%
	% of women in the workforce	31.48%	33%	32.16%		33%
	% of women executives**	24.1%	25%	29.86%		25%
	% of women Top executives	12%	13%	13.15%		15%
	% of women on the Board	27%	30%	25%		-
	% of people with disabilities	1.31%	2%	1.41%		2%
	% of employees involved in social and/or environmental initiatives (new)	-	-	4.25%		10%
	% of employees satisfied with the company's sustainability strategy (new)	-	-	72%		75%
	Amount of financial donations (new)	-	-	€1,128,204		€1,000,000
	Number of IT units donated (new)	-	-	635		1000
	Number of new hirings	15,367	10,000	11,496		10,000
	Client satisfaction	8.6/10	8.8/10	8.7/10		8.1/10
	Local suppliers	85%	88%	79.07%		85%
Suppliers approved with sustainability criteria (new)	-	-	347		1,000	
 Prosperity positive	Independent directors	36%	36%	36%		-
	% Cases resolved in whistleblowing channel (new)	100%	100%	100%		100%
	% of employees who have completed the Compliance course***	-	100%	81%		100%
	% of employees who have completed the security course	92%	100%	85.8%		100%

(04) Environmental



NTT DATA EMEAL's Climate Action Plan focuses on developing sustainable solutions which, by using technology responsibly, reduce the repercussions on climate and the planet.

At NTT DATA EMEAL, we strive to protect the environment by minimising our activity's footprint and working towards our objective of achieving carbon neutrality according to the company's corporate strategy.

At the same time, we focus on the circular economy to use resources efficiently, reduce waste from our activity, and improve its management.

We are globally aligned with our business, processes and strategies to standardise the expansion of our certifications across the company.

Our Plan focuses on SDG 13, through our Climate Action Plan, which is aligned with the commitments made by NTT DATA, through its vision based on SBT: Net Zero scope 1 and 2 by 2035, and scope 3 by 2040.

At NTT Data EMEAL, we are working to improve our environmental performance and transparency by enhancing the promotion of our environmental commitment throughout the countries where we have a presence.



The growth of **NTT DATA EMEAL's** economic activity has resulted in increased hiring and a subsequent rise in the number of employees, along with the associated environmental impact.

In contrast, optimising our office spaces based on teleworking contract modes and improving the efficiency of occupied spaces has allowed us to close some floors in our offices, and even some offices themselves, reducing the useful area for FY23. This has resulted in a reduction of environmental impacts and lowered costs.

NTT DATA EMEAL	FY22	FY23	% Variation
N° of countries	22	23	5%
No. of employees	49,761	51,989 (*)	4%
Surface (m ²)	254,378	231,391 (**)	-9%
N° of offices	89	85	-4%

(*) Employees from Poland, Ireland, Vietnam, Andorra and Uruguay are not included. In the case of US employees, expatriate employees have also been taken into account

(**) Data from offices in France, the Netherlands and Ecuador are not taken into account, as they are coworking spaces, shared among several companies, with little operational control and the reported data are of poor quality.

Countries within the scope



(04)
Environmental

4.1

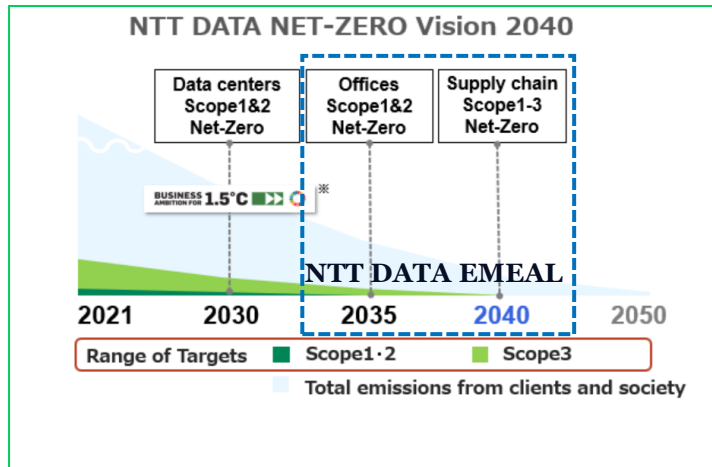
Climate Action Plan



Road to NET ZERO

NTT DATA EMEAL is committed to responsibly use technology to promote a sustainable present and future. We adhere to the Science Based Targets (SBT) initiative, which sets scientifically-based goals for reducing greenhouse gas (GHG) emissions, adopted by the NTT DATA Group.

As a signatory of the UN Climate Ambition agreement, we are committed to developing sustainable IT solutions aimed at reducing emissions and supporting the global effort to limit global warming to below 1.5°C



[NTT DATA NET ZERO vision 2040](#)

On its road to Net Zero, NTT DATA EMEAL will focus on reducing its direct and indirect emissions, working on these action lines:

1. Mitigation measures to reduce emissions

- **Meeting the electricity consumption demand of our offices with 100% renewable electricity by 2030.**
 - During FY23, 76% renewable energy was achieved globally.
- **Reducing emissions associated with our professionals' business travel**
 - Establishing new teleworking contract models that avoid office commuting emissions.
 - Encouraging and supporting integrated video conferencing systems with clients.
 - Promoting sustainable transport, for essential journeys by establishing framework agreements with transport service providers with hybrid and electric fleets.

2. Adaptation measures to conserve the environment and biodiversity

- Reforestation projects: investing in nature-based projects and solutions, thereby directly removing carbon from the atmosphere.

3. Compensating for residual emissions, through agreements with our suppliers in the supply chain.

- Working with suppliers of sustainable goods, services and transport.

NTT DATA EMEAL is committed to achieving Net Zero by 2035 for its direct and indirect emissions from energy, and by 2040 for its entire supply chain, by implementing science-based targets and the NET ZERO 2040 strategy.

Road to NET ZERO: Results FY23



"74% certified renewable energy"

56% in FY22



"2% self-generated renewable energy"

0.4% in FY22



"3,111 tCO₂e reduced"

2.852 tCO₂e in FY22



"73 tCO₂e avoided"

20 tCO₂e in FY22



"145 tCO₂e compensated in business trips"

203 tCO₂e in FY22

As part of **NTT DATA EMEAL's** mitigation actions, the global purchase of certified renewable electricity **increased by 18%** over FY22.

The purchase of certified renewable energy achieved a reduction of 3,111 tCO₂e; that is, **259 tCO₂e reduced more than in FY22.**

In FY 2023, the solar panels at *NTT DATA Towers and The Sign* offices generated approximately 300 MWh of renewable energy, avoiding the emission of **73 tCO₂e.**

The company's largest source of emissions comes from business travel. In FY22, we started working with suppliers and transport agencies offering sustainable services. In FY23, these efforts enabled us **to offset 145 tCO₂e** in emissions from air travel (107 tCO₂e), train travel (22 tCO₂e), and road trips (16 tCO₂e).

Portugal offset all its residual emissions (FY21 and FY22) through reforestation projects. Likewise, countries such as Argentina and Mexico carried out corporate volunteering, reforesting degraded areas.



Global Carbon Footprint

Distribution of emissions in EMEAL territories



In FY23 we consolidated our carbon footprint calculation for each country, which were externally verified by AENOR.



36,200
tCO₂e



0.70
tCO₂/employee

Global Carbon Footprint Data GHG Protocol

Total emissions based on a market approach

Country*	tCO ₂ e	% tCO ₂ e	No. of employees	tCO ₂ e/employee
Austria	26.44	0.1%	106	0.25
Belgium	290.97	0.8%	302	0.96
France	30.62	0.1%	56	0.55
Germany	1,903.96	5.3%	2,282	0.83
Greece	73.85	0.2%	108	0.68
Italy	3,447.75	9.5%	5,775	0.60
Luxembourg	39.77	0.1%	97	0.41
Portugal	946.06	2.6%	1,564	0.60
Romania	1,015.72	2.8%	1,342	0.76
Serbia	72.70	0.2%	65	1.12
Spain	12,234.87	33.8%	20,460	0.60
Switzerland	67.03	0.2%	68	0.99
The Netherlands	35.24	0.1%	72	0.49
U.K.	1,143.95	3.2%	1,810	0.63
Argentina	366.30	1.0%	1,057	0.35
Brazil	3,560.71	9.8%	5,309	0.67
Chile	2,179.45	6.0%	1,543	1.41
Colombia	1,378.65	3.8%	1,715	0.80
Ecuador	177.42	0.5%	293	0.61
Mexico	2,048.86	5.7%	2,365	0.87
Peru	4,044.36	11.2%	4,769	0.85
U.S.	992.19	2.7%	337	2.94
Morocco	123.08	0.3%	494	0.25
Total	36.200	100%	51,989	0.70

* Data from Poland, Ireland, Croatia, Vietnam, Andorra and Uruguay are not included.

Global Carbon Footprint

NTT DATA EMEAL set FY22 as the base year, the first post-pandemic calculation year in which we returned to normal business activity. During FY 2023, we endeavoured to align with NTT DATA Group by updating the calculation standard from ISO 14064 to GHG Protocol, which included the addition of new emission categories. These categories encompass indirect emissions from commuting employees, as well as indirect emissions associated with the life cycle of fuels and energy. The rise in these emissions needed a recalculation of the base year FY22, to facilitate comparison over time.

NTT DATA EMEAL (*)	FY22	FY23	% Variation
No. of employees	49,761	51,989	4%
Total emissions (tCO ₂ e)	30,740	36,200	18%
tCO ₂ e/employee	0.62	0.70	13%

In FY 2023, the increase in consulting activity and the associated business travel resulted in an increase in **emissions per employee**. However, the established target of **0.80 tCO₂ for FY23** was achieved. This was made possible through the purchase of renewable energy with a guarantee of origin, which led to a reduction in scope 2 market-based emissions..

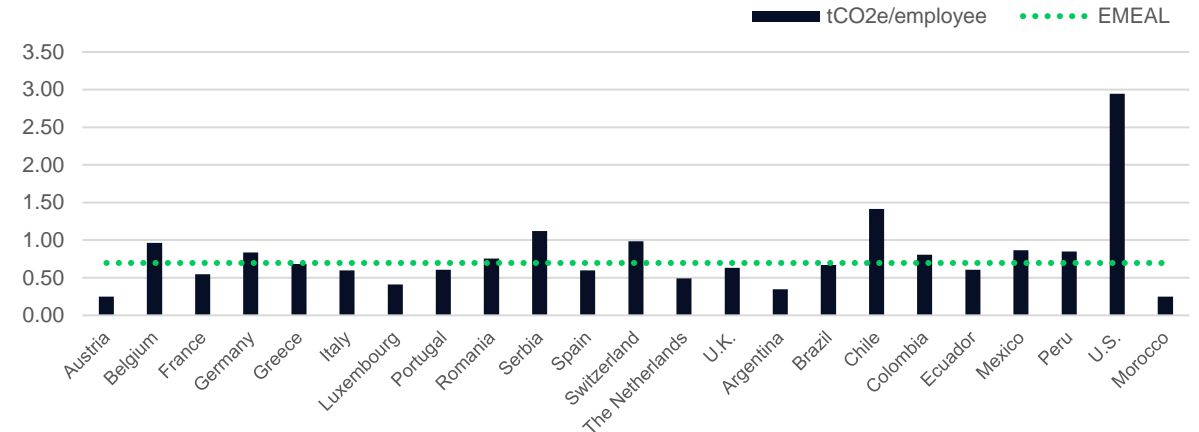
Global emissions

NTT DATA EMEAL's global emissions are predominantly generated in Europe due to the larger number of people present and the greater office area.

The countries that contribute most to the company's global emissions are:

- Spain (34%)
- Peru (11%)
- Brazil (10%)
- Italy (10%)

Emissions per employee

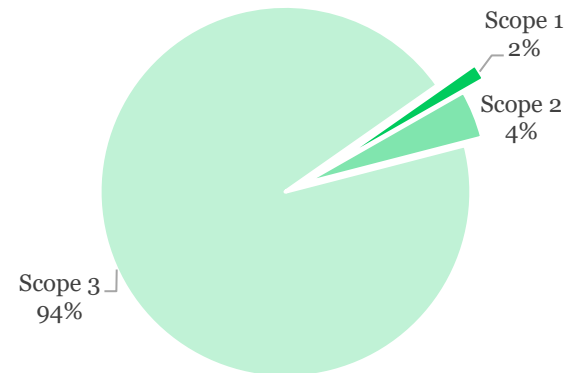


Austria and Morocco have the lowest rate of emissions per employee, with a recorded rate of 0.25 tCO₂e. This is primarily because business trips are predominantly made by train in Austria, and flights have low ratio in Morocco. However, the United States has the highest rate of emissions per employee (2.94 tCO₂e) due to the long distances travelled by employees by air.

NTT DATA EMEAL's service-consulting business model results in supply chain emissions being the largest source of emissions, accounting for 94% of the total. Business travel (43%), commuting of employees to offices (28%), and the life cycle of fuels and energy (15%), account more than the 80% of total emissions.

Following the reclassification of our emissions according to the GHG Protocol, we have included new emission categories, particularly in scope 3, resulting in a significant change in the distribution of emissions from the previous year. The increase in the purchase of renewable energy, of which 74% is certified by guarantee of origin and 2% is self-generated by solar panels, has resulted in a reduction of Scope 2. Scope 1, on the other hand, has little significance as we only have boilers and an own fleet in some European countries.

% tCO₂e FY23: NTT DATA EMEAL



Given the increase in the business and its associated travel, a new KPI tCO₂e/employee in business travel has been established to monitor the trend of these emissions, with the aim of reducing their impact.

Business travel:



15,546
tCO₂e



0.30
tCO₂/employee

Global carbon footprint data GHG Protocol

NTT DATA EMEAL	tCO ₂ e
Scope 1	
Stationary combustion	361.33
Mobile combustion	85.44
Refrigerant gases	83.47
Scope 2	
Market-based electricity consumption	892.53
Local-based electricity consumption	4,003.68
<i>District Heating</i>	638.15
Scope 3	
Goods and services	2,680.28
Fuels life cycles	5,284.84
Water treatment	12.33
Business travel by aircraft	13,160.83
Business travel by train	465.81
Business travel by road	1,122.92
Business travel: overnight stays	796.68
<i>Commuting</i>	10,204.03
Teleworking	410.89
TOTAL EMISSIONS Market Based	36,199.94
TOTAL EMISSIONS Local Based	39,311.09
Avoided emissions (self-consumption systems)	73
Compensated emissions (business travel)	145

(04)
Environmental

4.2

Efficient and
sustainable
consumption



Objective 2030: 100% of electricity consumption from certified renewable sources

NTT DATA EMEAL: Distribution of electrical consumption



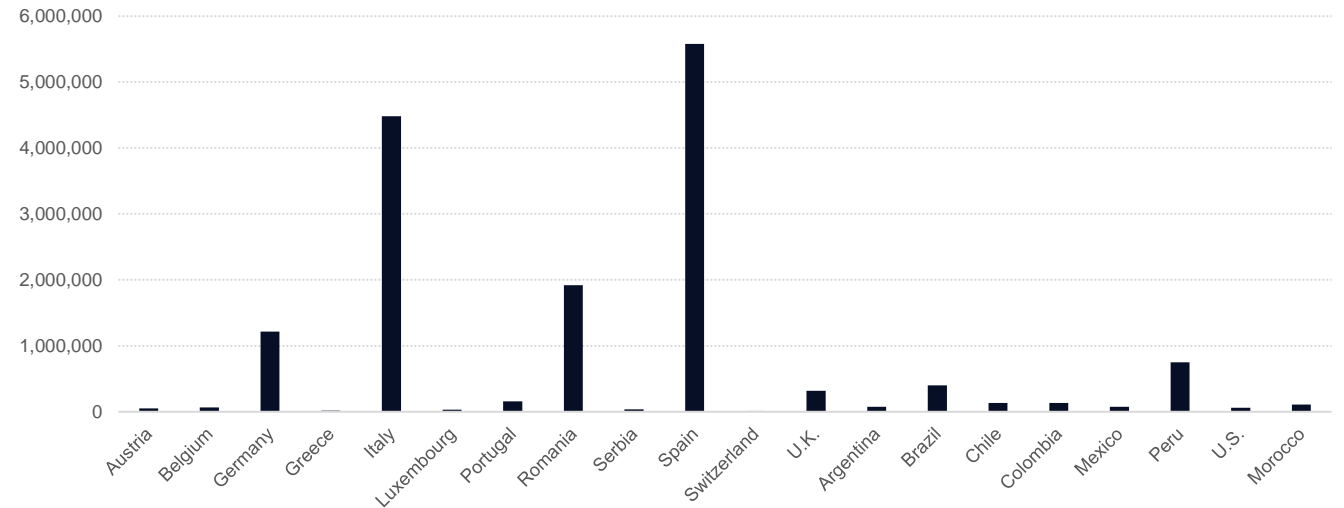
“Electricity consumption represents 2% of total emissions”

(*) Regarding facilities consumption, data for FY23 excludes figures from coworking spaces in France, the Netherlands, and Ecuador due to poor data quality.

Global electricity consumption

Electricity	FY22	FY23 (*)	% Variación
N° of countries	19	20	5%
No. of employees	49,561.93	51,568.00	4%
Surface m ²	254,378.03	231,390.94	-9%
kWh	16,948,851	15,636,038	-8%
kWh/employee	341.97	303.21	-11%
kWh/m ²	66.63	67.57	1%

Electricity consumption (kWh) by country



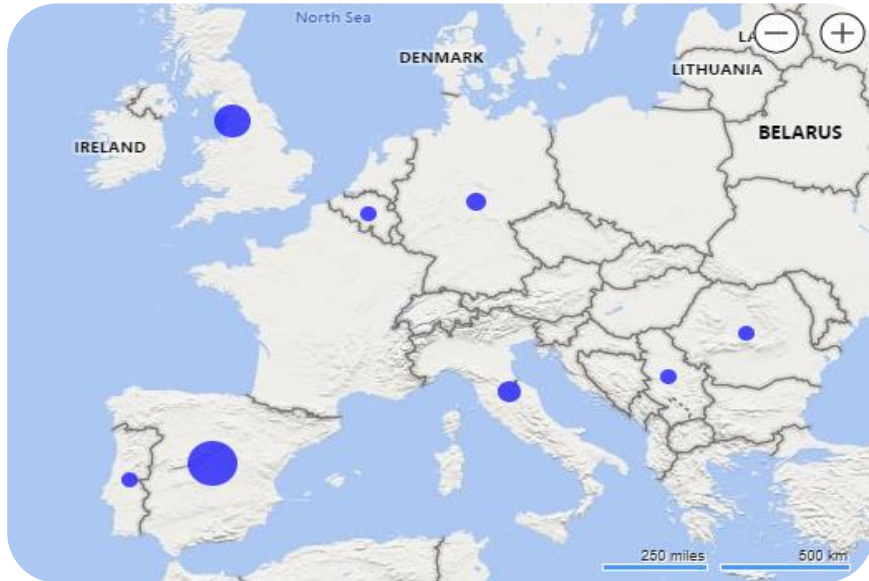
NTT DATA EMEAL is committed to being 100% renewable by 2030. During FY23, European countries accounted for 89% of the company's electricity consumption, with Spain (36%) and Italy (29%) standing out as the largest consumers.

This is why the company has prioritised the purchase of certified renewable energy in Europe. Renewable electricity accounts for 76% of the electricity we consume, compared to 56% of certified renewable energy consumed in FY22. This is due to the fact that we purchased certified renewable energy in the Americas (Chile) and generated photovoltaic energy using solar panels (NTT DATA Towers and The Sign).

In FY23, all electricity consumption supplied to Germany, Belgium, Luxembourg, Portugal and Switzerland was 100% renewable. In Italy it was 98% and 89% in Spain. In FY23, Greece had the lowest energy intensity (19.97 kWh/m²).

Natural gas consumption

NTT DATA EMEAL: Distribution of natural gas consumption



"Natural gas consumption represents 1% of total emissions"

NTT DATA EMEAL has natural HVAC gas boilers in its offices. These boilers only account for 1% of total emissions and are insignificant as a source of emissions.

However, the company is working on several measures to reduce consumption, such as reducing the surface area of its offices, optimising workspaces based on percentage occupancy, and improving air conditioning efficiency.

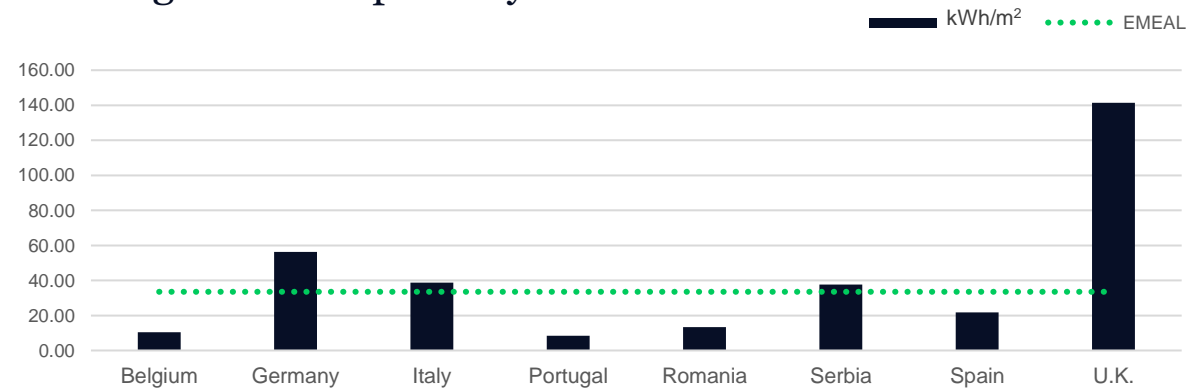
Global natural gas consumption

Natural Gas	FY22	FY23(*)	% Variación
N° of countries	8	8	0%
Surface m ²	70,750	63,478	-10%
kWh	2,370,614	1,907,847	-20%
kWh/m ²	33.51	30.06	-10%

Thanks to the reduction of the surface area (through the closure of plants, offices, and subletting), a better distribution of employees in the offices, and a better efficiency of the HVAC systems, it has been possible to reduce natural gas consumption (kWh), as well as its energy intensity (kWh/m²).

By country, Spain with 45% and the UK with 29%, account the bulk of NTT DATA EMEAL's natural gas consumption.

Natural gas consumption by surface area



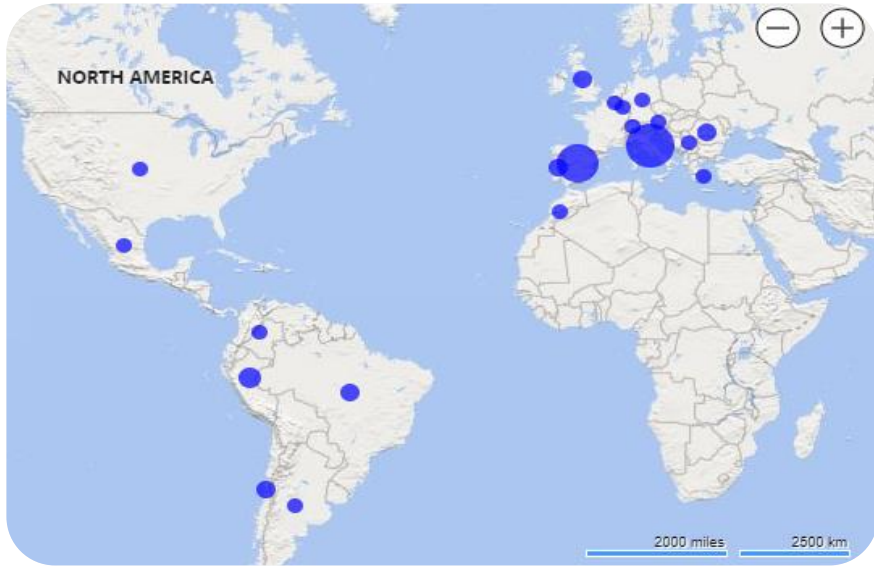
NTT DATA EMEAL's total consumption is primarily derived from the Novus building in Spain, which accounts for 45% of the total consumption. This is due to the building's large surface area, which represents 16% of the total m². Efforts are being made to reduce natural gas consumption in this building.

Regarding energy intensity (kWh/m²), for the second consecutive year, the Saldanha building in Portugal has proven to be our most efficient, with a rate of 8.35 kWh/m².

(*) Only 8 EMEAL countries in the European region have boilers

Water consumption

NTT DATA EMEAL: Distribution of water consumption



“Water consumption represents 0.04% of total emissions”

NTT DATA EMEAL is currently implementing several measures to reduce consumption. These measures include reducing the surface area of its offices, optimising workspaces based on percentage occupancy, and increasing water consumption efficiency by using timers, atomisers in taps, and double flush cisterns.

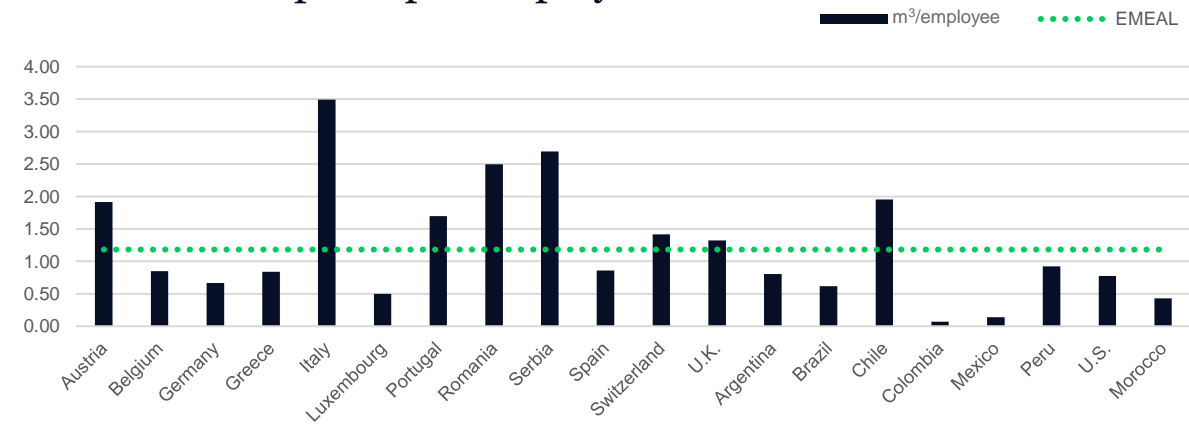
Global water consumption

Water	FY22	FY23	% Variación
N° of countries	19	20	5%
No. of employees	49,761	51,989	4%
m ³	71,083	60,940	-14%
m ³ /employee	1.43	1.17	-18%

As it has happened with natural gas consumption, thanks to the reduction of the surface area, a better distribution of employees in the offices, and better efficiency in the use of water, it has been possible to reduce water consumption (m³), as its ratio per employee.

Of the countries in **NTT DATA EMEAL**, Italy with 33% and Spain with 29%, accounts the bulk of water consumption.

Water consumption per employee



Colombia is the most efficient country (0,07 m³/employee) in consumption per employee (m³/employee).

(04)
Environmental

4.3

Circular
economy





4.3

Circular economy

Using resources efficiently

NTT DATA EMEAL promotes the efficient use of resources. Thanks to the operational control process for recycling waste generated in the offices, we can exercise full control and take measures that help reduce the amount of waste generated. This is implemented in the scope of the Environmental Management System (EMS), which allows us to implement circular economy measures.

As part of the measures outlined in the Environmental and Energy Policy, it is imperative that all employees are made aware of the necessity to adopt a rational use of water, paper and energy, as well as good practices for minimising the use of natural resources that can be extended to their normal way of life.

NTT DATA EMEAL provides all new recruits and employees with the Environmental Welcome Pack. This pack includes a course in “Trivial Pursuit” format, as well as a series of recommendations for good environmental practices.

Waste management

In FY23, there has been a strong emphasis on monitoring office waste produced by **NTT DATA EMEAL**, aiming to implement circularity actions that can establish a solid baseline for progressing towards zero waste

Italy accounts for 40% of waste generated, followed by Spain (26%) and the United Kingdom (20%).

In FY23, generation of hazardous waste per employee increased, mainly due to large-scale removal of Waste Electrical and Electronic Equipment (WEEE) in Romania, Italy and Spain.

In FY23 only 1.5% of the total waste was sent to landfill, compared to 13% in FY22.

(*) In FY23, 16 of the 23 EMEAL countries reported waste data, compared to 11 that reported in FY22.

(**) No. of employees referring to the countries that have reported waste data

Hazardous waste

Hazardous waste	FY22	FY23 (*)	% Variación
N° of countries	11	16	45%
Employees (**)	41,345	50,763	23%
t total	6.79	14.18	109%
t/employee	1.64*10 ⁻⁴	2.79*10 ⁻⁴	70%

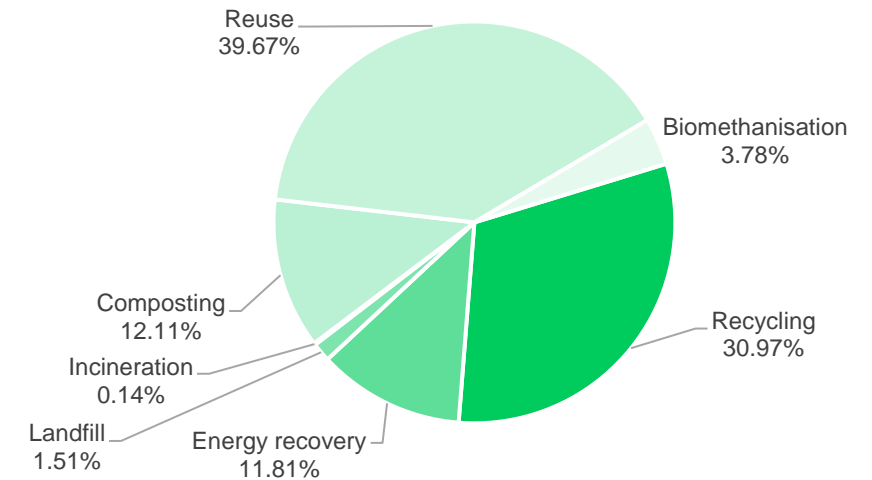
Distribution of waste generation



Non-hazardous waste

Non-hazardous waste	FY22	FY23 (*)	% Variación
N° of countries	11	16	45%
Employees (**)	41,345	50,763.00	23%
t total	623.89	168.77	-73%
t/employee	1.51*10 ⁻²	3.32*10 ⁻³	-78%

Final destination of waste % (t) FY23



In FY23 the total waste generated was 183 tonnes and the treatments that were used to manage this waste are shown in this chart.

NTT DATA EMEAL: Distribution of paper consumption



“Paper consumption represents 0.03% of total emissions”

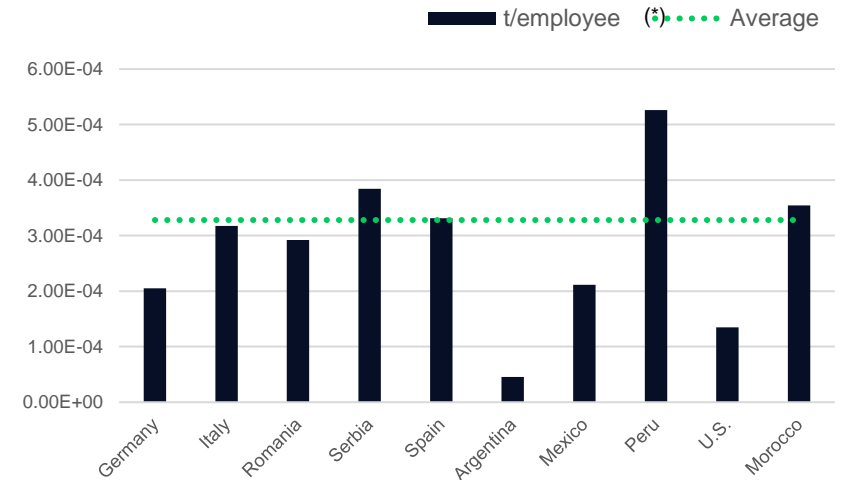
Paper consumption

Paper consumption	FY22	FY23	% Variación
N° of countries	22	23	5%
Employees	49,761	51,989	4%
t total	10.06	12.78	27%
t/employee	0.00020	0.00025	22%

Paper consumption is not significant in our business model. Being a paperless company is a fundamental circular economy action for the company as it promotes environmental sustainability and optimises resources.

NTT DATA EMEAL is committed to digitizing administrative and operational processes. This commitment is not only to enhance efficiency and speed in information management and reduce costs associated with paper purchasing, storage, and disposal, but also from an environmental and biodiversity perspective. This approach can significantly mitigate the impact of deforestation and carbon emissions linked to the production, transportation, storage, use, and disposal of paper, thereby contributing to environmental conservation.

"13 countries did not consume paper in FY23"



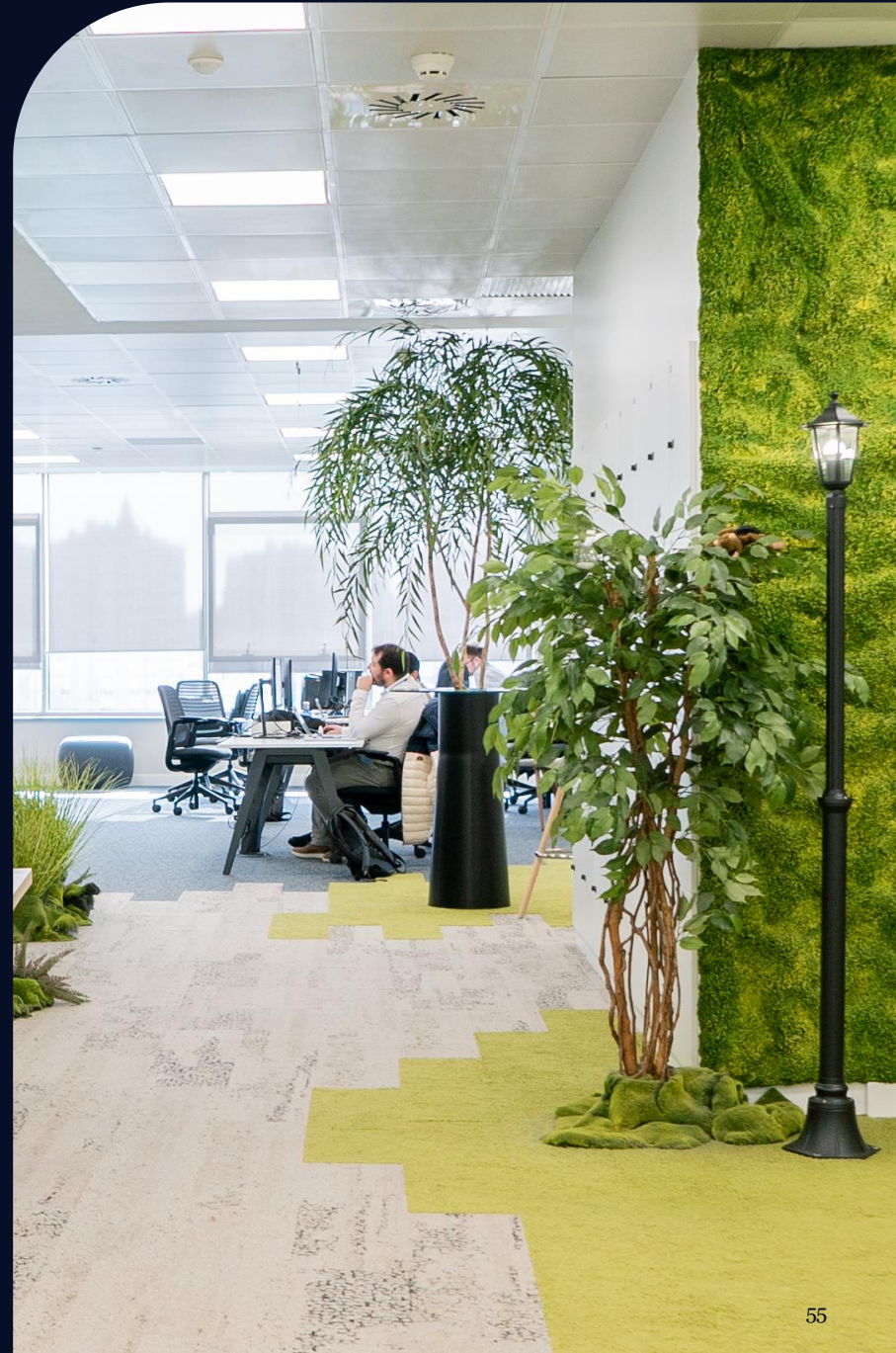
Within the NTT DATA EMEAL countries that have consumed paper during FY23, Spain is presented as the largest consumer of paper (53% of the total), due to the high number of employees, however, Peru is the one with the highest rate of paper consumption per employee.

(*) Average data (t/employee) of the countries that consumed paper.

(04)
Environmental

4.4

Environmental
certifications



Sustainability in buildings: BREEAM



Spain (Madrid)



Romania (Bucharest, Cluj-Napoca)

Sustainability in buildings: LEED



Spain (Barcelona, Bilbao, Seville)



Germany (Munich)



Italy (Milan, Rome)



Romania (Brasov, Iasi, Timisoara)



Brazil (Sao Paulo)



Colombia (Bogotá)



Mexico (Mexico City)



Peru (Lima)

Environmental management system: ISO 14001



Spain (Madrid, Seville, Ciudad Real, Huesca)



United Kingdom (London, Birmingham)



Portugal (Lisbon)



Italy (Milan)



Romania and Cluj-Napoca, Brasov, Bucharest, Iasi, Sibiu,)



Chile (Santiago de Chile)



Brazil (Sao Paulo)



Peru (Lima)

Carbon footprint: GHG Protocol

NTT DATA EMEAL

Energy management system: ISO 50001



Spain (Madrid, Barcelona)

Ecodesign management: ISO 14006



Italy (Milan)

Chain of Custody Certification: FSC-STD-40-004 v3.1



Italy (Milan)

Supply chain sustainability: SUPPLIER ASSURANCE SAQ 5.0-Rating (In Renovation)



Germany (Munich)



ISO 14001: EMS

Since 2007, we have maintained an Environmental Management System in accordance with the UNE-EN ISO 14001 standard. This demonstrates our commitment to protect the environment and prevent pollution, while balancing environmental and socio-economic aspects.

“40% of our area (m²) is certified under the ISO 14001 standard”

The Environmental Management System implemented is applicable to all activities carried out in the following offices:

Spain:

- **Madrid:** Camino Fuente de la Mora, 1, 28050 Madrid
- **Seville:** C/ Gonzalo Jiménez de Quesada, 2 Edificio Torre Sevilla, 41092 Sevilla
- **Ciudad Real:** Ronda de Toledo, 19, 13005 Ciudad Real
- **Huesca:** Carretera Nacional 240 km134, 22500, Binéfar, Huesca

Portugal:

- **Lisbon:** Atrium Saldanha. Praça Duque de Saldanha, 1 - 10º E/F 1050-094 - Lisbon

Italy:

- **Milan:** Via Ernesto Calindri, 4. 20143 Milan
- **Milan:** Via Ernesto Calindri, 2. 20143 Milan

Chile:

- **Santiago de Chile:** Avda. Libertador Bernardo O'Higgins, 1449. Torre II, pisos 3 y 4 Santiago de Chile

Brazil:

- **São Paulo:** Jequitibá, Av das Nações Unidas, 14401 - CJ 161 Torre A2 CD Parque da Cidade CEP 04794-000 – São Paulo / SP

Peru:

- **Lima:** Dean Valdivia 148, Piso 4, Edificio Platinum 15046 San Isidro

Romania:

- **Cluj - Napoca:** Head Office. Cluj-Napoca – Tower 1 – Str. Constanta, nr. 19-21, 400158, municipiul Chuj-Napoca, jud, Cluj
- **Cluj - Napoca: Lucru Office: Cluj-Napoca – Tower 2 – Str. Ploiesti, nr. 11, 400157, municipiul Chuj-Napoca, jud, Cluj**
- **Cluj - Napoca: Cluj-Napoca – Tower 3 – Str Ploiesti, nr. 9, 400157, municipiul Chuj-Napoca, jud, Cluj**
- **Brasov:** B-dul. 15 noiembrie, nr. 78, 500097, municipiul Brasov, jud. Brasov
- **Bucharest: B-dul. Corneliu Coposu, nr. 6-8, 030606, sector 3, Bucharest**
- **Iasi:** Str. Palas, nr. 5C, UBC6, 700051, municipiul Iasi, jud. Iasi
- **Sibiu:** Str. Fabricii, nr. 2, format din subsol, subsol 1, parter, etaj nr. 1, 2, 3, 4, 5, 6, Comp. RLD Suprem Invest, municipiul Sibiu, jud. Sibiu
- **Sibiu:** Str. Oituz, nr. 35D, 550337, municipiul Sibiu, jud. Sibiu
- **Timis:** Piata Consiliul Europei, nr. 2E, UBC3, 300254, municipiul Timisoara, jud. Timis

United Kingdom:

- **London:** UK House, 180 Oxford Street, London W1D 1NN, London
- **London:** Head Office. 1 Royal Exchange, London, EC3V 3DG
- **London:** London Epworth. 25 Epworth House, London, EC1Y 1AA
- **Birmingham:** 4020 Lakeside, Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YN,



ISO 50001: EMS

Scope of the 50001 Energy Management System: 2018

The Energy Management System implemented is applicable to all activities carried out in the following offices:

- Edificio Novus, Camino Fuente de la Mora nº1, 28050 (Madrid)
- SEA Tower Torre 1, Edificio B13 - Av. D`Icària 211-199, 08005 (Barcelona)
- SEA Tower Torre 2, Edificio B7, plantas 1, 2 y 3, Av. D`Icària 211-199, 08005 (Barcelona)

"25% of our area (m²) is certified under the ISO 50 standard"

"Certifying an Energy Management System according to ISO 50001 involves implementing an energy policy and managing our energy effectively, which translates into real and quantifiable savings in organisations' energy costs"

(04)
Environmental

4.5

Environmental
commitment





Given the growing impact of the climate crisis, environmental volunteering initiatives are essential to promote the conservation and protection of the environment.

+150 employees volunteered for
7 environmental initiatives carried out in
5 countries where we are present

Below are some of the initiatives we carried out.

Reforestation in ecological reserves



Argentina

Through the PLANTING THE FUTURE campaign and in collaboration with the NGO Plantarse, two reforestation initiatives were developed with the aim of reducing the carbon footprint and creating a cleaner, purer environment and a better place for future generations to grow.

Buenos Aires

Planting the first **50** trees in the forest

Misiones Province

Donation of **250** additional trees to be planted on behalf of the 250 sons and daughters of NTT DATA Argentina employees.

23 Volunteers
(19 employees and 4 external)

World Cleanup Day



DACH



World Cleanup Day is the world's largest citizen movement to combat environmental pollution. NTT DATA DACH first participated with its own cleanup events on September 15 and 18, 2023.

112 Volunteers
100 from
Germany and 12
from Austria
56
Hours invested

329.55 kg of waste

7,000 cigarette butts

Ocean Alive

Portugal

NTT DATA Portugal collaborates with Ocean Alive, the first Portuguese cooperative committed to the protection the oceans through the implementation of marine education projects and activities that encourage behavioural changes. NTT DATA Portugal has participated in different activities such as:

- "Responsible Talk" in partnership with Ocean Alive experts, in which our employees learned more about the importance of seagrass and the project supported for the third consecutive year by "Guardiões das Pradarias" (Prairie Guardians).
- Volunteer opportunity to visit a seagrass meadow with Ocean Alive in June 2023.
- Sea Prairie Guardians Programme in which they take part for the third consecutive year, enabling them to map the Glória prairie and maintain the profession of prairie monitor for the Guardians of the Sea by acquiring more GPS devices and using drones and satellite images.



25
Volunteers

(04)
Environmental

4.6

Biodiversity
and pollution





Biodiversity

Natural capital and biodiversity are not a material issue for stakeholders or the company. **NTT DATA EMEAL** does not possess land containing habitats of interest or with any degree of protection or conservation requirement for endangered species.

In FY23, there were no effects on biodiversity arising from the company's own, leased, managed or adjacent operating facilities or from the company's activities or products.

Therefore, the GRI 304 standard: BIODIVERSITY does not apply to NTT DATA EMEAL's business activities in any of its subsections.

Atmospheric pollution

Noise and light pollution are also not material issues for the company in this fiscal year, because of the scale of **NTT DATA EMEAL**'s footprint in these areas and because of the relative importance given to it by the stakeholders.

The information on these emissions is not collected systematically. However, the company's building sustainability certifications are noteworthy since they evaluate aspects such as air quality, lighting and noise.

“55% of our area (m²) It is certified under BREEAM or LEED sustainable building standards ”

(05) Social



(05)
Social

5.1

Professionals



Our professionals are the true engine of our business, thanks to them we innovate for a better future. The innovation and deep industry experience possessed by **NTT DATA EMEAL** provides the organisation with the capabilities, resources, and experiences necessary to navigate today's constantly growing world, meeting ever-increasing demands in constantly and rapidly evolving business environments.



+52,000
Professionals

11,496
New contracts

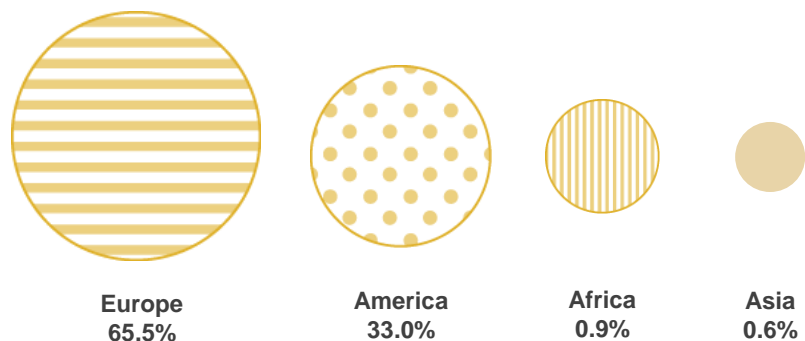
77%
Employee satisfaction

1.019.829
Hours of training

Total number of employees and distribution

The total number of employees in 26 countries* where **NTT DATA EMEAL** is present was 52,101 at the end of FY23. The centres in Spain, together account 20,460 employees, 39.3% of the total.

Distribution of employees by continent



* Of the 29 countries that make up the company. There is no data for Andorra or Poland because they are being wound up. Uruguay is starting operations and are planning to hire new professionals that will allow them to grow in the coming years.

**Data for Ireland are included in UK.

***In previous years it was reported together with other countries, and they are not broken down.

Country	Women	Men	FY23	FY22	FY21
Europe					
Belgium	140	162	302	267	239
Croatia	11	14	25	***	***
DACH	771	1,685	2,456	2,425	2,231
Germany	721	1,561	2,282	***	***
Austria	35	71	106	***	***
Switzerland	15	53	68	18	10
Spain	6,526	13,934	20,460	19,789	18,089
France	21	35	56	51	33
Greece	27	81	108	71	-
Italy	1,699	4,076	5,775	5,674	5,253
Luxembourg	21	76	97	92	74
Netherlands	21	51	72	77	69
Portugal	617	947	1,564	1,379	1,312
United Kingdom**	526	1,284	1,810	1,903	1,599
Romania	629	713	1,342	1,243	1,219
Serbia	21	44	65		
America					
Argentina	309	748	1,057	942	690
Brazil	1,721	3,588	5,309	5,046	5,178
Chile	389	1,154	1,543	1,768	1,817
Colombia	635	1,080	1,715	1,451	1,828
Ecuador	93	200	293	-	***
Mexico	780	1,585	2,365	2,248	2,169
Peru	1,464	3,305	4,769	-	***
Uruguay	0	1	1	-	-
USA	37	80	117	102	98
Africa					
Morocco	223	271	494	455	346
Asia					
Vietnam	73	233	306	-	-
TOTAL	16,754	35,347	52,101	50,199	46,478

Average staff remuneration

NTT DATA EMEAL has a remuneration policy for each professional category. A training catalogue is available to all employees to ensure continuous learning. The staffing process includes the guarantee to get to know new sectors and new clients, to explore other areas and to continue to develop through rotation in projects.

Average salaries by age group

Professional Categories*	Age Groups FY23		
	> 50	30-50	< 30
Junior	€28,050	€18,766	€16,772
Professional	€45,414	€35,815	€29,115
Manager	€68,512	€56,361	€47,726
Senior Manager	€106,736	€89,989	€71,241
Executive	€146,107	€130,960	-
Total average	€61,744	€38,696	€22,483

* The categories shown in the table are newly created. Their purpose is to standardise the levels of all EMEAL countries, and they are not comparable with the results of previous years.



Average remuneration by professional category and gender

Professional category FY23	Female	Male	*Ratio FY23
Junior	€16,666	€18,383	0.91
Professional	€32,660	€35,383	0.92
Manager	€54,153	€59,471	0.91
Senior Manager	€79,545	€96,944	0.82
Executive	€121,632	€134,400	0.91
Total average	€31,267	€35,608	0.88

*Ratio of average remuneration of women to men.

NTT DATA EMEAL updated the professional categories during the last fiscal year, so its trend cannot be compared, nor is the year comparable with the categories of previous years.

Pay gap

NTT DATA EMEAL's remuneration policy guarantees fairness without making any distinction regarding gender or any other diversity variable.

In the pay gap we identify the difference in salaries between groups of employees of the same level; that is, it is calculated by comparing the remuneration of equivalent talent segments (same category, same region/country, business unit, etc.).

The European Union's Wage Equality and Transparency Directive states that organisations that have less than 5% Gap can be considered gender-neutral and we will continue to promote initiatives that promote wage equality.

Gender gap*	FY23	FY22
NTT DATA EMEAL	4.41%	4.8%

*Notes:

1. Our data is presented in aggregate form; therefore, the calculation does not include talent segments that do not contain at least one employee and one employee in similar roles or with similar characteristics.
2. To calculate the gap, we used the hourly cost of employees, taking into account of each person's and each country's working hours. The formula used was Gender Pay Gap = (Average Cost x Men's Hour - Average Cost x Women's Hour) / (Average Cost x Men's Hour) Average Cost x Hour = 100% Wage * % Workday * 7 / 365.25 / Hours x Week. To calculate the Cost x Hour, the 100% Salary that includes the Mission Supplement and the Chile Bonus has been used, but no items of variables or long-term incentives or mission-based remuneration by geographical location have been included.

Average remuneration of Directors and Executives

The company's corporate body that determines and proposes the remuneration of Board members is the Appointments and Remuneration Committee, with subsequent validation by the Board of Directors itself and final approval by the General Shareholders' Meeting. The company complies with the criteria imposed by current regulations on the formalities and remuneration parameters of its Chief Executive Officer, which are reflected in the corresponding contract approved by the Board.

Directors remuneration*	Women FY23	Men FY23	Women FY22	Men FY22	Women FY21	Men FY21
Directors**	-	€620.000	-	€1.238.366	-	€1.499.852
Independent Directors	€142.417	€136.167	€145.162	€173.801	€150.667	€150.432
Average Directors remuneration	€236.233		€519.110		€600.317	

*The Directors of NTT DATA Group have not been considered, since their remunerations are not paid by NTT DATA EMEAL.

**Executive directors: Includes the Chairman of the Board and the CEO.

Remuneration of Senior Management*	FY23	FY22	FY21
Average remuneration	€886,677	€1,014,937	€989,428
Average remuneration men	€938,772	€1,067,551	€1,053,716
Average remuneration women	€469,915	€541,410	€507,274

Includes total remuneration (fixed salary, bonus and expatriation allowances) of Top Executives (CEO Europe, CEO Americas, and country managers).



Number and trend of hirings

In this exercise, a total of **11,496 new contracts were signed at the NTT DATA EMEAL, 3,871 fewer than the previous year.**

	FY23	FY22	FY21
Europe	6,386	9,252	9,535
America	4,996	5,924	9,239
Africa	114	191	215
Total	11,496	15,367	18,989

In Europe, 65.1% of the contracts were in Spain (4,157); meanwhile, in America, the countries with the highest number of contracts were Peru (1,274), Brazil (1,587) and Colombia (694).

Distribution of contract modes

Regarding the total number and distribution of the company's contract modalities, more than 97% of the contracts are permanent, an increase compared to the previous year, while partial contracts represent 1% and temporary contracts 1.6%.

Type of contract	% contracts FY23	% contracts FY22	% contracts FY21
Permanent	97.4%	92.0%	91.1%

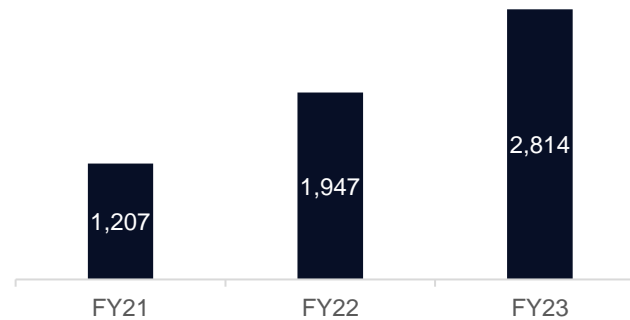


Attrition

In the previous fiscal year, **2,814 terminations** were recorded in **NTT DATA EMEAL**, bringing the number of professionals at the end of FY23 to 52,101 employees, 5.4% of our professionals.

Terminations are obtained from dismissals with just cause, unfair (without just cause), by mutual agreement, not exceeding the probationary period and subrogation (desired).

Attrition



Retirement

During FY23, there were 20 retirements (9 women and 11 men), distributed as follows: 5 in Brazil, 4 in Chile, 1 in Colombia, 3 in Italy, 4 in Spain, 1 in Mexico, 1 in the United Kingdom and 1 in Romania.

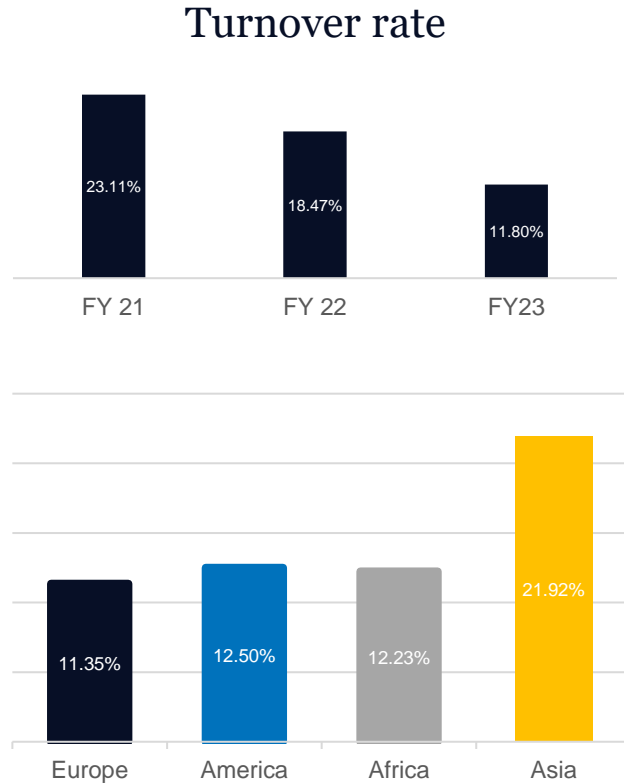
Germany offers a programme so that older employees can retire earlier. This programme is based on the Partial Retirement Act (AltersTZG) of 23 July 1996 established by German law. 43 employees took part this year.

9% of **NTT DATA EMEAL** employees are over 50 years old; the average age of the company's workers is 36.

Turnover rate of people

The overall turnover rate has decreased from 18% to 12% and is significantly higher for professionals under 30 with 15.68%, followed by professionals between 30 and 50 with 10.30% and, finally, those over 50 with 5.25%.

Turnover data are obtained from the voluntary leave and voluntary (unwanted) leave of absence.



Figures broken down by gender, age and country can be found in Indicator 2 in Annex 2.

Person turnover rate (%)

Country*	FY23	FY22	FY21
Europe			
Germany	8.46	-	-
Belgium	13.04	17.66	27.73
Croatia	4.20	-	-
Spain	11.92	17.03	17.24
France	15.12	19.05	13.15
Greece	17.47	15.03	-
Italy	8.86	-	-
Luxembourg	7.57	9.42	0
Portugal	14.52	19.73	23.3
Netherlands	17.48	14.62	26.93
United Kingdom**	12.18	-	-
Romania	12.55	25.38	26.07
Serbia	25.93	-	-
Switzerland	7.09	-	-
America			
Argentina	16.42	23.03	41.01
Brazil	8.67	17.59	33.06
Chile	10.92	15.91	27.97
Colombia	14.68	20.93	28.42
Mexico	12.91	23.40	30.53
Peru	15.81	24.07	30.91
Ecuador	11.18	19.74	-
USA	1.72	17.69	20.91
Africa			
Morocco	12.23	17.03	19.95
Asia			
Vietnam	21.92	-	-
Total NTT DATA EMEAL	11.80	18.47	23.11

* Data from Austria and Uruguay are not included.

**Data for Ireland are included in UK.

5.1 Professionals

Percentage of employees covered by collective bargaining agreements by country

The table shows the percentage of employees covered by a collective agreement broken down by country according to the applicable regulations:

Country*	Employees covered by collective bargaining agreements (%)	Country	Employees covered by collective bargaining agreements (%)
Europe		Serbia	100
Germany	98	Switzerland	N/A
Austria	99	America	
Belgium	100	Argentina	N/A
Spain	100	Brazil	> 99
France	100	Chile	N/A
Greece	N/A	Colombia	N/A
Italy	100	Mexico	N/A
Luxembourg	100	Peru	N/A
Netherlands	N/A	USA	N/A
Portugal	100	Africa	
United Kingdom**	<1	Morocco	N/A
Romania	100		

*Data from Croatia, Ecuador, Uruguay and Vietnam are not included.

**Data for Ireland are included in UK.

Respect for trade union rights

NTT DATA EMEAL's activity is not unionised.

The only country with a trade union is United Kingdom - Union and Prospect



Number of accidents

During the last financial year, the number of work-related accidents increased slightly, with a significant increase in the number of professionals.

An accident at work is considered to be any event that causes an injury to a person and occurs in the course of an occupational activity during working time. That is, it harms the employee, occurs during the exercise of their work activity and generates sick leave, such as falls, slips, cuts, etc.

Accidents on the way to work, common illnesses (flu, COVID-19, operations, etc.), maternity, paternity and breastfeeding leave, and incidents that do not result in sick leave (minor cuts, minor falls, etc.) are not included.

Health and safety conditions at work

The management systems for health and safety are audited in compliance with the regulations, with variations depending on the country. These systems generally include emergency plans, risk-prevention measures, industrial hygiene, air quality, light, and work centre measurements, work ergonomics assessments, work measurement, medical check-up campaigns, first aid training, leadership and emotional management workshops.

The Corporate University develops learning pills (Covid, teleworking, etc.) in several languages, risk information is available in the Health and Safety Community on the intranet, which includes information on hazards affecting jobs, preventive measures, administrative processes, and digital disconnection. Initiatives are shared among countries so that those companies that have no Health and Safety system can benefit from them.

Country*	Accidents FY23	Accidents FY22	Accidents FY21
Europe			
Germany	3	7	7
Austria	0	0	-
Belgium	1	0	0
Spain	8	9	5
France	0	0	0
Greece	0	0	-
Italy	2	1	1
Luxembourg	0	0	-
Netherlands	1	0	-
Portugal	3	6	6
United Kingdom*	0	-	0
Romania	0	0	-
Serbia	0	0	-
Switzerland	0	0	-
America			
Argentina	0	0	0
Brazil	3	0	0
Chile	2	2	0
Colombia	3	0	0
Ecuador	1	-	-
Mexico	0	0	-
Peru	1	0	-
USA	0	0	-
Africa			
Morocco	0	-	-
Global	28	25	19

*Data from Croatia, Uruguay and Vietnam are not included.

**Data for Ireland are included in UK.

The number of occupational accidents and diseases broken down by gender and country are shown in Indicator 3 in Annex 2.

(05)
Social

5.2

Organisation of work



Hybrid and flexible working model

The company has consolidated a hybrid working model, which combines teleworking with office work. Each worker has freedom to be flexible and can decide to work remotely or in the office according to need.

This work model, called **Be Flex**, adjusts our workers' and our service needs to ensure that both are met, always in accordance with current local legislation.

With Be Flex, the company strengthens its commitment to flexible working models to keep our professionals' well-being at the centre of decision making.

Currently, the Be Flex model is implemented in Belgium, France, Greece, Brazil, Spain, Luxembourg, Netherlands and Switzerland. Moreover, along with the Be Flex model, we have implemented **Flex Help** to respond to the changing circumstances facing the hybrid work model.

On the other hand, Chile, Colombia, Italy, Peru, Portugal, Romania and Serbia have different policies and agreements which, like the Be Flex model, provide employees with greater flexibility in their schedules, putting objectives before the working day.

All the countries in which **NTT DATA EMEAL** operates have different hybrid work models. On average, **85% of the company's employees have a hybrid contract.**

Absenteeism

This is not relevant in **NTT DATA EMEAL** given that the work and performance of the professionals are organised by objectives, allowing them flexibility in the development of their tasks.

Absenteeism throughout NTT DATA EMEAL was 1,597,109 hours.

Absenteeism has been calculated as the hours that charged by employees directly in the time management system of NTT DATA EMEAL as "Sickness" (absence due to illness without substantiated medical leave). This calculation does not include leave of absence, substantiated medical leave, maternity and paternity leave, among others, or holidays and discretionary time.

Disconnection

NTT DATA EMEAL recognises and considers that digital disconnection is a right. Its regulation, besides being necessary to make the reconciliation of personal and work life feasible, contributes to improving employees' health. Therefore, the firm has developed the **Digital Disconnection Protocol**, which is aligned with the Company's flexibility, availability and teleworking policies, promoting our employees' rights to reconcile work and personal and family life.



Work organisation and digital disconnection initiatives



NTT DATA EMEAL takes a wide range of actions aimed at **improving the health and well-being of its employees**. Below are some examples of local initiatives to facilitate work organisation and digital disconnection.

Colombia

NTT DATA Colombia work disconnection policy updated in July 2023.

Romania

With the implementation of Digital Signature, workers can sign work documents from home or wherever they may be.

Germany

Possibility of teleworking up to 120 days a year in any country of the European Union.

Spain

Possibility of teleworking from a second residence within Spanish territory, for up to 60 working days per year.

DACH

Under the New Work Focus Time initiative, internal team meetings are scheduled to last 25 minutes instead of 30 and 50 minutes instead of 60, thus ensuring a sufficient break between meetings. Monday before 10.00 and Friday after 13.00 are defined as customer care hours, and the guideline stipulates that no internal meetings will be scheduled at that time.

(05)
Social

5.3

Conciliation,
compensation and
well-being



NTT DATA EMEAL focuses on people, and in the face of the latest global changes, we have been adapting to allow **real reconciliation of family and personal life**.

We understand reconciliation as the balance between work, personal and family life that allows the development of all people in all these areas. We are dedicated to the comprehensive development of individuals and the enhancement of their quality of life. Therefore, we endorse initiatives and resources that enable us to fulfil our responsibilities both in and out of the workplace, cultivating a well-rounded and fulfilling life plan.

Our measures of flexibility and conciliation promote a balanced combination between personal and professional life and encourage remote work and flexibility in the exercise of functions.

Below, are only some of these local measures.

Argentina

NTT DATA Argentina offers extended maternity and paternity leave, increasing the leave term and allowing a progressive return to work.

Spain

All NTT DATA Spain workers receive compensatory supplement to cover the additional expenses arising from providing remote services.

Portugal

In Portugal, all employees have extra vacation days and the EAP programme, through which they can make inquiries on financial, legal, psychological or social matters, available 24/7.

Conciliation, compensation and well-being

Peru

NTT DATA Peru has implemented the Time for Me initiative, which aims to promote work-life balance by providing employees with the necessary time to attend to special situations. This allows them to have peace of mind to resolve these situations, which ultimately contributes to their mental health.

Chile

During the last fiscal year, the HOE (Effective Home Office) campaign was launched. This campaign provides employees with practices, support, and tools to maintain a balance between their personal and professional lives while teleworking. In addition, in 2023 the postnatal period for parents was implemented as a new co-responsibility and life balance benefit, granting 30 additional business days to the 5 days that parents are entitled to by law.

Mexico

Mexico has the Concilia programme (flexible policies and benefits programme for all NTT DATA Mexico employees for personal, family, paternity and maternity matters).

Belgium, France, Greece, Luxembourg, Netherlands and Switzerland



The company offers a range of benefits to its employees, including health and life insurance, energy breaks, mental health campaigns, and a SharePoint page called NTTDATA Cares. Additionally, employees have access to OpenUp, an application that provides workshops and allows them to connect with mental health professionals.

(05)
Social

5.4

Social dialogue (with professionals)





5.4 Social dialogue (with professionals)

All **NTT DATA EMEAL** Group companies understand the significance of employee participation in company life, both through the legal representative bodies and other participation channels the **NTT DATA EMEAL** companies have implemented.

For this reason, in accordance with the value of transparency that characterises NTT DATA EMEAL, the companies of the group inform and consult the existing workers' committees and the workers themselves on all matters that may affect them, including the company's situation and the employment trends.

In Spain, during FY23, there were no causes or events that required the workers' legal representatives to employ their consultation procedures. However, they were notified of all relevant legal information on a regular basis as has been the case so far.



Doorways

The company utilises several channels to engage all employees in ongoing conversations, in addition to launching specific campaigns to communicate corporate news or address the needs and improvement measures suggested by employees.

Noteworthy among the company's internal communication channels is **Doorways**, the access portal to all corporate applications and tools. Through our Digital Workplace, workers can keep up to date with the latest news, connect with people, share content, open debates on topics of general interest and discover 'communities' from other areas in which to find information and use cases.

Its interactive search engine and its wide range of documents provide all the information on the Be Flex process, office plans, ways of working, etc.

Numerous campaigns are conducted throughout the year, during which events are organised to promote dialogue with professionals, in addition to disseminating corporate messages to numerous teams and individuals.

One Voice

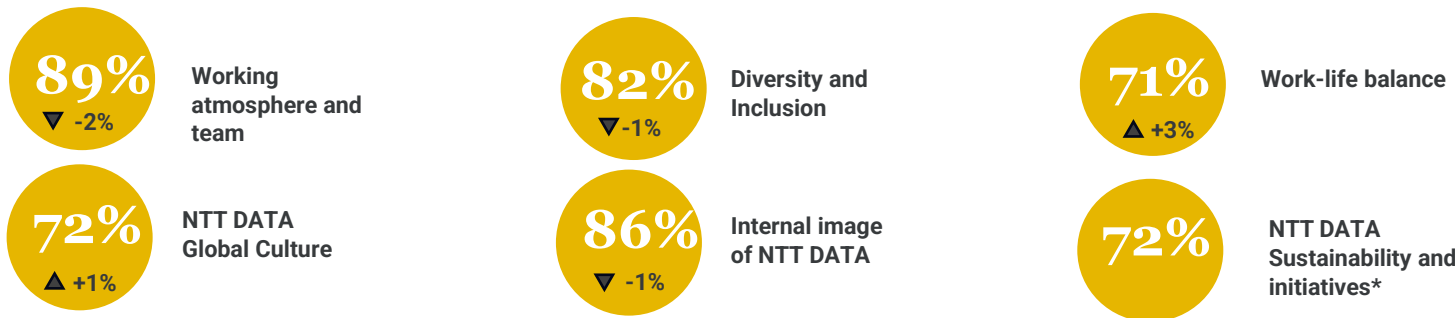
One Voice is a survey conducted globally every two years in all the companies of the **NTT DATA EMEAL** group. It evaluates the internal perception of employees and their degree of satisfaction and engagement. The survey was sent to more than 50,000 employees in 27 countries, between 7 November and 21 November 2023. 37,038 employees responded.

One Voice enables us to evaluate the level of engagement and commitment of our professionals, as well as a range of key factors that are essential for defining strategies and medium- and long-term action plans within the company

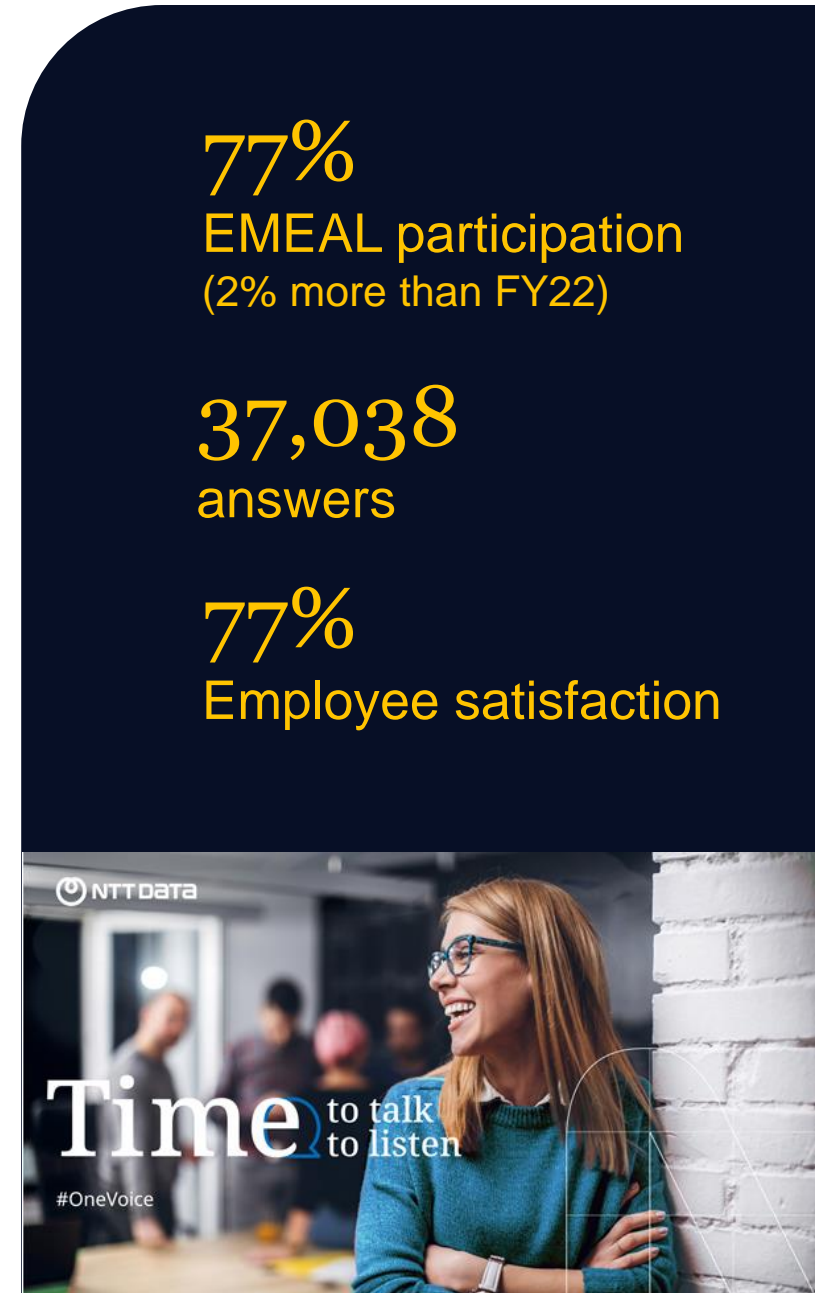
The key indicators include the following:

71% of employees consider that the life-work balance is good; 83% consider that gender diversity is promoted and inclusive; 82% consider culture or ethnicity are also promoted and inclusive; and 89% value the work environment and the team positively. This people-oriented culture is one of our competitive advantages and the key to ensuring that we continuously evolve to meet our future challenges.

Based on the data obtained, country managers and business unit heads define specific action plans to address the issues that need improvement in each area.



*This is the first year employees' satisfaction with the company's sustainability strategy is measured.

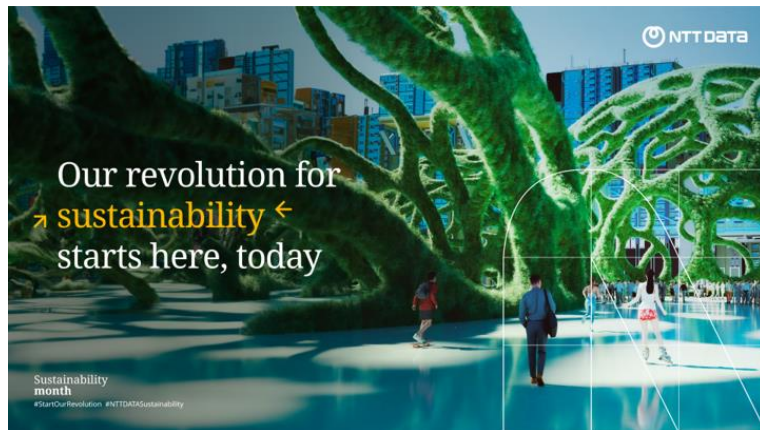


Communication with workers is a constant at **NTT DATA EMEAL**. Throughout this fiscal year, we have implemented numerous initiatives that have enabled us to engage our colleagues in the company's efforts to create a more responsible and conscientious work environment. Below are some examples.

Sustainability month

EMEAL

We start the NTT DATA sustainability month in which we commit to the well-being and future of our employees and the planet. In November, NTT DATA EMEAL conducted activities to educate professionals about various issues related to sustainability and its relevance in their daily work.



7 Chats

In two languages (English and Spanish)
On a multi-language platform

1,017 Attendees

Act on the SDG

Argentina, Brazil, Chile, Colombia, Ecuador, Mexico, Peru, USA

The primary objective of this initiative is to promote actions that inspire the participation and involvement of all employees through initiatives linked to the SDGs.

To generate the greatest impact:

- We have expanded the scope of actions to involve more employees who feel proud of participating in the initiative.
- We include all ESG actions under the umbrella of Act on the SDG.
- We make all employees feel that their contributions make them agents of change.

Actions taken:

- Educational meetings, podcasts, and ESG workshops to provide information on, *Mês da Consciência Negra*, and other topics.
- Volunteer and social inclusion activities organised by countries to contribute to the SDG such as *Mujeres AuténTTicas*, *Computer Olympics*, etc.
- Collective ESG activities such as *Leadership School*, *Felicidar*, etc.
- Promotion of physical movement activities, such as *Mês da Longevidade Ativa*, *Coming out day*, and so on.

#NTTDATADigitalLovers
MOVE
for the SDGs
READY, STEADY, **MOVE!**

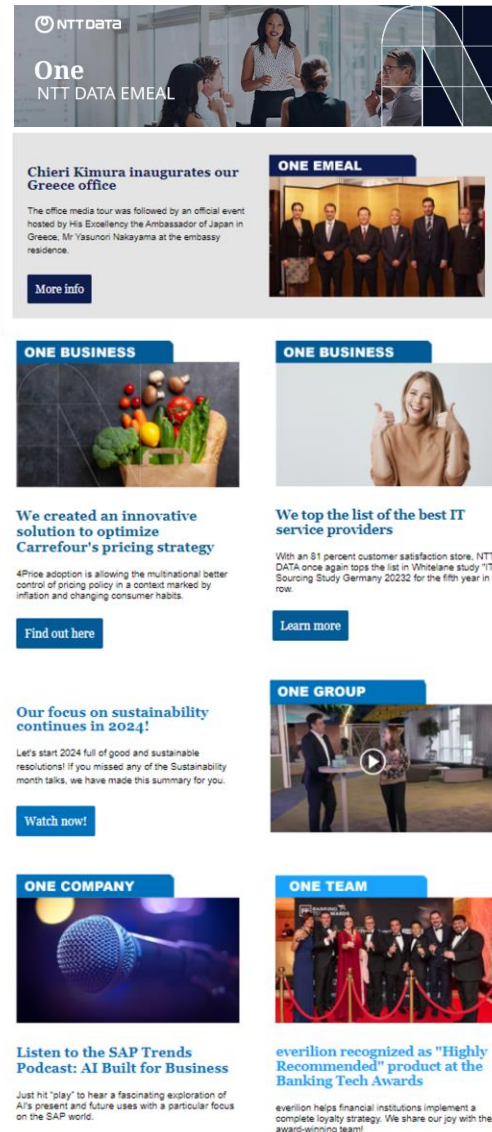


ONE EMEAL Newsletter

EMEAL

Through the One EMEAL newsletter, over 50,000 of the organisation's employees are informed about the company, including the contributions of each leader to the company in the regions they lead, as well as their personal interests.

The aim of this is to foster a greater understanding of the company's organisation, while providing insight into the most accessible and personal side of senior executives.



NTT DATA
One
NTT DATA EMEAL

Chieri Kimura inaugurates our Greece office
The office media tour was followed by an official event hosted by His Excellency the Ambassador of Japan in Greece, Mr Yasunori Nakayama at the embassy residence.
[More info](#)

ONE BUSINESS
ONE BUSINESS

We created an innovative solution to optimize Carrefour's pricing strategy
4Price adoption is allowing the multinational better control of pricing policy in a context marked by inflation and changing consumer habits.
[Find out here](#)

We top the list of the best IT service providers
With an 81 percent customer satisfaction score, NTT DATA once again tops the list in WhiteLane study 'IT Sourcing Study Germany 2023' for the fifth year in a row.
[Learn more](#)

Our focus on sustainability continues in 2024!
Let's start 2024 full of good and sustainable resolutions! If you missed any of the Sustainability month talks, we have made this summary for you.
[Watch now!](#)

ONE COMPANY
ONE TEAM

Listen to the SAP Trends Podcast: AI Built for Business
Just hit "play" to hear a fascinating exploration of AI's present and future uses with a particular focus on the SAP world.

everilion recognized as "Highly Recommended" product at the Banking Tech Awards
everilion helps financial institutions implement a complete loyalty strategy. We share our joy with the award-winning team!

Diversity campaigns

EMEAL

Diversity campaigns enable us to delve deeper into the great values of cultural diversity, in the company and in society.

The aim of this is to raise awareness of the importance of intercultural dialogue, diversity and inclusion. This work also helps ensure that everybody engages and supports diversity through real actions every day.



Christmas Campaign

EMEAL

This campaign, which involved sending an internal email to 47,820 professionals in December raised money for various locally chosen NGOs.



(05)
Social

5.5

Training



NTT DATA EMEAL is committed to promoting the integral development of individuals through a personalised and connected learning culture, both within and outside the company. We foster professional performance through continuous learning and new challenges, creating an environment that enables individuals to realise their full potential.

NTT DATA University

The University has created a training catalogue, which is organised by subject, that lists all the courses that it offers.

Moreover, thanks to the new **NTT DATA UNIVERSITY** platform, employees can easily manage their face-to-face and online courses.

NTT DATA UNIVERSITY is based on the company's values:

- **Personalisation:** where each student chooses their own learning path, explores areas of interest and develops skills based on their career goals and aspirations.
- **Innovation:** committed to the forefront of knowledge and emerging technologies.
- **Collaboration:** where you are welcome as a student or as a teacher, in which the spirit of sharing grows. The place where your best version fits.
- **Global:** accessible from all geographies, in all languages and for all people.



This is an innovative university in which employees collaborate to create global knowledge of NTT DATA. They continue to grow personally and professionally with customers in an ecosystem that is undergoing transformation and is based on trust. The architecture of NTT DATA University is as follows:

- **Business school:** Personalised training in our business and our customers' businesses.
- **Digital transformation school:** Specialised in-house technological knowledge that supports our customers and generates products and assets.
- **Delivery school:** Provide a "how to" in methodology and project management.
- **Evolving talent school:** Training in the skills that our professionals require.
- **Executive school:** Specific training for our executive leaders based on their business mission and people.

174,366
Attendees

40,335
people trained
by University

1,019,829
Hours

Investment in training

In FY23, **NTT DATA EMEAL** invested over €35 million in training the company's internal talent, €10 million more than the previous year.

The number of NTT DATA EMEAL training hours slightly increased over the previous year, reaching 1,019,829 hours. The training platform was modified in FY23, which caused the system to be halted for several months.

The most in demand courses were Corporate Security, Teleworking, GDPR: General Data Protection Regulation, Working with Display Screens, Basic Security Concepts and Environmental and Energy Management.

On average, each employee who has completed training at EMEAL takes 4 courses. This is a key indicator of commitment to SDG 4 on Quality Education.

Training hours

País*	FY23	FY22	FY21
Europe			
Belgium	8.423	1.810	1.195
DACH (Germany, Austria and Switzerland)	30.464	89.214	-
Spain	438.577	408.870*	343.074
France	873	441	273
Greece	1.436	740	-
Italy	162.773	10.850	197.233
Luxembourg	1597,60	225	136
Netherlands	4.043	1.065	601
Portugal	44.758,83	21.077	37.608
United Kingdom**	25.741	2.422	2.459
Romania	6.007	63.134	1.783
Serbia	315	5.491	0,5
Switzerland ***	507	109	22
America			
Argentina	27.577	11.029	13.180
Brasil	856	132.059	121.924
Chile	54.953	23.644	20.047
Colombia	38.094	42.287	17.100
Ecuador	47	-	-
México	5.560	35.471	24.789
Perú	163.418,23	51.676	43.847
USA	0	458	292
Africa			
Marruecos	3.855	2.701	1.570
Global	1.019.829	904.773	827.134

*Data from Croatia, Uruguay and Vietnam are not included.

**Data for Ireland are included in UK

*** For business integration reasons, the Swiss data are divided into the DACH cluster and as a separate unit.

For **NTT DATA EMEAL**, the integration of its employees is of high importance. For this reason, it develops support and training programmes from the very beginning and throughout their career in the company.

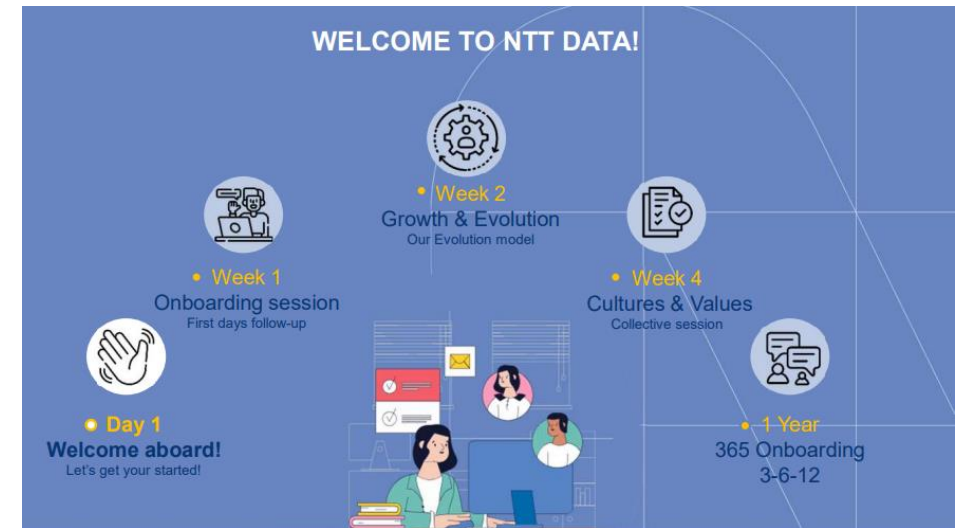
Welcome to NTT DATA!

The **ONBOARDING** community provides new workers with tools for starting their professional career in the company.

It gives access to the main communities, videos and user guides of tools and applications and is extremely useful, especially during new hires' first few days.

The **People** community holds the **WEEK OF WELCOME**, in which a series of 30-minute courses are given. All new workers attend them online.

These courses are aimed at explaining the **corporate tools** and company **policies, initiatives** and **communities** that employees can use throughout their career.



The **ONBOARDING** process, which lasts 365 days, welcomes our employees with an integration process that gives them a unique, differential, close experience inspired by our values and culture from the outset of their incorporation, with the aim of:

- Explaining the role, functions and first steps that employees are expected to develop in the short term.
- Facilitating people's integration into our company.
- Explaining the processes and initiatives that our business support areas have.
- Providing training courses so that they can learn about our corporate tools.
- Presenting the key areas in the integration of employees into the company so that they can develop a network of internal contacts that will help them approach current and future challenges.

(05)
Social

5.6

Diversity, equity and inclusion (DEI)



DEI Global Strategy 2023/25

The DEI EMEAL strategy for 2023/2025 is a comprehensive framework aimed at ensuring diversity, equity and inclusion (DEI) throughout all NTT DATA EMEAL companies. The objective is to align all the company's offices within a single framework to generate a positive influence on the lives of our professionals and the surrounding society.

The DEI Strategy is part of the EMEAL's DEI Policy and includes:



Awareness

Initiatives include targeted campaigns, internal communications and training to raise awareness of the value of diversity and promote inclusion, combat unconscious prejudices and cultural stereotypes, and celebrate individual uniqueness.

Recruitment and promotion

Policies and practices are developed to mitigate discriminatory bias in key processes such as recruitment and promotions. This involves training for recruitment teams, raising awareness among leaders, and ensuring new hires are informed about DEI policies.

Training

Training to raise awareness of DEI and minimise unconscious biases is emphasised. Efforts include ensuring inclusive content in training courses, developing training platforms for accessibility, and promoting understanding of diversity in all dimensions.

Communications

Internal and external communications are reviewed to ensure inclusion and accessibility, with an emphasis on using identifying pronouns and gender-neutral language.

Promotion and alignment with local actions

Countries are encouraged to develop local strategic plans aligned with DEI's global strategy, supported by the global team.

People with disabilities

Efforts are focused on creating a welcoming environment for people with disabilities, providing the necessary accommodations for full inclusion and developing partnerships to improve inclusion.

Race, ethnicity and nationality

Strategies include fostering respect for cultural diversity, reducing cultural and religious bias, and raising awareness of racial and ethnic discrimination and injustice.

EMEAL DEI's strategy underlines our dedication to cultivating an inclusive work culture that values diversity and equity, while fostering respect and providing equal opportunities for all employees.

Generational diversity

We pay close attention to managing multi-generational teams, investing in mentoring processes, and promoting a culture of training and knowledge recycling.

LGBTQ+ Community

The measures aim to establish a safe and inclusive environment, enhance awareness of sexual and gender diversity and normalise the LGBTQ+ presence in the workplace.

Gender equity

Measures are aimed at addressing gender imbalances, including promoting women's empowerment through targeted programmes, mentoring and inclusive leadership structures and policies.

Currently, our primary focus is on reducing the gender gap, promoting the inclusion of people with disabilities, and strengthening our company as a safe and welcoming environment for all staff members.



Gender equality

Our challenge in gender diversity is **to be the best company for IT women**. We understand the magnitude of the challenge of achieving equity in senior management and are committed to attracting all the new talent possible while also developing the talents of the women who are part of the company.

We have been working diligently for years to address the lack of equity in management positions. We are now redoubling our efforts to remove any barriers and biases that have prevented us from achieving an equal-opportunity ecosystem. We are currently reviewing our processes to ensure that we can achieve this goal. We began by focusing on a plan that would help us evolve our mentality and understand our actual circumstances, thus enabling us to influence them.

On the Board of Directors, 25% are women and 75% are men. The diversity indicator is also tracked in OneVoice. In 2023, the employee satisfaction rate with **NTT DATA EMEAL's** management of **diversity and inclusion was 82%**.

At the end of FY23, the proportion of women in NTT DATA EMEAL was 32.16%.

The table contains the distribution of women in the overall workforce, by professional category.

Category	% Women employed in FY23
Executive	13,15
Senior manager	23,91
Manager	31,43
Professional	32,59
Junior	33,15

During the last fiscal year, NTT DATA updated its professional categories. As a result, comparisons cannot be made between the current year and previous years.

Indicator 1 in Annex 2 shows the distribution of the workforce in each country by professional category, gender and age range.

Equality

NTT DATA EMEAL promotes equal opportunities for men and women in all aspects of employment, training, promotion and working conditions. All professionals of NTT DATA EMEAL have the right to a suitable working environment, free from bullying, and with means to ensure that the person who suffers from it is helped. We have set up appropriate disciplinary and corrective measures to prevent the recurrence of such situations.

NTT DATA EMEAL is committed to being a benchmark in the field of equal opportunities. We are dedicated to maintaining a balanced gender distribution in our workforce and guaranteeing non-discrimination on the grounds of gender.

In all other countries where **NTT DATA EMEAL** operates it does so in accordance with local legislation, although many countries do not yet have specific equality laws. Some of the equality strategies of our countries are:

Belgium, France, Greece,
Luxembourg,
Netherlands and
Switzerland



The DE&I committee comprises the DE&I team and 8 DE&I ambassadors. They follow up on the DE&I plan that they have drawn up and discussed with Actiris (a Belgian employment agency) how they can improve in this area.

Chile



Development of a new Culture and Diversity, Equity and Inclusion area, replacing the Diversity, Equity and Inclusion Committee, in force until December 2023.

Spain



The 2022-2026 Equality Plans contain objectives that aim to promote women's inclusion in the workforce. These objectives include recruitment, development, training, work-life balance, communication, remuneration, and the prevention of harassment.

Peru



The Diversity and Inclusion Committee, together with the People area, carries out various actions in the field of DEI.

Inclusion of people with disabilities

At the end of FY23, **NTT DATA EMEAL** had 736 employees with disabilities, 1.41% of the total workforce.

*Data from Croatia, Ecuador, Uruguay and Vietnam are not included.

**In instances where the objectives of hiring people with disabilities required by local legislation are not met, the legal requirements can be satisfied by contracting services with approved suppliers to include people with disabilities or by donating to entities that promote inclusion.

*** Data for Ireland are included in UK.

Country*	Percentage of numerical quota required by law	N° of people with disabilities FY23	N° of people with disabilities FY22	N° of people with disabilities FY21
Europe				
Germany	5 %	48	43	39
Austria	4 %	0	0	0
Belgium	0 %	2	1	1
Spain**	2 %	272	225	139
France	6 %	0	1	0
Greece	8 %	0	0	-
Italy	7 %	186	179	177
Luxembourg	2 %	0	0	0
Netherlands	0 %	0	0	0
Portugal	2 %	8	10	6
United Kingdom***	0 %	0		10
Romania	4 %	8	6	5
Serbia	2 %	0	0	0
Switzerland	0 %	0	0	0
America				
Argentina	0 %	0	0	0
Brazil	5 %	187	166	148
Chile	1 %	13	15	18
Colombia	0 %	4	4	7
Mexico	0 %	2	2	0
Peru	3 %	6	7	5
USA	N/A	N/A	N/A	N/A
Africa				
Morocco	0 %	0	1	0
TOTAL		736	660	555

Accessibility

All our countries are constantly promoting measures to facilitate access to offices for people with disabilities.

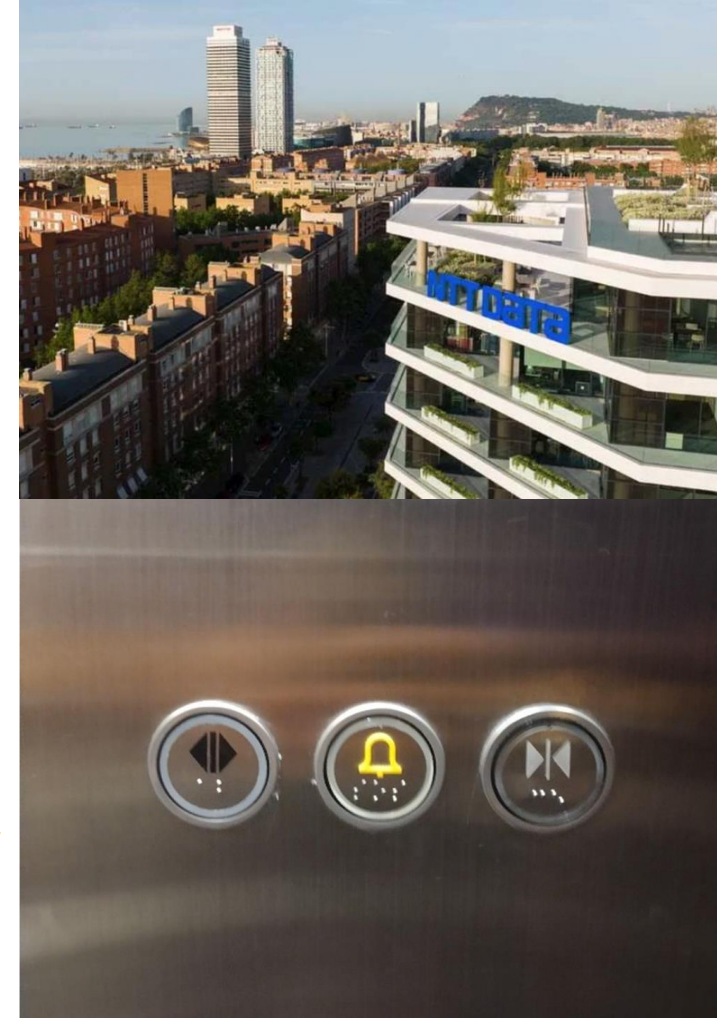
Our Spanish office buildings are compliant with the legislation on accessibility, occupational health and safety, and suitability of workstations. They are equipped with ramps, lifts, automatic doors, accessible services, leisure areas, and accessible workstations. Ergonomic furniture and tables of variable height for wheelchairs are also provided. Reserved parking spaces are available in the main centres. In shared buildings, there is surveillance from the building area and nearby spaces are rented.

The Health and Safety department, in compliance with the Regulations, analyses the suitability and sufficiency of the emergency and evacuation devices according to the needs of the people assigned to the building.

Germany, Austria, Italy, Portugal, Romania, Switzerland, Mexico and Peru have implemented additional measures such as elevator buttons in braille format and acoustic signals.

Austria and Germany have a person who represents the interests of people with disabilities in the workplace.

All the buildings where **NTT DATA EMEAL** offices are located comply with current local accessibility regulations.



Diversity, equity and inclusion initiatives

DEI Talks

Throughout the fiscal year **NTT DATA EMEAL** has not lost focus on Diversity, Equity and Inclusion. For this reason, we have given **over 100 talks** in the countries where we operate.

These talks deal with issues affecting the inclusion of various groups, including people with disabilities, women, the LGBTQ+ group or older people.

Over 8,000 company employees have attended these talks, which were given face-to-face and online).

Also noteworthy are the Parenthood Talks that are part of The Parenthood Experience initiative, which bring together an average of 20 attendees in each talk.

9 countries carry out their own initiatives, including:

- Brazil which, with a monthly agenda of talks on accessibility to share inclusion practices, have convened a total of 5,400 attendees to the talks.
- Peru has given 54 talks on gender equality, people with disabilities and the LGBTQ + community in the offices of Lima, Trujillo and Arequipa (18 in each city).
- Spain has given 7 talks to 909 attendees on gender equality, people with disabilities and the LGBTQ+ community.

+100
Talks given

+8,000
Attendees at the talks

9
Countries with their own initiatives

7
Talks launched at EMEAL level

5.6

Diversity, equity and inclusion (DEI)

In addition to the Talks, below are some examples of other DEI initiatives conducted during FY23.

Women Together

Women Together is a programme designed to promote the career of women managers up to managerial level positions, providing resources for professional and personal development through training, networking and mentoring sessions with Senior Executives.



Spain



3rd
Edition

18
Mentoring
sessions

7
Participants promoted to
management positions

LATAM



2nd
Edition

42
Mentoring
sessions

4
Participants promoted to
management positions

Europe



1st
Edition

20
Mentoring
sessions



DEI communities



NTT DATA DACH has six DEI communities covering all dimensions of diversity:

- **Community of Women** (Gender)
- **DiversAbility** (Physical and Mental Skills)
- **Generations Community** (Age)
- **International Community** (ethnic origin, race, nationality, religion, worldview, social origin)
- **PRIDE Community** (Sexual Orientation and Gender Identity)
- **Family community**

We offer a platform for colleagues and leaders to gain a better understanding of the challenges faced by underrepresented groups. Our DEI community comprises of over 250 members. All communities are inclusive and welcome not only people who directly belong to the community, but also allies who wish to support it.

Through regular meetings, inspiring talks, dedicated sessions with NTT DATA C-level (high-level executive) members and work sessions on specific initiatives, participants have a platform where they can share experiences, give the company impetus, get inspired and thus enjoy a stronger feeling of belonging.

Each community is led by a leader who is assigned 2 hours per week to organise community work. C-level-1 leaders are ambassadors for the communities, raising awareness of the importance of the issue to the success of the company.

15
Volunteers

250
Employees
represented

Parents We Care

"Parents We Care" is an exclusive parental support programme designed to help the company's new mothers and fathers, promoting parental equity and fostering a supportive work environment. The programme's main objective is to aid new mothers and fathers, avoid professional stagnation and reduce the gender gap.

28



Attendees in Portugal

98



Attendees in Romania

56



Attendees in DACH

DEI training

We have developed several DEI training programmes in EMEAL:

- Global Training in Diversity and Inclusion: Two hours of training available to all employees in English and Spanish.
- Introduction to Diversity and Inclusion: Three hours of training available to all employees in English and Spanish.

Furthermore:

- *Learning Bites*: Podcast covering DEI topics.
- DEI Route: "Exploring the Uniqueness" for Spain and LATAM, which comprises more than 7 hours of training for leaders and staff.

There are over 24 training sessions available locally in Argentina, Belgium, Luxembourg, Switzerland, the Netherlands, France, Brazil, DACH, Portugal, Romania and Spain, covering topics on the LGBTQ+ community, people with disabilities, gender, parenting and other DEI topics.

6,384

Local training recipients

78

Hours spent on local trainings

Young Talent Programme

We have launched this three-year programme to retain the best young talent, preparing them to grow within NTT DATA. The programme consists of a training itinerary, networking sessions, feedback sessions and opportunities to change projects/careers twice in a three-year period.

The programme is being piloted in Brussels.

4
Participants of the
business consulting team

Professional Mentoring Programme for Black People

Driven by the NTT DATA Diversity, Equity and Inclusion team in partnership with the Business Initiative for Racial Equality - IERE for a more just and equitable society. It includes affirmative actions aimed at greater promotion, development and racial equality in our corporate environment.

Mentors were trained in this company initiative and learned about the programme and its role. Mentoring was launched on 23 April. Meetings were held in May and November 2023, with an initial training of 2 hours, in addition to mentoring sessions of at least 1 hour per month.

10
Volunteers

10
Beneficiaries

40
Working days
invested

(05)
Social

5.7

Community



This year we have made significant strides towards our goal of transforming people's lives by strengthening our actions to reduce social inequalities in the territories where we operate.

[NTT DATA Europe & Latam Foundation](#) and our local and global Sustainability areas have achieved this thanks to the participation of many of the company's professionals as volunteers and donors.

To contribute to the achievement of SDG 10, which aims to reduce social inequalities, NTT DATA EMEAL has established partnerships with numerous third-sector organisations. These partnerships have enabled the development of initiatives that focus on reducing the digital divide in the most vulnerable groups, fostering female empowerment, developing STEAM talent and ensuring that human rights are respected through the use of technology.

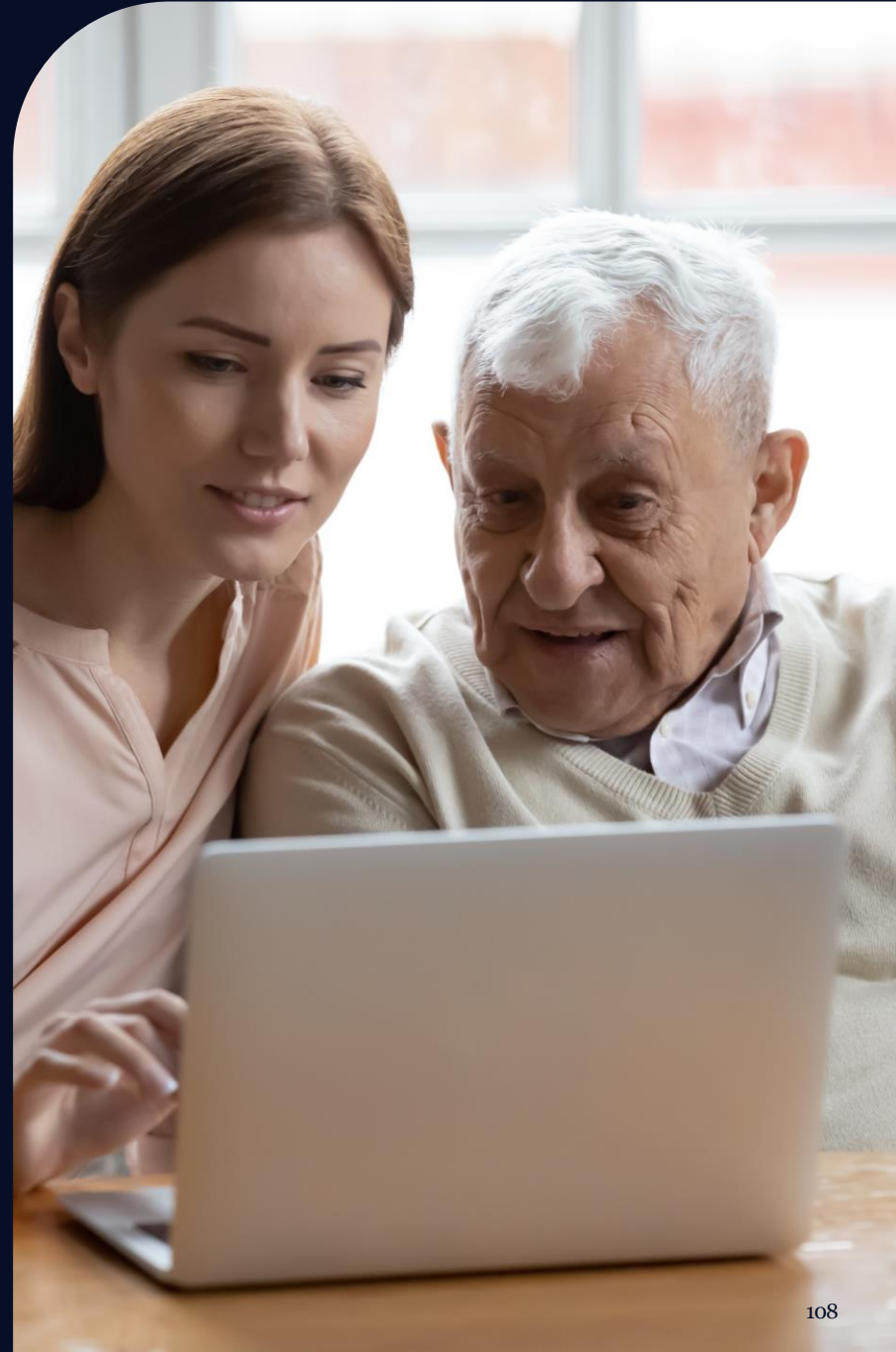
One of these valuable partners is the Teaming Foundation, of which NTT DATA EMEAL is the founding patron and which, since its creation, has raised over €50 million for implementing thousands of solidarity initiatives. This section will present only some examples of initiatives carried out in FY23.

2,218 employees
volunteered for social
and environmental
engagement initiatives

(05)
Social

5.7.1

Social commitment



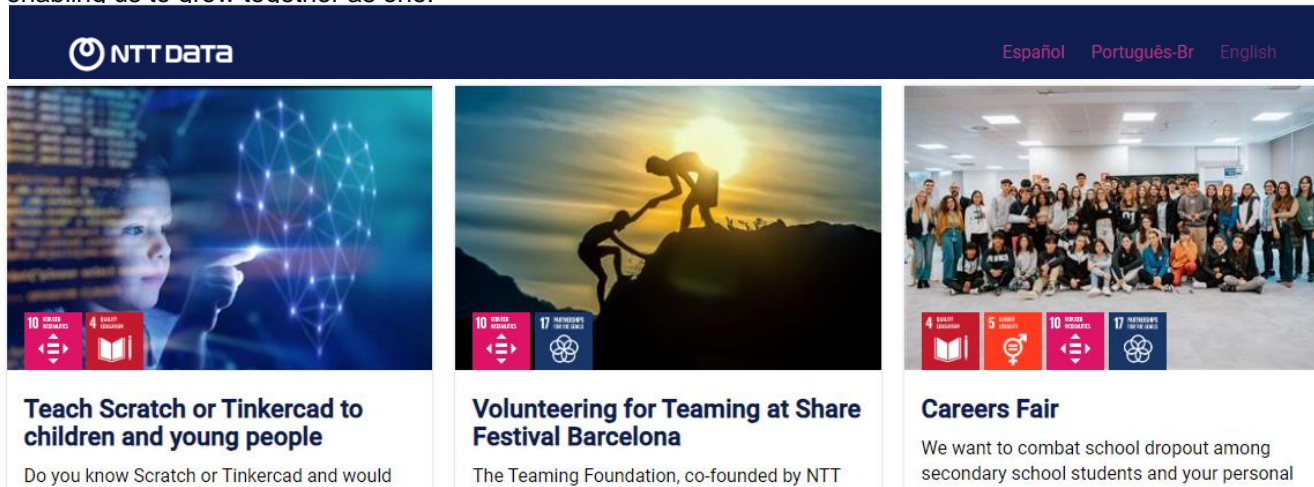
The Blue Wave Volunteering Portal

Everybody advancing at once, for the same cause and with a single energy.

“The Blue Wave” is the volunteer portal of **NTT DATA EMEAL**. It is driven by the strength, diverse talents and teamwork of all the company’s professionals to create a better world.

“The Blue Wave” is a single wave that expands every day, enabling us to grow together as one.

We help build a better world through diverse talent and responsible technology.



[The Blue Wave \(nttdatavolunteering.com\)](http://nttdatavolunteering.com)

646
Participating
volunteers

1,399
Registered
users

20,054
Visitors

71
Volunteering activities
published since the
launch of the portal

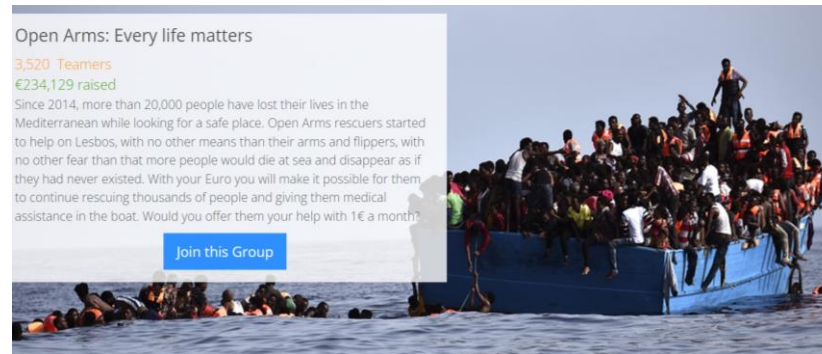
Teaming

Teaming is an online tool to raise funds for social causes through micro donations of €1 a month. Teaming's philosophy is based on the idea that with €1, each of us alone cannot do much, but if we unite, together we can achieve great things.

The Teaming Foundation was co-founded in 2012 by Grupo Intercom, everis (currently **NTT DATA EMEAL**) and Jil Van Eyle, with the mission of promoting solidarity through technology to help social, not-for-profit initiatives.

Donations are made monthly. This provides the causes with a periodic income that helps sustain their projects.

Teaming devotes significant efforts to security. We use a secure connection throughout the web (https) and invest heavily in technology to protect the data and the proper functioning of the platform.



[Teaming - 1€/month micro donations](#)

10,250
Solidarity projects

€9.4 M€
Raised in FY23

+€51 M€
Raised since inception

84,004
New Teamers in FY23

384,219
Active Teamers

Mais Impacto programme

NTT DATA Portugal, in partnership with Microsoft and Salesforce, has the Mais Impacto pro bono programme. The initiative facilitates access to technology for non-profit organisations with social objectives and supports them in the implementation of the Office 365 and Salesforce platforms. NTT DATA Portugal, in partnership with Microsoft, implements collaborative, agile and integrated solutions in these organisations, which will help improve their operational productivity.

The Mais Impacto programme helps to improve organisations' management, promote the digital literacy of their employees and reduce digital exclusion, since these non-profit organisations do not always have the conditions to do so.

Organisations participating in the initiative will benefit from the Microsoft Skill Boost programme. The programme will be implemented in projects lasting up to four months, consisting of four phases. These phases will support organisations in adopting Office 365 and provide training tailored to each organisation's needs.

The hybrid format with which we work at NTT DATA Portugal allows us to involve employees and NGOs from all Portuguese cities.

maisimpacto

Portugal 

4
Volunteers

€15,000
Investment

48
Hours invested
by employees

8
Days invested
by employees

RECPAM

This programme is run in collaboration with the Gerardo Falcões Foundation and aims to be a logical reasoning and computational thinking journey for children aged 6 to 12 in situations of social vulnerability.

After identifying the local community where RECPAM were to be developed, with the help of Gerardo Falcões, 158 children in situations of social vulnerability from the poor communities where the Gerardo Falcões Foundation operates, received 14 Scratch classes of an average duration of 15 minutes each.

After the 14 classes, they participated in a workshop to put into practice what they had just learned. There were 148 hours of individual training and 27 hours of collective workshops.

Scratch is a visual programming language developed by the MIT Media Lab that allows children to create interactive stories, games and animations. It is designed to be easy to use, with a drag-and-drop interface and a library of pre-designed objects and code blocks. This makes it a great way of introducing children to the basics of programming and computer science.



Brazil



158
Beneficiaries

50
Volunteers

240
Hours invested

€17,900
Investment

WANTER

“*Wanter. Tutti i lavoro del futuro*”, is a social innovation project for secondary schools, which guides future talents towards the most sought-after professions and the study paths that best suit their inclinations.

The support point of the project is wanter.it, a free digital platform, where students can discover the jobs of the future, explore related study routes and identify the occupations that best reflect their talents and aspirations, thus enabling them to make a more informed and specific choice of their growth path.

NTT DATA Italy actively participated and in the school year 23-24 and 24-25 our colleagues will be present in the schools of Milan, Rome, Bologna, Cosenza, Turin, Bari and Naples to provide their testimony in the STEAM field. In addition to this, they have shared testimonials (training pills) related to AI and Robotics on the platform.



Italy



With more than **150** professions presented by means of stimulating video testimonies, *Wanter* guides not only the younger generations, but also parents and teachers, to discover new professions, especially in the STEAM field, where females are still underrepresented.

(05)
Social

5.7.2

Social commitment and digital education



5.7.2 Social commitment and digital education

Below are some examples of the initiatives developed during FY23 to promote digital education.

Pulsar 

NTT DATA Portugal is aware of the need to contribute to reducing the gender gap and has created PULSAR, a programme aimed at adolescents with high potential who, for different reasons, have limited options for achieving their goals.

PULSAR is an individualised mentoring programme in which women leaders in various fields act as professional referents, so that, as a team, girls can discover and/or enhance their talent and continue their training path (higher education) with the help of technology.

13
Volunteers (internal and external)

9
Students

€11,568.37
Invested

200
Hours invested

Pulsar STEM 

As part of the PULSAR programme, NTT DATA Brazil offers career mentoring focused on technology for young women aged between 16 and 24. After a selection process with 320 candidates, 130 young people were selected in Brazil to participate in mentoring sessions with NTT DATA professional women. These topics were addressed: identifying talents and strengths; multiple possibilities in professional performance; support map and network; action plan and objectives; journey to the future; communicating your ideals.

80
Volunteers (internal and external)

130
Mentored young people

€18,000
Invested

240
Hours invested

5.7.2

Social commitment and digital education



NTT DATA



Aulas TECH



This is an initiative by NTT DATA Peru to transform the lives of students with scant economic resources who study in precarious Public Educational Institutions.

The programme's objective is to refurbish a computer classroom with equipment, furniture, improved infrastructure and internet, so that students can develop in technology environments.

Volunteering is a substantial component of the programme, which is aimed at 100% of the company's employees.

Through this programme we promote social responsibility, social work and support for education, volunteering and the responsible use of technology.

300
Volunteers

714
Beneficiary students

8
Beneficiary teachers

\$25,211.84
Invested

Social commitment and digital education

Security Ninja

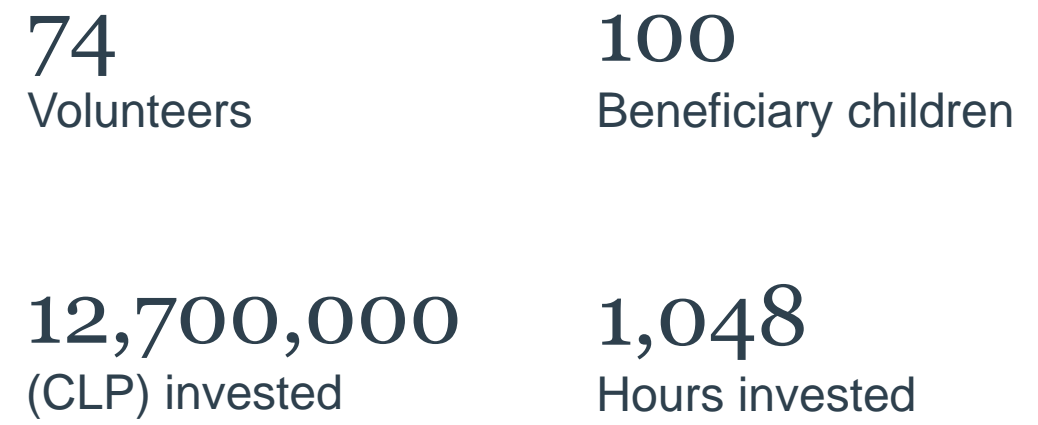
Webinar for children and adolescents in which **NTT DATA Italy** experts raise awareness about the risks associated with Internet use, including social networks, chats and online games.



Digital Summer



Digital Summer 2024 is a learning experience provided by the technology and a team of volunteers of the **NTT DATA Chile** Foundation. For 3 face-to-face days, we invite children to explore and amplify scientific, mathematical and technological skills to design and develop ideas that drive change. This activity encouraged reflection on the 2030 sustainable development agenda and how new technologies are integrated into their circumstances and can help develop solutions and learning.



Social commitment and digital education

Technovation Girls

This year we have once again participated in *Technovation Girls*, the international competition that inspires girls around the world to learn and develop skills to solve the social and environmental problems in their environment through technology.

41
Teams

61
Volunteer mentors

24
Volunteer judges

151
Girls enrolled

1,840
Hours invested



TechTrek



The programme aims to give students a gateway to a career in the IT industry. The programme is dedicated to students currently pursuing a Bachelor's degree at a Technical University or in the field of Economics who are proficient in English and preferably German.

Structured on a two-hour-a-day employment arrangement for 10 months, the programme includes remote and face-to-face mentoring, hands-on learning, technical consultancy and soft skills sessions. The programme involves sustained efforts from mentors, who have created a teaching curricula according to the students' years of study in Romanian universities.

129
Beneficiary students

2,770 h
of online training and preparation

€903k
Estimated for the programme

Future Youth

The programme brings the world of technology to future generations and promotes STEAM vocations. There are two variants: 'Future at Work' and 'STEAM Open Day'.

The Future at Work project seeks to involve the families of our professionals and 4th year students at Institutes in Madrid, inviting them to visit the office to experience how we work in NTT DATA.

58
Students

The STEAM Open Days are held at NTT DATA Spain offices to promote STEAM vocations among people close to our professionals, bringing them closer to internal and external reference points, experimental workshops, strengthening the link between participants and using the technological world as a connector

53
Participants

92
Students (50%
women)



Oriente T, Improve society. Digitize it!



Volunteer programme aimed at strengthening the digital skills and STEAM vocations of high school students in Barcelona, Madrid and Seville, in collaboration with the organisers of the Junior Achievement initiative in partnership with the Spanish Consultancy Association (EAC).

13
Volunteers

197
Secondary
school students

26
Volunteering and
training hours



AI Experience



Volunteer programme in partnership with United Way Spain focused on combating school dropout among high school students in Madrid and Barcelona by showing them how technology is an opportunity for training and employment for a better future.

288
Secondary
school students

31
Volunteering
and training
hours

12
Volunteers



5.7.2 Social commitment and digital education

Digital skills training



This training programme focuses on helping women aged 40 to 55 in vulnerable situations and elder generation to overcome digital barriers, gain digital autonomy, and acquire digital skills in a fun and dynamic way. The programme targets individuals belonging to underrepresented groups.

7
Vulnerable older people

2
Continuous volunteers

17
Weekly and monthly volunteer hours

Participation in the UOC Scholarship Programme



Tuition scholarship programme of the Programming School of the Open University of Catalonia to promote female talent in the technological field through training in programming languages.



25
Female beneficiaries

(05)
Social

5.7.3

NTT DATA Europe & Latam Foundation's social commitment



Technology serving society

21 years supporting talent to improve people's quality of life and take care of the environment

The NTT DATA Europe & LatAm Foundation, fully funded by the company, endeavours to encourage entrepreneurship and advance the acquisition of digital skills amongst adults, children, and adolescents. Thanks to the selfless dedication of volunteers, technology becomes an indispensable tool for creating value in all the countries where we operate. Below are some examples of the Foundation's initiatives during FY23.



17
Countries in Europe
and Latin America

27
Cities

+3,500
Volunteers (internal
and external)

eAwards

The award is designed for entrepreneurs who have scalable, sustainable and environmentally friendly projects that utilise technology for the betterment of society. In this competition each country chooses its winner.



In addition to receiving mentoring and a local prize, the winner also earns the opportunity to compete in the global final in Spain, where they can vie for a €100,000 donation and specialised mentoring for their project. The finalists, who are winners from each country, also take part in the “Innovation week”. This programme consists of a series of intensive acceleration days, which includes technological seminars, funding rounds, personalised meetings with key sectors for project growth, networking opportunities, and more. Over 400 hours of mentoring were given during this project.

413

Volunteers
(internal and external)

€637,000

Investment

1,958

Participating
entrepreneurs

SIED Challenge

This programme, created by the NTT DATA Foundation and the Botín Foundation, aims to encourage initiatives that help diminish the digital divide in Latin America.

This 100% online programme is designed to bring together NGOs, associations, and foundations working on digital education solutions to combine their strengths and generate more viable, sustainable projects with social impact. Throughout the programme, participants receive mentoring, attend workshops, and receive training in collaborative methodologies like lean start-up. Participants receive different levels of support from the moment they sign up. Those who achieve the most progress on the issues and create the greatest synergies will be awarded up to €8,000 in seed capital, along with the assistance of a team of multidisciplinary experts to successfully execute the project.

2

Volunteers

€20,000

Investment

46 NGOs

Beneficiaries

Tech Olympics



The Tech Olympics bring children closer to technology as producers and not just as consumers. It is for children between 7 and 16 years' old.

After a training phase in which they develop digital skills and acquire or strengthen their soft skills, they take part in a competition in which the children respond to challenges in their environment. The challenges involve using Scratch programming to create video games or animations aimed at raising awareness of social or environmental issues.

The training and competition occurred simultaneously in four languages: Spanish, English, Italian, and Portuguese.

183

Volunteers
(internal and external)

€40,000

Investment

7,724

Beneficiaries

Digital Talent School

A 300-hour bootcamp designed to prepare individuals for jobs that require skill sets not currently met in the market due to a shortage of qualified candidates.

This programme is aimed at individuals aged 18 and above who are seeking job retraining or their first career opportunity in the digital industry, regardless of their prior programming experience. Particular importance is given to individuals who are currently unemployed or working part-time and seeking improved employment prospects.

The training focuses on Python-based data analysis. Besides technical knowledge, the course offers coaching sessions, support for developing soft skills, and practical seminars and workshops on job interviews, methodologies, teleworking tools and more.

6

Volunteers

€90,001

Investment

100

Participants

(05)
Social

5.7.4

Donations



Our financial contribution and other donations

NTT DATA EMEAL also provides support to society through economic and in-kind donations, which help non-profit organisations to assist vulnerable groups in their daily work as well as in specific humanitarian emergency situations where a swift response is necessary.

When donating, the selection of beneficiary entities is based on the alignment of their corporate mission with the company's primary ESG impact areas and the nine strategic SDGs.

In this process, we engage our stakeholders, including employees and customers, to actively participate in the decision-making process regarding charitable donations.



Monetary donations

In FY 23, **NTT DATA EMEAL** donated **€1,128,204** to non-profit organisations working on causes aligned with the company's sustainability strategy. This amount includes global donations and those made by each country where the company is established, thus generating a clear positive effect on the local communities where we are present.

International Aid

On September 8, 2023, Morocco, one of our NTT DATA EMEAL countries, suffered the worst earthquake in its history. The company quickly mobilised to donate €50,000 to the Spanish Emergency Committee, an entity created to address humanitarian crises made up of the 6 NGOs 'Aldeas Infantiles SOS', 'Educo', 'Médicos del Mundo', 'Oxfam Intermón', 'Plan International' and 'World Vision'.



Donations by our professionals

NTT DATA EMEAL employees frequently engage in charitable activities, demonstrating their commitment to philanthropy by participating in the Teaming platform, donating on our Volunteering portal, or fundraising for emergency situations.

Other Donations

Material IT

During this period, **NTT DATA EMEAL** donated **635 units of IT material**.

Benelux donated 188 units of IT material (65 Laptops, 30 monitors, 50 CPUs, 8 servers, and 35 keyboards) to the Ukrainian 'Manifest Mira' Foundation. In Spain, the company donated 436 units of IT material, of which 82 were laptops, 202 CPUs and 152 monitors. Thanks to this, 15 beneficiary entities can continue to perform their social work with better technological resources.

Blood donation

After a preliminary analysis, 177 of the 215 people who came to donate blood in Barcelona, Galicia and Madrid became donors, thus saving the lives of **531 patients**.



Donation of school supplies

In Argentina, **20** children from School No. 835 in Corrientes were beneficiaries of the campaign to collect school supplies carried out in collaboration with the Casa Grande Foundation.

In **Peru**, **714** students from the Elías Aguirre Romero National Educational Institution are benefiting from the new Computer Classroom that includes **11** laptops.



(05)
Social

5.8

Clients



Clients

NTT DATA EMEAL's working policy with clients is based on two fundamental aspects: **proximity and innovative, comprehensive and high-quality solutions.**

Our customers' opinions are of great importance to us, and we provide multiple channels to encourage communication and actively seek their feedback through our satisfaction analysis. We place great importance on feedback and diligently forward it to the appropriate departments and individuals within the company.

In addition, the primary objective of incident management is to promptly and effectively identify and resolve any issues related to the project by creating a concise action plan, which ultimately mitigates the negative impact.



Client dialogue channels

NTT DATA EMEAL establishes professional contractual agreements with its clients, delivering the systems and services as per the terms and conditions agreed upon.

As part of its commitment to confidentiality, the company manages customer information in strict compliance with contracts, as well as the applicable laws and regulations on personal data protection. In addition to satisfaction surveys, the following communication channels have been established:

- Business proposals and their follow-up.
- Business development activities.
- Customer-oriented events: congresses and conferences.
- Annual sustainability report.

NTT DATA EMEAL's Brand and Communication department also coordinates events with the aim of discussing or presenting topics related to the support we provide to our customers in various sectors, including telecommunications, energy and utilities and technology. These initiatives serve to broaden our outreach to prospective customers and stakeholders, thereby nurturing relationships and highlighting our expertise.

Client satisfaction

Client satisfaction survey. As every year, we prepare a report that contains the answers our clients have given in the surveys we send out. This report is distributed to our client managers and partners.

These surveys are designed to gauge the level of customer satisfaction on the quality of service rendered. To achieve this objective we make thorough enquiries, and the responses will aid us in designing corrective measures for our customers. Year after year, the satisfaction rating consistently surpasses 7.7 out of 10, with a positive trend towards further improvement. In FY23 we obtained an annual **client satisfaction score of 8.7**, maintaining the positive trend of previous years.

The features that are most highly regarded by customers are "Responsibility and Commitment", "Quality of the professionals", and "Relationship with the client", respectively. This year, a noteworthy addition was "Quality of the Services" delivered.

Quality Management

In line with our Quality Management System whose purpose is to assure the quality of the services we offer and provide full satisfaction to our customers, the control phases described below were included:

- **During the initiation phase of the project**, we analyse the information collated in the proposal for internal and logistical project management, such as the registration of the client and project in the systems, as well as allocation of positions, etcetera.
- **After beginning**, the task at hand is defined by determining the deliverables, estimates for time and resources required.
- **During the control phase**, the plan is monitored and checked to ensure that it complies with the established objectives in terms of quality, cost and time.
- **At the project's conclusion, the team performs tasks such as formalising product acceptance, evaluating customer satisfaction, reflecting on lessons learned, and addressing legal and administrative matters related to the project.**

Each of our clients is assigned an Account Manager, who is responsible for addressing any concerns or worries raised by the client and leading the associated action plan to resolve potential contingencies.

Complaint or claims management

We understand complaints or claims as matters or cases raised by clients that are typically associated with project quality or delivery.

The business areas provide mechanisms to those responsible for managing projects, so they can handle complaints or grievances. By evaluating non-conformities and providing necessary solutions to meet clients' expectations, these mechanisms help maintain their levels of satisfaction. These mechanisms comprise customer relationship processes, such as monitoring committees, and escalation paths involving individuals accountable for accounts, business units, and sectors.

If the case remains unresolved, the complaints or claims will be categorised as either pre-litigation or litigation and forwarded to the legal department. No claims or complaints resulting in litigation with customers were reported during the fiscal year 2023.

At the same time, the quality department regularly asks the legal department for updates on the status of any complaints or claims so that they can be analysed later. This analysis yields company-level insights, including lessons learned and action plans to enhance project outcomes and customer satisfaction.

All social media communications are constantly monitored, and the Brand & Communications department is responsible for providing them to be included in this ongoing process.

At NTT DATA EMEAL, we assist our clients in their ecological transition towards creating a fair and prosperous society, while also maintaining a modern and competitive economy.

Below, we present some of the most significant projects carried out by NTT DATA EMEAL professionals in the field of sustainability and the environment.



Forestry CO₂ Absorption Project

Spain



NTT DATA EMEAL provides advisory services for absorption projects involving both the public and private sectors to work towards a shared goal of mitigating climate change, specifically by reducing greenhouse gas emissions in the atmosphere.

In this context, ALD Automotive is working on developing a forestry project aimed at absorbing CO₂ in the municipality of Guadalix de la Sierra (Madrid). This project serves as a demonstration of its commitment to the environment, compensating for the CO₂ emissions generated in its automotive activity, promoting its social efforts, and communicating its dedication to society and other companies.

This project aims to achieve reforestation that guarantees the long-term persistence of the plant mass for at least 30 years.

Beside fixing carbon, this type of project generates numerous environmental, social and economic services. By registering it as a CO₂ absorption project with MITERD (Ministry for the Ecological Transition and the Demographic Challenge of Spain), we can approach potential buyers interested in offsetting their footprint and neutralising their own emissions. It also enhances our reputation in the fight against climate change because we comply with the standards set by the Registry.

Throughout the eight-year action plan, numerous planting events will be organised involving AML employees, their families and forestry associations, which will enhance their understanding and awareness of forest preservation.



+150
tCO₂
absorbed

1280
Trees
planted

9
Planting
events

+10,000
m² of surface
area



Sustainability in Motorsport

Spain



The sports industry embodies values such as self-improvement, effort and teamwork, and has also taken a growing interest in weighty societal and environmental issues that extend beyond solely sporting concerns. In recent years, the Royal Spanish Automobile Federation (RFEDA) has launched initiatives and projects focused on this commitment to society and the environment.

Under the slogan [#MenosEmisionesMismasEmociones](#), RFEDA wants to convey to the world of motorsport that by applying simple measures it can contribute to the fight against climate change without altering the essence of the sport or users' enjoyment.

Since 2023, **NTT DATA** has been accompanying RFEDA on its path to sustainability through the following activities:

- Monitoring and evaluation of the corporate carbon footprint.
- Carbon Footprint Calculation of sporting events coordinated by RFEDA.
- Technological support in the 2023-2030 decarbonisation plan.
- Definition of the RFEDA environmental sustainability policy and strategic plan.

*"We are very satisfied with the agreement signed with **NTT DATA**. I believe we are in the best hands for the optimal development and implementation of our Decarbonisation Plan, which is one of the most momentous challenges we face for the immediate future of our sport in Spain."*

- Manuel Aviñó, president of the RFEDA



78.8 tCO₂e

Emitted in 2022

Registration in MITECO

Emission-reduction measures adopted

- Change of fleet to more efficient vehicles
- Electricity supply with Guarantee of Origin (GDO)
- Business travel optimisation



Video Analytics on Fish Stock



EDP operates dams that produce hydroelectric power, a form of renewable energy. Dams have various functions beyond generating electricity, including storing water, providing water for human consumption and irrigation, safeguarding against floods and droughts, promoting tourism and creating ecosystems for plants and animals.

Therefore, NTT DATA Portugal has developed a solution that assists EDP in automatically identifying marine life and debris as they pass through its locks.

EDP has cameras installed inside its dams to capture and monitor fish movement through the locks. Through these videos, ADP can analyse the fish movements, and count and identify all the species living in the area.

To enhance the efficiency of the analysis, NTT DATA Portugal designed a computer vision model which automatically analyses captured images. This automation facilitates the identification of debris, eels and other fish species, as well as the counting and accurate classification of fish by species. This, in turn, enhances the process's effectiveness and efficiency.

Portugal



We have enhanced our capability to track changes in biodiversity in the dams with greater automation and efficiency.

CO2 and SCI calculator: Measurement of emissions from IT systems

Italy

**INTESA**  **SANPAOLO**

The environmental impact of digital technology is growing exponentially, and it has become an imperative issue that needs to be evaluated and enhanced. **Intesa Sanpaolo**, acknowledging its share of IT emissions, embarked on a journey to reach Net Zero.

One of the major challenges that the bank faces in this regard is the monitoring and measuring of energy consumption and carbon emissions that are associated with the use of software and hardware.

NTT Data Italy collaborated with Intesa Sanpaolo to create a comprehensive solution that tracks the energy usage and CO2 emissions of their IT systems.

This tool provides a precise analysis of emissions data, aiding in the identification of potential enhancements and facilitating the implementation of strategies to optimise IT energy consumption. By enhancing the energy efficiency of these services, Intesa Sanpaolo decreased its carbon emissions while upholding a superior level of service quality. This helped to reduce expenses and enhance operational efficiency.

Through this partnership, Intesa Sanpaolo identified and implemented sustainable IT practices, while also disseminating them amongst industry peers. With this collaboration, Intesa Sanpaolo was able to identify and adopt best practices for sustainable IT systems and share these practices with others in the industry.

The efficiency of its software and hardware has been constantly monitored, enabling it to consistently identify areas for enhancement.

100 software applications being monitored.

Support in the Copper Mark Certification, towards a more responsible copper production

Chile



The National Mining Company (ENAMI) reaffirms its commitment to actively participate in creating effective conditions for the sustainable development of the sector by adhering to international standards that facilitate access to opportunities for small and medium-sized producers.

This commitment illustrates the Delta Plant's subscription to the TCM (The Cooper Mark) certification.

The Copper Mark works with companies in the copper industry to meet and promote the growing demands for internationally recognised responsible production practices and thereby contribute positively to sustainable development. The certification aims to establish activities that ensure the safety, health and well-being of workers, suppliers, communities and stakeholders.

The project establishes a baseline and improvement plans to aid in progress towards achieving certification.

This certification enables broader access to global markets, facilitates compatibility with other relevant corporate standards, enhances competitive positioning by drawing up sustainability credentials and long-term plans, fosters mutual benefits across the value chain, ensures responsible, sustainable and traceable production, and delivers clean copper to end consumers. It also prioritises the health and safety of workers, suppliers and stakeholders.

The first initiatives consider the proposal of policies encompassing the following sustainability criteria: child labour, forced labour, working hours, remuneration, freedom of association and collective bargaining, discrimination and harassment and gender equality.

Definition of baseline of compliance with the 32 sustainability criteria established by the TCM certification.

Progress in meeting The Copper Mark certification criteria by implementing new policies, improvements and outreach activities.

CFA Programme Implementing Partner

Mexico



The Climate Finance Accelerator (CFA) is a programme financed by the UK government that provides technical assistance to 10 participating countries, such as Mexico, with the aim of reaching their decarbonisation objectives as established under the Paris Agreement. This is achieved by developing an investment project portfolio, analysing and solving the main financing obstacles, and engaging with ecosystem actors.

Low-carbon solutions are often perceived as less financially attractive and riskier, while their business models are not widely understood. There are limited opportunities for project proponents to engage with the financial ecosystem and establish a mutual understanding of the potential to raise capital for impactful solutions.

The objective of the CFA programme is to enable the necessary financial resources to support countries in achieving their goal of capping global warming at 1.5°C.

The first Latam Regional Event was organised in Mexico by **NTT DATA Mexico**, the implementing partner of the Climate Finance Accelerator, with participation from six Mexican, three Peruvian and two Colombian companies that were accelerated by the programme.

In Mexico, the CFA programme unites substantial players within the climate finance supply chain, including those who propose solutions, provide financial support and work in the public sector.

The programme enables a collaborative approach to unlock funding for climate projects, create a portfolio of investment-ready, carbon-reduction projects. The CFA programme also aims to achieve additional benefits, including promoting sustainable development, restoring ecosystems and improving gender equality and social inclusion.



Encourage financing and develop a portfolio of carbon-reduction projects that are ready for investment.

13 accelerated projects from 5 sectors: water, waste, agriculture and forestry, energy and transport.

72 million tCO₂ reduction potential of the projects.

Roadmap of Colombia Power-to-X

Colombia



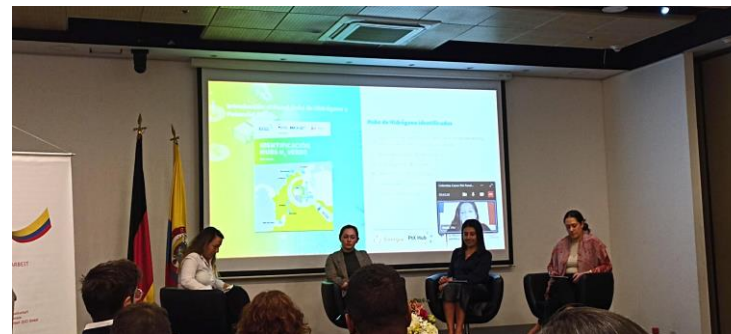
In September 2021, Colombia presented its H2 Roadmap (Ministry of Energy + NTT DATA Colombia).

As part of the German PtX-Hub programme, funded by the German Federal Ministry of Economy and Climate Action (BMWK), this Roadmap has been enhanced to include NDP 2022-2026 policies, with a focus on Just Energy Transition, green reindustrialisation and sustainability criteria.

The **NTT Data Colombia** team conducted a comprehensive assessment at a national level, covering strategic, technical and market aspects. Additionally, they engaged with over 110 stakeholders to discuss and evaluate the major obstacles and challenges that hinder the development of PtX in the economy.

The solution comprises defining 20 actions, key objectives and expected results, along with a governance model in the legal, market, infrastructure and innovation areas at a national scale. These efforts are necessary to encourage the use of green hydrogen (H2V) for producing green ammonia and methanol, fuels and synthetic methane (synthetic natural gas), collectively referred to as X molecules.

The Complement to Colombia's Hydrogen Roadmap incorporates Power-to-X (PtX) technologies and provides a strategic roadmap for developing public policies and expanding the use of clean hydrogen in the country. The roadmap considers sustainability in all ideas and recommendations.



With the adoption of this plan, between 900,000 and 1 million tonnes of CO₂e per year can be avoided by 2030. This would enable investment in productive ventures of around 5,700 to 6,900 MUSD that will generate green jobs locally and lead to the production of roughly 500 MWez for clean hydrogen.

Digital Accessibility Consulting

For NTT DATA Brazil, digital accessibility promotes the autonomy and digital inclusion of people with disabilities, helping clients create more accessible digital channels. With a technical team, with and without disabilities, specialized in international guidelines, have been provided services including consulting, testing and quality, training, awareness and adoption, focused on the client, understanding the uniqueness of each person.

To have a complete and successful application of digital accessibility, a collaborative system is necessary with all those involved in the software development cycle of any digital and non-digital channel. For this reason, as part of the project methodology, a journey was developed with training and awareness services to ensure the knowledge and participation of everyone in the software development process, whether they are NTT DATA professionals or professionals from our clients.

These consulting services help our clients think about and create accessibility from the conception of a product, understand their level of digital accessibility maturity, and create a roadmap for evolution. And we provide digital accessibility testing services to identify issues and improve the accessibility of the client's products.

We also have partnerships with non-profit organizations specialized in training people with visual disabilities for inclusion in the labor market where our experts have developed digital accessibility training for them, and we use their services to hire people with disabilities for our team.

Brasil



+7
Strategic
clients

+20.000
Accessibility
errors identified
and resolved
before going to
production

NTT DATA EMEAL has developed **technological solutions** in the field of sustainability to drive the transformation towards a resilient, efficient and environmentally friendly model.



Cloud platform for visualising greenhouse gas (GHG) emissions



Platform to support credit operations and carbon emissions management



Smart forestry platform to measure and control the carbon stored in forests



Governance, management and evaluation tool for natural capital



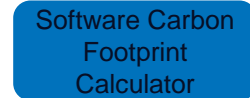
Cognitive Virtual Assistant focused on written and spoken conversation



Digital certification and traceability tool based on blockchain technology



Solution that performs a static analysis of the sustainability code



Solution for monitoring and reporting carbon emissions related to computer systems



Set of solutions and systems to integrate mobility and road safety management



Cloud-native solution to monitor and control water system



IoT software platform for pollution monitoring and early warning



Platform to monitor and optimise the use of workspaces.

Tool case study

LIFE Iberconejo

The LIFE Iberconejo project aims to implement a governance system for rabbit management in the Iberian Peninsula. The project has a total of 15 partners, including entities from Spain, Portugal and the European Union. Under the leadership of WWF Spain, it comprises representatives from diverse social entities involved in its management including public administrations, hunters, farmers, conservationists, and scientific organisations.

During the development of the project a tool was created to evaluate the direct costs and benefits that rabbit population contribute to the economy, as well as the effects on society (positive and negative).

[Measuring the socio-economic impact of the rabbit - Iberconejo](#)



Spain



The tool was developed by NTT Data Spain as part of the Action C3 initiative of LIFE Iberconejo. The tool was extensively tested and refined in case studies in two municipalities, both of which present distinct scenarios with regards to wild rabbits.

The tool was derived from the **Natural Capital Protocol**, a comprehensive decision-making framework that facilitates the comprehension, measurement and evaluation of impacts and dependencies on natural resources.

The positive and negative impact-assessment models associated with a particular species play a significant role in enhancing the decision-making process related to rabbit population management. Such models assimilate both quantitative and qualitative data on the benefits and drawbacks of the species' presence in the area, thereby providing valuable information.



This tool assists in the effective management of wild rabbit populations. It allows decision-makers to analyse the benefits and costs of the species for society, taking into consideration the ecological, social and economic factors unique to each region.



(05)
Social

5.9

Suppliers



Suppliers

NTT DATA EMEAL promotes the sustainability of its value chain by fostering the growth of its suppliers and advocating for initiatives that positively influence their development.

Supplier Accreditation

To establish a business relationship with **NTT DATA EMEAL**, suppliers are required to obtain approval through the SAP Ariba SLP tool and adhere to the approved guidelines as outlined in the company's procedures. The aim is to guarantee that our suppliers possess a comprehensive understanding of **NTT DATA EMEAL's** policies and commitments towards quality, environment, energy, occupational risk prevention, information security and data protection, as well as the mitigation or elimination of associated risks:

- Derived from breaches of legal/tax obligations by the supplier, to which NTT DATA EMEAL should respond.
- Service interruption and/or delivery of a product/service quality lower than desired. The process of supplier approvals aims to ensure that the supplier fulfils the minimum requirements necessary for maintaining a commercial relationship with NTT DATA EMEAL.

When evaluating proposals from suppliers participating in a specific process, adherence to standards that exceed the minimum requirement will be taken into consideration.

Sustainable supplier management

In November 2023, a sustainability chapter was integrated into the supplier-approval process. This chapter comprises of 31 queries to assess large corporations and 22 queries to evaluate small and medium enterprises, enabling measurement of their progress in this area.

During FY23, 347 suppliers were approved under sustainability criteria.

Starting this year, suppliers will also be managed using the SAP Ariba Supplier Lifecycle Performance (SLP) solution.

The SAP Ariba Supplier Risk tool will be implemented in FY24. The solution aids in mitigating the challenges associated with supplier risk management by monitoring four main risk dimensions of supplier life cycle management, namely financial, operational, environmental and social, and regulatory and legal aspects.

Regarding subcontracting, these suppliers will also be managed using the SAP Ariba SLP solution, except for the countries that adopt exceptional subcontracting arrangements.



SAP ARIBA User Manual
Sustainability Questionnaire



Supervision of suppliers

In cooperation with the relevant departments in each instance, the Procurement teams of NTT DATA EMEAL undertake an internal assessment in accordance with the principles prescribed by the global coordination and governance framework.

In this process, Procurement ensures that the supplier fulfils the expectations about the agreed upon execution and delivery times, as well as the quality of the products and services procured.

Suppliers and the **NTT DATA Group** play a significant role in promoting the construction and maintenance of a sustainable and inclusive supply chain through responsible business activities.

The NTT DATA Group requests that all suppliers understand the Supplier Code of Conduct policy, strive to comprehend and cooperate with these guidelines, comply with relevant laws, respect human rights, maintain health and safety standards, engage in fair trade practices, protect the environment and act with honesty and integrity.

NTT DATA EMEAL's Procurement Policy sets out the rules, responsibilities and basic conditions for corporate procurement.

It contains the Code of Ethics established in the company, to which any **NTT DATA EMEAL** employee who has contact with suppliers must adhere.

It also contains internal policies defining the processes for awarding services and supplies to providers, which are based on the principles of impartiality, transparency and sustainability.

Local purchasing

By purchasing from local suppliers, **NTT DATA EMEAL** contributes to the development and growth of the business fabric of its communities. In 2023, **79% of NTT DATA EMEAL's purchases were made from local suppliers.**

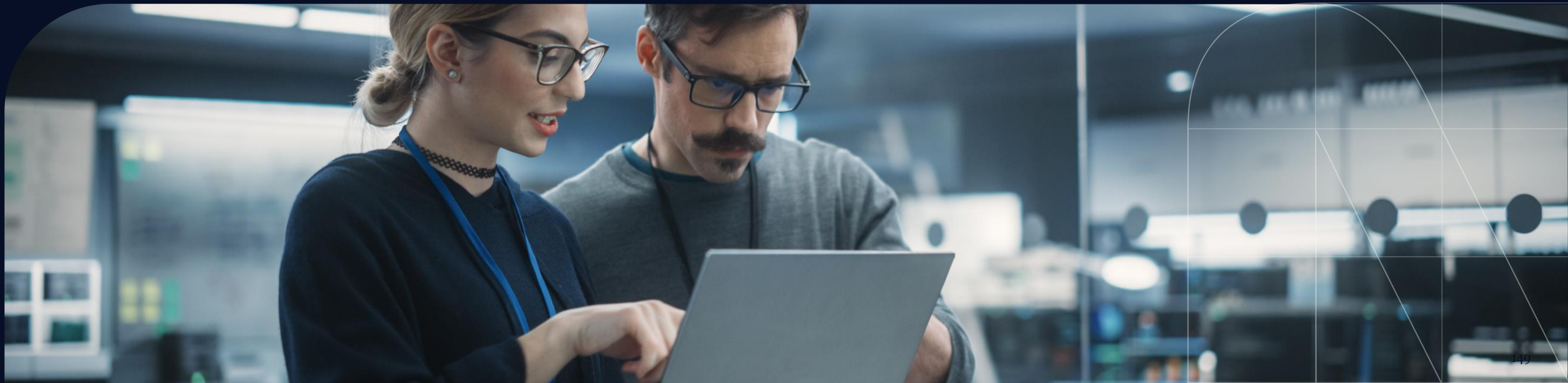
Local suppliers are those where the supplier's country of origin (registered office) coincides with the country of purchase. As in the previous year, this indicator is calculated on the basis of invoices received during the year.

Country*	Percentage of local purchases NTT DATA EMEAL	
	FY 23	FY 22
Germany	84%	75%
Austria	84%	98%
Belgium	52%	70%
Spain	73%	84%
France	97%	86%
Greece	90%	99%
Italy	82%	87%
Luxembourg	57%	75%
Netherlands	14%	75%
Portugal	94%	90%
United Kingdom**	80%	83%
Romania	95%	94%
Serbia	69%	75%
Switzerland	13%	99%
Argentina	83%	88%
Brazil	55%	99%
Chile	90%	91%
Colombia	83%	96%
Mexico	90%	92%
Peru	84%	83%
USA	94%	93%
Morocco	100%	100%

*Does not include Croatia, Ecuador, Uruguay and Vietnam.

**Data for Ireland are included in UK.

(06) Governance





Commitment to corporate culture

NTT DATA EMEAL is committed to a corporate culture in which the values of teamwork, foresight and customer priority are fundamental. Promoting integrity, transparency, and ethics, implementing compliance criteria and guidelines, and taking risk prevention measures are all essential components of our company's corporate culture, along with practising good sustainability and good corporate governance.

To promote this commitment, NTT DATA EMEAL's Board of Directors has approved a **new Code of Conduct** for the region. This Code is mandatory for all employees, business partners and third parties acting with the entity or on behalf of the entity. This culture is also enhanced through the **Global Compliance Course** developed by the EMEAL Compliance area, contributing to the expansion of this culture.

The organisation has certain areas responsible for promoting this culture in the company, mainly the global Compliance, People and Internal Audit areas.

(06)
Governance

6.1

Governing bodies



To fulfil the company's purposes and to ensure its mission, **NTT DATA EMEAL** has the following governing bodies:

Board of Directors

The Board of Directors is NTT DATA EMEAL's highest decision-making authority. Its primary mission is to guide the company by directing, managing, and representing it in the activities that contribute to its corporate purpose.

This body serves as the ultimate safeguard for the company's function by identifying and managing the economic, environmental, and social factors that affect the company and its stakeholders.

As a result of the transformation and business combination strategy, our governance model, One NTT, may be adapted, leading to changes in the composition of the Board.

At the end of FY23, the members of the Board of Directors were:

Board of Directors	
Chairman	Eduardo Serra Rexach
NTT DATA EMEAL GROUP CEO	Chieri Kimura
Independent directors	Pedro Luis Uriarte Santamarina (2 nd Vice Chair) Pilar Zulueta de Oya Alejandro Ferreiro Yazigi Mónica de Oriol Icaza
NTT DATA GROUP proprietary directors	Tsunehisa Okuno (Co-Chair) Kei Anzai Miyuki Ide Patrizio Mapelli Robb Rasmussen
Executive director	Félix Bonmatí Fernández
Non-Director Secretary to the Board	Antonio Gómez-Jarillo

Delegated Committee

In the exercise of its organisational duties, the Board formally established two Delegate Committees:

- **the Audit and Compliance Committee**
- **the Appointments and Remuneration Committee**

It also decided to set up an **Advisory Committee, called the Transformation Advisory Committee**, to monitor and supervise in detail all the activities related to the integration process of the new NTT DATA EMEAL organisation.

Additionally, to guarantee the representation of **independent directors**, the Board may appoint a representative of the independent directors as Coordinating Director or Lead Director. Their main function is to coordinate external advisers. This function may also be performed by the Vice-Chair of the Board when appointed.

NTT DATA EMEAL has **Board of Director Regulations** that determine the rules for organising and operating the Board of Directors of NTT DATA EMEAL, S.L.U. in accordance with the principles of transparency and good corporate governance.

The members at the closing date of FY23 were.

Position	Appointments and remuneration committee	Audit and compliance committee
Chairman	Pilar Zulueta de Oya	Alejandro Ferreiro Yazigi
Members	Pedro Luis Uriarte Santamarina	Pilar Zulueta de Oya
	Mónica de Oriol Icaza	Kei Anzai
	Kei Anzai	Miyuki Ide
	Miyuki Ide	Pilar Zulueta de Oya
Secretary	Antonio Gómez Jarillo	Antonio Gómez Jarillo

Permanent Observer: Chieri Kimura

The **Board of Directors** specifically delegates to the **Audit & Regulatory Compliance Committee**:

- Supervision and direct control tasks of global risk management, which is led by the **Chief Risk Officer (CRO)** and other corporate governance bodies. This function entails applying principles of sound corporate governance, regulatory compliance, and internal control within the company. Additionally, it requires effective implementation of specific actions and initiatives endorsed by the committee.
- During the risk management process, we analyse information obtained through the company's established channels, including advisers, suppliers involved in risk management such as insurance brokers, as well as information derived from the company's membership in business associations and participation in forums related to the company's activities.
- In its regular report on every meeting, and especially at the end of each fiscal year, the Audit and Regulatory Compliance Committee presents its findings of the Internal Audit area and risk assessment to the Board.
- This committee oversees the incidents and actions that could arise from the performance of the independent function by the global Internal Audit area in relation to the control and effectiveness of internal processes.

During every Audit and Regulatory Compliance Committee meeting, the **Internal Audit Department** of NTT DATA EMEAL presents a report on all work completed since the previous meeting, which includes review work and monitoring of recommendations given to audited units or areas.

The Board of Directors conducts periodic evaluations throughout each fiscal year to assess economic, environmental, and social issues along with their impacts, risks, and opportunities, ensuring that they are evaluated at least once every two years.

Internal Auditing

The **NTT DATA EMEAL** Group Internal Audit Department plays a fundamental role in evaluating and improving the organisation's operations.

The purpose of NTT DATA EMEAL's Internal Audit Department is to objectively review and evaluate the efficiency, operability and quality of the internal control systems, maintain the independence of the audited areas and report to the Audit and Compliance Committee.

The Internal Audit Department of the NTT DATA EMEAL Group regularly updates the Audit and Compliance Committee on the status of the audit plan, internal audit results, and action plan follow-up.



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Governance

6.2

Human Rights



Human rights due diligence process

When undertaking its operations, **NTT DATA EMEAL** endeavours to prevent adverse effects on human rights, constantly emphasises adherence to them, and strictly **prohibits the use of forced or child labour**.

The company consistently implements a continuous human rights management process that enables it to identify, prevent, alleviate, and address any potential adverse effects on human rights. To achieve this, NTT DATA EMEAL employs the following policies, instruments and mechanisms.

NTT DATA Group Code of Conduct

Developed by the Japanese parent company and implemented throughout all regional units of the Group, it serves to bolster the safeguarding of human rights within the organisation and in all its engagements with external parties. This code devotes a specific section to **respect for human rights**, fully supporting the group's policy in this area (the NTT Group Global Human Rights Policy).

[ntt-data-group-code-of-conduct.pdf \(nttdata.com\)](#)

NTT Group's Human Rights Charter

This document continues to be published on the corporate Intranet so that all employees can read it.

[Respect for Human Rights | CSR Theme | United NTT | Sustainability | NTT \(group.ntt\)](#)

NTT DATA *Group* Guidelines for Sustainability in the Supply Chain.

[Suppliers code of conduct. pdf \(nttdata.com\)](#)

In FY 2023 and as a part of the NTT DATA Group's efforts to enhance the measures pertaining to supplier management, NTT DATA EMEAL fully embraced the contents of this code. The code encompasses the values and directives on sustainability, human rights, labour, and environmental conservation, which are binding on all suppliers affiliated with the Group. The code has been translated into all the languages in the NTT DATA EMEAL region and has been published on each country's corporate website.

Code of Ethics and Professional Conduct

New in FY23, the Global Compliance Area prepared a **new Code of Ethics and Professional Conduct** for the NTT DATA EMEAL region, fully aligned with the NTT DATA Group Code of Conduct.

This new code encompasses a specific section that pertains to the observance of human rights, mandating each subsidiary of **NTT DATA EMEAL** to ensure adherence to the most elevated benchmarks of safeguarding human rights, aligned with the United Nations Universal Declaration of Human Rights and the United Nations Guiding Principles on Business and Human Rights. To achieve this objective, irrespective of the country of operation, every subsidiary entity of NTT DATA EMEAL is required to diligently and responsibly take preventive, mitigative, or detective measures to safeguard human rights in accordance with the prevailing global internal policies. Moreover, they must also ensure that there are no adverse environmental effects in their value chain, be it in their activities or those of their business partners.

This new NTT DATA EMEAL Code of Conduct will be communicated to the entire organisation after being approved by the Board on 20 March 2024, at the beginning of the following FY.

[code-of-ethics-2024.pdf \(nttdata.com\)](#)

NTT DATA EMEAL - Code of Ethics and Professional Conduct

3.2. Respecting Human Rights

In each Entity of *NTT DATA EMEAL*, we will guarantee compliance with the highest standards of protection of Human Rights, in accordance with the United Nations Universal Declaration of Human Rights and with the United Nations Guiding Principles on Business and Human Rights.

It is essential that each Entity of *NTT DATA EMEAL*, regardless of the country in which it operates, act diligently and responsibly to prevent, detect or mitigate situations that may compromise the Human Rights, in accordance with the existing internal Global Policy, as well as that we avoid negative environmental impacts in its value chain, whether they occur in the context of its activities or in those entrusted to business partners.

3.3. Our work environment

Engagement to talent

At *NTT DATA EMEAL* we promote the development of our People, making our best efforts, going beyond purely professional obligations.

We are proud and enriched by the diversity of our staff and the uniqueness of each of our professionals, which is why we promote key initiatives such as those considered in our global Diversity and Inclusion Policy.

Furthermore, in terms of training, at *NTT DATA EMEAL* we have promoted training programs so that our employees can continue to develop their full potential, and we support the participation of our People in congresses, conferences or seminars; We promote the publication of articles, studies and books, as well as the teaching of courses on any subject in which they have special knowledge and interest; provided that information that may constitute a business secret, confidential or restricted of clients, other third parties, or *NTT DATA EMEAL*.

Engagement to quality and innovation

At *NTT DATA EMEAL* we pursue the achievement of maximum satisfaction for all our opinion leaders and clients, providing products and services of the highest quality that anticipate and respond to their needs.

In accordance with the criteria of our quality system, we expect that all People of *NTT DATA EMEAL*:

- ✓ Focus your activity on satisfying customer needs, providing maximum value, mainly through innovation and constant active listening.
- ✓ They commit to the daily practice of continuous improvement, forcing themselves to comply with established quality standards.
- ✓ Carry out activities to prevent operational errors and focus on production without deficiencies, as a way to maximise quality.
- ✓ Demonstrate willingness and active collaboration to optimise the management of work processes.

Concern and commitment to quality is the responsibility of all of us. Therefore, we share knowledge to create a common business culture that allows us to adapt to new business demands, while contributing to reducing costs and improving efficiency and competitive position in the market, in accordance with the most appropriate standards and approved practices.

Anti-Harassment Protocols and Measures

NTT DATA EMEAL has a corporate protocol to prevent sexual and moral harassment. This measure aims to eliminate any discriminatory situations and minimise their impact on individuals while ensuring the protection of their fundamental rights. The protocol is managed by the People and Staff Administration areas.

This protocol is accompanied by corresponding management and collaboration procedures for the mediator, as well as the control and prevention commission. To achieve this objective, the **NTT DATA EMEAL** group provides professionals and third parties with the global Whistleblowing Channel, which enables anonymous communication of such cases.

All countries are governed by the principles of the company's Code of Ethics and Professional Conduct. However, some incorporate other specific measures to prevent harassment, violence and promote coexistence, among which are:

Country	Specific measures for preventing harassment
Germany	Mandatory eLearning on the Code of Conduct and the General Law on Equal Treatment (<i>Allgemeines Gleichstellungsgesetz</i>)
Austria	Mandatory eLearning on the Code of Conduct
Belgium	Psychosocial pressure procedure
Brazil	Mandatory training on harassment prevention
Chile	Protocol against sexual or gender-based harassment in the workplace
Colombia	Mutual Respect and Conduct Committee
Spain	Protocol against moral harassment in the workplace and Protocol against sexual or gender-based harassment
France	Prohibition of moral harassment, in accordance with Article L.1152-1 of the French Labour Code
Greece	Policy against violence and harassment in the workplace
Luxembourg	Harassment Policy
Morocco	Protocol against sexual or sexual harassment and Protocol against psychological harassment
Mexico	Internal Workplace Regulation and Anti-Harassment Protocol
Peru	Sexual Harassment Prevention Policy, Sanction Policy and Internal Procedure for the creating the Sexual Harassment Intervention Committee
Portugal	Local Conduct Guide and Conduct Committee
United Kingdom	Anti-Harassment and Bullying Policy
Romania and Serbia	Dignity at Work Policy
United States	Measures in the Employee Handbook

Whistleblowing channel

The **whistleblowing channel or Whistleblowing System**, of global scope, is confidential and anonymous (the latter if the whistleblower so wishes). It is prominently displayed on the corporate website of each country and can be accessed by all employees within the region, as well as third parties who represent the company or engage in any form of interaction or collaboration with it.

This global channel has been effective since 1 May 2022, and was adequately communicated to all the organisation's employees at the time. To facilitate the free usage of this channel, we have provided a comprehensive guide that contains valuable information on how to access it to file complaints and report any instances of potential violations of the internal and external regulations governing NTT DATA EMEAL.

In FY 23, communications were associated with the People (Labour) department, a total of 59 complaints were received through the complaints channel. Similar to the previous year, several of these concern reported incidents related to project management and not directly linked with Compliance matters. Additionally, there are nine complaints related to gender equality, with five of them being particularly relevant in the field of human rights. The communications were internally managed in accordance with the relevant procedures and then forwarded to the respective individuals and competent units for investigation. If necessary, disciplinary actions were taken within the legal framework.

Access to the NTT Data EMEAL web whistleblowing channel:
[Home - BKMS System \(bkms-system.net\)](https://bkms-system.net)

About the Whistleblowing Channel:

- It is objective and is **managed independently** by a prestigious Spanish Law Firm, hired for this purpose.
- It is hosted on an **advanced external technological platform** located in Germany that maintains its confidentiality and anonymity features within the appropriate privacy and security parameters.
- All information communicated is **encrypted** and can only be accessed by a very limited number of people on the assigned Law Firm team.

On 20 March 2024, the Board approved the **internal procedure** that regulates the operation of this channel, which includes three specific annexes. These annexes have been prepared for Spain in accordance with Law 2/2023, February 20, which **protects whistleblowers and anti-corruption reporting**, transposing the EU Directive, and for Italy and Romania in accordance with applicable local regulations. Additionally, we are currently analysing whether a specific annex should be drawn up for Germany, in accordance with its local legislation in this area.

New local whistleblowing channel, applicable in Italy

During FY23, NTT DATA Italia SpA (a subsidiary of NTT DATA EMEAL) was created to comply with the regulatory requirements of Italian legislation in this area and which transposes the EU Whistleblowing Directive (Law 24/2023).

This local whistleblowing channel uses the same platform that is operational for the global whistleblowing channel and is protected by the same security, confidentiality and privacy measures. A local collegiate body called *Comitato Segnalazioni* was formed to receive complaints through this channel. It comprises, among other members, the Chief Compliance Officer of NTT DATA EMEAL and by Italy's Head of Legal & Compliance.

Access: ([La nostra piattaforma di whistleblowing | NTT DATA \(https://it.nttdata.com/whistleblowing\)](https://it.nttdata.com/whistleblowing))

NTT DATA Corporation Whistleblowing Reporting Line

NTT DATA EMEAL employees can also use it, as it is applicable to all NTT DATA Group Regional Units, at the following email address: nttdata_whistleline@ogaso.com, which has been distributed internally. This whistleblowing channel is managed by an external Law Firm, located in Japan.

Whistleblower protection in the whistleblowing channel

NTT DATA EMEAL demonstrates its firm commitment to safeguarding whistleblowers who act in good faith against any form of harassment, intimidation, discriminatory behaviour, reputational harm, unfavourable treatment, or retaliation when a complaint is filed through the Whistleblowing Channel.

The **protection of whistleblowers** who report information that may indicate a breach of external regulations (including crimes) or internal regulations is explicitly acknowledged in both the NTT DATA Group Code of Conduct and the new NTT DATA EMEAL Code of Ethics and Professional Conduct. Section 5.6 “Reporting concerns” of the NTT DATA Group Code addresses this issue. According to section 4 Whistleblowing Channel of the new NTT Code DATES EMEAL guideline, any individuals who make good faith complaints about alleged inappropriate conduct or those who cooperate with an internal investigation or authorities will be protected against any form of retaliation, in compliance with relevant legislation.

This safeguard is also incorporated into the most recent internal procedure, established by the global Compliance division, which governs the functioning of the NTT DATA EMEAL global whistleblowing channel. This procedure takes into account the EU Whistleblowing Directive in addition to the internal Compliance criteria and relevant international standards, with a particular emphasis on the prohibition of retaliatory actions in any form. The same level of protection is outlined in the Internal Investigations Protocol, which will be implemented in the region in compliance with the applicable international standard (ISO 37008) and shared with the organisation at the start of the next fiscal year.

The company also takes measures to prevent any retaliation against the complainant, including managing conflicts of interest that may arise during the investigation with sensitivity and care. It adopts internal measures as needed to resolve such conflicts without impeding the investigation and ensuring confidentiality and other procedural guarantees.

The global Compliance area designed NTT DATA EMEAL's annual global compliance course for this FY23, which emphasises the prohibition of retaliation against whistleblowers and is mandatory for all employees. This course enabled us to strengthen our employees' training on the organisation's whistleblowing channels and emphasise the message that all forms of retaliation are prohibited, as previously stated.

Communication and training

During FY23, as a part of the annual mandatory NTT DATA EMEAL Compliance course that all employees must complete, a training action was conducted that focused on the EMEAL whistleblowing channels as well as the one enabled by the NTT DATA Group.

This initiative, encompassing the entire organisation, seeks to disseminate the message through various channels and encourage employee engagement by offering relevant and practical information.

During the last fiscal year, NTT DATA Group's Global Governance Headquarters department introduced an online Compliance and Security course for CEOs, directors of regional units, officers, and members of the Compliance area. The Chief Compliance Officer of the region reported upon completion that the training had been satisfactorily completed, and on schedule.

In FY23, NTT DATA EMEAL underwent a specific due diligence process or review of human rights, which was led by the Sustainability Department/Human Rights Office of the NTT DATA Group. This was part of their continued efforts to prioritise this issue, demonstrating its importance and development over time.

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Governance

6.3

Risk management



Following its principles of good governance and internal control, NTT DATA EMEAL has established a worldwide Risk Management and Insurance department, which is overseen and directed by the Chief Risk Officer (CRO).

The CRO works within their risk management functions to coordinate with the Audit and Compliance Committee in identifying and evaluating corporate risks.

The NTT DATA EMEAL risk catalogue encompasses all risks associated with the activities of the NTT DATA group, as well as those related to business areas, sustainability, and specific processes of NTT DATA EMEAL for FY23.

NTT DATA EMEAL's risk assessment failed to detect any specific regional risks distinct from those already accounted for in the NTT DATA group's Global Risk Catalogue. No risks were classified as material (high probability and high impact) for the company.

Risk management methodology

Phase 1: Identification of risks

At the start of the fiscal year, we evaluate the risks, identifying the material or most crucial ones and determine the suitable measures for the current fiscal year to prevent or reduce their impact.

Phase 2: Intermediate evaluation

At the midpoint of the year, a report is submitted on the status of the planned measures, (planned or unplanned) as well as any incidents that occurred in the high risk areas and an evaluation of their impact.

Phase 3: Final evaluation

At the conclusion of the fiscal year, we evaluate the effectiveness of measures taken for prevention and/or mitigation, identify measures to be continued or implemented in the upcoming fiscal year, and assess any incidents that occurred.

The global risk management process involves all entities within NTT DATA EMEAL. At the country/regional cluster level, the risk assessment, mid-term evaluation, and final evaluation take place, and the results are combined to provide an overview and report on the EMEAL situation.

Risk management process

The risk management process identifies the areas that need intervention and prioritises related actions according to their risk level. All risks are addressed and managed in EMEAL according to a risk-based grading of efforts and resources. Actions can involve any type of initiative, depending on the specific risk factor.

This process demonstrates the company's capability to manage its own risks by examining different options, including removing the risk source, addressing the likelihood or impact of the occurrence, distributing the risk (such as through contracts or insurance policies), and ultimately making an informed decision.

The CRO collaborated with other departments within the organisation in FY23 to review and define the risk factors listed in EMEAL's catalogue and develop measures to prevent, mitigate, or monitor them. This was done to ensure that the catalogue was adjusted appropriately based on the group's activities, as well as new external factors and circumstances affecting the group.

Risk management results

The results of risk assessments at the local and EMEAL levels establish priorities for planning and implementing actions to counter risks. This includes considering the implementation of new controls to prevent or mitigate risks and monitoring the current controls and the indicators they provide on the risk status.

The 2023 risk assessment revealed that EMEAL faced no significant risk from the previously identified situations due to our existing controls and the nature of our activities.

We continually work with cutting-edge technologies and solutions to prevent and manage situations, including cyberattacks and potential information leaks, that pose the greatest threats to us.

Another category of relevant situations for which we have planned actions includes those related to changes in national or international laws and regulations. To comply with the latest EU directive, we update our policies and procedures on a country-by-country basis, such as with whistleblowing, during FY23.

Cybersecurity and information privacy are potential risks for NTT DATA EMEAL, particularly in a complex and rapidly evolving environment where cyberattacks are becoming more frequent and sophisticated each year.

NTT DATA EMEAL continuously works to minimise and neutralise cyberattacks and other threats by improving the team's preparedness, as well as their tools and capabilities.

Cybersecurity

In the realm of cybersecurity, our teams are continually enhancing their tools and skills in anticipation of a more challenging and regulated landscape. We are executing a security plan founded on the zero-trust concept.

Although cyberattacks are becoming more numerous and complex each year, NTT DATA EMEAL was able to evade all attempted attacks over the course of the year, without any significant incidents or damage to the company's infrastructure.

All employees are required to undergo a fundamental and compulsory security training course, and in FY23, the participation rate was 85.8%. Every two months, awareness campaigns are conducted for all employees, which consist of distributing awareness cards, engaging in games, and watching a series with episodes. Every user is sent a phishing simulation email twice a year, aiming to train them in recognising fraudulent emails.



Security Awareness Campaign July 2023

Continuing with the awareness communications, we have started a new campaign, in which your participation, as always, is fundamental and essential to maintain and promote security in our company.

We remind you that you are required to complete these activities in the next 2 months:

- [The Inside Man: Season 1 Ep.08 - Taken \(Ransomware\)](#)

- [Ransomware Micro-module](#)

By clicking [here](#) you will access the external platform KnowBe4 to view and complete the activities in the **Training** tab.

We hope you have fun and that this content motivates you to practice security in your daily life!

Please note that these awareness activities are **mandatory** by corporate policy to help keep our company secure.

If you have pending tasks from previous months, remember that you must complete them and stay up to date. You can do this with the same link that we have provided to access the platform.

Best regards,

Corporate Security

NTT DATA
Trusted Global Innovator

Case # 81073 - [SECURITY OPERATIONS][EMA] [AUTO] [PHISHING] Report

SE SOC-ES
Para
CC NTTDATA-ES-CERT; soc-es
27/10/2023

Desde **NTT DATA EMEAL Security Operations**, hemos analizado el siguiente correo que había sido reportado como un posible *phishing*.

- **Asunto del correo:** Payment Advice
- **Sender:** account@weloisttecall.com

Le informamos de que se trata de un correo de **phishing** por lo que debe **eliminarlo**.

Un saludo.

Gracias por su colaboración

Corporate Security - SOC
NTT DATA Spain Security Office
Tel: +34 91 749 00 00

Novus Building, Cam. Fuente de la Mora 1
28050 Madrid, Spain
<https://es.nttdata.com>

NTT DATA

The NTT DATA EMEAL has achieved certification for its corporate Information Security Management System (ISMS) based on ISO27001 and ENS (National Security Scheme). This certification meets high-level standards such as TISAX and ISAE and was obtained with the following objectives:

- Classified and controlled information. Ensure the availability, confidentiality and integrity of the information managed by the company.
- Managed Risks. Show that the company has identified, evaluated, and managed the risks associated with its services to ensure access to information in line with the company's and its customers' defined strategies.
- Awareness. Provide internal awareness on information security concerns to ensure that the involved parties understand how to prevent incidents or respond appropriately if any occur.
- Commitment. Demonstrate the organisation's commitment to Information Security, especially when managing customer information.
- Prioritised investments. Prioritise investments in security controls according to the value they bring to the service and the level of security customers require.

In the table below are some of the locations where we adhere to international standards such as ISO 27001, ENS, and TISAX mechanisms. These standards establish the requirements for information security management systems in companies and organisations, protecting them against threats and risks to their information.

The International Standard on Assurance Engagements (ISAE) sets out requirements for assurance providers to give clients warranty commitments. However, ISAE does not assess physical security controls except for verifying the documentation that supports those controls, such as access management to computer rooms.

Locations	ISO/IEC 27001:2017	ENS (Registration)	TISAX	ISAE*
Germany	X (10 centres)		X (5 centres)	X (10 centres)
Argentina	X			
Austria	X			
Brazil	X	X		
Colombia	X			
Spain				
• Alicante	X (2 centres)	X	X	
• Barcelona	X	X	X	
• Ciudad Real	X	X		
• Madrid	X	X	X	
• Murcia	X		X	
• Santander	X			
• Seville	X	X (2 centres)	X	
• Valencia	X	X		
Greece	X			
Italy	X (3 centres)			
Morocco	X		X	
Peru	X	X		
United Kingdom	X (2 centres)			
Romania	X (6 centres)		X (5 centres)	
Serbia	X (2 centres)		X (2 centres)	
Switzerland	X			
USA	X			

The cities where the centres are located are listed in the certifications chapter.

Some centres have received various other international certificates, but they still fall under the umbrella of the Information Security Management System (ISMS) that NTT DATA EMEAL is obtaining. These standards are detailed below:

Locations	ISO/IEC 27005	ISO/IEC 27017	ISO/IEC 27018	ISO 20000	CE+	CE
Italy	X (3 centres)	X (3 centres)	X (3 centres)			
United Kingdom					X (1 centres)	X (3 centres)
Romania				X (6 centres)		
Spain				X (4 centres)		
Peru				X		
Brazil				X		
Chile				X		
Mexico				X		

- **ISO 27005:** It provides guidelines for managing the risks that a company's information may be exposed to, mainly based on ISO/IEC 27001.
- **ISO 27017:** It requires compliance with all controls related to security in cloud services.
- **ISO 27018:** A regulatory framework that follows best practices to safeguard information and identify personnel, it provides guidance on how to keep information throughout its life cycle.
- **ISO 20000:** Quality standard that ensures that IT management and support services adopt the best market practices.
- **CE (Cyber Essentials) and CE+ (Cyber Essentials Plus)** - is a UK government-backed standard involving a self-assessment that ensures companies have the necessary technical controls in place to protect against cyberattacks. In the *Cyber Essential Plus*, a rigorous evaluation is performed by an external evaluator.



Privacy

NTT DATA's data protection department implements continuous improvement projects, incorporating procedures and technologies to enhance the effectiveness and awareness of data protection. It also provides ongoing training on privacy and personal data security.

Several personal data protection procedures have been updated this year. For example:

- Procedures for suppliers
- Data retention policy
- Data protection by design and by default

During FY23, there was only one security incident which was promptly resolved with the cooperation of the customer and did not affect any individuals.

Besides the basic training course provided to all employees, there are numerous courses and awareness activities available to enhance understanding of privacy according to our specific needs and business practices. For instance, we offer specialised training programmes to business teams, support staff, managers, and others.

(06)
Governance

6.4

Measures to prevent corruption and bribery



Measures to prevent corruption and bribery



NTT DATA EMEAL has expressed a strong commitment to adhering to all anti-corruption laws, explicitly prohibiting any form of active, passive, direct, or indirect corruption.

Within its Compliance Programme framework, the organisation promotes various actions and measures aimed at preventing all forms of crime and specifically, corruption. These actions can be classified as:

- a) training
- b) communication
- c) prevention
- d) detection
- e) supervision
- f) monitoring
- g) auditing
- h) corrective.

In adherence to applicable regulations, **NTT DATA EMEAL** may implement **anti-corruption and control measures** as it deems appropriate, using any technological tools or other means, to **prevent or detect crimes**.

To achieve this goal, Senior Management will make relevant decisions and delegate necessary functions to the global Compliance area. All parts of the organisation, especially the business area, should cooperate with Compliance through their managers, who will serve as key connections.

The global Compliance area will regularly review and update the measures, in coordination and cooperation with other areas of the organisation.



6.4

Measures to prevent corruption and bribery

Training: Global Compliance Course

New practical Compliance training material has been drawn up, covering all **NTT DATA EMEAL** entities. This training material is fully aligned with the headquarters Compliance criteria and guidelines, and focuses mainly on:

- the NTT DATA Group Code of Conduct
- crime prevention (including the fight against corruption and bribery)
- the fight against anti-competitive practices
- the whistleblowing system

The training employs AI technology to incorporate avatars, enhancing the learning experience and promoting diversity within the organization.

The course ran from May 2023 to March 2024 and the overall percentage achieved in this Compliance training was 81%.

Communication and prevention

The Compliance department worldwide has been developing the crime prevention system and anti-corruption policy, which establish the principles and guidelines of conduct that employees and third parties related to NTT DATA EMEAL must adhere to when carrying out activities and actions to prevent any corrupt behaviour.

In FY23, efforts to raise awareness of the whistleblowing channel persisted and its effectiveness was strengthened through an internal procedure established by the NTT DATA EMEAL Whistleblowing Channel System, which sets out overarching principles at a global level. This procedure primarily considers Spanish legislation (which applies to the parent company) but can be amended to comply with local legislation in each country if necessary.

Criminal prevention policy package

This policy package comprises:

- **Anti-Corruption Policy** to protect the organisation and prevent any type of corruption.
- **Gifts and Hospitality Policy**, with the objective to regulate the guidelines on offering or receiving gifts and hospitality by professionals.
- **Criminal Prevention Policy**, seeks to prevent any crimes (criminal risks) in the organisation that may be directly or indirectly linked to the company's activity.

Anti-corruption commitments in contracts

During the current fiscal year, consistent with the previous year, all contracts signed with external consultants and commercial intermediaries (such as commission agents, agents, representatives, and distributors) will continue to **include anti-corruption commitments**.

This commitment aims to guarantee that the Group abides by all anti-corruption regulations that are relevant to the third parties it engages with.

To reenforce this point, we analyse each case and include the TRACE Anti-Bribery clauses outlined in the Anti-Corruption Policy when handling international contracts.

Code of ethics and professional conduct

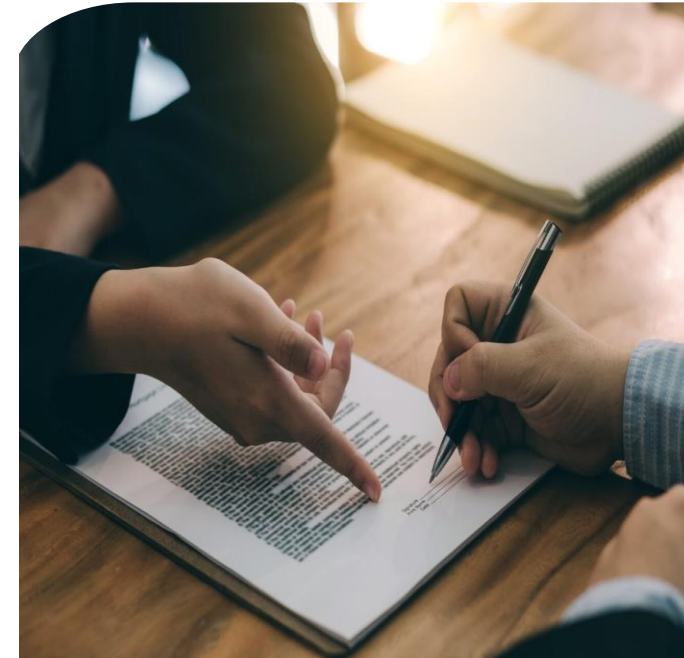
This establishes the principles of conduct and company values to be adopted by all employees in the organisation and is the basis of the internal regulations of the **NTT DATA EMEAL** Compliance programme.

Combating money laundering

The measures against money laundering and terrorist financing are mainly grouped in five areas: Compliance, Finance, Internal Audit, Internal Control and Corporate Governance:

- **Compliance:** Global criminal policy, global anti-corruption policy, global gifts & hospitality policy and the global compliance risk matrix.
- **Finance:** Financial and treasury controls in accordance with international and local regulations.
- **Internal Audits:** Internal Audit Controls.
- **Internal control and corporate governance:** Group Authority Matrix GAM

Additionally, NTT DATA EMEAL's good governance actions are associated with internal control, validation, and corporate governance processes that operate through the Group Authority Matrix (GAM), the EMEAL Regional Authority Matrix (ERAM), and the Investments and Contractual Approval Process (ICAP). These processes ensure that the organisation complies with the corporate governance criteria of NTT DATA Group, as well as internal and external audit requirements. These matrices specify the authorisation and decision-making procedures within the company according to the activities carried out.



Measures against inappropriate use of resources after donations

In FY23, we will continue implementing the same preventive measures against money laundering by contributing to relevant foundations and non-profit organisations associated with **NTT DATA EMEAL**.

Prevention and detection: Internal Investigations Protocol

In FY23, **NTT DATA EMEAL** developed a new global **Internal Investigations Protocol** document that provides guidelines in this area and was subsequently approved by the Board on 20 March 2024.

This protocol is a component of the **NTT DATA EMEAL** Compliance Programme. It is modelled after ISO 37008's technical specifications on internal investigations within organisations, as well as Law 2/2023, of 20 February, which governs the protection of whistleblowers and anti-corruption reporting and the EU Directive on Whistleblowing.

This protocol is fully endorsed by the organisation's senior management and has various objectives, including but not limited to, strengthening:

- ethics
- the culture of Compliance in the organisation,
- the protection of its reputation and assets,
- clear risk identification, especially those of a criminal nature
- disciplinary action in accordance with applicable law

The Protocol provides guidance on how investigations must be conducted within the organisation, including the necessary phases that the process must follow before the formally assigned investigation team can conclude whether the reported facts under investigation actually occurred.

Any information communicated via the current Whistleblowing channels related to alleged conduct affecting the business activity or the business is investigated following the global guidelines outlined in this protocol. These suppositions can be explored either by an internal research team dedicated to this task or by engaging a specialized, expert third party, either fully or partially, depending on the specific circumstances.

Apart from this protocol, the organisation has additional control and governance mechanisms, namely the Business Committees. These committees review projects and business opportunities based on various factors such as their scope, geographic location, materiality, economic impact, and any potential compliance or associated risks such as corruption or bribery.

Supervision and monitoring: Global compliance risk matrix

The Global Compliance Risk Matrix identifies suspected violations of regulations and/or criminal activities such as corruption, bribery, or money laundering, and offers targeted measures to prevent or avoid them.

This Matrix identifies the criminal risks that can be directly linked to the Group's activity, based on the probability of occurrence and their impact.

In FY23, we maintained the prioritisation of potential criminal activities associated with this action, as well as the classification of risk on a scale from 1 to 5. The risk categories include Low (1), Low/Medium (2), Medium (3), Medium/High (4), and High (5).

In the previously mentioned Matrix, no high-category criminal risks were identified, while those detected in the medium to high category corresponded to the types of criminal offences characterised by the Criminal Code. Failure to address these risks could result in criminal liability for the company: Industrial and Intellectual Property, Business Corruption, Discovery and Disclosure of Secrets, Damage, Bribery and Trading in Influences.

Control, corrective, monitoring and audit actions

The region's Chief Compliance Officer, along with the Global Compliance and Global Internal Audit departments, implement effective measures to identify, monitor, and rectify any infringements involving criminal or Compliance risks in the organisation related to corruption and other associated conducts.

The coordination and collaboration of the Compliance teams at a local level, including regional and/or country clusters, is essential for executing these actions.

As part of ongoing efforts, during the FY23 period, we engaged the services of an external supplier with significant expertise in the fields of compliance and criminal law, to assist in the development of a comprehensive **Global Criminal Prevention Policy** that applies to all regions within **NTT DATA EMEAL**.

The implementation of this policy will require conducting a comprehensive risk assessment at the start of the upcoming fiscal year, which will encompass all potential criminal activities across every jurisdiction where the company operates. This upcoming year will commence in compliance with Spanish legislation, given the domicile of NTT DATA EMEAL's parent company in Spain. Additionally, the year will feature subsequent phases which entail a comparison of the applicable local legislation.

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Governance

6.5

Ethical AI



Commitment to responsible artificial intelligence

NTT DATA EMEAL has been committed to the responsible use of Artificial Intelligence (AI) for years. We diligently assess the potential risks and collaborate with our ecosystem including customers, partners, foundations, and associations to increase awareness and jointly develop responsible solutions.

In this matter, we approach the ethical use of AI from two angles:

- **Internal application.** As a company that uses AI systems in our daily operations, we guarantee responsible governance.
- And **externally**, we strive to incorporate responsible AI services into our portfolio while ensuring the implementation of good practices in each project. Additionally, we support our clients in the development and adoption of responsible AI practices.

[AILabS_TripleE_high_EN.pdf \(nttdata.com\)](#)

Alongside the Seres Foundation, we are working on a Responsible and Inclusive Artificial Intelligence Laboratory. This collaborative space brings together multiple companies to explore a range of ethical concerns surrounding artificial intelligence.

In FY23, we focused on the ethical aspects of AI, with an emphasis on explainability and equity, resulting in the 'Triple E' report.

We have developed internal guidelines to ensure that our entire company uses generative AI tools responsibly, adhering to our internal policies and applicable regulations.

We are developing a value proposition that pertains to controlling AI and new regulations. Responsible AI serves as the foundation for our AI governance framework.



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Governance

6.6

Responsible taxation



Responsible taxation

The **NTT DATA EMEAL** group recognises the importance of transparency and good governance in managing its tax affairs.

Its Board of Directors has approved a **Tax Policy** that sets out the principles and guidelines governing the company's tax affairs in all its territories. This policy is accessible to all members of the organisation on the intranet.

The tax policy is in line with the company's mission to responsibly manage the business, safeguard shareholder value and consider the interests of stakeholders.

In compliance with the Fiscal Policy, the Board of Directors is required to evaluate the potential financial consequences of operations and investments under its approval.

The Audit and Compliance Committee is responsible for periodically reviewing the tax policy. This body is responsible for periodically updating the Board of Directors on the level of compliance with the Fiscal Policy and for monitoring the Group's Fiscal Control Framework.

[Tax Governance and Advisory - EMEAL - All Documents \(sharepoint.com\)](#)

NTT DATA EMEAL's Tax Policy is intended to support the business strategy by complying with tax obligations and reducing tax risks

The guidelines for prioritising actions in tax management are:

- We ensure compliance with both international and local legislation, fulfil our tax obligations, fulfil reporting requirements and obligations that result from our activities. We interpret the regulations reasonably while preserving our right to seek legal action when we believe the legislation has been misinterpreted.
- Manage tax risks diligently and proactively.
- Inform the Board of Directors of all significant transactions in accordance with the Spanish Companies Act.
- Related party transactions are measured at market value.
- The Group does not operate in non-cooperative jurisdictions or use opaque processes or systems for evasive purposes.
- Develop and maintain professional relationships with tax authorities while adhering to tax obligations and responding to requirements in a transparent and professional manner. This must follow the Code of Ethics and Professional Conduct of **NTT DATA EMEAL**.
- The company engages in tax-related actions and initiatives with stakeholders, including participation in forums and sectoral associations.

The principles that govern the management of **NTT DATA EMEAL's tax affairs** are:

- ❖ Proactivity
- ❖ Transparency
- ❖ Good governance

Fiscal Control Framework Standard

NTT DATA EMEAL's Board of Directors has approved a Tax Control Framework Standard which is applicable to all EMEAL countries. The standard outlines the key roles and responsibilities for managing and controlling the Group's tax risks, using a three-lines-of-defence model as a point of reference.

These stages are led by the EMEAL Tax area in collaboration with the members of the first line of defence.

First line of defence

This consists of the EMEAL tax area -the Local Tax Connectors- and other areas directly involved in tax processes. They are responsible for implementing controls and notifying the second line of defence of any situations that could pose a potential risk.

Second line of defence

This comprises the EMEAL tax area, which is responsible for the tax control framework and the Corporate Risk Officer (CRO). Its purpose is to encourage the implementation and revision of measures to control fiscal risks while also specifying ways to alleviate them.

The Chief Financial Officer of EMEAL is supported by the CFOs of the regional clusters in overseeing the implementation of and adherence to the fiscal principles outlined in the fiscal policy. Additionally, they aid in developing the Fiscal Control Framework for all NTT DATA EMEAL regions.

Third line of defence

This comprises the Internal Audit whose responsibility is to verify the proper functioning of the Fiscal Control Framework.

Risk Management and Control Cycle

The Fiscal Control Framework Standard includes the Fiscal Risk Management and Control Cycle, consisting of five stages of identification, assessment, response, monitoring, and reporting. This cycle is the essential tool for managing and overseeing fiscal risks

The Fiscal Risk Management and Control Cycle is executed each year in the selected target countries.

Identification and evaluation

NTT DATA EMEAL's methodology for assessing tax risks in FY23 is based on an inherent risk and residual risk approach.

Tax risks are identified or reassessed by the person responsible for controls, who fills out self-assessment questionnaires and reviews the information provided by Internal Auditing. Additionally, any complaints received on the NTT DATA EMEAL Whistleblowing Channel, through which external and internal stakeholders can report breaches related to the tax area, may also be taken into consideration. The Whistleblowing Channel also serves as a method to collect opinions and concerns from stakeholders regarding tax issues.

The identification or reassessment of tax risks is a phase of the Tax Risk Management and Control Cycle that is also carried out throughout the year, if necessary.

Response, Monitoring and Reporting

Action plans are developed to improve the control environment and mitigate potential tax risks. Compliance with the action plans of previous years is monitored by the Audit and Compliance Committee. The action plans may lead to training activities for the first and second lines of defence or awareness actions on regulatory or legislative changes aimed at the internal target audience.

After completing the cycle, the EMEAL tax area creates an annual report on the tax function's management and the operation of the Group's Tax Control Framework during the year, which is then presented to the Audit and Compliance Committee and the Board of Directors.

In FY23, the Audit Committee reviewed the tax function's activities for FY22 outlined in the Annual Report mentioned earlier and considered the Tax Risk Management and Control Cycle's implementation and execution milestones.

Profits obtained by country

The following table shows the profit before and after taxes by country. A more detailed explanation can be found in the financial report.

For presentation purposes, a downward adjustment of 4.6 million Euro was included in Spain's pre-tax profit for year FY22, to exclude discontinued operations.

*DACH includes data from Germany, Austria and Switzerland.

*** For business integration reasons, the Swiss data are divided into the DACH cluster and as a separate unit.

*** Data for Ireland are included in UK.

Country	Pre-tax profit FY23 (€)	Profit after tax FY23 (€)	Pre-tax profit FY22 (€)	Profit after tax FY22 (€)	Pre-tax profit FY21 (€)	Profit after tax FY21 (€)
Europe	41,224,337	39,662,240	33,387,762	18,946,073	16,941,715	25,987,082
Andorra	-32,899	-32,899	-75,796	-75,796	22,914	22,914
Belgium	3,295,514	-1,078,348	6,939,702	4,206,475	8,809,994	6,021,363
Croatia	200,671	173,474	72,070	59,200	50,332	45,395
DACH*	16,283,113	10,086,072	15,902,948	9,808,162	7,055,550	3,066,904
Spain	-20,159,016	3,777,324	-38,952,021	-31,327,589	-13,417,847	-1,600,011
France	-936,725	-850,070	-109,663	-198,199	228,228	182,084
Greece	431,932	333,997	402,423	313,888	0	0
Italy	24,023,791	17,867,838	34,569,301	25,022,236	20,109,465	18,589,581
Luxembourg	-1,051,883	-1,062,583	113,432	113,432	4,710	4,710
Netherlands	3,815,361	2,830,683	2,482,927	1,755,595	4,573,387	3,231,776
Poland	0	0	-23,587	-23,587	0	0
Portugal	6,039,542	3,495,145	-761,329	-1,228,610	3,271,385	2,267,841
United Kingdom***	4,779,699	306,641	10,096,089	8,733,598	-13,250,497	-5,066,909
Romania	1,506,270	1,281,329	1,218,749	742,023	-1,847,004	-1,750,723
Serbia	209,182	178,723	125,221	101,920	5,354	5,552
Switzerland	2,819,785	2,354,914	1,387,296	943,325	1,325,744	966,605
America	37,111,012	32,350,188	48,016,889	29,741,139	45,753,898	27,789,514
Argentina	-9,817,247	-8,132,243	-80,403	-1,472,594	3,917,360	2,228,953
Brazil	29,427,650	29,885,327	30,172,023	16,835,169	22,581,998	14,517,807
Chile	1,787,944	3,112,337	5,398,915	3,914,916	12,415,244	9,935,693
Colombia	1,388,514	334,065	-1,457,843	-2,268,813	584,463	-71,504
Ecuador	1,118,407	495,441	0	0	0	0
United States	630,233	386,651	1,609,839	1,154,550	-582,153	-468,687
Mexico	8,624,629	7,109,347	7,917,448	7,725,487	2,915,067	382,108
Peru	4,044,621	-746,998	4,456,910	3,852,424	3,921,919	1,265,146
Uruguay	-93,739	-93,739	0	0	0	0
Africa	590,237	486,102	444,309	289,710	382,405	192,683
Morocco	590,237	486,102	444,309	289,710	417,512	227,789
South Africa	0	0	0	0	-35,107	-35,107
Asia	1,156,379	922,010	0	0	0	0
Vietnam	1,156,379	922,010	0	0	0	0
Global	80,081,965	73,420,540	81,848,960	48,976,923	63,078,018	53,969,279

Tax paid on profits

The following table shows the taxes paid on profit and tax refunds, as well as income tax accrued.

In fiscal year 2023, we introduced a new indicator "Income tax accrued".

Country	Income tax paid FY23 (€)	Tax refunds FY23 (€)	Income tax accrued FY23 (€)	Income tax paid FY22 (€)	Tax refunds FY22 (€)	Income tax paid FY21 (€)	Tax refunds FY21 (€)
Europe	24,302,425	-2,211,069	2,824,506	15,975,260	-1,949,950	17,008,164	-4,062,586
Andorra	0	0	0	0	0	0	0
Belgium	2,739,105	-5,697	4,373,861	5,188,685	-802,419	1,621,360	0
Croatia	10,277	0	27,197	600	0	3,870	0
DACH*	5,349,418	-45,133	6,197,041	390,039	0	411,428	-629,599
Spain	47,926	-50,397	-22,673,929	998,114	-105,225	5,602,959	-3,199,633
France	0	0	-86,655	0	0	1,406	-74,604
Greece	0	0	97,935	0	0	0	0
Italy	12,476,969	0	6,155,953	3,657,453	0	4,490,431	0
Luxembourg	194,760	0	10,700	389,520	-35,812	389,537	0
Netherlands	1,386,254	-698,437	984,678	3,191,832	-784,759	971,836	-91,672
Poland	0	0	0	0	0	0	0
Portugal	242,984	-71,083	2,544,397	9,906	-56,224	1,965,687	-22,108
United Kingdom***	642,693	-1,340,322	4,473,058	1,872,394	0	1,317,880	-44,970
Romania	955,755	0	224,940	212,811	-165,511	213,120	0
Serbia	0	0	30,459	0	0	0	0
Switzerland	256,284	0	464,871	63,906	0	18,650	0
America	12,260,697	-1,091,649	4,760,826	12,985,643	-4,213,329	15,954,873	-2,521,601
Argentina	0	0	-1,685,003	0	0	0	0
Brazil	3,772,320	0	-457,677	4,787,411	0	7,084,009	0
Chile	350,099	-744,361	-1,324,393	1,311,792	-2,267,337	3,324,806	0
Colombia	981,146	0	1,054,448	476,219	-1,926,250	484,180	-2,521,601
Ecuador	0	0	622,967	0	0	0	0
Mexico	2,709,510	0	1,515,283	2,612,763	0	724,254	0
Peru	4,447,622	0	4,791,619	3,286,309	0	4,260,653	0
Uruguay	0	0	0	0	0	0	0
United States	0	-347,288	243,582	511,149	-19,742	76,970	0
Africa	100,336	0	104,135	88,065	0	23,018	0
Morocco	100,336	0	104,135	88,065	0	23,018	0
Asia	8,608,954	0	234,369	3,651,323	0	0	0
Vietnam	8,608,954	0	234,369	3,651,323	0	0	0
Global	45,272,412	-3,302,718	7,923,836	32,700,288	-6,163,279	32,986,056	-6,584,188

*DACH includes data from Germany, Austria and Switzerland.

*** For business integration reasons, the Swiss data are divided into the DACH cluster and as a separate unit.

*** Data for Ireland are included in UK.

Public subsidies received

The following table shows in the first column the public subsidies received and in the second column the refunds received for these subsidies.

Only countries to which these subsidies have been applied are included.

Country	Collections for public subsidies received FY23(€)	Refunds FY23 (€)	Collections for public subsidies received FY22 (€)	Refunds FY22 (€)	Collections for public subsidies received FY21 (€)	Refunds FY21 (€)
Europe	7,071,614	65,070	1,844,740	0	2,098,056	0
Belgium	95,179	34,459	86,222	0	495,117	0
Spain	2,260,208	30,611	986,345	0	1,380,306	0
Italy	1,069,727	0	362,986	0	0	0
Romania	3,646,500	0	409,187	0	222,633	0
America	61,113	0	0	0	165,888	0
Chile	0	0	0	0	165,888	0
Colombia	61,113	0	0	0	0	0
Africa	309,191	0	0	0	0	0
Morocco	309,191	0	0	0	0	0
Global	7,441,918	65,070	1,844,740	0	2,263,944	0

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Governance

6.7

Awards and recognitions



Awards and recognitions in People Management

NTT DATA EMEAL has received the Top Employer award in **13 countries** in 2024. Of the 13 countries that have achieved this victory, 10 had been awarded this acknowledgement for several consecutive years. However, this is the first time that France, Greece and the Netherlands joined the company's headquarters in being acknowledged as a Top Employer.

NTT DATA EMEAL is one of the 17 companies awarded the Global Seal of the Top Employer Institute.



The countries in which we have received awards and acknowledgements are:

Country	Reward records
Europe	
Germany	Awarded for the eighth consecutive year
Belgium	Awarded for the second consecutive year
France	Awarded for the first time
Greece	Awarded for the first time
Italy	Awarded for the third consecutive year
Netherlands	Awarded for the first time
Portugal	Awarded for the third consecutive year
Romania	Awarded for the second consecutive year
America	
Argentina	Awarded for the second consecutive year
Brazil	Awarded for the ninth consecutive year
Chile	Awarded for the third consecutive year
Colombia	Awarded for the second consecutive year
Mexico	Awarded for the second consecutive year

Awards and recognitions in People Management

Great Place To Work



NTT DATA Brazil:

- GPTW National Ranking: 18th place
- GPTW IT Ranking: 3rd place
- GPTW: *Ranking* LGBTI+ - 16^a place

NTT DATE Peru:

- GPTW National Ranking: 22nd place
- GPTW "From Home" Ranking: 12th place
- GPTW DEI Ranking: 21st place

Best Place To Work



NTT DATA USA:

- *Best Place To Work*
- *Best Place To Work for Women*

Digital Innovation One



NTT DATA Brazil: Global Workforce Transformation - Women in Technology.

Employers For Youth



NTT DATA Brazil:

- EFY General Ranking: 14th place
- NTT DATE Peru:
- EFY Women's Ranking: 4th place

Portuguese Business Ethics Association



NTT DATA Portugal:

"Social Responsibility and Sustainability Strategy" Award.

HIAS and UNHCR

NTT DATA Peru:
For increasing the employability of refugees and migrants in Peru.

Association of Good Employers



NTT DATA Peru:
For its Human Resources practices.

Awards and recognitions in Communication and Marketing

EIKON prizes



NTT DATA Chile: Awards for excellence in institutional communication. Received for an external marketing campaign.

Terzjus Foundation



NTT DATA Italy: "Voluntari@work" Award for the "International Technology Olympics" project – 2024.

Best Agency To Work For



NTT DATA Portugal: Portugal ranks as the 5th best agency to work for in terms of creativity and digital media after the study carried out by Scopen consultancy.

Awards and recognitions in Diversity, Equity and Inclusion

Team and Talent

equipos&talento

NTT DATA Spain received the following awards from Scope Teams and Talent:

- Empowering Women's Talent, for being a company committed to empowering female talent and aligned with the Teams and Talent principles.
- Diversity Leading Company, for its commitment to diversity, inclusion and equality.

Latam Inclusive Tech Awards

<Laboratoria>

The headquarters of NTT DATA in **Peru, Colombia, Chile and Mexico** received the LITA de Laboratoria award in the category "Hacking the Gap" 2023 for contributing to reducing and eliminating the gender gap in technology.

Women's Empowerment Principles (WEPs)



NTT DATA Peru: Acknowledgement of the United Nations for contributing with good practices and benefits to women.

Awards and recognitions in Diversity, Equity and Inclusion

Alares Awards 2023



NTT DATA Spain: National Award for Excellence in Labour Inclusion, awarded by the Alares Foundation in recognition of work with the talent of people with disabilities.

Migrant Commitment



NTT DATA Chile: Award by the State of Chile, jointly through the National Migration Service (SERMIG) and the Labour Directorate (DT) in 2023 for inclusion, intercultural approach and non-discrimination in its internal composition, management and relationship with the environment.

Socially Responsible Company



NTT DATA Mexico: Annual award given by the Mexican Centre for Philanthropy in acknowledgement of the best practices and maturity levels of some practices oriented to ESG criteria, including the field of diversity and inclusion.

Intrama



NTT DATA Spain:

- Top Diversity Company Award 2023.
- Top GENDER Diversity Company Award 2023.

Human Factor Awards



NTT DATA Spain: The Factor Humà Foundation presents the Impacta Award for the Women Together initiative, an empowerment programme aimed at the company's Senior Management, which promotes female executive talent.

Human rights and Diversity Seal and Racial Equality Seal

NTT DATA Brazil: The government of Sao Paulo recognized the company for its project to promote people with intellectual disabilities in November 2023 and also in this year was awarded with the Racial Equality Seal, for companies with more than 15% black people in their workforce distributed in management levels.

Awards and recognitions as partners in the IT sector

Microsoft



NTT DATA Brazil.

Partner of the Year 2023 Award in the application modernisation category. Global Systems Integrator (GSI) Award - Business Transformation 2023

NTT DATA Spain.

Partner of the Year 2023 Award in the application modernisation category.

NTT DATA Mexico.

Acknowledged in the Modern Work Awards 2023 category.

NTT DATA Portugal.

- Industry Innovation Partner of the Year Award 2023.
- SME Empowering Partner of the Year Award 2023

Salesforce



NTT DATA EMEAL Award

in 2023 "Partner Innovation Awards" for the second time in the "Emerging Technology" category.

IT Forum



NTT DATA Brazil

was recognised by IT Forum in the ranking of the country's top 100+ Innovators in 2023.

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Governance

6.8

Certifications



In 2023, **NTT DATA EMEAL** maintained its firm commitment to transparency and defence of the disclosure of information in compliance with both European and international standards.

This commitment to provide transparent data comparisons is crucial for promoting continuous improvement in service excellence. By adhering to established standards, the organisation not only highlights its accountability but also strengthens trust among its stakeholders. This dedication enhances **NTT DATA EMEAL's** standing as a reliable and accountable entity in the worldwide arena.

The following are some of the company's current certifications:

Global Certifications

ISO 14064:2018
Carbon Footprint

NTT DATA EMEAL reports the Carbon Footprint by country and is externally verified by AENOR.



NTT DATA EMEAL obtained a Bronze medal in the latest ECOVADIS evaluation in recognition of its achievements in sustainability, obtaining a score of 64 points out of 100, with a percentile of 84.

This means that our score is equal to or greater than 84% of all companies evaluated by ECOVADIS.

Our overall score improved compared to the previous evaluation, thanks to the company's implementation of new policies and additional measures



NTT DATA EMEAL reports its environmental data to the parent group NTT DATA Group Corporation.

NTT DATA Group has been recognised by an international NGO, CDP*1, as a CDP Climate Change 2023 "A List" company for the second consecutive year for its leadership in transparency and performance in divulging environmental data.

For more information: [NTT DATA Selected as a CDP Climate Change "A List" company for Second Consecutive Year | NTT DATA Group](#)



NTT DATA Group scored 86 out of 100 for its performance in 2023.

The S&P Global ESG Score measures a company's performance and management of material risks, opportunities and impacts based on a combination of internal disclosures, media and stakeholder analysis.

Further information at: <https://www.spglobal.com/esg/scores/results?cid=4217583>



The EY Global Equality Standard (GES) certification is one of the first global DEI certifications that measures **NTT DATA EMEAL's** maturity in DEI performance, including equal opportunity in our global workplace.

It also provides recommendations on upcoming DEI improvements. Certification is a challenging process and requires evidence of comprehensive practices.

Certifications and quality seals

Local certifications

ISO

ISO 9001. Quality Management Systems

An international standard that helps organisations continuously improve their workflows and business management.

Spain (Madrid, Coruña, Alicante, Barcelona, Murcia, Bilbao, Gran Canaria, Málaga, Ciudad Real, Seville, Valencia, Salamanca, Cantabria, Valladolid, Zaragoza) Germany (Munich, Hamburg, Wolfsburg, Cologne, Frankfurt, Main, Stuttgart, Ettlingen, Ingolstadt, Erfurt), Austria (Vienna), Switzerland (Zurich), Belgium (Brussels), Italy (Milan, Rome), United Kingdom (London, Birmingham), Romania (Cluj-Napoca, Brasov, Bucharest, Sibiu, Iasi, Timisoara), Serbia (Sremska Kamenica, Novi Sad), Greece (Athens), Peru (Lima, Trujillo), Brazil (Sao Paulo, Uberlandia), USA (Washington), Morocco (Tetouan, Casablanca), Colombia (Bogotá), Argentina (Buenos Aires), Chile (Santiago de Chile, Temuco), Mexico (CDMX, León), Portugal (Lisbon)

ISO 14001. Environmental Management System

It enables companies to demonstrate their commitment to protecting the environment.

Spain (Madrid, Seville, Ciudad Real, Huesca), United Kingdom (London, Birmingham), Portugal (Lisbon), Italy (Milan), Romania (Cluj-Napoca, Brasov, Bucharest, Iasi, Sibiu, Timisoara), Chile (Santiago de Chile), Brazil (Sao Paulo), Peru (Lima)

ISO 14006. Improved environmental performance of the product

It provides organisations with a systematic framework for integrating sustainable design practices into their product development processes, maintaining and/or improving the quality and functionality of products.

Italy (Milan)

ISO 18295. Customer care service

It establishes the requirements and guidelines for managing and improving contact centres to provide high-quality customer service.

Spain (Madrid, Barcelona)

ISO 20000. IT management and support services

International standard on IT service management (ITSM) that establishes a set of management requirements and processes for providing effective and quality services.

Italy (Milan, Naples, Rome), Romania (Cluj-Napoca, Brasov, Bucharest, Sibiu, Iasi, Timisoara), United Kingdom (Birmingham), Spain (Madrid, Barcelona, Alicante, Ciudad Real), Peru (Lima), Mexico (CDMX), Brazil (Sao Paulo), Chile (Santiago de Chile)

ISO 22301. Business quality management systems

This standard specifies the requirements for a management system that protects organisations from incidents that cause an interruption in activity, reducing their probability and ensuring their recovery.

United Kingdom (London, Birmingham, Glasgow)

ISO 25010. ICT security systems and products

Provides guidance for evaluating the quality of software and systems.

Italy (Milan, Rome, Naples)

Certifications and quality seals

Local certifications

ISO

ISO 27001. Information security management systems

An international standard that describes how to manage a company's information security.

Spain (Madrid, Alicante, Barcelona, Murcia, Ciudad Real, Seville, Valencia, Cantabria)
Germany (Munich, Hamburg, Wolfsburg, Cologne, Frankfurt, Main, Stuttgart, Ettlingen, Ingolstadt, Erfurt), Austria (Vienna), Switzerland (Zurich), Italy (Milan, Rome, Naples), United Kingdom (London, Birmingham), Romania (Cluj-Napoca, Brasov, Bucharest, Sibiu, Iasi, Timisoara), Serbia (Sremska Kamenica, Novi Sad), Greece (Athens), Peru (Lima), Brazil (Sao Paulo), USA (Virginia), Morocco (Tetouan), Colombia (Bogotá), Argentina (Buenos Aires)

ISO 27005

It provides guidelines for managing the risks that a company's information may suffer, mainly based on ISO/IEC 27001.

Italy (Milan, Rome)

ISO 27017

The main objective of this standard is to comply with all controls related to security in cloud services.

Italy (Milan, Rome, Naples)

ISO 27018

It aims to provide a regulatory framework based on best practices for protecting information and identifying personnel. This standard provides guidance on how information should be kept and what its life cycle is.

Italy (Milan, Rome, Naples)

ISO 30415. Human Resources Management on diversity and inclusion

International standard that provides guidelines and recommendations for organisations that wish to create an inclusive, equitable and diverse work environment.

Italy (Milan, Rome)

ISO 37001. Anti-Corruption

International standard that helps combat bribery by implementing and certifying Anti-Bribery Management Systems in companies.

Peru (Lima), Italy (Milan, Turin, Pisa, Rome, Naples, Villorba, Rende, Bari)

ISO 45001. Occupational health and safety management systems

International standard designed to prevent injuries and health problems related to work or work accidents to provide a safe and healthy workplace.

Germany (Hamburg, Wolfsburg, Cologne, Frankfurt, Main, Stuttgart, Ettlingen, Ingolstadt, Erfurt), Austria (Vienna), Italy (Milan, Rome, Naples), United Kingdom (London, Birmingham, Glasgow) Switzerland (Zurich), Colombia (Bogota), Peru (Lima)

Certifications and quality seals

Local certifications

ISO

ISO 50001. Energy Management System

International standard that establishes the requirements for implementing an energy management system in an organisation.

Spain (Madrid, Barcelona)

ISO 56002. Digital transformation innovation and technological development project management

An international standard that helps organisations drive innovation effectively by providing a solid framework for implementing processes and practices that foster creativity, collaboration, and continuous improvement.

Spain (Madrid)



BREEAM. Sustainability in buildings

International method developed by the BRE Global organisation in the United Kingdom to assess the degree of environmental sustainability of any type of construction.

Spain (Madrid), Romania (Bucharest, Cluj-Napoca)



LEED. Sustainability in buildings

Green building certification system that was created in 1993 by the US Green Building Council.

Spain (Barcelona, Bilbao, Seville), Germany (Munich), Italy (Milan, Rome), Romania (Brasov, Iasi, Timisoara), Colombia (Bogotá), Mexico (Mexico City), Brazil (Sao Paulo), Peru (Lima)



WELL. Sustainability in buildings

The WELL Building Standard is a roadmap for creating and certifying spaces that promote human health and well-being and sets out pathways to achieve this.

Spain (Madrid), Romania (Brasov)



NQC. Supply chain sustainability

This standard refers to the use of environmentally and socially sustainable practices at each stage, protecting people and the environment along the entire chain.

Germany (Munich)



FSC-STD-40-004 v3.1. Producer that sources from NC responsibly managed forests, proven origins or recovered materials

Standard that establishes the requirements that ensure that FSC-certified products come from responsibly managed forests or from verified sources.

Italy (Milan)



Ecovadis

This includes the evaluation of the company's influence on the environment, labour practices and human rights, ethics and sustainable procurement.

Germany (Munich) – Silver Seal, Italy (Milan) – Bronze Seal

Certifications and quality seals

Local certifications



Capability Maturity Model Integration Development (CMMI-DEV ML2)

Framework for assessing the maturity of organisations in the performance of their Software Development/Service Management processes and continuous improvement.

Italy (Naples and Rende)



Capability Maturity Model Integration Development (CMMI-SVC ML3)

Argentina, Belgium, Peru, Brazil, Chile, Colombia, Spain, Morocco, Portugal



Capability Maturity Model Integration Development (CMMI-DEV ML3)

Italy (Naples, Rende), Colombia, Argentina, Chile, Peru, Mexico

Capability Maturity Model Integration Development (CMMI-DEV ML5)

Brazil, Chile, Spain, Morocco, Peru, Portugal

CE and CE+. Cyberattack protection

A UK government-backed standard involving either a thorough evaluation by an external assessor (CE+) or a self-assessment (CE), which ensures companies have the necessary technical controls in place to protect against cyberattacks.

United Kingdom (CE in London (2 centres), Birmingham and Glasgow, CE+ in London)



ENS (National Security Scheme) High Category

Compliance of the information systems providing services to clients with the Spanish National Security Scheme.

Spain (Madrid, Barcelona, Seville (2 centres), Ciudad Real, Alicante (2 centres), Murcia Valencia), Peru, Brazil



TISAX. Security controls for information exchange (automotive sector)

Information security standard for managing information in the automotive industry based on ISO 27001 and promoted by VDA12.

Spain (Madrid, Murcia, Barcelona, Alicante, Seville), Morocco (Tetuán), Germany (Stuttgart, Erfurt, Wolfsburg, Ingolstadt, Munich), Romania (Napoca, Timisoara, Sibiu, Brasov, Bucharest), Serbia (Novi Sad, Sremska Kamenica)

Certifications and quality seals

Local certifications



UNE 166002. R&D & i Management System

Standard that establishes the requirements for managing R&D&i in Spain, providing a solid and structured framework.

Spain (Madrid)



EFR Certification. Certificate in Reconciliation

Recognition with EFR Certification for commitment to work-life balance and comprehensive employee development

Spain



ESR Mark. Socially Responsible Company ® 2024

Recognition awarded annually in Mexico by the Mexican Centre for Philanthropy (Cemefi). It is based on a self-diagnosis of several company areas. Organisations that exceed 75% of the CSR index receive this symbol, which accredits their public commitment to social responsibility.

Mexico (Mexico City)



Anti-Bribery Certification. Entrepreneurs for Integrity

Standard based on compliance with the minimum elements that Peruvian legislation promotes regarding the Bribery and Corruption Crime Prevention Model.

Peru (Lima)



SA 8000 Certificate. Compliance with human rights at work.

International standard that focuses on evaluating and verifying that organisations comply with the principles and requirements necessary to ensure an ethical and responsible workplace.

Italy (Milan, Rome, Naples, Pisa, Turin)



ISAE3402 SOC1 Tipoll. Controls on the financial information process

Global assurance standard for reporting on the controls of an organisation that provides services to third parties.

Germany (Munich, Hamburg, Wolfsburg, Cologne, Frankfurt, Main, Stuttgart, Ettlingen, Ingolstadt, Erfurt)

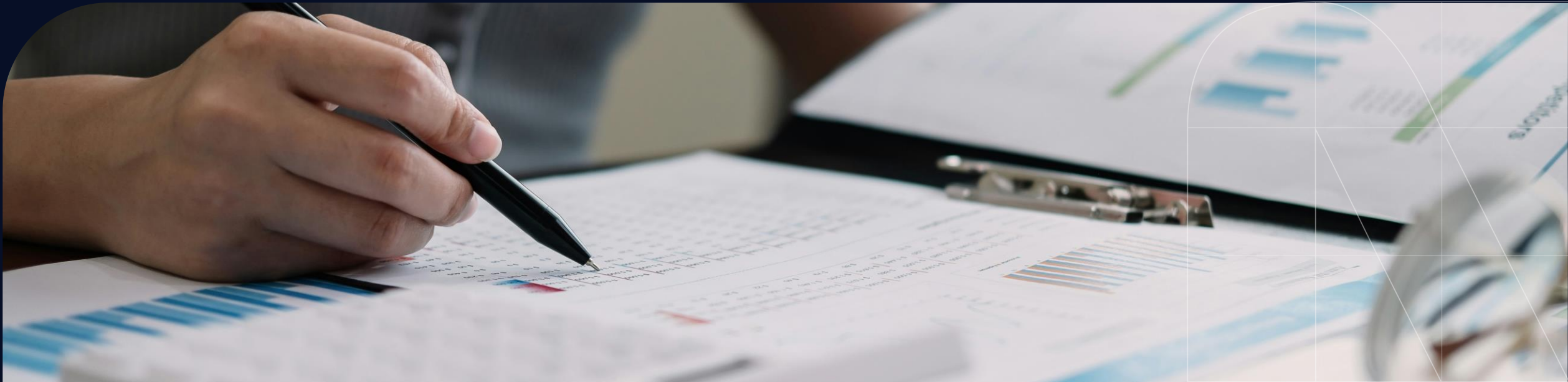


SOC1 and SOC2 type II. Controls on the financial information process

Services related to the client's financial information. SOC 1 focuses on the completeness of the client's financial controls and the accuracy of the financial data. SOC 2 focuses on internal checks that protect data using five trusted service criteria.

Spain

(07) Annexes

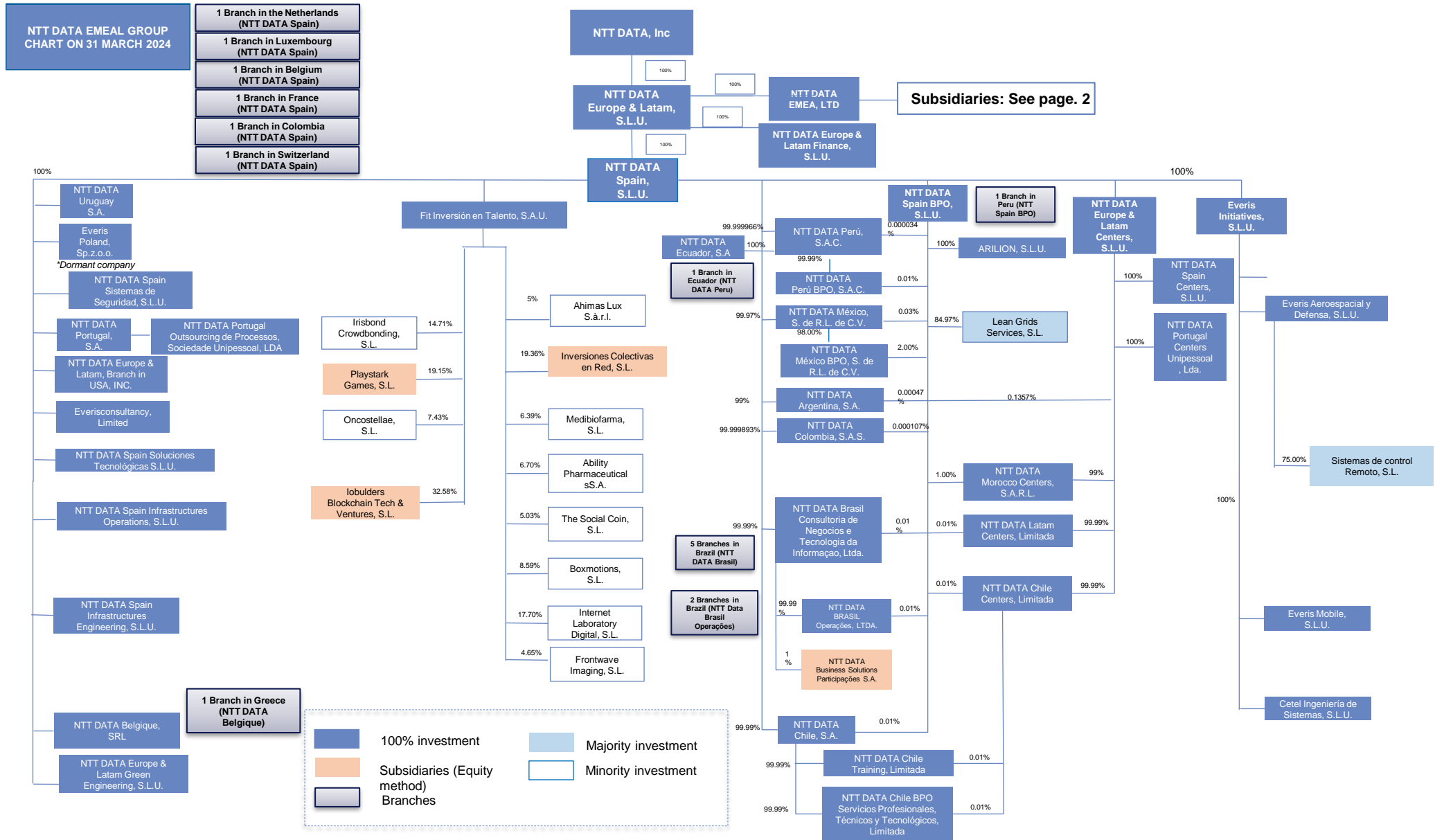


(07) Annexes

Annex 1. Organisation chart

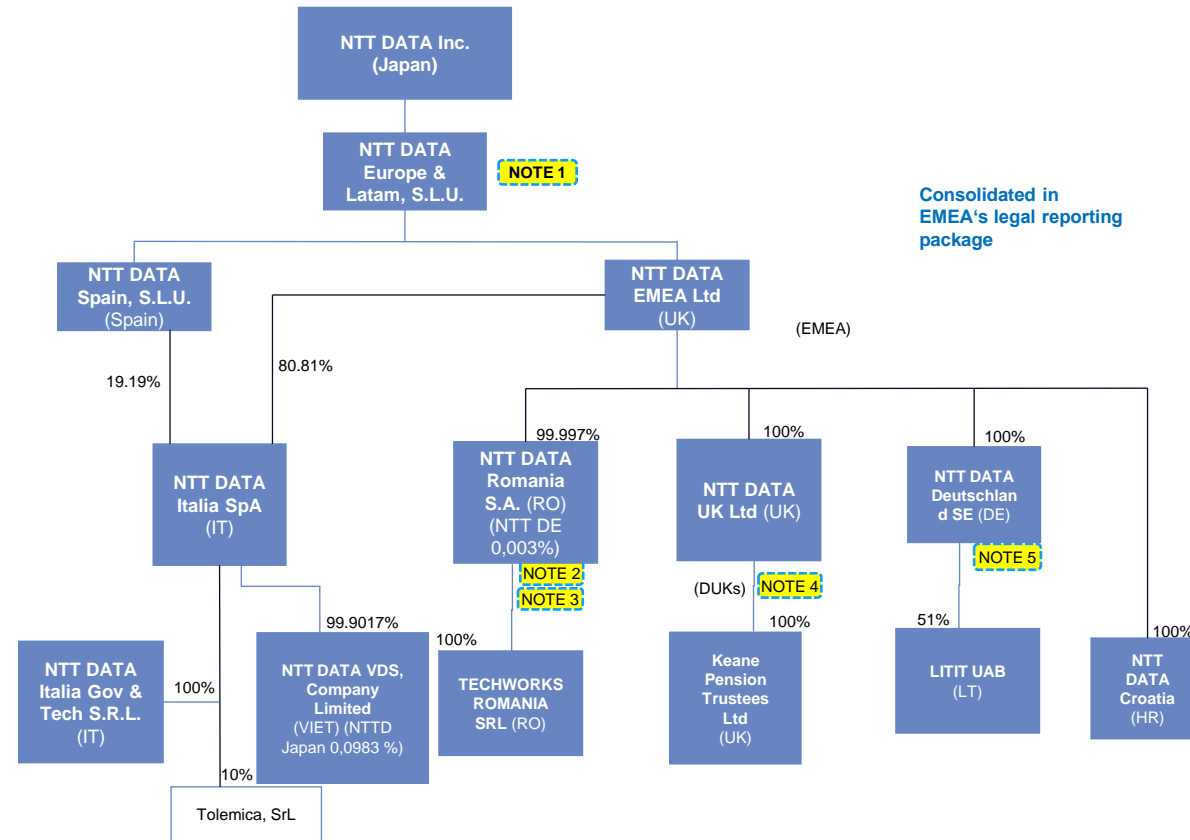


Organisation chart



ANNEX 1 Organisation chart

↑
Subsidiaries: See page. 1



Consolidated in EMEA's legal reporting package

NOTE 1

14 September 2021: The entire shareholding of EMEA is transferred from NTT DATA Corp. to Everis Participaciones S.L.U. (renamed NTT DATA Europe & Latam S.L.U.)

NOTE 2

BRANCH in SERBIA

NOTE 3

SMART FACTORY ASSOCIATION (legal entity) 20% share

NOTE 4

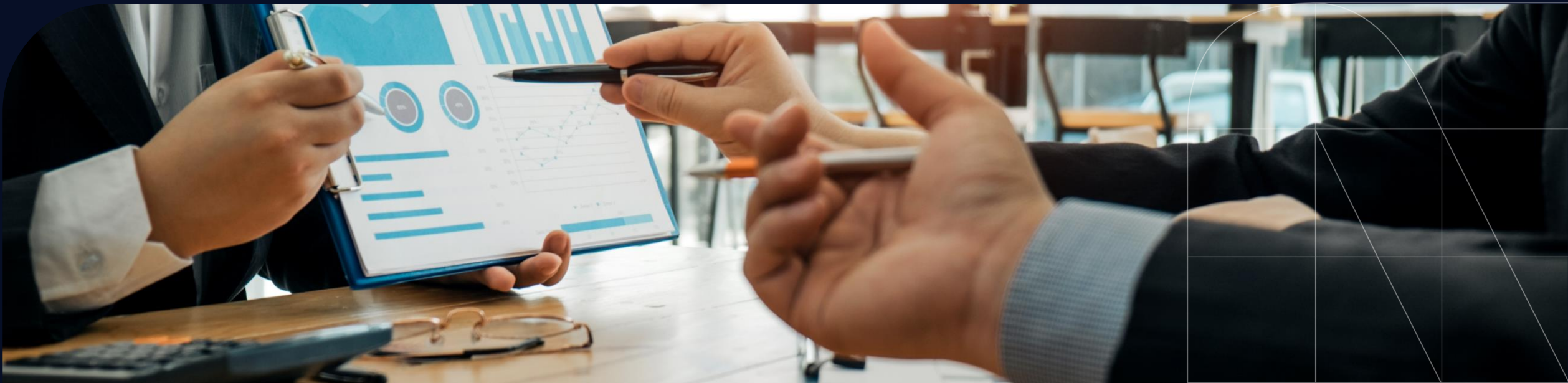
BRANCH in IRELAND

NOTE 5

Branches in SWITZERLAND (Zurich and Berne) and AUSTRIA (Vienna)

(07) Annexes

Annex 2. Breakdown of non-financial indicators



(07) Annexes

Annex 2. Breakdown of non-financial indicators

INDICATOR 1. Staff distribution by country



**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 **GERMANY**

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	5	64	69
	30 – 50	4	23	27
SENIOR MANAGER	> 50	22	153	175
	30 – 50	10	82	92
	< 30	1	0	1
MANAGER	> 50	33	208	241
	30 – 50	71	212	283
	< 30	2	3	5
PROFESSIONAL	> 50	76	145	221
	30 – 50	296	390	686
	< 30	94	113	207
JUNIOR	> 50	10	0	10
	30 – 50	35	58	93
	< 30	62	110	172
TOTAL GERMANY		721	1561	2282

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 **ARGENTINA**

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	0	2	2
	30 – 50	1	1	2
SENIOR MANAGER	> 50	1	3	4
	30 – 50	3	8	11
MANAGER	> 50	5	16	21
	30 – 50	43	57	100
	< 30	0	2	2
PROFESSIONAL	> 50	12	29	41
	30 – 50	124	269	393
	< 30	54	192	246
JUNIOR	30 – 50	23	51	74
	< 30	43	118	161
TOTAL ARGENTINA		309	748	1057

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 **AUSTRIA**

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	0	2	2
	30 – 50	0	1	1
SENIOR MANAGER	> 50	1	7	8
	30 – 50	2	3	5
MANAGER	> 50	1	4	5
	30 – 50	4	13	17
	< 30	0	1	1
PROFESSIONAL	> 50	1	7	8
	30 – 50	15	17	32
	< 30	5	7	12
JUNIOR	30 – 50	1	2	3
	< 30	5	7	12
TOTAL AUSTRIA		35	71	106

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 **BELGIUM**

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	1	1	2
	30 – 50	0	2	2
SENIOR MANAGER	> 50	0	8	8
	30 – 50	2	2	4
MANAGER	> 50	0	5	5
	30 – 50	10	14	24
	< 30	1	1	2
PROFESSIONAL	> 50	2	2	4
	30 – 50	27	19	46
	< 30	21	14	35
JUNIOR	> 50	2	18	20
	30 – 50	42	59	101
	< 30	32	17	49
TOTAL BELGIUM		140	162	302

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 BRAZIL

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	3	9	12
	30 – 50	1	9	10
SENIOR MANAGER	> 50	6	11	17
	30 – 50	10	42	52
MANAGER	> 50	25	43	68
	30 – 50	97	217	314
	< 30	8	11	19
PROFESSIONAL	> 50	68	178	246
	30 – 50	519	1200	1719
	< 30	217	663	880
JUNIOR	> 50	22	22	44
	30 – 50	368	515	883
	< 30	377	668	1045
TOTAL BRAZIL		1721	3588	5309

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)



CHILE

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	0	1	1
	30 – 50	0	4	4
SENIOR MANAGER	> 50	2	1	3
	30 – 50	8	21	29
MANAGER	> 50	4	18	22
	30 – 50	46	121	167
	< 30	1	3	4
PROFESSIONAL	> 50	8	33	41
	30 – 50	166	460	626
	< 30	41	158	199
JUNIOR	> 50	9	1	10
	30 – 50	61	134	195
	< 30	43	199	242
TOTAL CHILE		389	1154	1543

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 **COLOMBIA**

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	0	1	1
	30 – 50	0	4	4
SENIOR MANAGER	> 50	3	1	4
	30 – 50	2	8	10
MANAGER	> 50	6	9	15
	30 – 50	58	71	129
	< 30	2	2	4
PROFESSIONAL	> 50	9	11	20
	30 – 50	128	144	272
	< 30	192	262	454
JUNIOR	> 50	9	11	20
	30 – 50	128	144	272
	< 30	192	262	454
TOTAL COLOMBIA		635	1080	1715

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 CROATIA

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	30 – 50	1	0	1
PROFESSIONAL	30 – 50	4	8	12
	< 30	1	2	3
JUNIOR	30 – 50	2	1	3
	< 30	3	3	6
TOTAL CROATIA		11	14	25

 ECUADOR

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
SENIOR MANAGER	30 – 50	0	1	1
MANAGER	30 – 50	2	2	4
	< 30	0	1	1
	> 50	3	3	6
PROFESSIONAL	30 – 50	38	84	122
	< 30	9	33	42
	> 50	1	1	2
JUNIOR	30 – 50	12	33	45
	< 30	28	42	70
TOTAL ECUADOR		93	200	293

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 SPAIN

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	22	102	124
	30 – 50	17	130	147
SENIOR MANAGER	> 50	29	74	103
	30 – 50	93	266	359
MANAGER	> 50	86	174	260
	30 – 50	771	1528	2299
	< 30	26	60	86
PROFESSIONAL	> 50	248	457	705
	30 – 50	2393	4203	6596
	< 30	990	2293	3283
JUNIOR	> 50	232	128	360
	30 – 50	883	1425	2308
	< 30	736	3094	3830
TOTAL SPAIN		6526	13934	20460

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)



USA

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	0	1	1
	30 – 50	0	3	3
SENIOR MANAGER	30 – 50	1	7	8
MANAGER	> 50	0	2	2
	30 – 50	4	19	23
	< 30	0	1	1
PROFESSIONAL	> 50	1	6	7
	30 – 50	16	22	38
	< 30	1	3	4
JUNIOR	> 50	2	8	10
	30 – 50	5	5	10
	< 30	7	3	10
TOTAL UNITED STATES		37	80	117

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 FRANCE

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	1	0	1
SENIOR MANAGER	> 50	0	1	1
MANAGER	> 50	1	3	4
	30 – 50	4	7	11
PROFESSIONAL	> 50	0	3	3
	30 – 50	5	9	14
	< 30	6	3	9
JUNIOR	> 50	1	0	1
	30 – 50	1	2	3
	< 30	2	7	9
TOTAL FRANCE		21	35	56

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 GREECE

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	30 – 50	0	1	1
SENIOR MANAGER	> 50	0	1	1
	30 – 50	0	2	2
MANAGER	> 50	0	2	2
	30 – 50	0	8	8
PROFESSIONAL	> 50	0	1	1
	30 – 50	18	49	67
	< 30	3	12	15
JUNIOR	30 – 50	3	3	6
	< 30	3	2	5
TOTAL GREECE		27	81	108

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 ITALY

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	8	45	53
	30 – 50	2	17	19
SENIOR MANAGER	> 50	21	89	110
	30 – 50	15	84	99
MANAGER	> 50	79	196	275
	30 – 50	147	353	500
	< 30	3	5	8
PROFESSIONAL	> 50	181	354	535
	30 – 50	640	1375	2015
	< 30	196	480	676
JUNIOR	> 50	12	32	44
	30 – 50	120	222	342
	< 30	275	824	1099
TOTAL ITALY		1699	4076	5775

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 LUXEMBOURG

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	0	1	1
SENIOR MANAGER	> 50	0	1	1
MANAGER	> 50	0	1	1
	30 – 50	0	2	2
PROFESSIONAL	> 50	0	1	1
	30 – 50	5	2	7
JUNIOR	< 30	0	1	1
	> 50	1	6	7
	30 – 50	15	51	66
TOTAL LUXEMBOURG	< 30	0	10	10
		21	76	97

 MOROCCO

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
SENIOR MANAGER	> 50	0	1	1
MANAGER	> 50	0	1	1
	30 – 50	0	6	6
PROFESSIONAL	30 – 50	43	64	107
	< 30	21	26	47
JUNIOR	> 50	1	1	2
	30 – 50	27	39	66
	< 30	131	133	264
TOTAL MOROCCO		223	271	494

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)



MEXICO

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	0	2	2
	30 – 50	0	4	4
SENIOR MANAGER	> 50	2	7	9
	30 – 50	4	17	21
MANAGER	> 50	3	22	25
	30 – 50	71	122	193
	< 30	1	12	13
PROFESSIONAL	> 50	12	17	29
	30 – 50	180	368	548
	< 30	85	219	304
JUNIOR	> 50	16	61	77
	30 – 50	208	304	512
	< 30	198	430	628
TOTAL MEXICO		780	1585	2365

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 **NETHERLANDS**

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	0	1	1
SENIOR MANAGER	> 50	0	4	4
	30 – 50	1	5	6
MANAGER	> 50	1	5	6
	30 – 50	5	16	21
PROFESSIONAL	> 50	0	1	1
	30 – 50	8	12	20
	< 30	2	5	7
JUNIOR	< 30	4	2	6
TOTAL NETHERLANDS		21	51	72

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 PERU

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	0	4	4
	30 – 50	0	1	1
SENIOR MANAGER	> 50	2	7	9
	30 – 50	7	11	18
MANAGER	> 50	6	20	26
	30 – 50	71	149	220
	< 30	1	1	2
PROFESSIONAL	> 50	12	42	54
	30 – 50	403	1172	1575
	< 30	193	571	764
JUNIOR	> 50	2	8	10
	30 – 50	260	423	683
	< 30	507	896	1403
TOTAL PERU		1464	3305	4769

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 PORTUGAL

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	0	1	1
	30 – 50	1	9	10
SENIOR MANAGER	> 50	2	2	4
	30 – 50	14	29	43
MANAGER	> 50	2	13	15
	30 – 50	78	141	219
	< 30	4	4	8
PROFESSIONAL	> 50	3	18	21
	30 – 50	150	235	385
	< 30	210	250	460
JUNIOR	> 50	0	4	4
	30 – 50	50	71	121
	< 30	103	170	273
TOTAL PORTUGAL		617	947	1564

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 UNITED KINGDOM

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	2	6	8
	30 – 50	1	6	7
SENIOR MANAGER	> 50	6	55	61
	30 – 50	7	70	77
MANAGER	> 50	14	59	73
	30 – 50	49	130	179
	< 30	1	0	1
PROFESSIONAL	> 50	49	170	219
	30 – 50	303	640	943
	< 30	64	94	158
JUNIOR	> 50	2	3	5
	30 – 50	18	15	33
	< 30	10	36	46
TOTAL UNITED KINGDOM		526	1284	1810

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)


 ROMANIA

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	30 – 50	1	1	2
	> 50	12	15	27
SENIOR MANAGER	30 – 50	95	114	209
	< 30	0	2	2
MANAGER	> 50	3	7	10
	30 – 50	85	114	199
	< 30	10	19	29
PROFESSIONAL	> 50	6	2	8
	30 – 50	180	139	319
	< 30	77	101	178
JUNIOR	> 50	1	0	1
	30 – 50	18	23	41
	< 30	141	176	317
TOTAL ROMANIA		629	713	1342

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 **SERBIA**

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
SENIOR MANAGER	> 50	0	1	1
	30 – 50	5	14	19
MANAGER	30 – 50	3	9	12
	< 30	1	1	2
PROFESSIONAL	30 – 50	6	11	17
	< 30	3	4	7
JUNIOR	30 – 50	1	1	2
	< 30	2	3	5
TOTAL SERBIA		21	44	65

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 SWITZERLAND

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	> 50	0	7	7
SENIOR MANAGER	> 50	1	3	4
	30 – 50	1	4	5
MANAGER	> 50	0	4	4
	30 – 50	4	10	14
	< 30	0	1	1
PROFESSIONAL	> 50	1	6	7
	30 – 50	4	11	15
	< 30	2	4	6
JUNIOR	> 50	0	1	1
	30 – 50	1	2	3
	< 30	1	0	1
TOTAL SWITZERLAND		15	53	68

**INDICATOR 1
STAFF DISTRIBUTION BY
COUNTRY**

Total number and distribution of employees by gender, age, country and professional classification

(At end of fiscal year)

 **URUGUAY**

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
MANAGER	30 – 50	0	1	1
TOTAL URUGUAY		0	1	1

 **VIETNAM**

CATEGORY	AGE GROUP	FEMALE	MALE	TOTAL
EXECUTIVE	30 – 50	0	3	3
SENIOR MANAGER	30 – 50	0	7	7
MANAGER	30 – 50	3	6	9
PROFESSIONAL	30 – 50	28	87	115
	< 30	42	120	162
JUNIOR	30 – 50	0	1	1
	< 30	0	9	9
TOTAL VIETNAM		73	233	306

(07) Annexes

Annex 2. Breakdown of non-financial indicators

INDICATOR 2. Staff turnover rate



**INDICATOR 2
STAFF TURNOVER RATE**

 Turnover rate by age
group

Turnover data are obtained from the voluntary leave and voluntary (unwanted) leave of absence

REGION	AGE GROUP		
	< 30	30 - 50	> 50
GLOBAL	15.68%	10.30%	5.25%
EUROPE	15.31%	10.22%	5.06%
GERMANY	10.79%	9.44%	5.37%
AUSTRIA	0.00%	0.00%	0.00%
BELGIUM	19.18%	10.76%	9.07%
CROATIA	11.43%	0.00%	0.00%
SPAIN	15.72%	10.26%	5.71%
FRANCE	17.65%	14.72%	11.43%
GREECE	11.65%	18.10%	35.29%
ITALY	12.92%	8.62%	1.97%
LUXEMBOURG	8.96%	8.55%	0.00%
NETHERLANDS	34.95%	13.73%	8.39%
PORTUGAL	17.17%	12.76%	0.00%
UNITED KINGDOM*	18.24%	11.70%	9.99%
ROMANIA	16.25%	10.60%	4.89%
SERBIA	39.67%	20.37%	0.00%
SWITZERLAND	0.00%	9.90%	4.40%
AMERICA	16.07%	10.43%	5.99%
ARGENTINA	20.93%	14.12%	7.66%
BRAZIL	11.05%	7.59%	4.47%
CHILE	12.71%	10.68%	2.70%
COLOMBIA	19.43%	10.57%	15.93%
ECUADOR	16.37%	7.26%	0.00%
USA	0.00%	1.18%	5.61%
MEXICO	16.18%	11.04%	6.54%
PERU	19.38%	12.97%	5.20%
URUGUAY	0.00%	0.00%	0.00%
AFRICA	12.18%	11.94%	31.58%
MOROCCO	12.18%	11.94%	31.58%
ASIA	30.31%	10.20%	0.00%
VIETNAM	30.31%	10.20%	0.00%

* Data for Ireland are included in UK

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Annex 2. Breakdown of non-financial indicators

INDICATOR 3. Accidents at work and occupational diseases by country



INDICATOR 3 OCCUPATIONAL ACCIDENTS AND DISEASES BY COUNTRY AND GENDER

The formulas for calculating of the Severity and Frequency Index used are those available from the Spanish Ministry of Employment and Social Security:

The frequency index (FI) represents after how many hours of work an accident causing sick leave occurs in a given period. To calculate it, the following formula has been used:

FI = N ° accidents / (N ° hours worked per year x average workers) * 1,000,000

The severity index (SI) relates the time not worked as a result of occupational accidents to the time worked by workers exposed to the hazard.

IG = No. of days lost from sick leave/ (N° of hours worked per year* average workers) * 1000 hours

In itinere accidents have not been included.

COUNTRY*	ACCIDENTS		TOTAL ACCIDENTS	FREQUENCY RATE		SEVERITY INDEX		OCCUPATIONAL DISEASE TOTAL	
	M	F		M	F	M	F	M	F
EUROPE									
GERMANY	1	2	3	0.78	0.73	0.001	0.0031	0	0
AUSTRIA	0	0	0	0	0	0	0	0	0
BELGIUM	0	1	1	0	3.35	0	0	0	0
SPAIN	2	6	8	0.17	0.24	0.02	0.01	1	2
FRANCE	0	0	0	0	0	0	0	0	0
GREECE	0	0	0	0	0	0	0	0	0
ITALY	1	1	2	0.31	0.13	0.03	0.001	0	0
LUXEMBOURG	0	0	0	0	0	0	0	0	0
NETHERLANDS	0	1	1	0	9.94	0	0.4	1	0
PORTUGAL	2	1	3	1.96	0.63	0	0.01	0	0
UNITED KINGDOM	0	0	0	0	0	0	0	0	0
ROMANIA	0	0	0	0	0	0	0	0	0
SERBIA	0	0	0	0	0	0	0	0	0
SWITZERLAND	0	0	0	0	0	0	0	0	0
AMERICA									
ARGENTINA	0	0	0	0	0	0	0	0	0
BRAZIL	2	1	3	0.93	0.21	0.01	0	0	0
CHILE	1	1	2	1.32	0.46	0.04	0	0	0
COLOMBIA	3	0	3	3.04	0	0.01	0	0	0
ECUADOR	0	1	1	0	3.41	0	0.01	0	0
USA	0	0	0	0	0	0	0	0	0
MEXICO	0	0	0	0	0	0	0	0	0
PERU	0	1	1	0	0.13	0	0	0	0
AFRICA									
MOROCCO	0	0	0	0	0	0	0	0	0

*Of the 29 countries that make up the company, no data are presented for Andorra or Poland because they are being wound up. Ireland and Uruguay are starting operations and are planning to hire new professionals that will allow them to grow in the coming years. Data from Croatia and Vietnam are not shown.

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Annex 3. Contribution to the SDG






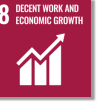


Contribution to the Sustainable Development Goals (SDG)





There is growing public interest in the extent to which the private sector contributes to the Sustainable Development Goals (SDG). These are 17 goals set by the United Nations in 2015 with the aim of achieving an environmentally, socially and economically sustainable planet. Along with the goals, countries were set 169 targets to achieve by 2030. The UN called for action by the private sector to work with national governments to achieve these goals.

NTT DATA EMEAL has carried out a procedure to determine the SDG to which the company contributes in the economic, social and environmental areas. It was observed that the company is generating a greater contribution in 9 Sustainable Development Goals (SDG 3, 4, 5, 8, 9, 10, 11, 13 and 17).

Below are some examples of initiatives developed in the company that help advance these objectives.



Material Subjects	Sustainable Development Goals (SDGs)	How NTT DATA EMEAL contributes to the SDGs	
Reconciliation of family and personal life, well-being and benefits	SDG 3. Ensure a healthy life and promote well-being for all ages	NTT itinerant DATA EMEAL promotes the well-being of its employees with initiatives and programmes to care for their emotional, mental and physical health through social and well-being initiatives.	
Talent management. Training and career development plan	ODS 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities	NTT DATA EMEAL has consistently invested in employee and community development (such as school communities and university students), enabling them to receive continuous professional training and attain optimal present and future employability in STEAM skills.	
Equality	SDG 5. Equality and Diversity Plan. Diversity, Equity and Inclusion Policy	The concrete measures and objectives outlined in the equality plan aim to eradicate all forms of discrimination against women. The Diversity, Equity, and Inclusion Policy aims to align our company with diversity initiatives, ensuring equity and inclusion for our professionals and advocating for positive activism within our community.	
Job creation	SDG 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work	In this last financial year, the number of employees increased from 50,199 to 52,101 professionals. Moreover, 11,496 new contracts were signed globally. This commitment to creating jobs means economic growth in the Communities where the company is present	
Economic sustainability		We completed the year with growth, reaching revenues of more than 3.6 billion Euro and we continue to be a major generator of qualified employment in most of the countries in which we are present.	
Remuneration policy			
Volunteering and entrepreneurship	ODS 10. Reducing inequality within and between countries	We have developed projects aimed at enhancing and professionalising the Third Sector by providing professional services to government bodies and undertaking pro bono work that contributes towards augmenting the effectiveness of our activities.	
	SDG 17. Strengthen the means of implementation and revitalise the global partnership for sustainable development	We create alliances with organisations in various sectors such as technology, diversity and inclusion, and environmental impact to work together to achieve the SDGs.	

Material Subjects	Sustainable Development Goals (SDGs)	How NTT DATA EMEAL contributes to the SDGs	
Work-life reconciliation and remote working	ODS 10. Reducing inequality within and between countries	As part of the Be Flex model, employees are offered three types of flexible working arrangements so they can take advantage of the opportunities offered by teleworking and hyper-connectivity to improve their working conditions and work-life balance.	
Environmental policies and certifications	SDG 13. Take measures to combat climate change and its effects	At NTT DATA EMEAL we work to protect the environment by reducing our activity's footprint and progressing towards our goal of being carbon neutral in line with NTT DATA's corporate strategy.	
Climate change. Carbon footprint.		To substantiate our environmental commitment with verifiable data, we compute our combined Carbon Footprint by country each year. As of now, our Carbon Footprint for the current year stands at 36,200 tCO2e, and we deem it to be zero on the basis of market approach and emission compensation.	
Energy management system	SDG 7. Ensure access to affordable, safe, sustainable and modern energy	23% of the NTT DATA EMEAL area is certified under the ISO 50001 standard. During FY23 NTT DATA EMEAL consumed a total of 76% of renewable electricity, compared to 56% of certified renewable energy in FY22. Spain accounts for 36% of total electricity consumption, with 89% from renewable sources. Regarding natural gas, the NOVUS building (Spain) represents 44% of total consumption, and efforts are being made to reduce natural gas consumption in this building.	
Circular economy	SDG 11. Making cities and human settlements inclusive, safe, resilient and sustainable	We contribute to the circular economy by donating electronic equipment. We are fully certified in our commitment to the environment and responsible production and consumption, and we ensure that our policies and strategies are communicated to our employees through newsletters and Doorways communities to raise awareness and encourage participation.	
Responsible and inclusive R&D & I	ODS 9. Build resilient infrastructure, promote sustainable industrialisation and encourage innovation	Innovation and technological advancements play a crucial role in identifying sustainable solutions for economic and environmental challenges, including the need for heightened energy and resource efficiency. NTT DATA EMEAL develops and offers business solutions, including strategy, digital transformation, maintenance of technology applications and outsourcing in various sectors.	

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Annex 4. Content of the non-financial information statement

Law 11/2018 GRI Indicator



Content of the non-financial information statement. Act 11/2018. GRI Indicator

CONTENT OF THE LAW: 11/2018			GRI STANDARD	SECTIONS
BUSINESS MODEL	DESCRIPTION OF THE GROUP'S BUSINESS MODEL	A brief description of the group's business model, including its business environment, organisation and structure, the markets in which it operates, its objectives and strategies, and the main factors and trends likely to affect its future development.	1	1. Introduction
			2-1	2.1. Description of the company
			2-6	2.2. Business
			2-2	2.3. Partnerships
			2-24	4.3. Circular Economy
			2-25	6.3. Risk management
POLICIES	POLICIES IMPLEMENTED BY THE GROUP	The policies applied by the group, including the due diligence procedures to identify, assess, prevent and mitigate significant risks and impacts, and verification and control procedures, as well as the measures that have been adopted.	2-23	6.4. Measures to prevent corruption and bribery
			2-24	
			205-2	6.4. Measures to prevent corruption and bribery
			2-23	
MAIN RISKS	MAIN RISKS RELATED TO ISSUES LINKED TO THE GROUP 'S ACTIVITIES	Key risks related to these issues associated with the group's activities, including, where relevant and proportionate, its business relationships, products or services that could have an adverse effect on these areas, and how the group manages these risks, explaining the processes used to identify and assess them according to the national, European or international frameworks of reference for each area. Include information on the identified impacts, providing a detailed breakdown, with a focus on the major risks in the short, medium, and long term.	2-25	6.3. Risk management
			2-26	
			418-1	
ENVIRONMENTAL INFORMATION	GENERAL	Current and foreseeable effects of the company's activities on the environment and, where appropriate, on health and safety.	2-24	4.3. Circular Economy
			2-25	
			3-1	
			3-3	
			2-24	6.8. Certifications
			2-25	
			2-27	
	Resources dedicated to environmental hazard prevention	2-25	3.2. Lines of action and sustainable management	
	Application of the precautionary principle	2-23	3.2. Lines of action and sustainable management	
	Amount of provisions and guarantees for environmental risks	2-25	3.2. Lines of action and sustainable management	

Content of the non-financial information statement. Act 11/2018. GRI Indicator

CONTENT OF THE LAW: 11/2018		GRI STANDARD	SECTIONS		
INFORMATION ON THE ENVIRONMENT	POLLUTION	Measures to prevent, reduce or remedy CO ₂ emissions that seriously affect the environment.	2-4 302-4 305-5 302-5 305-5 305-7	4.1. Climate Action Plan 4.3. Circular economy 4.6. Biodiversity and Pollution	
		CIRCULAR ECONOMY AND WASTE PREVENTION AND MANAGEMENT	Measures for waste prevention, recycling, reuse and other forms of waste recovery and disposal.	301-1 301-2, 301-3 303-3, 306-1 306-2, 306-3	4.3. Circular economy
			Actions to combat food waste.		4.3. Circular economy
			Water consumption and supply according to local constraints.	301-1, 301-2 303-3	4.3. Circular economy
			Consumption of raw materials and measures taken to improve their efficient use.	301-1, 301-2 301-3	4.3. Circular economy
	SUSTAINABLE USE OF RESOURCES	Direct and indirect consumption; measures taken to improve energy efficiency. Use of renewable energy.	302-1, 302-2 302-3, 302-4 302-5	4.2. Efficient and sustainable consumption 4.3. Circular economy	
		CLIMATE CHANGE	Significant elements of greenhouse gas emissions generated as a company activity (including goods and services it produces).	305-3	4.1. Climate Action Plan
			Measures taken to adapt to the consequences of climate change.	2-25, 3-3 201-2, 305-5	4.1. Climate Action Plan
		Voluntary medium- and long-term reduction targets set to reduce GHG emissions, and the means implemented to this end.	3-3	4.1. Climate Action Plan	

Content of the non-financial information statement. Act 11/2018. GRI Indicator

CONTENT OF THE LAW: 11/2018			GRI STANDARD	SECTIONS
INFORMATION ON THE ENVIRONMENT	PROTECTION OF BIODIVERSITY	Measures taken to preserve or restore biodiversity.	304-2	4.6. Biodiversity and Pollution 4.5. Commitment to the environment
		Effects of activities or operations of protected areas.	304-1	4.6. Biodiversity and Pollution
INFORMATION ON PERSONNEL	EMPLOYMENT	Total number and distribution of employees by gender, age, country and professional classification.	2-7.405-1	5.1. Professionals Annex 2. Indicator 1
		Total number and distribution of types of employment contracts.	2-7	5.1. Professionals
		Average annual number of open-ended contracts, temporary contracts and part-time contracts by gender, age and professional classification.	2-7, 405-1	5.1. Professionals
		Total number of dismissals by gender, age, country and professional classification.	401-1	5.1. Professionals
		Average remuneration and its trends broken down by gender, age and professional classification.	405-2	5.1. Professionals 5.6. Diversity, equity and inclusion (DEI)
		Wage gap.	405-2	5.1. Professionals
		Remuneration for equal work or average wages in the company.		5.1. Professionals
		Average remuneration of directors and executives (including variable remuneration, per diems, indemnities, payments to long-term savings schemes and any other income, broken down by gender).	2-19	5.1. Professionals
		Implementation of work disengagement policies.		5.2. Organisation of work
		People with disabilities	405-1	5.6. Diversity, equity and inclusion (DEI)

Content of the non-financial information statement. Act 11/2018. GRI Indicator

CONTENT OF THE LAW: 11/2018		GRI STANDARD	SECTIONS	
INFORMATION ON SOCIAL AND PERSONNEL ISSUES	ORGANISATION OF WORK	Organisation of the work time.	5.2. Organisation of work	
		Number of hours of absenteeism.	5.2. Organisation of work	
		Measures aimed at facilitating the enjoyment of work-life balance and encouraging the co-responsible exercise of these rights by parents.	5.3 Reconciliation, compensation and well-being	
	HEALTH AND SAFETY	Health and safety at work.	403-1	5.1. Professionals
		Promotion of workers' health	403-6	5.3 Reconciliation, compensation and well-being
		Accidents at work, in particular their frequency and severity, as well as occupational diseases by gender.	403-9	5.1. Professionals Annex 2. Indicator 4
	SOCIAL RELATIONS	Organisation of social dialogue (including procedures for informing, consulting and negotiating with staff).		5.3 Reconciliation, compensation and well-being
		Percentage of employees covered by collective bargaining agreements by country.		5.1. Professionals
		Review of collective agreements (particularly in the field of health and safety at work).	403-1 403-4	5.1. Professionals
	TRAINING	Policies implemented in the field of training.	404-2	5.5 Training
		Total number of training hours by occupational category.	404-1	5.5 Training Annex 2. Indicator 3
	ACCESSIBILITY	Universal accessibility of people with disabilities.	3-3	5.6. Diversity, equity and inclusion (DEI)
	EQUALITY	Measures taken to promote equal treatment and opportunities for women and men.	3-3	5.6. Diversity, equity and inclusion (DEI)
		Equality plans (Chapter III of Organic Law 3/2007, of 22 March, for the effective equality of women and men).	3-3	5.6. Diversity, equity and inclusion (DEI)

Content of the non-financial information statement. Act 11/2018. GRI Indicator

CONTENT OF THE LAW: 11/2018		GRI STANDARD	SECTIONS	
INFORMATION ON SOCIAL AND PERSONNEL ISSUES	EQUALITY	Measures taken to promote employment.	3-3, 404-2	5.1. Professionals 5.5 Training 5.6. Diversity, equity and inclusion (DEI)
		Protocols against sexual and gender-based harassment.	3-3	5.6. Diversity, equity and inclusion (DEI) 6.4. Measures to prevent corruption and bribery
		Policy against all types of discrimination and, where appropriate, diversity management.	3-3	5.6. Diversity, equity and inclusion (DEI) 6.4. Measures to prevent corruption and bribery
INFORMATION ON RESPECT FOR HUMAN RIGHTS		Implementation of Human Rights due diligence procedures.	3-3	6.2. Human rights
		Prevention of risk of human rights violations and, where appropriate, measures to mitigate, manage and redress potential abuses.	3-3	6.2. Human rights
		Complaints of human rights violations.	411-1	6.2. Human rights
		Promotion and enforcement of the ILO core conventions related on freedom of association and freedom of association and the right to collective bargaining, the elimination of discrimination in employment and occupation, the elimination of forced or compulsory labour and the effective abolition of child labour.	3-3	5. Social 6.2. Human rights
INFORMATION ON ANTI-CORRUPTION AND THE FIGHT AGAINST BRIBERY		Measures taken to prevent corruption and bribery.	3-3, 205-2	6.4. Measures to prevent corruption and bribery
		Measures to combat money laundering.	3-3	6.4. Measures to prevent corruption and bribery
		Contributions to foundations and non-profit organisations.	3-3	5.7.4. Monetary 6.4. Measures to prevent corruption and bribery

Content of the non-financial information statement. Act 11/2018. GRI Indicator

CONTENT OF THE LAW: 11/2018		GRI STANDARD	SECTIONS	
COMPANY INFORMATION ^{Age}	COMPANY COMMITMENTS TO SUSTAINABLE DEVELOPMENT	Effect of the company's activity on employment and local development, local populations and the territory.	203-1, 413-1 4.5. Commitment to the environment 5.5. Training 5.6. Diversity, equity and inclusion (DEI) 5.7. Community and social commitment	
		Relations with local community actors and the type of dialogue with them.	5.1. Professionals 5.8. Clients 5.9. Suppliers	
		Partnership or sponsorship actions.	2-28 4.5. Commitment to the environment 5.7. Community and social commitment	
	SUBCONTRACTING AND SUPPLIERS	Inclusion of social, gender equality and environmental issues in the procurement policy.	3-3, 308-1, 308-2, 414-1	5.9. Suppliers
		Consideration in relations with suppliers and subcontractors of their social and environmental responsibility.	3-3, 308-1, 308-2, 414-1	5.9. Suppliers
		Supervision and audit systems and their resolution.	308-2	5.9. Suppliers
	CONSUMERS	Measures for the health and safety of consumers.	416-1	5.8. Clients
		Systems for claims and complaints and their resolution.	418-1	5.8. Clients
		The benefits obtained on a country-by-country basis.	207-4	6.6. Responsible taxation
		Subsidies obtained by country		6.6. Responsible taxation
	Taxes paid on profits.	207-4	6.6. Responsible taxation	

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Annex 5. MITERD record of the FY22 global carbon footprint





GOBIERNO DE ESPAÑA
MINISTERIO PARA LA TRANSICIÓN ECOLÓGICA Y EL RETO DEMOGRÁFICO



CERTIFICADO DE INSCRIPCIÓN
Registro de huella de carbono, compensación y proyectos de absorción de CO₂ del Ministerio para la Transición Ecológica y el Reto Demográfico

NTT DATA SPAIN, S.L.U.

Año de cálculo 2022
Tipo de sello CALCULO
Alcances 1+2 y 3

Alcance 3 incluye las emisiones provenientes de los viajes de negocio (avión, tren y coche), compra de ordenadores portátiles y papel, consumo de electricidad por teletrabajo, consumo de agua y tratamiento de aguas residuales domésticas.

Límites Se incluyen las actividades de consultoría de IT que desarrolla la organización desde sus 75 oficinas en régimen de alquiler ubicadas en España.



Valvanera V

Valvanera Ulargui Aparicio
 Directora General
 Oficina Española de Cambio Climático
 Ministerio para la Transición Ecológica y el Reto Demográfico

Fecha de inscripción: 01/02/2024
 Cód. huella de carbono: 2023-a3177

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Annex 6. Independent verification report

