



## Creating New Value with Our Customers and Local Communities to Realize a Sustainable Society

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As we move forward in this era, we must confront global challenges such as climate change and turmoil in world affairs, as well as societal issues specific to Japan, including a declining working-age population and deteriorating infrastructure.

In 2021, the NTT WEST Group established its new purpose of “‘Connecting’ then ‘opening’ the door to the new world” to continually develop and grow with local communities and customers, even in times of great change. As an operating company deeply grounded in meeting local needs, NTT WEST will boldly create new value with local communities and customers to realize a sustainable society.

In response to the growing importance of sustainability, the NTT WEST Group will follow the NTT Group’s Global Sustainability Charter in its efforts to contribute to a sustainable society and address social issues while continuing to take on the challenge of creating unprecedented services.

We are committed to addressing environmental issues by setting a goal of achieving carbon neutrality by 2040. Our initiatives include promoting the IOWN concept to reduce electricity consumption, expanding the use of electricity from renewable energy sources, transitioning the company fleet to electric vehicles, discontinuing paper usage as a general practice, and incorporating digital transformation (DX) into effective solutions.

To keep pace with the accelerating digitization of society, we are leveraging ICT in our activities with

local communities and customers to solve management problems and drive DX across society and industries. Our sustainability initiatives include the Forest and Forestry DX project, which aims to achieve sustainable forestry while revitalizing regional communities, and our joint project with Macnica, Inc. focused on the social implementation of an autonomous driving service to maintain a viable regional transportation system and address the shortage of public transportation drivers. Additionally, we intend to address social issues in emerging sectors through our Group companies and foster innovation at QUINTBRIDGE, a venue for business co-creation, where we will collaborate with companies, startups, municipalities, universities, and other partners to develop new businesses and provide solutions to societal challenges.

At the same time, we remain committed to our mission as a provider of critical infrastructure for daily life to consistently maintaining safe, secure telecommunications connections. When this infrastructure is severely disrupted by a major disaster, such as the Noto Peninsula Earthquake in January 2024, we make every effort to restore service as quickly as possible. We are also expanding the coverage area of FLET’S Hikari Cross (10 Gbps) and developing the necessary systems in preparation for the Osaka-Kansai Expo in 2025. To meet the challenges of increasingly severe natural disasters and to support the needs of a smart society, we are developing robust, advanced networks and upgrading our corporate DNA of creating connections, including risk management, to guarantee the consistent delivery of high-quality, stable services.

The key to creating new value for society and achieving corporate growth lies in our people. We will strive to create new experiences and excitement for local communities and customers by becoming a company where every employee takes pride in promoting respect for human rights, diversity and inclusion, safe labor practices, health and productivity management, social contribution activities, and an open, innovative corporate culture.

In addition, we will position thorough compliance as a key management issue that constitutes the foundation of our business. We will also relentlessly enhance the security of our information systems with a renewed recognition of our responsibility for handling valuable customer data, aiming to ensure the soundness of the company to regain trust as an organization that places security first.

The NTT WEST Group pioneers in addressing social issues through the power of ICT, working alongside local communities, customers, employees, and partners to realize a sustainable society that ensures both personal and corporate well-being.

We appreciate your continued support and encouragement as we pursue these efforts.

