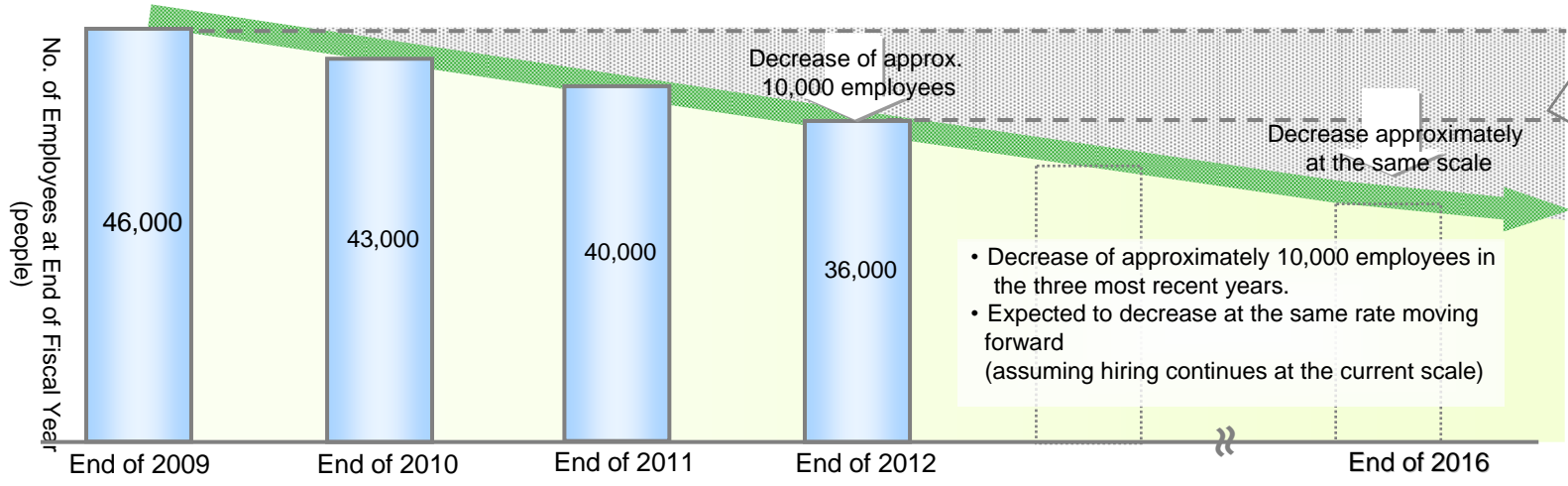


- Promote operational efficiency and work base consolidation to deal with reductions in the number of employees
- NTT West aims to gradually consolidate its workbases step-by-step and achieve a one-workbase-per-6 bloc system in the future

Change in Number of Personnel



To respond to the decrease in the number of employees, NTT West aims to hold down personnel costs in the mid-term through

- Operational Efficiency; and
- Work base consolidation, etc.

- Decrease of approximately 10,000 employees in the three most recent years.
- Expected to decrease at the same rate moving forward (assuming hiring continues at the current scale)

*Total number of employees of NTT West, regional companies, NTT MARKETING ACT, NTT NEOMEIT, NTT HOMETECHNO, and NTT Business Associe West

Operational Efficiency

- Improve operational efficiency and productivity to compensate for the decrease in the number of employees resulting from retirement, and the diversified scope of work.

Operational Efficiency (examples)

- Onsite combined maintenance
A part of onsite network maintenance is conducted by residential repair departments using remote support and other technologies.
- Encourage repairs that do not require dispatch of engineers (DIY)
- Automation of processing tasks and system implementation, etc.

Work Base Consolidation

- Promote consolidated operation by function through call transfer and systemization, etc.
- Aggressively reduce the number of work bases while accommodating market changes and customers' diverse needs.

