

1.1 Letter from the chairman



Eduardo Serra Rexach

Chairman of the Board of Directors
NTT DATA EMEAL

I am pleased to present the first **NTT DATA EMEAL** Non-Financial Report for the fiscal year 2021 (1 April 2021 to 31 March 2022), prepared in accordance with the Global Reporting Initiative Standards and aligned with the United Nations 2030 Agenda, of which we are part of the Global Compact initiative.

The report sets out the results of our economic, social and environmental performance as part of our dialogue with our stakeholders. Our performance continues to be marked by the effects of COVID19 and, in recent months, also by the war in Ukraine, which has led us to reinforce our commitment to society.

We have completed a year with important changes in our organisation, such as the integration of the former everis and NTT DATA EMEA into a single business unit, and more importantly: the unification of the two units under the same brand, NTT DATA.

As a company focused on people, we continue to give priority to the health and well-being of our professionals and, for this reason, we have set up the *Be Flex* programme so that all our professionals can adopt the work model best suited to their personal situation (working at the office, hybrid or 100% telework), which has contributed to maintaining the high level of satisfaction of our employees.

The trust that our clients continue to place in us, rating satisfaction with our services at 8.5/10, has enabled us to continue to grow, creating direct employment, with the recruitment of over 16,000 qualified professionals, with over 90% of new hires with permanent contracts. These recruitment volumes make us one of the largest generators of employment in some of our countries.

We remain committed to becoming the most diverse and inclusive company, especially with female talent, and this has allowed us, despite a shortage of STEAM talent in the market, to increase the number of women in the company.

Regarding the environment, we have increased our use of renewable energy and reduced our carbon footprint through the efficient use of technology, we continue working towards our goal of becoming carbon neutral by 2030 and contributing to meeting the goals of the Paris Agreement.

Finally, on behalf of all the members of the Board of Directors of NTT DATA EMEAL, which I have the honour to chair, I would like to express our appreciation and gratitude to all the company's professionals, whose commitment and professional performance have enabled us to achieve the best results in our history.

Thank you.