HITACHI

Company Profile

Hitachi Systems, Ltd.

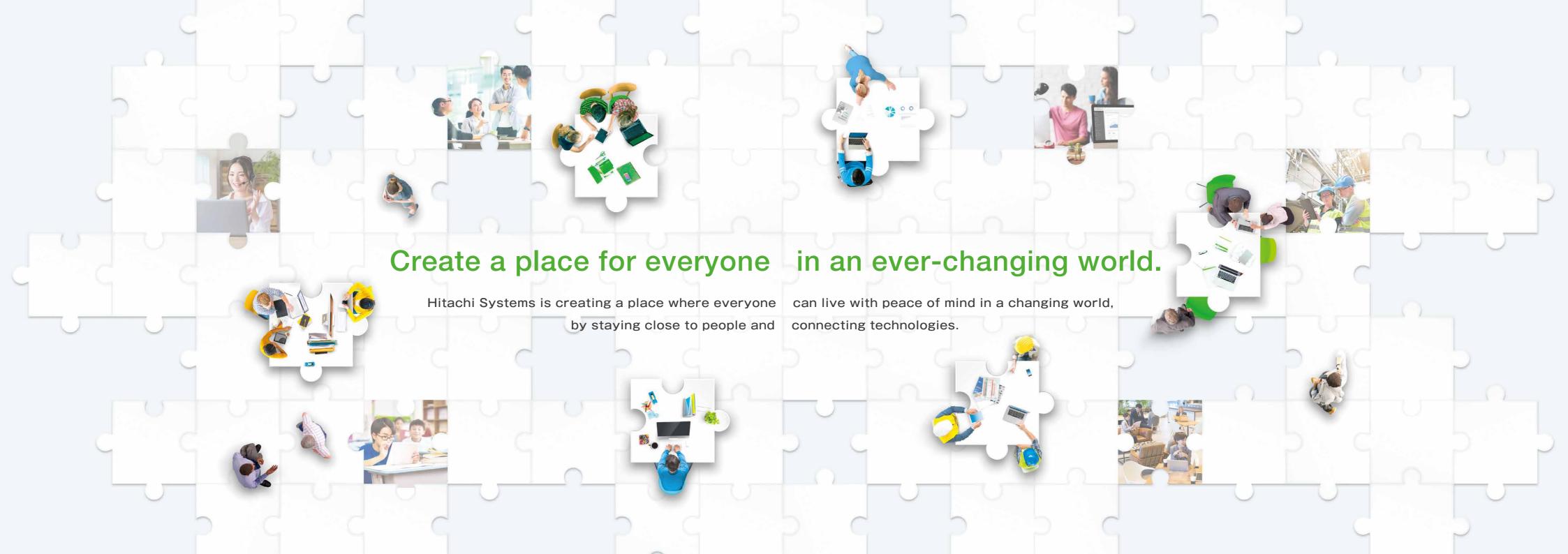**Hitachi Systems, Ltd.**

1-2-1 Osaki, Shinagawa-ku, Tokyo, 141-8672 Japan
Tel. +81 3 5435 7777
www.hitachi-systems.com/eng/

Create a place for everyone in an ever-changing world.

Hitachi Systems is creating a place where everyone can live with peace of mind in a changing world, by staying close to people and connecting technologies.

Promoting "Sustainability Management" to improve the quality of life for people and contribute to enhancing customer value

In recent years, the world is faced with a wide array of social issues including population and urbanization problems, while labor shortage due to declining birthrate and aging population is one of the serious social issues Japan has to tackle. In the business sector, the pace of digital transformation (DX), which aims to transform management and improve the quality of life, is accelerating. We will be required to further adapt to new lifestyles in the future, that is, the new ways people live and work.

The Hitachi Systems Group promotes sustainability management as a member supporting the Hitachi Group's social innovation business, in efforts to meet the expectations and demands of our customers and society in a changing world and contribute to the realization of a truly affluent society, as stated in our corporate philosophy.

The prerequisite for this is corporate governance. We place strong emphasis on building a foundation that prioritizes compliance and health and safety of our employees, as well as on developing human capital capable of contributing to resolving social issues, and we have adopted the human capital strategy SMILE∞2.0. In addition to promoting Diversity, Equity and Inclusion (DEI) to create an environment where diverse human capital can play active roles and produce great results with their diverse values and flexible working styles, it is critical for us to continue being a corporate group that is trusted by customers and society, under the basic principle that "health and safety take precedence over everything else". Each employee has a sense of corporate ethics and engages in business activities based on corporate ethics and legal compliance.

Staying close to our customers, our diverse human capital will continue to deepen the understanding of our customers' business and create value together with them and our partners (Co-creation). We will develop our Lumada business, which is based on Hitachi's advanced digital technology, business know-how, and knowledge, while utilizing generative AI, with a focus on our strength in managed services performed by professional human capital. In addition to solving social issues, we will contribute to the enhancement of people's quality of life and the improvement of value for our customers.

Takehiko Watanabe
President and CEO
Hitachi Systems, Ltd.

Hitachi Systems' corporate philosophy (Significance of our existence in society) is to "create new value with respect for humanity and its infinite potential, leveraging detailed understanding of our customers to deliver satisfaction that exceeds expectations" and to "contribute to a truly affluent society by developing and providing information technologies, products and services." To achieve these goals, we have established the "Hitachi Systems Way," an employee-centric management mechanism through which we are engaged in a variety of activities.

Contributing to the Realization of a Truly Affluent Society

Value Creation

Solving social issues based on materiality

Hitachi Systems, Ltd.

E Environmental Value
- Promotion of carbon neutrality
- Green Transformation (GX)

S Social Value
- Resolution of Social Issues through Services
- Promotion of social innovation business across the Hitachi Group - Lumada

○ LUMADA

G Corporate Governance
- Promotion of Human capital strategy SMILE∞2.0
  – Encouraging career autonomy
  – Supporting work styles
  – Employee health and safety
  – Communication with our employees
  – Promoting DEI
- Compliance/Quality Improvement

Social contribution activities (Environmental Conservation Activities, Assistance for Disaster Recovery, IT classes for elementary school students, company visitation programs for junior and senior high school students, etc.)

Hitachi Systems Way
Employee-centric management mechanism

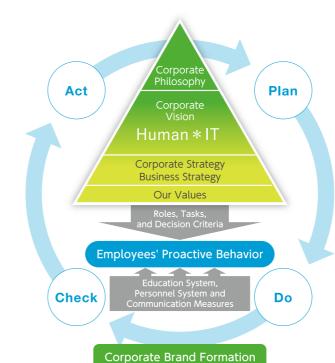## Priority SDGs Issues / Materiality

- **Priority SDGs Issues**

- **Materiality**   Environment | Resilience | Safety & Security | Quality of Life | Business with Integrity | Diversity, Equity and Inclusion (DEI)

SUSTAINABLE DEVELOPMENT G☉ALS
17 Goals to Change the World

Hitachi Systems Way

Act | Plan
Corporate Philosophy
Corporate Vision
Human∗IT
Corporate Strategy Business Strategy
Our Values
Roles, Tasks, and Decision Criteria
Employees' Proactive Behavior
Check | Do
Education System, Personnel System and Communication Measures
Corporate Brand Formation

Corporate Philosophy ～ Significance of our existence in society ～

Proud of our pioneering spirit and experience in our industry, Hitachi Systems contributes to a truly affluent society by developing and providing information technologies, products and services. Staying close to our customers, we create new value with respect for humanity and its infinite potential, leveraging detailed understanding of our customers to deliver satisfaction that exceeds expectations.

Corporate Vision ～ Future vision and business direction ～

We aim to be a global services company that customers can rely on completely by combining internationally competent people with state-of-the-art information technology to create unique services.

Human∗IT

IT systems do not function by themselves. They need people with knowledge and passion to bring out their full performance potential. We create new value through unique services that integrate diversely talented people with state-of-the-art information technologies. Hitachi Systems has created the term Human∗IT to describe what we do and puts it to work meeting a broad array of needs worldwide.

Hitachi Group Code of Ethics and Business Conduct

Hitachi Group Identity
Mission / Hitachi Founding Spirit / Hitachi Group Vision

Hitachi Systems recognizes the impact of its business activities on people, society, and the environment, as well as its social responsibility. We are committed to creating new value that meets people's expectations and demands. This is made possible with our sector- and industry-specific services cultivated through solving problems in various industries, as well as our managed services that provide support in the operation and monitoring of security, cloud, networks, and other services. We contribute to solving social issues with services that combine the power of people and IT.

Contributing to sustainable growth by providing services to a wide range of sectors and industries

Services by Sector / Industry

Public / Social Infrastructures

Finance

Manufacturing, Wholesaling, and Retailing

Managed services

Security	Cloud/Network & Data Centers/IT Operations	Contact Centers & BPO*	Service sites (Maintenance and Installation)

*Business Process Outsourcing

Public / Social Infrastructures

Public	For customers in the public sector, including government offices and local governments, Hitachi Systems provides systems featuring high security and extensive support that are easy to use for residents and government employees.
Social Infrastructures	We offer a variety of solutions that support a wide array of businesses and industries, including support for operation planning of public transportation, maintenance and management of public structures, construction of storage batteries, and quick charger facilities for electric vehicles (EVs).

A wide range of systems for resident records, taxes, and welfare services are offered for e-local governments to improve resident services and reduce TCO through operational optimization.

We remotely monitor the water quality, water level, and other conditions of water infrastructure to support safe and secure water and sewage services as well as operational efficiency.

Finance

We provide end-to-end support for business systems tailored to the banking, insurance, securities, and leasing industries. Our services start with consulting customers on their systems needs and continue with planning, designing, developing, operating, and maintaining business systems. We also protect online banking services from cyber attacks.

Systemized solutions for the financial industry covering sectors such as banking, securities, and insurance.

We provide our customers with support for going paperless without significantly changing the current operations.

Manufacturing, Wholesaling, and Retailing

| Manufacturing | We help reduce customers' workload and enhance productivity by providing ERP systems that enable the integrated management of production and sales management, the management of human capital, and accounting, as well as offering various AI tools and a wide range of data analysis services. |

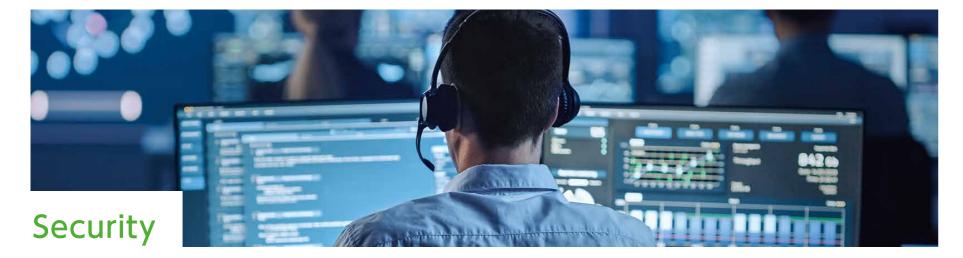| Wholesaling and Retailing | For wholesalers, we offer business systems focused on sales, purchasing, and inventory control. For retailers, we offer business systems that help keep track of all relevant data from headquarters operations to store information, in order to solve management issues. |

We provide one-stop services to manage core business operations, from sales management to financial accounting, to solve management issues in the manufacturing, distribution, and retail industries.

We promote comprehensive health management of employees' mental and physical health, and support the promotion of health management and the resolution of management issues in companies.

Hitachi Systems offers a variety of managed services in the three areas of "Security", "Cloud/Network & Data Centers/IT Operations", and "Contact Centers & BPO."

Security

Hitachi Cyber ／ SHIELD

"Hitachi Cyber" is the collective name for security services provided globally (including North America, Europe, and Asia) by the Hitachi Systems Group, and the services are provided mainly by Hitachi Systems Trusted Cyber Management, a Group company outside Japan.
"SHIELD" is a security solution brand developed by Hitachi Systems in Japan.
While responding to the ever-changing security situation, we will respond to issues by providing standard services from customers' business perspectives based on the security business we have cultivated over the years.

Over 800 companies worldwide served with SOC services [*1]

Opened first SOC [*2] in Japan in 1996
We also collaborate with the SOCs of Group companies outside Japan (including Canada and India) to protect our customers' assets from increasingly diverse cyberattacks and respond rapidly to incidents by using monitoring systems 24 hours a day, 365 days a year.

*1 Including assessments and consulting *2 SOC:Security Operation Center

Deployment of **comprehensive** services ranging from consulting and implementation support to monitoring, operation, and incident response

We support all security operations in both normal and emergency situations.
We also globally provide services including vulnerability assessments and security consulting.

Over 5,000 companies served with services in the field of website security (against tampering, fraudulent transactions, etc.)

We are committed to innovation by leveraging cutting-edge technologies for ransomware countermeasures and more.

Cloud/Network & Data Centers/IT Operations

Gateway for Business Cloud (GWBC)

We leverage our extensive experience and technology to address customer concerns such as cost reduction and security risks associated with cloud utilization.

Over 1,200 companies served with cloud services

Based on our experience in providing cloud services, we provide integrated operations and management for cloud and network construction, incident response, and more.

Over 50 years of accumulated expertise in operations and monitoring

Operations centers provide integrated operations management services for multi-cloud environments 24 hours a day, 365 days a year.

Supporting smooth migration to government cloud services and operational support for **over 400 organizations**

We reduce the burden on local government employees while enhancing resident convenience and administrative efficiency.

Promoting data center service businesses of the **Hitachi Group** in Japan

We meet customer needs in DX, GX, AI, and beyond.

Contact Centers & BPO

CC&BPO

We leverage our many years of experience as an IT company and our professional human capital who understand business operations to flexibly address customer concerns.

Over 800 companies served with contact center services

Since establishing our computer maintenance call center, we have provided standard services tailored to address customer issues for over 50 years.

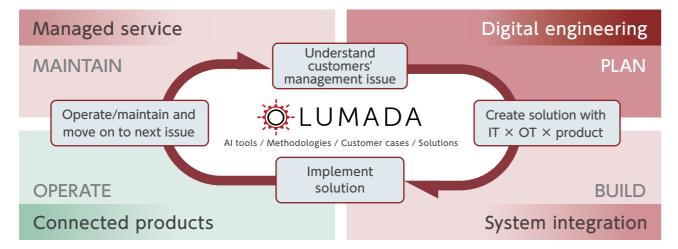Operation of **ISO/IEC 27001-certified** contact centers ISO/IEC27001-certified

We implement strict information security management to protect valuable customer data.

Meeting **diverse customer needs**

We provide not only outsourced operations and agency operations, but also BPO services with a view to increasing business efficiency and improving operations.

Hitachi Systems will collaborate with Hitachi Group companies and business partners to develop the Lumada business as One Hitachi, with a focus on managed services, to achieve DX for our customers on a global scale. Our human capital featuring business knowledge and know-how acquired through solving customers' problems across a variety of industries will utilize generative AI more than ever before to further accumulate and utilize knowledge. This will enable us to propose on-site digitalization solutions and create a cycle of collaborative value creation.

Managed service
MAINTAIN

Digital engineering
PLAN

Understand customers' management issue

Operate/maintain and move on to next issue

☀ LUMADA
AI tools / Methodologies / Customer cases / Solutions

Create solution with IT × OT × product

Implement solution

OPERATE
Connected products

BUILD
System integration

Lumada is Hitachi's advanced digital solutions, services, and technologies for turning data into insights to drive digital innovation.

Example of managed services

Case 01 — **Utilizing conversational AI × generative AI to improve the efficiency of product inquiry operations at contact centers**

We streamline operators' searches for answers in the FAQ while also using generative AI to generate response suggestions when no relevant answer is found.
This reduces operators' workloads, shortens response times, and improves service quality in contact center operations.

Example of connected products

Case 02 — **Promotion of digitalization of factories by building remote operation centers**

We are building a usable digital infrastructure environment that enables the collection and accumulation of operational data from equipment in the factory. We provide predictive detection of abnormalities and remote, real-time monitoring.
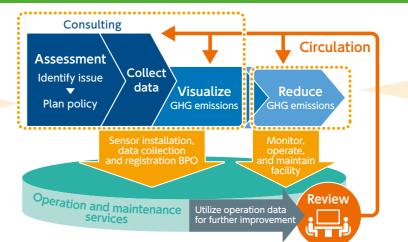

The Hitachi Group has established an Environmental Vision and the Hitachi Environmental Innovation 2050 long-term environmental targets based on grave environmental issues worldwide and management policy. We also announced Hitachi Carbon Neutrality 2030 to more quickly achieve those targets.
Hitachi Systems offers solutions for visualizing and reducing GHG* emissions. Additionally, we are conducting verification testing and other initiatives to develop solutions that support the absorption and removal of GHG emissions. These green transformation initiatives further support the carbon neutrality initiatives of our customers and strive to achieve both the higher quality of life and sustainable society that the Hitachi Group aims to realize.

*Greenhouse Gas

Solutions Provided

Visualization Solutions

We support everything from carbon accounting assessments through data collection and methods for analysis. Understand and identify emission factors for a seamless response.

Consulting

Assessment
Identify issue ▼ Plan policy

Collect data

Visualize GHG emissions

Circulation

Reduce GHG emissions

Sensor installation, data collection and registration BPO

Monitor, operate, and maintain facility

Operation and maintenance services

Utilize operation data for further improvement

Review

Reduction Solutions

solar power generation   Containerized data center

We provide installation and maintenance services for renewable energy solutions such as EV chargers, solar power generation, and storage batteries, as well as energy-efficient containerized data centers. These initiatives support the reduction of GHG emissions.

Absorption and Removal Support Solutions(Verification testing in progress)

We are engaged in verification testing to calculate the amount of carbon credits generated and to use satellite data and other means to visualize the amount of CO_2 absorbed by forests.

Hitachi Systems' Environmental Initiatives

We have established an environmental management system that complies with ISO14001 certification and are promoting environmentally friendly activities such as GX initiatives.

Reduction of power consumption in data centers and offices

Promotion of a shift to electric alternatives for company vehicles including service cars
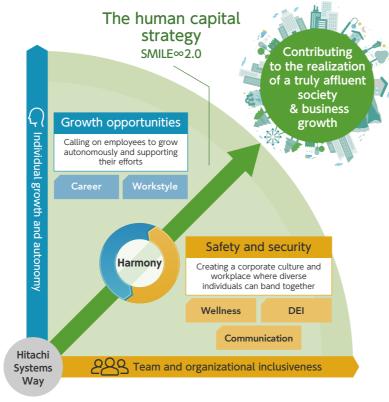
Human capital strategy SMILE∞2.0 initiatives

Individuals who grow × organizations that bring out their potential
Creating new value through the organization

The corporate philosophy of Hitachi Systems includes "respect for humanity." We believe that to achieve sustainable growth, it is important to develop human capital that enables employees to maximize their capabilities, and we have adopted the human capital strategy SMILE∞2.0. We aim to achieve growth for both individuals and the company by harmonizing the two pillars of "growth opportunities" that support the autonomous growth of employees and "safety and security," which indicates a work environment that allows employees to maintain their physical and mental health.

What is SMILE? It is an acronym for **S**elf-**M**anagement, **I**ndividuality, **L**ove myself, and **E**nhancement.

The human capital strategy
SMILE∞2.0

Contributing to the realization of a truly affluent society & business growth

Individual growth and autonomy

Growth opportunities
Calling on employees to grow autonomously and supporting their efforts

Career | Workstyle

Harmony

Safety and security
Creating a corporate culture and workplace where diverse individuals can band together

Wellness | DEI

Communication

Hitachi Systems Way

Team and organizational inclusiveness

Career (Encouraging career autonomy)

Bring about autonomous growth and career development through the creation of an environment that allows individuals to maximize their motivation, skills, and abilities

Acquiring basic skills through group training

Acquiring specialized basic skills through practical training

Training center for security professionals (Strike*)
*Security Threat Response Intelligence and Knowledge Enablement

〈Initiatives〉
- Realization of the right human capital in the right place by matching "roles" and "human capital" through job-based human resource management*
- Strengthening support for autonomous career development, including expanding voluntary transfers
- Active investment in education that supports the growth of businesses and individual employees

*Clarifying "roles" and "necessary skills and experience" while appointing personnel to roles based on their motivation and capabilities

Workstyle (Supporting work styles)

Achieve greater productivity and the further success of diverse human resources through optimal and autonomous work styles

Adoption of a free dress code policy

〈Initiatives〉
- Selecting the optimal workplace based on each department's and individual's work responsibilities
- Promoting work styles that assume self-directed management by each individual
- Supporting work-life balance through diverse work styles and comprehensive benefits programs

Communication (Communication with our employees)

Create workplaces where individuals and groups can maximize their abilities, placing importance on human connections

Scene of company-wide event

〈Initiatives〉
- Employee engagement level survey
- Realization of a work environment that fosters human connections
- Multi-faceted company-wide communication events

Wellness (Employee health and safety)

Promotion of health and productivity management for creating safe and secure workplaces where each and every employee can work with vigor and in good mental and physical health

Provide next-generation diagnostics for eligible employees to take online

〈Initiatives〉
- Supporting employees' self-management of physical and mental health through applications
- Preventive measures against various diseases including cancer
- Promoting measures to support both mental and physical health, such as measures to reduce mental illness, various seminars, and supporting women's health
- Activities aimed at eliminating workplace accidents and traffic accidents

DEI (Promoting Diversity, Equity and Inclusion)

Create workplaces where everyone can equitably demonstrate their diversity of character, and where all enjoy mutual growth and contribution

Guide dog enlightenment activity

〈Initiatives〉
- Promoting the creation of workplaces that emphasize DEI and cultivating awareness
- Measures to empower diverse human resources
- Promoting the active participation of female employees, including appointing women to managerial positions
- Fostering inclusive leadership*

*Embracing diverse and conflicting opinions, integrating them into a unified perspective, and guiding teamwork under One Hitachi

Compliance and quality improvement initiatives

Compliance

Under the Hitachi Group Code of Ethics and Business Conduct, which is shared throughout the Hitachi Group, we promote the development of business activities rooted in corporate ethics and legal compliance in accordance with Basics and Ethics. By encouraging each and every employee to practice these values, we will respond sincerely to the trust that is placed in us by society.

Quality Improvement

We are working to maintain and ensure the quality of service operations, including cybersecurity protection, through ongoing efforts to prevent system accidents and improve the quality of our work.

As a corporate citizen, Hitachi Systems build relationships of trust with local communities and engage in a variety of activities that contribute to the realization of a sustainable society, including "environmental conservation activities," "assistance for disaster recovery," and "STEAM education programs."

Environmental Conservation Activities

Conservation activities to preserve the environment toward our abundant forests

To contribute to the reduction of CO_2 emissions from IT systems, we promote the preservation of our forests as part of our environmental conservation activities.

Assistance for Disaster Recovery

Development of the "Kibo no Hibiki" charity concert series

In addition to using IT services to provide support for restoration and recovery efforts and utilizing volunteers to provide support for daily life and the environment, we are also working to provide support for recovery from a cultural perspective. In particular, we are continuing our efforts to support the young people who will be responsible for the recovery efforts in the future.

"Make the Future Even Brighter" STEAM education program

Under its "Human∗IT", Hitachi Systems is working on "the development of human resources" centered on STEAM* education programs to nurture young people who will shape the future.

*Science, Technology, Engineering, Arts and Mathematics

STEAM education program
Cumulative participants 15,033
* Cumulative total from 2012, actual results for FY2024

IT is wonderful! It is interesting and makes our dreams come true!

IT class for elementary school students

This is what job satisfaction is all about!

Company visitation programs for junior and senior high school students

The world is filled with numbers!

AI classes for high school students

Organization

*As of June 19, 2025

- Board of Directors
- President
- Corporate Auditor Division

Business & Cloud Services Group
- Alliance & Services Development Division
- Business Services Division 1*¹
- Business Services Division 2*¹
- Managed Services Division
- Contact Center and BPO Services Division

Global & Security Services Group
- Security Services Division

Public & Social Business Group
- Local Government Business Management Division
- Public Solution Services Division 1
- Public Solution Services Division 2
- Social Information Services Division
- Public Platform Services Division*²

Financial Systems Services Group
- Financial Digital Transformation Division
- Financial Solution Services Division 1
- Financial Solution Services Division 2

Industrial & Distribution Business Group
- Industrial & Distribution Solution Services Division 1
- Industrial & Distribution Solution Services Division 2
- Industrial & Distribution Solution Services Division 3
- Industrial & Distribution Digital Transformation Division
- Nationwide Platform Services Division

- Tohoku Regional Office
- Kanto-Koshin'etsu Regional Office
- Chubu Regional Office
- Kansai Regional Office
- Chugoku Regional Office
- Shikoku Regional Office

- Health Management Promotion Project
- Sustainability and Risk Management Division

Corporate Business Strategy Management Group
- Corporate Management Strategy Division*³
- Group Business Management Division*³
- Research & Development Division
- Internal Auditing Division
- Finance Division
- Human Capital & General Affairs Division
- Project Management General Promotion Division
- Production Technology Division
- Procurement Division
- Quality Assurance Division

Business Innovation Management Group
- Lumada Promotion Division
- AI Utilization Promotion Engineering Division*⁴
- Corporate IT & Digital Division
- Security Risk Management Division

Sales Management Group
- Sales Planning Management Division*⁵
- Business Solution Sales Division*⁶
- Public & Social Sales Division
- Financial Systems Sales Division
- Industrial & Distribution Systems Sales Division
- Hitachi Collaborative Creation Sales Division*⁷

Green Transformation Promotion Management Group

Solution Business Administration Group
- Platform Business Expansion Promotion Division
- Maintenance Business Promotion Division

Main organizational changes as of April 2025

*1 Business Services Division was split into the Business Services Division 1 and the Business Services Division 2

*2 Renamed the Public & Social Platform Services Division to the Public Platform Services Division

*3 Transferred and integrated the resources of the Business Strategy Division to the Corporate Management Strategy Division and Group Governance Division
Renamed the Group Governance Division to the Group Business Management Division

*4 Renamed the AI-driven Business Promotion Division to the AI Utilization Promotion Engineering Division

*5 Established the Sales Planning Management Division

*6 Renamed the Digital Transformation Platform Services Sales Division to the Business Solution Sales Division

*7 Established the Hitachi Collaborative Creation Sales Division

---

Directors and Executive Officers

*As of June 19, 2025

President and Chief Executive Officer	Takehiko Watanabe	Vice President and Executive Officer	Hiroshi Saito
Senior Vice President and Executive Officer Director	Masashi Asamaki	Vice President and Executive Officer	Yoshinari Hattori
Senior Vice President and Executive Officer Director	Naoki Ono	Executive Officer	Makoto Aoki
Senior Vice President and Executive Officer Director	Shinichi Hiraoka	Executive Officer	Masaharu Akatsu
		Executive Officer	Noriaki Iwaoka
Vice President and Executive Officer Director	Masatsugu Hase	Executive Officer	Nobuto Ohe
		Executive Officer	Tsutomu Oomura
Vice President and Executive Officer Director	Takatoshi Hayama	Executive Officer	Hitoshi Kojima
		Executive Officer	Shinichi Sawahata
Vice President and Executive Officer Director	Yasunori Matsubara	Executive Officer	Shinichiro Takamura
		Executive Officer	Kiyoshi Yamaguchi
Vice President and Executive Officer Director	Hideki Matsuyama	Executive Officer	Hiromi Yoshida
Director (part time)	Hirotake Ichikawa	Operations Officer	Nozomi Inoue
Director (part time)	Jinichi Hirano	Operations Officer	Makoto Horita
Director (part time)	Hajime Hirose	Operations Officer	Norihiro Shimomura
Director (part time)	Takashi Maeda	Operations Officer	Nobuhiko Yamawaki
Director (part time)	Chie Mashima	Operations Officer	Masahiro Motoyama
Director (part time)	Shigeo Yuyama	Operations Officer	Hiroaki Koiwa
Auditor	Naohiko Tamiya	Operations Officer	Izumi Anayama
Auditor	Susumu Tamura	Operations Officer	Hiromi Nakashima
Auditor (part time)	Eiichi Moriyama	Operations Officer	Takashi Tashiro
		Operations Officer	Hiroyuki Mizutani

Group Companies

*As of June 19, 2025

Head office, branch offices and regional offices of Hitachi Systems

Head Office (Shinagawa, Tokyo)
Tohoku Regional Office (Sendai, Miyagi)
Kanto-Koshin'etsu Regional Office (Taito, Tokyo)
Chubu Regional Office (Nagoya, Aichi)
Kansai Regional Office (Osaka, Osaka)
Chugoku Regional Office (Hiroshima, Hiroshima)
Shikoku Regional Office (Takamatsu, Kagawa)

Group Companies (Overseas)

Hitachi Systems Trusted Cyber Management Inc.
Cumulus Systems Private Ltd.
Hitachi Systems Security Inc.
Hitachi Systems Security Europe SA
Hitachi Sunway Information Systems Sdn. Bhd.
Hitachi Sunway Information Systems (Singapore), Pte. Ltd.
Hitachi Sunway Information Systems (Thailand), Ltd.
PT. Hitachi Sunway Information Systems Indonesia
Hitachi Sunway Data Centre Services Sdn. Bhd.
Hitachi Systems India Pvt. Ltd.
Hitachi Systems Network Technologies, Pte. Ltd.

Group Companies (Domestic)

Hokkaido Hitachi Systems, Ltd.
Kyushu Hitachi Systems, Ltd.
Hitachi Systems Engineering Services, Ltd.
Hitachi Systems Field Services, Ltd.
Hitachi Systems Power Services, Ltd.

CPE-002-4.2	2025.6

Company Overview

Corporate Name	Hitachi Systems, Ltd.
Established	October 1, 1962
Capital	19,162 million yen
Head Office	1-2-1 Osaki, Shinagawa-ku, Tokyo
Representative	Takehiko Watanabe, President and CEO
Business Description	●System integration business●System operation, monitoring, and maintenance business●Network service business●Sale and development of information-related equipment and software
Number of Employees	10,520 (as of April 1, 2025, non-consolidated) / 20,179 (as of April 1, 2025, consolidated)
Sales	513,603 million yen (fiscal year 2024, non-consolidated) / 627,421 million yen (fiscal year 2024, consolidated)
Approved Licenses and Certifications	ISO9001, ISO14001, ISO/IEC20000*, ISO/IEC27001*, ISO/IEC27017*, Privacy Mark, Construction industry license, Electrical installation notification (general-purpose electric equipment), Electrical installation notification (household electric equipment), First-category goods shipping registration, Warehousing business registration, Electro-communications business notification, Worker-Dispatching Business License, Advanced medical control equipment sales license, Antique business permission, National industrial waste permit, High-pressure gas sales business notification, Notification of the establishment of radio stations for comprehensive registration (land and seas around Japan)

For details on the scope of certification, please visit the company's website at https://www.hitachi-systems.com/eng/
Note: The names of the licenses and certifications have been translated in-house, and are not official.

Average sales per mid-term management plan (consolidated) in millions of yen

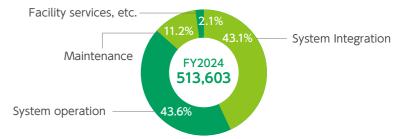| 477,936	519,020	574,146
Average of FY2016-2018	Average of FY2019-2021	Average of FY2022-2024

Certification and awards

DX Certification
Contributing to the Promotion of DX

Digital Transformation Certification

Certified under the Health & Productivity Management Outstanding Organizations Recognition program
Conducting excellent health and productivity management

健康経営優良法人 2025 ホワイト500

Kurumin
Certified under the company supporting childcare

2023年認定

Eruboshi
Certified under the Promotion of Women's Participation and Advancement in the Workplace

女性が活躍しています！

* Our fiscal year runs from April 1 though March 31. * Consolidated sales are based on the U.S. SEC standards for FY2013-2014 and IFRS standards from FY2015 onward, and have not been audited by a certified public accountant.
* Sales, Number of Employees and Major Qualification holders are updated annually in June.

History

1962	●Establishes Hitachi Electronics Services Co., Ltd.
2011	●Merges with Hitachi Information Systems, Ltd. and changes the company name to Hitachi Systems, Ltd.
2012	●Acquires Cumulus Systems Incorporated, a software company in the United States
2013	●Establishes Hitachi Sunway Information Systems Sdn. Bhd., an IT service joint venture, with a Malaysian IT solution provider
2014	●Establishes Hitachi Systems Power Services, Ltd. ●Acquires Hitachi Systems Micro Clinic Pvt. Ltd. in India ●Acquires Hitachi Systems Networks, Ltd. ●Acquires Hitachi Sunway Data Centre Services Sdn. Bhd. in Malaysia ●Acquires SecureBrain Corporation
2015	●Acquires Above Security Inc. in Canada
2017	●Transfers all businesses from Hitachi Systems Facility Services, Ltd. to Hitachi Systems Techno Services, Ltd., and changes company name to Hitachi Systems Field Services, Ltd. ●Above Security Inc. has changed its name to Hitachi Systems Security Inc.
2021	●Hitachi Systems Field Services, Ltd. (surviving company) merges with Hitachi Systems Networks, Ltd.
2022	●Hitachi Systems Micro Clinic Pvt. Ltd. has changed its name to Hitachi Systems India Pvt. Ltd. ●Cumulus Systems Inc. has changed its name to Hitachi Systems Trusted Cyber Management Inc. and made Hitachi Systems Security Inc. of Canada its subsidiary.
2024	●Merges with Shikoku Hitachi Systems, Ltd. Shikoku Hitachi Systems' businesses related to maintenance and construction work are transferred to Hitachi Systems Field Service, Ltd. ●Merges with SecureBrain Corporation
2025	●Integrates the data center service businesses of Hitachi, Ltd. and Hitachi Information Engineering, Ltd. Merges with Hitachi Information Engineering, Ltd.

Ratio of sales by business item (non-consolidated) in millions of yen

- Facility services, etc. 2.1%
- 11.2%
- Maintenance
- System Integration 43.1%
- System operation 43.6%

FY2024 513,603

Sub-materialities and Goals that Comprise Materiality

Materiality	Sub-Materiality	ESG	Targets	Actual Results for FY2024	SDGs
Environment Contributing to decarbonization and resource circulation	Decarbonization	E	**Carbon neutrality through the value chain** ●FY2030: Carbon neutrality at business sites (data centers and offices) ●FY2050: Carbon neutrality throughout the value chain ●FY2030: 100% conversion to EVs for company cars	●CO₂ reduction rate at business sites (offices and data centers): 68.1% (compared to FY2012) ●12% conversion to EVs for company cars	
		E	**Contributing to CO₂ reduction through business** ●Contribute to achieving carbon neutrality by promoting EVs in company vehicles through the provision of EV fleet support services Annual reduction in CO₂: FY2024: 3,000 tons	●Annual reduction in CO₂: 3,745t	
	Resource circulation	E	**Transition to a circular economy** ●Select contractors with at least 5 out of 6 levels of excellence to promote risk reduction and improvements in resource recycling	●100% selection of excellent contractors with superior compliance and a high recycling rate under the system of certification of excellence for industrial waste disposal companies.	
	Harmonize with nature	E	**Minimize impact on natural capital**	●Active participation in environmental preservation activities in order to contribute to reducing CO₂ emissions generated by IT systems	
Resilience Contributing to the maintenance and rapid recovery of social infrastructure	Strengthening supply chains	S	**Build flexible supply chains capable of responding to disasters and risks**	●Formulating a business continuity plan, compiling specific action plans and responses in the event of an earthquake disaster or an outbreak of infectious diseases such as the new coronavirus (based on the basic policies of "putting human life first," "preventing the spread of damage," "helping customers continue their important business," and "contributing to local restoration and recovery"), and promoting business continuity management properly in order to enhance the effectiveness of BCP.	
	Maintaining social infrastructure	S	**Resilience and sophistication of maintenance through DX of social infrastructure** ●Cumulative number of organizations using life cycle support for public works projects in FY2024: 470	●Cumulative number of organizations using life cycle support for public works : 521	
Safety & Security Contributing to safe and secure society-building	Safe and secure urban environments	S	**Safe and comfortable transportation**	●Cloud-based timetable creation system: Our experience in developing rail and bus systems and our state-of-the-art graphics technology enable us to go beyond conventional train/bus operation planning, vehicle operation planning, and crew operation planning services.	
	Ensuring cyber security	S	**Secure cybersecurity for social infrastructure and business systems**	●Establish a training center for human capital in security: 2,240 security professionals	
Quality of Life Contributing to physical and mental wellness and a prosperous life	Connected and prosperous society	S	**Increase healthy life expectancy and wellbeing** ●Digital life science service users in FY2024: 300,000/year	●Digital life science service users: 255,000/year	
		S	**Build a trustful relationship with others** ●Effect of creating regional DX services: 10% increase in exchange/related population in FY2024	●Effect of regional DX services: 10.7%/year increase in exchange/related population* *Exchange/related population: People who visit the region for work, tourism, etc., and people who have diverse relationships with the region	
	Employee happiness	G	**More flexible working styles to increase engagement** ●Positive employee engagement response rate in FY2024: 70%	An "Attractiveness Improvement Committee" was established to support employees in realizing a vibrant and fulfilling corporate life and personal growth, as well as to create a virtuous cycle of business growth and social contribution for Hitachi Systems. ●Positive employee engagement response rate: 66.8%	
Business with Integrity Adhering to ethical standards as well as respect human rights	Business ethics and compliance	G	**Encourage employees to apply ethical standards in day-to-day work.**	●Positive response rate to respect for compliance and ethics: 87.9%	
	Respect for human rights	G	**Promote human rights due diligence and strengthen monitoring of procurement partners for responsible procurement, including human rights**	●"Human Rights Committee" meets annually to promote respect for human rights. ●Established a support desk for persons with disabilities and a consultation desk for human rights issues to ensure prompt resolution of human rights issues when they arise.	
	Occupational safety	G	**Creating a safe working environment without accidents** ●Zero fatal accidents	●Fatal accidents: 0	
	Safe and secure products and services	G	**Ensure products and services safety while putting customers first**	●Quality initiatives: Quality assurance priorities include "elimination of critical accidents involving products and services," "enhancement of security robustness and incident response capabilities," and "reaping the quality risks of business expansion and strengthening all-round quality assurance activities."	
Diversity, Equity and Inclusion (DEI) Contributing to a society where everyone can shine	Diverse organization that fosters innovation	G	**Strengthen diversity in management** ●Percentage of female managers in FY2024: 7.9%	Promoting various initiatives to support the activities of each female employee, such as providing opportunities to think about their careers and to expand networks among female employees, and holding regular seminars to help employees achieve balance between work and childcare. ●Percentage of female managers: 7.2% ●Female executive officer: 1 executive	
		G	**Acquiring and developing digital talent** ●Digital human capital in FY2024: 13,000	●Digital human resources: 14,620	
	Contribution to a diverse and equitable society	S	**Empower DEI of society through community relationship programs** ●Cultivation of next-generation human capital	●Number of participants in company visitation programs/IT classes/data science classes/AI classes: 1,623 (FY2024)　15,033 (Cumulative total from 2012)	

Human capital data (excerpt)
*Actual Results for FY2024

① Hours of training per person per year
60.0 hours
* Hours of training refers to the total hours of training registered on the "Hitachi University" learning platform plus the group training for newcomers.

② Investment in training per person
244,000 yen
* The investment in training is the total cost incurred for holding and attending training courses. It does not include the personnel costs for attendees.

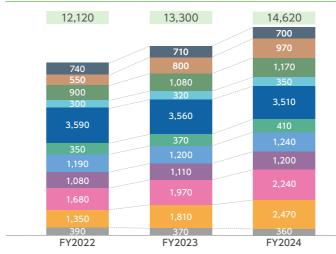③ Number of training courses
About 950 courses

④ Number of digital human capital
14,620

Digital Human Resource Trends
*As of March 31, 2025

	FY2022	FY2023	FY2024
Total	12,120	13,300	14,620
	740	710	700
	550	800	970
	900	1,080	1,170
	300	320	350
	3,590	3,560	3,510
	350	370	410
	1,190	1,200	1,240
	1,080	1,110	1,200
	1,680	1,970	2,240
	1,350	1,810	2,470
	390	370	360

Legend: ■Domain Expert ■Design Thinking ■Service Professional ■IT Architect ■Project Management ■Digital Quality Assurance ■Software Engineering ■Data science ■Security ■Cloud ■Others

* Hitachi IT Certified Professional Program/ITSS/Human resources with skills in each field based on public and other qualifications.

Major Qualification holders (non-consolidated)
*As of March 31, 2025

Common
●Professional engineer (including assistant):42 ●IT coordinator:31 ●IT strategist:40 ●Systems Auditor Examination:33
●System architect:130 ●Project manager:159 ●Network specialist:434
●Registered Information Security Specialist/Information security specialist:664 ●Information Technology Service Manager:95
●Database Specialist:159 ●Embedded Systems Specialist:10 ●Applied information technology engineer:1,873
●Fundamental information technology engineer:4,958 ●Project Management Professional:2,230
●Certified Information System Auditors:4

DX, Managed Services
(Security, Cloud, Network, Data Centers, IT Operations, Contact Centers, BPO)
●WingArc 1st Certification:68 ●Microsoft Certified Professional:2,867 ●Oracle certification:5,305
●Oracle Java certification:2,407 ●Python3 engineer certification:28 ●AWS Certification (Professional／Specialty):181
●AWS Certification (Associate):342 ●AWS Certification (Practitioner):865 ●Microsoft Certified Azure (Expert／Specialty):55
●Microsoft Certified Azure (Associate):124 ●Microsoft Certified Azure (Fundamentals):1,116
●VMware Certified Advanced Professional／VMware Certified Implementation Expert:4
●VMware Certified Professional:277 ●VMware Technical Sales Professional:811 ●VMware Sales Professional:1,082
●Certified Information Systems Security Professional:54 ●GIAC Certified／Network Forensic Analyst:5
●Cisco certification:769 ●SAP consultant certification:569 ●Red Hat Certification:139 ●ITIL® Expert:81
●ITIL® Foundation:3,266 ●COPC Registered Coordinators:101 ●Certified Contact Center Professionals:31

GX, Facilities
●First-class architects:6 ●First-class electrical work engineers:18
●First-class electrical work operation and management engineers:103
●First-class plumbing work operation and management engineers:39
●First-class building operation and management engineers:27 ●Second-Class Electric Chief Engineer:1
●Certified Facility Manager (CFM):7 ●HPE Certified Data Center Certification:15
●Qualified Person for Energy Management:1 ●Carbon Accounting Advisor Qualification Grade 2:23
●Carbon Accounting Advisor Qualification Grade 3:219 ●Battery Storage Equipment Maintenance Technician:14

AI
●Certifications related to Microsoft Azure generative AI:284 ●Certifications related to AWS or GCP generative AI:533
●JDLA (Japan Deep Learning Association) Deep Learning for ENGINEER:18
●JDLA (Japan Deep Learning Association) Deep Learning for GENERAL:419