

HITACHI

Hitachi Digital Services

Building Resilience for the Future

FY2025 Sustainability Report

Table of Contents

INTRODUCTION 03

- A Message From Our CEO . . . 04
- Global Sustainability Trends . . . 05
- A Message From Our Sustainability Director . . . 06
- About Hitachi Digital Services . . . 07
- Our Sustainability Report . . . 08
- Our Sustainability Commitment, Focus Areas and Approach . . . 09
- Sustainability Goals . . . 12
- FY2025 Highlights . . . 15

SUSTAINABILITY INNOVATION 16

- Services and Solutions to Advance Customer Sustainability . . . 17
- Green Services and Solutions to Advance Our Sustainability . . . 25
- Digital Innovation Strategies . . . 26

ENVIRONMENT 27

- Environmental Policy . . . 28
- Environmental Impact of Our Operations . . . 29
- Environmental Initiatives at Global Offices . . . 30
- Energy Management and GHG Management . . . 33
- Recycling, Waste and Water Management . . . 40

SOCIAL CAPITAL 42

- Employee Engagement, Training and Development . . . 43
- Social Contribution . . . 53
- Employee Health and Safety . . . 54

CORPORATE GOVERNANCE 56

- Governance Structure . . . 57
- Risk Management and Business Continuity . . . 58
- Climate Risk . . . 59
- Business Ethics . . . 60
- Cybersecurity and Data Privacy . . . 66
- Responsible Procurement . . . 69

APPENDIX 73

- GRI Index . . . 74
- United Nations Sustainable Development Goals . . . 81
- Sustainability Accounting Standards Board Index . . . 83
- Data Appendix . . . 85
- Hitachi Digital Services Limited Assurance Statement . . . 90

HITACHI

Introduction

- A Message From Our CEO
- Global Sustainability Trends
- A Message From Our Sustainability Director
- About Hitachi Digital Services
- Our Sustainability Report
- Our Sustainability Commitment, Focus Areas and Approach
- Sustainability Goals
- FY2025 Highlights



A Message From Our CEO

Our purpose – to power mission-critical businesses with people and technology – guides how we serve our customers, support our communities and create long-term value for our stakeholders. Sustainability is fundamental to how we deliver on this purpose and build resilience for the future.

As our customers across the world confront a rapidly evolving landscape, sustainability provides a framework for responsible growth, operational excellence and meaningful impact. Legacy platforms, fragmented data, shifting supply chains, societal and environmental changes and the rapid rise of AI are reshaping how businesses operate and compete. In this environment, advantage depends on businesses built for long-term reliability, trust, intelligence, security and performance.

Our role is to help our customers confidently navigate this transformation in ways that strengthen business performance, which includes supporting their sustainability performance. We are doing this by bringing together enterprise-grade platforms, industrial expertise, operational technologies, AI and strategic partnerships to enable our clients to be intelligent, efficient, resilient and responsible.

During FY2025, we continued to advance our sustainability journey while supporting our customers in theirs. Among our key accomplishments, we introduced RitaONE, our next-generation agentic platform designed to simplify environmental, social and governance (ESG) reporting and provide actionable sustainability insights. We also continued to improve customer satisfaction, reflecting our commitment to excellence and trusted partnerships. We advanced the adoption of renewable energy and expanded our e-waste management efforts to reduce the environmental impact of our operations. We strengthened employee engagement by creating opportunities for our people to share feedback and help shape the future of our company with authentic focus on ESG. We also continued to enhance our cybersecurity capabilities, recognizing that protecting data, systems and digital trust is essential to building resilient organizations.

These achievements are the result of the dedication and collaboration of our employees, customers and partners around the world. Their expertise, passion and commitment enable us to deliver meaningful impact every day.

Looking ahead, I see a future filled with opportunity. Through innovation, engineering excellence and collaboration, we will continue helping our customers solve complex challenges, unlock new possibilities and advance their sustainability ambitions. Together, we are building more resilient businesses, stronger communities and a more sustainable future.



Anand Birje
Chief Executive Officer

Global Sustainability Trends

Delivering on our sustainability strategy and commitments requires Hitachi Digital Services to navigate a complex and evolving landscape of global challenges and external factors. By examining the dynamics of our industry's key sustainability trends at a macro level, we aim to highlight both our momentum and areas where work still lies ahead.

1 Acceleration of AI Adoption and Its Environmental Impacts

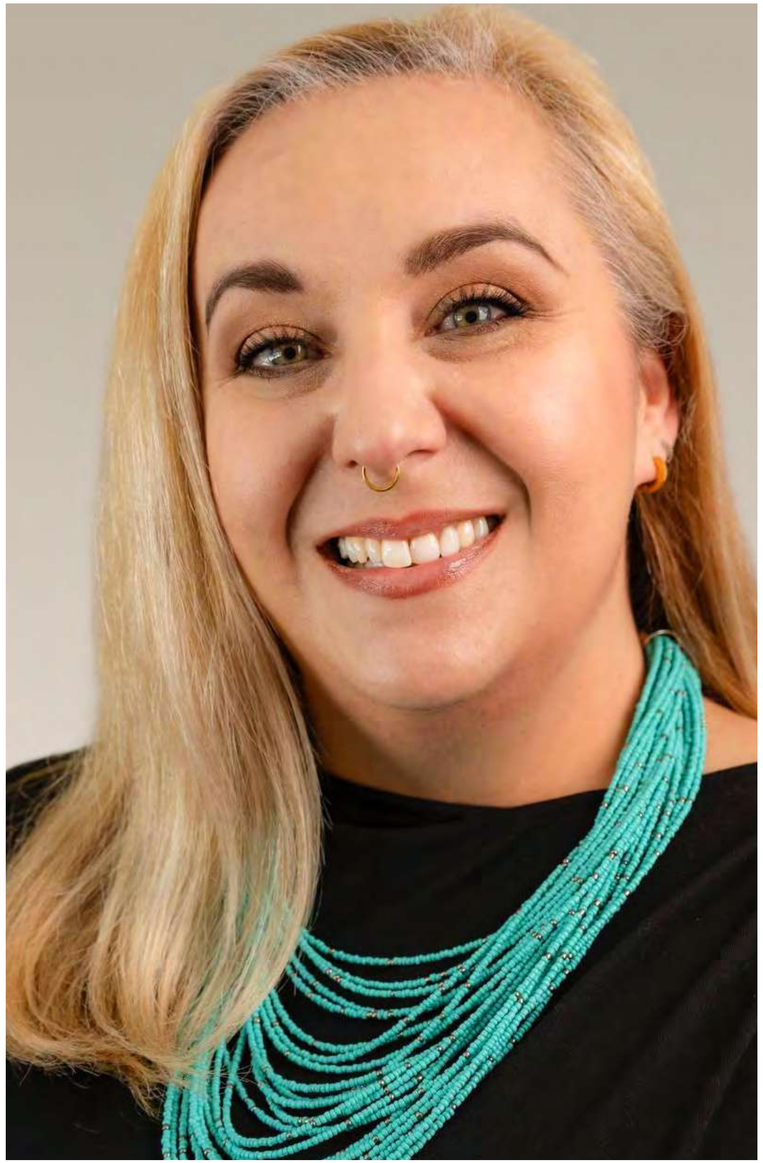
As AI continues to deliver new societal benefits, its rising resource use is highlighting a pressing need for advancing low-carbon energy procurement, data center efficiency innovations and water stewardship. Companies are tasked with lowering the intensity of AI's environmental impacts today, while simultaneously building the capacity and infrastructure needed to support the ever-growing demand for AI and digital services.

2 Geopolitical Fragmentation and Regulatory Divergence

Evolving regulations and reporting standards are increasing the complexity of developing effective sustainability strategies, especially for global companies navigating a fragmented landscape of regionally specific policies, regulations and standards.

3 Operational and Supply Chain Resilience

As climate risks intensify, companies are recognizing a need for more climate-resilient operations, exploring diversified location strategies, enhancing risk modeling and advancing business continuity planning. It has become a business imperative to improve forecasting, planning and response. In particular, the technology sector is prioritizing grid modernization, advanced battery storage and the assessment of critical mineral supply chains to lower their impact while also building reliability amid rising climate stress.



A Message From Our Sustainability Director

In FY2025, Digital Services continued to build meaningful momentum around our sustainability commitments, strengthening the foundation that supports responsible growth across our organization. Throughout the year, we focused on embedding ethical conduct, transparency and accountability into our operations while advancing programs designed to create lasting business value.

With the publication of our Environmental Policy this year, we are able to reflect more clearly both what we stand for and how we expect to operate every day – with clarity and accountability. This policy serves as a consistent framework for managing our environmental impact across the business and reinforces our commitment to integrating sustainability into decision-making.

We also made progress in improving the quality, consistency and governance of our sustainability data. Strengthening our methodologies and controls has been essential to building a program that can be trusted – one that provides greater insight into our performance, supports informed decision-making and enables more transparent engagement with our stakeholders. As expectations around sustainability disclosure continue to evolve, these capabilities position us well for the future.

As we look ahead, my focus remains on deepening the work we have already started. The progress made this year gives me confidence in our direction and in the values that guide us. I am confident that the foundation we have established will support the next chapter of our journey. We will continue to ensure our actions reflect who we are, strengthen accountability and contribute to a more sustainable future for our customers, our communities and our organization.



Courtney Hadden
Sustainability Director

About Hitachi Digital Services

Hitachi Digital Services (referred to as “Digital Services” throughout this report) is an edge-to-core digital consultancy and technology services provider helping organizations realize the full potential of AI-driven digital transformation with information technology (IT) and operational technologies (OT). The company serves key industry segments, including aerospace and defense; healthcare; automotive; financial services; communication, media and high tech; energy and utilities; and manufacturing. Digital Services brings together real-world proficiency, transformative innovation and specialized knowledge to create a new generation of sustainable and secure digital solutions.

Playing a pivotal role in Hitachi’s digital transformation strategy, Digital Services places a strong emphasis on AI (including generative AI) to deliver an integrated, end-to-end digital transformation for enterprises. The company is strategically positioned within the Hitachi Digital portfolio of companies to leverage the synergies between IT and OT ecosystems. Such positioning allows Digital Services to work closely with other Hitachi Group businesses to create integrated digital transformation solutions for enterprises.

41
global sites

5,255
full-time employees worldwide

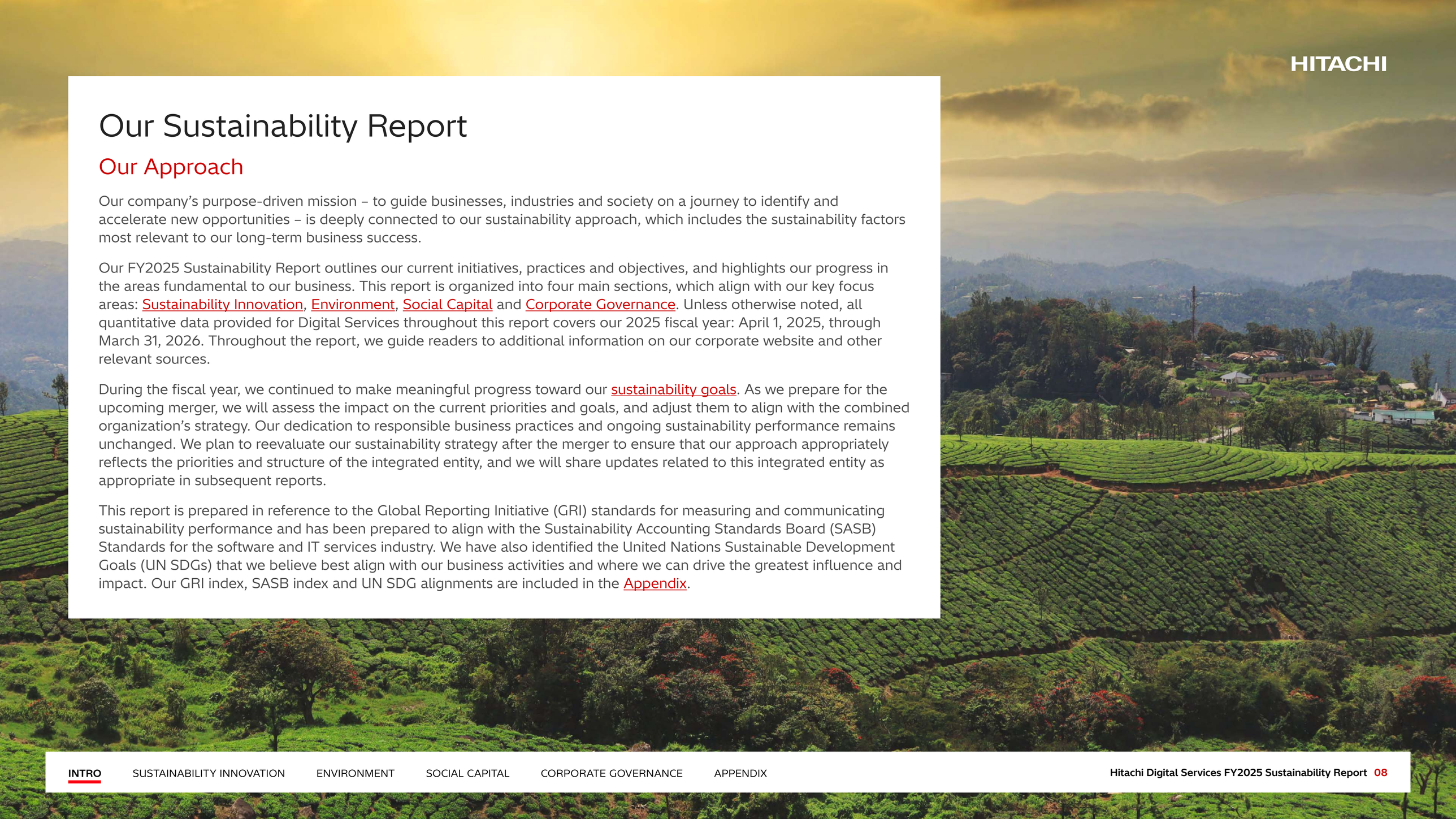
Relationship With the Hitachi Group

Digital Services is a wholly owned subsidiary of the Hitachi Group (referred to as “Hitachi” throughout this report), which began in 1910 with the mission to contribute to society through the development of superior, original technology and products. As part of its relationship with Hitachi, Digital Services works with Hitachi Digital, an organization that combines the capabilities of Hitachi companies to help businesses across industries harness the power of technology with comprehensive digital and AI-driven solutions.

Plans for Integration of Digital Services and GlobalLogic

In January 2026, Hitachi announced plans to integrate GlobalLogic Inc. and Hitachi Digital Services LLC to accelerate the global growth of Lumada 3.0, drive the digitalization of Hitachi and further strengthen the delivery structure of Hitachi’s Digital Systems and Services sector. Lumada 3.0 is the company’s strategic initiative to drive digital transformation by leveraging Hitachi’s digital capabilities, domain knowledge cultivated in mission-critical fields, and extensive global installed base. By combining GlobalLogic and Hitachi Digital Services, Hitachi plans to create a robust digital business organization that offers end-to-end expertise across the digital transformation life cycle – from strategy planning, design, and development to operations – and possesses the capabilities to reliably integrate advanced digital technologies, including AI, within large-scale, mission-critical systems.

The operational integration of GlobalLogic and Hitachi Digital Services commenced in April 2026. While this report acknowledges that an organizational integration is forthcoming, Digital Services’ FY2025 Sustainability Report is based solely on the FY2025 Hitachi Digital Services structure and operations. Reporting boundaries, data and disclosures correspond to the company as it existed in FY2025. Updates related to the integrated entity will be incorporated in subsequent reports.



Our Sustainability Report

Our Approach

Our company's purpose-driven mission – to guide businesses, industries and society on a journey to identify and accelerate new opportunities – is deeply connected to our sustainability approach, which includes the sustainability factors most relevant to our long-term business success.

Our FY2025 Sustainability Report outlines our current initiatives, practices and objectives, and highlights our progress in the areas fundamental to our business. This report is organized into four main sections, which align with our key focus areas: Sustainability Innovation, Environment, Social Capital and Corporate Governance. Unless otherwise noted, all quantitative data provided for Digital Services throughout this report covers our 2025 fiscal year: April 1, 2025, through March 31, 2026. Throughout the report, we guide readers to additional information on our corporate website and other relevant sources.

During the fiscal year, we continued to make meaningful progress toward our sustainability goals. As we prepare for the upcoming merger, we will assess the impact on the current priorities and goals, and adjust them to align with the combined organization's strategy. Our dedication to responsible business practices and ongoing sustainability performance remains unchanged. We plan to reevaluate our sustainability strategy after the merger to ensure that our approach appropriately reflects the priorities and structure of the integrated entity, and we will share updates related to this integrated entity as appropriate in subsequent reports.

This report is prepared in reference to the Global Reporting Initiative (GRI) standards for measuring and communicating sustainability performance and has been prepared to align with the Sustainability Accounting Standards Board (SASB) Standards for the software and IT services industry. We have also identified the United Nations Sustainable Development Goals (UN SDGs) that we believe best align with our business activities and where we can drive the greatest influence and impact. Our GRI index, SASB index and UN SDG alignments are included in the Appendix.

PLEDGES

Our Sustainability Commitment, Focus Areas and Approach

Alignment With Hitachi Group's PLEDGES

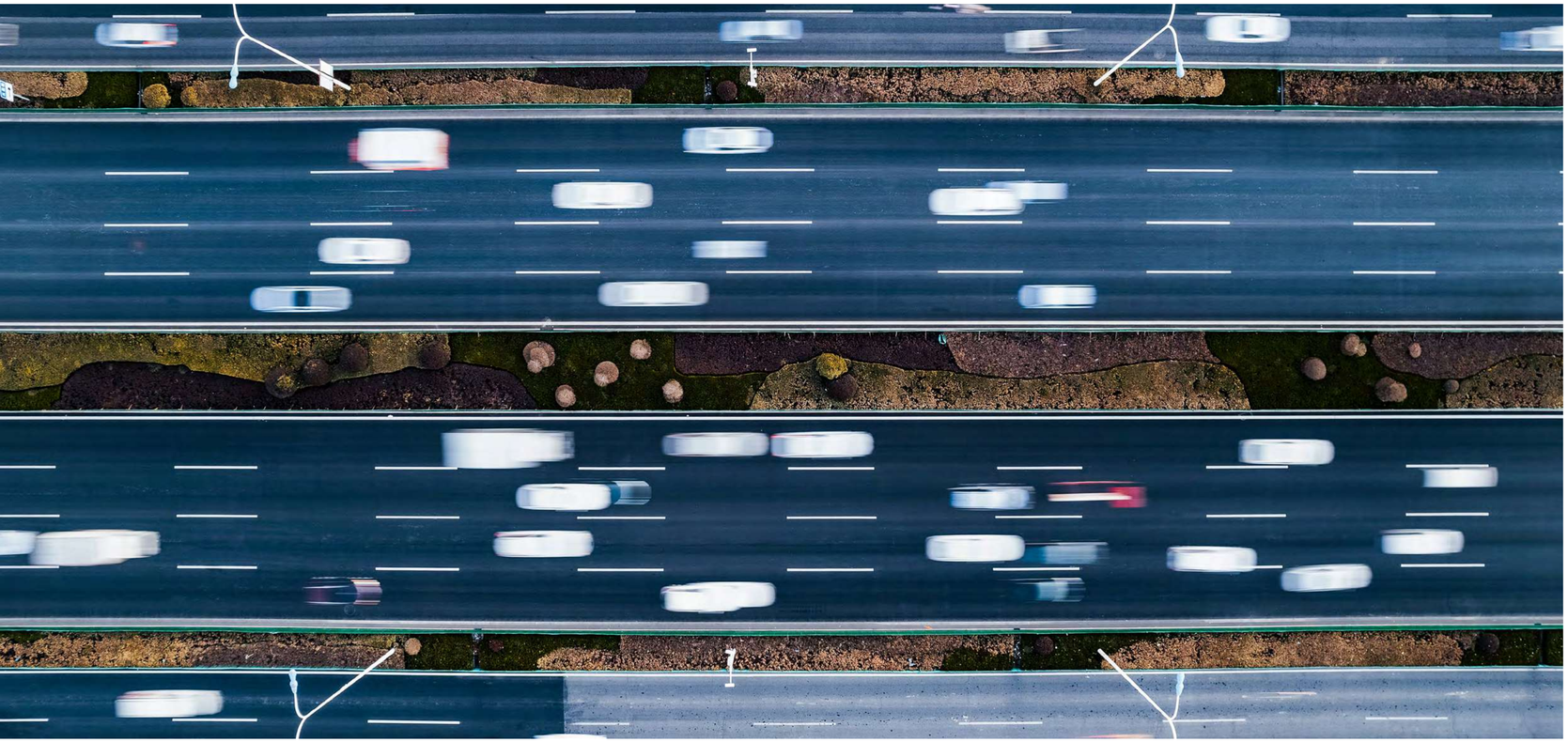
In 2025, Hitachi launched a holistic sustainability strategy called PLEDGES, whose seven-pillar framework is designed to inspire collective, transformative action to build a more sustainable future. Digital Services supports the execution of PLEDGES through our own sustainability strategy and actions, as summarized below and detailed in this report.

For more details on PLEDGES, see the Hitachi Sustainability Report 2025.

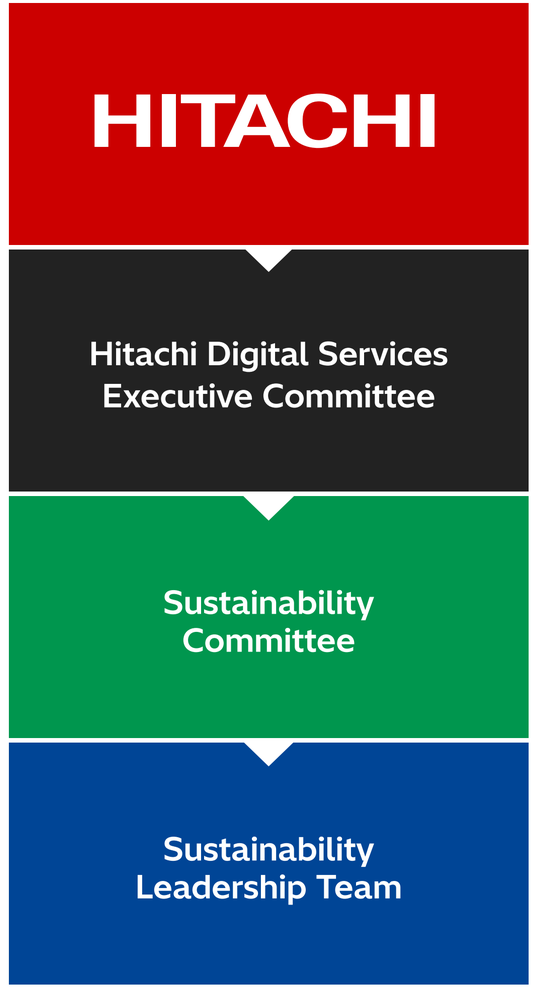
	P Planet	L Leadership	E Empowerment	D Diverse perspectives	G Governance	E Engagement	S Sustainability for all
Strategic pillars of the Hitachi Group sustainability strategy PLEDGES	Lead green transformation globally to achieve decarbonization	Lead transformation with people who can boldly take on societal issues and pave the way for a brighter future	Build a culture that praises learning and encourages challenges and growth	Drive innovation by maximizing capabilities and performance of diverse talents	Build a resilient foundation with safety and ethics as a priority	Build a sustainable value chain along with stakeholders	Accelerate value delivery to society and Hitachi's sustainable growth through PLEDGES
Included theme of Hitachi's sustainability strategy PLEDGES	• Decarbonization • Circular economy • Nature positive	• Human capital acquisition and development • Individual leadership	• Employee engagement • Organizational culture	• Inclusive workplace and opportunities for all	• Business ethics and compliance • Health and safety • Quality and product safety • Information security • AI governance • Risk management	• Sustainable procurement • Human rights	• Delivering value to society
Related chapters in the FY2025 Digital Services' Sustainability Report	• Services and Solutions to Advance Customer Sustainability • Green Services and Solutions to Advance Our Sustainability • Digital Innovation Strategies • Energy Management and GHG Management • Recycling, Waste and Water Management	• Employee Engagement, Training and Development			• Employee Health and Safety • Governance Structure • Risk Management and Business Continuity • Business Ethics • Cybersecurity and Data Privacy	• Responsible Procurement	• A Message From Our CEO • Services and Solutions to Advance Customer Sustainability • Social Contribution

Our Sustainability Governance Structure

Our sustainability work is aligned with Hitachi's sustainability policies and initiatives, led by Hitachi's chief sustainability officer. Within Digital Services, sustainability is overseen by the Executive Committee with sponsorship from the chief executive officer and chief operations officer, who review and approve the company's sustainability program, strategy and targets. The sustainability director is responsible for spearheading the transformation of our sustainability strategy and program day-to-day. In partnership with the chief operations officer, the sustainability director leads our Sustainability Committee, which consists of a cross-functional group of leaders from the Operations, Delivery and Marketing departments.



Sustainability Reporting Line



Materiality Assessment

To inform our sustainability strategy, Digital Services conducted an environmental, social and governance (ESG) Materiality Assessment in FY2024, led by a third-party sustainability expert. This effort was designed to better understand the ways in which various ESG topics affect our long-term success and have an impact on society and the environment. It also examined the current state of our performance in those areas. Digital Services has continued to use the results of the FY2024 Materiality Assessment to inform our near-term sustainability strategy.

As we prepare for the upcoming merger, we will assess the material ESG topics and adjust them to align with the combined organization's strategy.

Four ESG topics rose to the top as key priorities of both stakeholder groups:

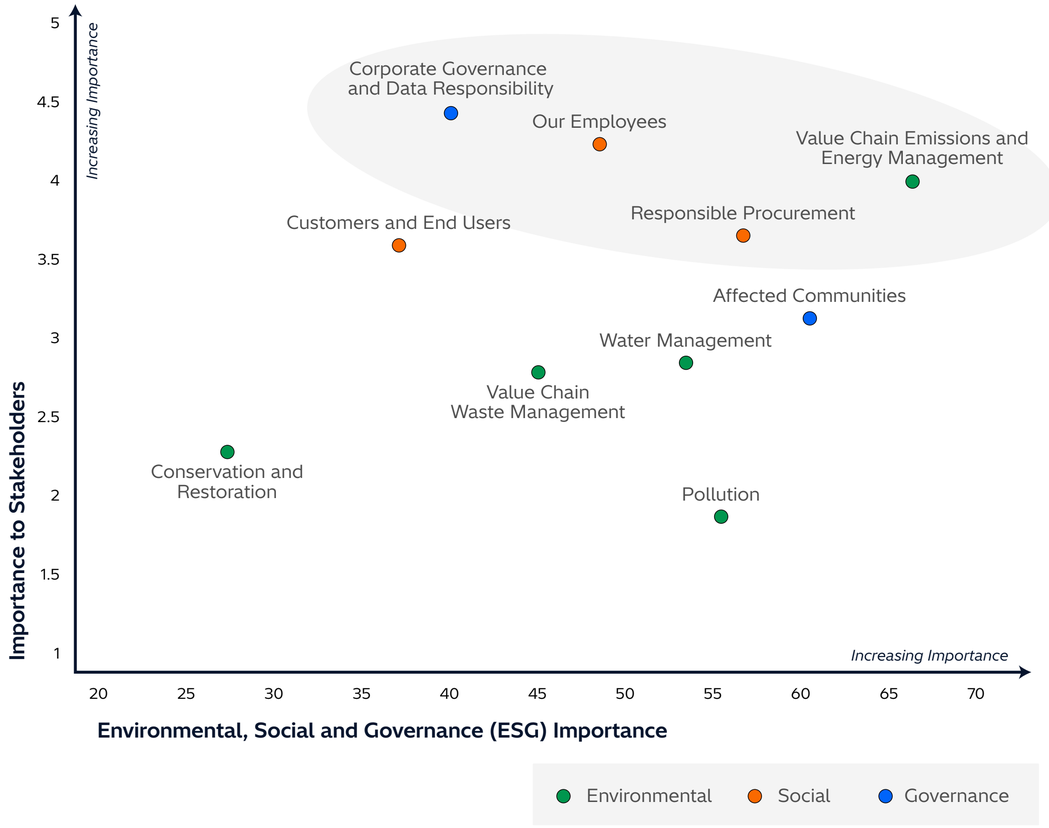
- Value chain emissions and energy management
- Our employees
- Responsible procurement
- Corporate governance and data responsibility

We have continued to prioritize these material areas in FY2025 and have used the results to inform our near-term sustainability strategy. For more information on the materiality assessment process, please refer to our FY2024 Sustainability Report.

Digital Services is monitoring the evolution of Corporate Sustainability Reporting Directive (CSRD) and European Sustainability Reporting Standards (ESRS) requirements, and is taking steps to align sustainability disclosures with emerging expectations. While Digital Services has not conducted a formal, ESRS-aligned double materiality assessment, the outcomes of our FY2024 materiality assessment align most closely with the following ESRS topical standards:

- E1 (Climate Change)
- S1 (Own Workforce)
- G1 (Business Conduct)

Materiality Matrix



Sustainability Goals

Digital Services' sustainability goals demonstrate our commitment to increasing our positive impact, reducing our environmental footprint and building a more sustainable company. These goals align with the areas most relevant to the long-term financial sustainability of our business. We are committed to transparency by sharing progress toward these goals along the way. As we prepare for the upcoming merger, we will assess the impact on the current priorities and goals, and adjust them to align with the combined organization's strategy. While some efforts are on hold during this transition period, our dedication to responsible business practices and ongoing sustainability performance remains unchanged.

Environmental

Focus Area	Topic	Goal	Status	FY2025 Progress
Sustainability Innovation	**Green Services and Solutions to Advance Our Sustainability**	Expand satisfaction surveys for customers with $1M+ in revenue by FY2027	Achieved	Expanded the satisfaction survey program to include additional clients and projects; raised the customer satisfaction score from 4.30/5 to 4.39/5 year over year (YOY)
Environment	**Environmental Policy**	Publish an environmental policy in FY2025	Achieved	Environmental Policy published in October 2025
	Environmental Initiatives at Global Offices	Foster environmental awareness and action through at least 20 in-person and virtual events during Earth Month	Achieved	Executed 6 virtual and 20 in-person Earth Month events, engaging 400+ global employees in 10 countries
	Energy Management and GHG Management	Commit to setting a near-term goal aligned with the Science Based Targets initiative (SBTi) by FY2025	On Hold	This goal has been placed on hold due to the upcoming merger; Digital Services will reassess this goal for alignment with the priorities and structure of the newly combined organization
		Develop a Reduction Roadmap in FY2025 and align goals aiming for SBTi submission, focusing on the main emissions sources under Scope 3	On Hold	This goal has been placed on hold due to the upcoming merger; Digital Services will reassess this goal for alignment with the priorities and structure of the newly combined organization
		Achieve carbon neutrality in Scope 1 and 2 by FY2030	On Track	Total FY2025 Scope 1 and 2 emissions (market-based) reduced to 1,800.34 mtCO2e in FY2025, a 40% reduction from the FY2024 baseline of 3,012.16 mtCO2e
		Achieve 100% of electricity used from renewable sources by FY2030	On Track	47% of electricity use came from renewable sources, representing an 8% YOY increase
		Commit to becoming net zero by FY2050	On Hold	This goal has been placed on hold due to the upcoming merger; Digital Services will reassess this goal for alignment with the priorities and structure of the newly combined organization

Sustainability Goals (cont.)

Environmental (cont.)

Focus Area	Topic	Goal	Status	FY2025 Progress
Environment	**Recycling, Waste and Water Management**	Increase recycled water usage at the Hyderabad campus water recycling plant to 80% by FY2030	On Track	FY2025 shows a recycled water usage rate of 72.3% at the campus in Hyderabad, India, an increase from 71.6% in FY2024
		Expand e-waste programs to 50% of offices by FY2030	Achieved	E-waste programs covered 56% of offices, representing an 18% YOY increase

Social

Focus Area	Topic	Goal	Status	FY2025 Progress
Social Capital	**Employee Engagement, Training and Development**	Achieve 30% completion of Core People Manager Training by people managers	Achieved	35% of current DS people managers were engaged through the Hitachi Sakura People Manager Development Program, representing a 6% YOY increase
		Maintain more than 90% participation in performance reviews	Achieved	Attained 97% employee participation in performance reviews
	Social Contribution	Achieve 2,000 volunteer hours annually[1]	Achieved	Employees volunteered 3,673 hours in FY2025
		Deliver at least two scaled annual volunteering and giving initiatives across key regions, contributing $300K+ in community investments and engaging employees in impact efforts[2]	Achieved	Hosted Global Giving Week and International Women's Day campaigns, and contributed $398,852 to communities in India

[1] Digital Services launched this new goal in FY2025 after completing the previous goal to "Achieve 1,000 volunteer hours during our annual Global Giving Week by FY2025" one year early, in FY2024.

[2] Digital Services launched this new goal in FY2025 as an update to our previous goal to "Deliver high-impact local initiatives through volunteering and giving campaigns." This update was made to improve specificity and to ensure the goal is measurable.

Sustainability Goals (cont.)

Governance

Focus Area	Topic	Goal	Status	FY2025 Progress
Corporate Governance	**Cybersecurity and Data Privacy**	Continue to align cybersecurity practices with industry-leading standards and have board reviews regularly	On Track	Achieved certifications for the International Organization for Standardization (ISO) 27001 and Cyber Essentials Plus
	Responsible Procurement	In FY2025, maintain annual supplier engagement on ESG surveys/audits and assess for modern slavery risk through periodic review of suppliers' ESG activities	Achieved	Conducted ESG assessments of suppliers representing the top 80% of spend and completed two on-site audits
		Engage and educate 90% of our active supplier spend on reaching GHG reductions by FY2050	On Track	Engaged 80% of suppliers that make up the top 90% of active spend

FY2025 Highlights

Sustainability Innovation

- Introduced RitaONE, Digital Services' next-generation SaaS platform for ESG reporting and insights, in October 2025. A cloud-native, AI-powered SaaS solution, RitaONE simplifies ESG data collection for organizations and includes a built-in carbon accounting engine covering Scope 1, 2 and 3 emissions, alongside support for thousands of predefined ESG metrics, enabling comprehensive and audit-ready reporting.
- Awarded the Hitachi Lumada Business Award, one of Hitachi's highest internal recognitions, for the development of the RitaONE ESG reporting platform.
- Raised our customer satisfaction score to 4.4 out of 5, improved from 4.3 out of 5 in FY2024.

Environment

- Developed and published the Hitachi Digital Services Environmental Policy.
- Achieved a 40% reduction in total Scope 1 and 2 emissions (market-based) relative to our FY2024 base year, keeping us on track toward our goal of carbon neutrality by FY2030.
- Sourced 47% of global electricity used from renewable sources, representing an 8% YOY increase.
- Implemented e-waste programs in 56% of offices, representing an 18% YOY increase and surpassing our goal of establishing e-waste programs in 50% of offices by FY2030.

Social Capital

- Achieved a 93% completion rate in our FY2025 Hitachi Insights employee engagement survey.
- Developed and published our employee resources group (ERG) playbook to provide guidance for strengthening the effectiveness and approach of our employee resources groups.
- Achieved a perfect 100 score from the Corporate Equality Index.

Governance

- Achieved certifications for ISO 27001 and Cyber Essentials Plus.
- Implemented an annual voluntary conflict-of-interest disclosure reporting process and enhanced the conflict-of-interest due diligence process for candidates.
- Launched a new, dedicated cybersecurity training course for Digital Services employees.

Sustainability Awards and Recognition

Silver Medal and Top 6% ranking
EcoVadis

"A" score for the fifth consecutive year (Hitachi, Ltd.)
CDP climate response

"A" score (Hitachi, Ltd.)
CDP water response

Achieved a perfect 100 score
Corporate Equality Index





Hitachi Digital Services



Sustainability Innovation

- Services and Solutions to Advance Customer Sustainability
- Green Services and Solutions to Advance Our Sustainability
- Digital Innovation Strategies

Services and Solutions to Advance Customer Sustainability

In a world where AI has made execution abundant, the challenge is no longer doing more, but ensuring the right sustainability outcomes are defined, governed and realized with precision.

Digital Services is applying the principles of “Outcome-Forward Engineering” to transform how organizations deliver sustainability at scale, helping our customers evolve toward autonomous, self-improving sustainability systems that turn ESG commitments into compounding, verifiable value.

HITACHI

As part of our engineering and software delivery approach, we continue to innovate to help customers reduce carbon emissions and accelerate their sustainability transformation. Through Digital Services’ end-to-end expertise, we provide practical, scalable solutions that enable organizations to embed sustainability across their operations.

Over time, we have matured our sustainability offering by deepening our sector-specific knowledge and refining our methodologies through real-world project experience. This evolution allows us to better support companies at every stage of their sustainability journey across three core focus areas:

- **Decarbonization:** Implementing effective decarbonization strategies across operations and value chains
- **Co-Creation:** Driving sustainability innovation through close co-creation with customers
- **Data Analytics:** Using data and analytics to generate actionable insights and track sustainability performance



Decarbonization

Our core decarbonization services empower businesses to effectively reduce their carbon footprint, specifically within manufacturing, facilities and IT operations.

Manufacturing Decarbonization

Manufacturing decarbonization requires a combination of capabilities that provide fundamental building blocks for realizing business growth through lower carbon intensity and resource efficiency. Through Hitachi's 100+ years of expertise in manufacturing and 60+ years of IT competencies, we at Digital Services continue to develop innovative solutions in the sustainable manufacturing landscape.

Focus Areas

- **Sustainable, Smart Manufacturing** – Industrial process optimization requires I4.0 expertise via the internet of things (IoT), AI/machine learning (ML) and domain knowledge. The ability to analyze data across various streams provides insights to optimize the business while achieving new levels of resource efficiency.
- **Energy Transition and Electrification** – The transition to renewable energy, energy storage and digital energy management realizes business savings and reduced carbon dioxide equivalent. Electrification of industrial processes provides another avenue for reducing carbon intensity and reducing costs.
- **Intelligent and Transparent Supply Chains** – We bring advanced capabilities in digital supply chain visibility, enabling companies to optimize operations across complex industrial environments. Our expertise supports end-to-end value chain monitoring and provides the foundation for materials traceability, which is increasingly essential for meeting regulatory requirements.
- **Sustainable Product Design** – We offer advanced capabilities in sustainable design by leveraging deep expertise in bill of materials (BOM) analysis and supplier assessment. Our proficiency in AI-driven life cycle assessments enables companies to identify environmental impacts and make informed and actionable design decisions.
- **Circular Economy** – The shift to circularity requires a combination of capabilities from materials traceability, demand forecasting and even, in some cases, the creation of a digital marketplace for second-life parts and products. We are pioneering the implementation of Digital Product Passports that align with the stringent requirements of the European Union's Ecodesign for Sustainable Products Regulation (ESPR).
- **Compliance and Reporting** – As regulatory requirements continue to evolve, organizations need robust, end-to-end capabilities to collect, monitor, validate and report ESG data. Our solutions enable streamlined, audit-ready reporting and enhanced visibility into performance against sustainability targets, making compliance a driver of transparency, trust and continuous improvement.

Our analytics capabilities help organizations understand the energy consumption and carbon emissions of their manufacturing processes to contribute to continuous improvement. We focus on material traceability, product passports, life cycle assessments and emissions tracking throughout the value chain.

Case Study: Meeting Regulatory Requirements and Improving Transparency with Digital Product Passports

We collaborated with a major manufacturing client to design and implement Digital Product Passports (DPPs), leveraging a blockchain-based, traceability-as-a-service platform to collect and manage sustainability data across a multitier, multicountry supply chain. The engagement involved onboarding 10 aluminum suppliers - from Tier 3 ingot origin through Tier 2 billet casting and Tier 1 extrusion to final assembly at the client's European facility - capturing provenance, alloy composition, recycled content and embedded CO2 data at every stage of the product life cycle.

We designed a hierarchical DPP structure from individual aluminum item to part and finished product, with role-based access controls for regulators, procurement and sustainability teams. We also conducted data attribute workshops with both the client and key suppliers to define formats, regulatory alignment and reporting requirements.

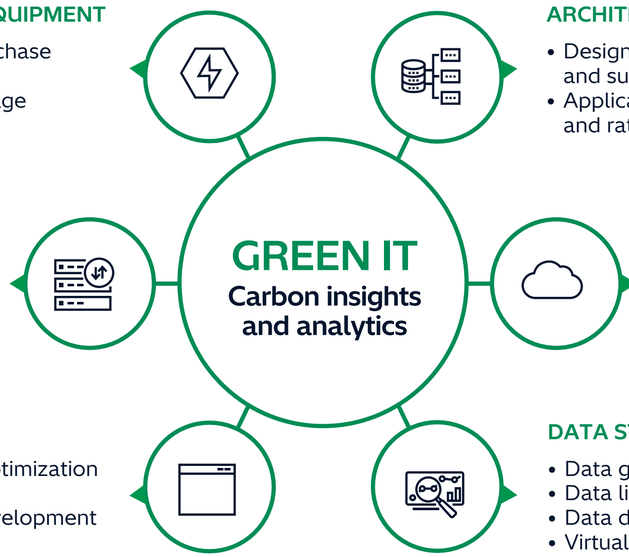
The solution ensured full compliance with the ESPR, while giving the client unprecedented visibility into the environmental footprint of its aluminum supply chain and a scalable foundation for extending Digital Product Passports across additional materials and product families.

IT Decarbonization

Our IT decarbonization strategy takes a holistic look at the IT footprint. We have created a systemic approach that hinges on six core pillars: power supply and power equipment, IT infrastructure, applications, architecture and engineering, cloud strategy and data stewardship. We bring a holistic understanding of the IT footprint to consider all applications and infrastructure, helping organizations lower carbon emissions.

This focus necessitates building a foundation for data center emissions analytics and coordinating across functions to enhance collaboration, building visibility and transparency with greater understanding and more accurate and granular carbon accounting across all scopes. This allows identification of carbon reduction initiatives, building a real-time response system to take immediate actions responding to demand shifts, minimizing energy consumption and carbon emissions and ultimately helping optimize investments with ROI assessments that consider carbon reduction as a key criterion.

Our Six Pillars of IT Decarbonization



POWER SUPPLY AND POWER EQUIPMENT

- Energy strategy (risk, power purchase agreements, offsets)
- Renewable energy, battery storage
- Virtual power plants
- Transformers, switching gear, digital substations

ARCHITECTURE AND ENGINEERING

- Design for reliability, resiliency and sustainability
- Application portfolio management and rationalization

IT INFRASTRUCTURE

- Energy-efficient IT assets
- Carbon efficiency monitoring
- Real-time workload allocation
- HVAC and facility energy optimization

CLOUD STRATEGY

- Granular monitoring of GHG and emissions
- Cloud CO2 optimization (GreenOps)

APPLICATIONS

- Application CO2 optimization (Scope 1, 2 and 3)
- Green software development (DevOps)

DATA STEWARDSHIP

- Data governance for CO2 optimization
- Data life cycle management
- Data de-duplication and compression
- Virtualization and consolidation

Case Study: Green IT Transformation in Financial Services

Digital Services is working with several banking clients to decarbonize their IT operations, deploying a bottom-up IT decarbonization platform that installs lightweight listening agents on data center servers to capture real-time energy consumption and carbon emissions at the software process, application and business service level. This solution replaces traditional top-down power usage effectiveness (PUE)-based estimates with actual measurements and delivers actionable optimization insights – including workload reallocation across servers, identification of anomalies in process execution, operating system recommendations and simulation capabilities – to model the carbon and cost impact of infrastructure decisions before implementation.

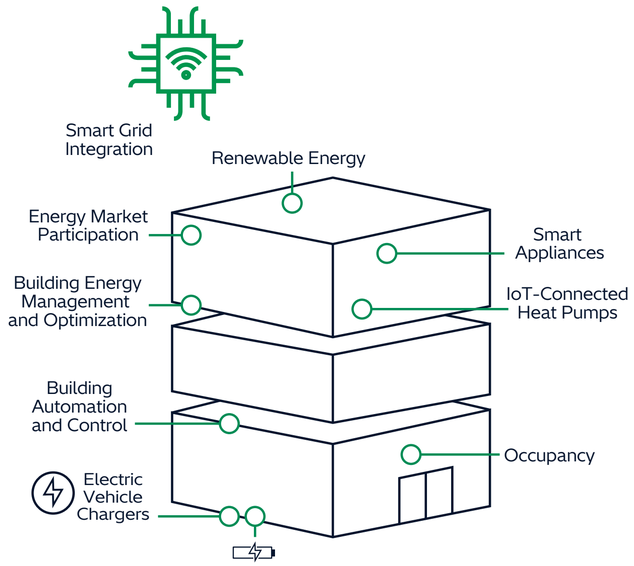
Clients using our IT decarbonization platform have achieved an average reduction in energy consumption of 20%. Furthermore, this granular, service-level visibility enables banks to embed sustainability metrics into IT investment decisions, asset replacement planning and regulatory reporting, establishing a credible pathway to net zero IT operations.

Facility Decarbonization

To exist within a sustainable world, industrial facilities and buildings must realize new operational capabilities that extend the traditional set of smart facility capabilities, including energy management, net zero achievement and resource efficiency.

Our focus on driving deep facility decarbonization is centered around three core areas:

- **Resource Efficiency and Optimization** – Using data from IoT devices, sensors and digital twins, we enable continuous monitoring and optimization of energy, water and other critical resources. Our capabilities help companies uncover inefficiencies, benchmark performance and implement data-driven strategies to reduce consumption and operational costs.
- **Energy Transition and Electrification** – We guide companies through the shift toward low-carbon energy systems by integrating renewable energy, on-site energy storage and intelligent energy management platforms. Our expertise also extends to electrification of facility infrastructure, such as industrial heating and mobility, enabling a tangible reduction in carbon intensity and long-term energy cost savings.
- **Operational Efficiency Improvement** – We help companies reduce facility-level emissions by identifying and addressing inefficiencies in day-to-day operations. Through in-depth analyses of energy use, equipment performance and facility workflows, we uncover opportunities to lower carbon intensity. Our approach combines process optimization, automation and advanced analytics to reduce waste, improve system performance and deliver measurable gains in both emissions reduction and operational efficiency.



Data-Driven Analysis
Through a detailed analysis of your energy consumption patterns, we identify areas for improvement.

IoT-Enabled Solutions
Identify and address energy inefficiencies quickly with our real-time IoT solutions.

Machine Learning and AI
With our advanced analytics and machine learning algorithms, you can optimize energy use, reduce waste and increase operational efficiency.

Digital Energy Suite
Our digital energy suite provides the ability to easily integrate and optimize renewable energy sources, battery energy storage systems, EV charging infrastructure and distributed energy resources with building operations.

Renewables and EV Transition

At Digital Services, we are driving the global shift toward zero-carbon mobility by delivering comprehensive solutions that help decarbonize commercial vehicle fleets. Our end-to-end services include fleet electrification, battery management and energy optimization, all supported by advanced data analytics and digital technologies.

We guide organizations through every phase of their sustainability journey, from strategic planning and financing to real-time fleet monitoring and charging infrastructure deployment. Our solutions aim to reduce total cost of ownership, extend battery life and unlock new revenue streams, enabling businesses to meet their net zero goals effectively.

Key capabilities and benefits include:

- Smart charging solutions to optimize energy use and reduce costs
- Battery health analytics that extend battery lifespan and improve reliability
- Depot decarbonization strategies tailored to specific operational needs
- Real-time fleet monitoring for enhanced operational efficiency
- Support across sectors such as public transportation and logistics
- Leveraging the Lumada digital platform and Hitachi's global expertise to deliver customized solutions

By combining deep industry knowledge with cutting-edge technology, we empower organizations to make data-driven decisions, improve sustainability performance and contribute to a cleaner, greener future.

Sustainability Innovation Through Co-Creation

We partner with organizations to create tailored sustainability solutions by leveraging our broad technology experience. This includes robotics, IoT, big data, digital twins, AI, blockchain and other novel technologies.

Case Study: Restoring Ecosystems with Data

Digital Services enabled a mining organization in Australia to enhance its environmental rehabilitation program and meet its commitment to restoring ecosystems across its mining operations. Faced with the challenge of monitoring large, rehabilitated areas and demonstrating progress against rehabilitation obligations, they implemented a data-driven solution combining satellite imagery, drone-based multispectral imaging, AI and real-time environmental sensing.

The integrated platform enabled continuous monitoring of vegetation health, soil conditions, water quality and ecosystem recovery, while helping identify anomalies and areas requiring intervention. By leveraging high-resolution environmental data and automated insights, they gained greater visibility into restoration outcomes, improved the efficiency of their monitoring processes and established a more accurate and scalable approach to measuring rehabilitation success. As a result, our client has been able to track ecosystem recovery more effectively, support informed decision-making and strengthen confidence in its restoration efforts.

Data and Analytics for Sustainability

We help organizations discover, catalog, analyze and report with confidence through our ESG software solutions. This includes services such as:

- **ESG Data Aggregation and Reporting** – With compliance requirements evolving, our ESG reporting solution helps businesses identify, assess and manage ESG risks, which can have a significant impact on their long-term viability.
- **GHG Emissions Reporting** – Our GHG emissions platform, aligned with the Greenhouse Gas Protocol, helps organizations establish a carbon emissions reporting capability. Data is easy to export for standard frameworks, such as GRI, CDP, Nasdaq ESG, the Task Force on Climate-related Financial Disclosures (TCFD), SASB and the U.K. Streamlined Energy and Carbon Reporting (SECR):
  - → Automated emission factor allocation and continuous factor updating
  - → Incorporation of suppliers' private and public decarbonization data via data ingestion
  - → Supplier engagement via the platform and engagement monitoring
  - → Simulation of the impact of decarbonization initiatives and assessment of their effectiveness
- **Advanced Data Management and Analytics** – In certain cases, sustainability-related data is scattered across an organization. We provide the means to intelligently discover and catalog data to provide the insights and automated reports required to operationalize sustainable business practices.

RitaONE is Digital Services' next-generation SaaS platform for ESG reporting and insights. It enables companies to comply with global sustainability regulations while unlocking business value through data-driven decision-making.

Our Solutions Offer The End-To-End Analytics That You Need On Your Company-Wide Sustainability Journey

Company-wide ESG Reporting

RitaONE
ONE PLATFORM, REAL IMPACT

- ESG intelligence platform
- Automated emissions calculation with a robust built-in carbon engine
- Built-in reporting framework interoperability (CSRD, GRI, ISSB, etc.)
- Audit-grade traceability and transparency
- AI-generated insights

Modular add-ons or standalone products

RitaONE DCARB	Data Center, Colocation and Cloud Emission Management
RitaONE EMS	Facility Energy and Emissions Management
RitaONE LCA	Life Cycle Assessments, PCF, EPD and Ecodesign
RitaONE PASS	Digital Product Passports and Traceability
RitaONE CHAIN	Supplier Stewardship and Scope 3 Decarbonization

RitaONE: A Unified ESG Platform

Launched in October 2025, RitaONE brings together automation, intelligence and compliance in a single, enterprise-ready platform. A cloud-native, AI-powered SaaS solution, RitaONE simplifies ESG data collection for organizations by integrating directly with existing enterprise systems, eliminating manual processes and ensuring consistent, reusable data across frameworks. It includes a built-in carbon accounting engine covering Scope 1, 2 and 3 emissions, alongside support for thousands of predefined ESG metrics, enabling comprehensive and audit-ready reporting.

RitaONE is also designed to keep pace with evolving global regulations and standards (such as CSRD and the GHG Protocol), offering real-time updates, multiframework compliance and full traceability from source data to final disclosures. Use of agentic AI and natural language interfaces allows users to access insights, automate data completion and generate reports quickly, turning ESG from a complex compliance burden into a strategic, data-driven capability.

Digital Services is committed to contributing to a more sustainable society through digital and green innovation. RitaONE embodies this mission by enabling companies to measure, report and act on their sustainability performance with confidence.

RitaONE Team Receives Hitachi Lumada Business Award

The Hitachi Digital Services team received the Hitachi Lumada Business Award, one of Hitachi's highest internal recognitions, for the development of the RitaONE ESG reporting platform. The Lumada Business Awards are internal and partner awards honoring organizations, projects and employees that successfully leverage Hitachi's Lumada platform and AI solutions to solve major social and industrial challenges.



Screenshot of the RitaONE Dashboard



HITACHI

Case Study: Hitachi Rail Transforms ESG Reporting with RitaONE

As reporting requirements expanded across frameworks such as CSRD and the Sustainability Standards Board of Japan (SSBJ), Hitachi Rail encountered major obstacles: data fragmentation across sources, inconsistent information management and rising administrative overhead.

To enhance its ESG reporting capabilities, Hitachi Rail implemented RitaONE, establishing a unified and scalable platform that integrates with existing systems, such as its EHS and Energy Management systems. RitaONE replaced fragmented data collection and manual validation processes, reducing Hitachi Rail's administrative effort while improving the consistency and reliability of reported information. Agentic AI functionality automates ESG data aggregation and validation, enabling Hitachi Rail to respond more efficiently to evolving disclosure requirements across multiple international frameworks. Real-time monitoring and AI-driven insights give the organization greater visibility into ESG performance, while customized key performance indicator (KPI) tracking supports more informed decision-making.

With full traceability and auditability of all KPIs, Hitachi Rail can strengthen governance, increase transparency and report with greater confidence. With RitaONE, Hitachi Rail has improved data reliability, reduced manual workload and built a more scalable, future-ready foundation for transparent and credible ESG reporting.

100
facilities onboarded

109
topics tracked

6,000+
KPIs

Green Services and Solutions to Advance Our Sustainability

SUSTAINABILITY GOAL:

Expand satisfaction surveys for customers with $1M+ in revenue by FY2027

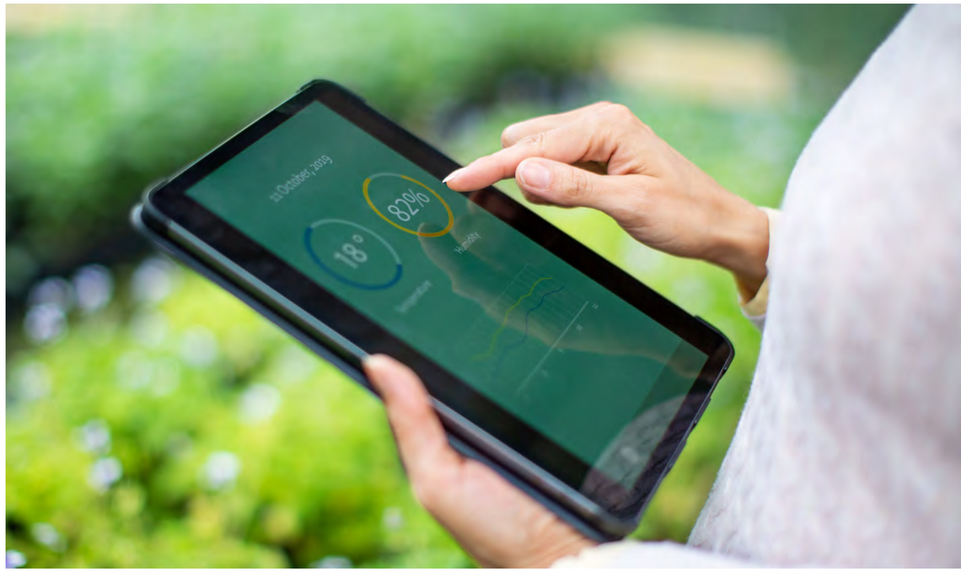
FY2025 progress:
Expanded the satisfaction survey program to include additional clients and projects and raised the customer satisfaction score from 4.30/5 to 4.39/5 YOY

As a provider, we support innovation around green software coding. We have incorporated sustainable practices into the engineering and delivery phases of the software development and integration life cycle.

We are carefully investigating optimized energy-saving techniques through the end-to-end product design life cycle, including the following examples:

- **Energy-Aware Software Design** – We are integrating energy-aware software design principles into the development process, which involves writing code that is optimized for minimal energy consumption. This includes reducing redundant processes, optimizing algorithms and managing power usage effectively.
- **Efficient Algorithms and Data Structures** – Using appropriate data structures and sorting algorithms for real-world data can significantly reduce the number of operations and can be more energy efficient.
- **Code Optimization and Refactoring** – Techniques like loop optimization and memory management practices can save processing power.
- **Energy Profiling and Monitoring** – Using energy profiling tools to monitor and analyze the energy consumption of software and implementing dynamic power management techniques, such as putting idle components into low-power states, can significantly reduce energy usage.
- **Adopting Asynchronous Processing** – Implementing non-blocking input/output (I/O) operations can reduce the energy consumed by making better use of system resources and avoiding idle central processing unit (CPU) cycles. Employing concurrency models can help manage resource utilization more efficiently, reducing energy consumption.
- **Eco-Friendly Coding Practices** – Using practices like modular code and creating reusable components and libraries means that less new code needs to be written, compiled and executed, saving energy in the long run. Ensuring that applications release resources such as threads, database connections and file handles when they are no longer needed can prevent unnecessary energy consumption.

Implementing these energy-aware software design principles can lead to the development of more sustainable and efficient software that requires fewer servers, less processing power and less memory to operate at scale. In practice, this translates directly into lower energy consumption, reduced carbon emissions and lower infrastructure costs, ultimately contributing to the reduction of the environmental impact of the digital software solutions that we design, build and operate for our customers.



Digital Innovation Strategies

Digital Twin Technology

Supporting innovation around digital green OT efforts involves leveraging advanced digital technologies to enhance sustainability and energy efficiency in industrial and operational environments. We are innovating around digital twin technology that lets us create a virtual replica of physical assets, systems or processes, allowing for real-time monitoring, simulation and optimization. This helps analyze the performance of customer operations in detail, identify inefficiencies and test improvements without disrupting actual production to save energy and reduce environmental impact.

IT/OT Convergence

We are also assessing IT/OT convergence to help build cloud-based systems and centralize the monitoring and controlling of OT systems, providing scalability, flexibility and advanced data analytics capabilities. Cloud-based systems enable remote monitoring and management, allowing for real-time adjustments that can enhance energy efficiency and reduce emissions.

Our investment in these digital innovation strategies helps enhance green OT efforts for our customers, not only reducing environmental impact but also driving cost savings and energy-efficient operational improvements.

Physical AI

As intelligence moves closer to machines and production systems, physical AI is enabling manufacturing operations to sense real-time conditions and respond adaptively – adjusting process parameters, rebalancing production flows and tuning energy usage dynamically based on what is happening on the factory floor. Digital twin technology plays a foundational role in enabling physical AI safely and at scale, providing a virtual environment where AI-driven decisions can be simulated, tested and validated before being applied to live operations – ensuring that efficiency gains are delivered without compromising safety or product quality.

Targeted deployments combining digital twin technology with physical AI are already showing 20-30% improvements in operational efficiency in areas such as maintenance planning and production optimization, translating directly into lower energy consumption, reduced waste and a smaller carbon footprint.

Agentic AI

Through our agentic AI solutions and collaboration with NVIDIA technologies, we are embedding sustainability into the core of industrial operations. Our systems learn from complex data patterns to predict and prevent inefficiencies, reducing energy consumption and cutting emissions. By dynamically adjusting production parameters, we help clients minimize waste, protect product quality and strengthen safety standards. These capabilities not only improve operational resilience but also create workplaces that are more harmonious, productive and aligned with long-term sustainability ambitions.

AI and Machine Learning

Utilizing AI and machine learning for predictive analytics allows us to assess vast amounts of operational data, predict equipment failures and optimize maintenance schedules. This prevents unplanned downtime and reduces energy by ensuring that equipment is running optimally. We are investing in AI to help optimize production processes so that parameters can be adjusted dynamically to minimize energy use while maintaining product quality. This reduces waste and improves overall sustainability in industrial operations.

HITACHI

Environment

- Environmental Policy
- Environmental Impact of Our Operations
- Environmental Initiatives at Global Offices
- Energy Management and GHG Management
- Recycling, Waste and Water Management

Environmental Policy

We recognize our duty to drive climate action, both through our services and in our direct operations. By transparently measuring, reporting on and reducing emissions throughout our value chain, we contribute to a less carbon-intensive future that benefits our customers, our planet and all its people.

SUSTAINABILITY GOAL:

Publish an environmental policy in FY2025

FY2025 progress:
Environmental policy published in October 2025

Digital Services published an Environmental Policy in FY2025 that commits us to environmental leadership across our operations and services. We recognize our responsibility to drive climate action, reduce environmental impact and support the transition to a low-carbon economy. While the company does not engage in manufacturing activities, we actively monitor and manage our environmental impacts with a focus on regulatory adherence, efficient energy use, responsible resource consumption, waste reduction and water conservation, where relevant. Through transparent measurement and reporting, we strive to uphold our responsibility to the environment as a part of the company's broader sustainability objectives.

Our approach includes maintaining full compliance with environmental regulations, advancing energy efficiency and reducing GHG emissions through renewable energy procurement, continual improvement initiatives and emissions reductions within our supply chain. We prioritize responsible resource use by collecting water data across key sites, increasing recycled water usage and strengthening waste reduction efforts through recycling programs, proper waste segregation and responsible e-waste management. We also implement controls to protect air quality and manage noise at applicable facilities, ensuring alignment with industry standards and customer expectations. By integrating these leading environmental practices into our business strategy and operations, we foster awareness and responsibility among our people, customers, suppliers and the global business community, helping us advance together toward a sustainable future.



Environmental Impact of Our Operations

Green Facilities

Digital Services seeks to operate facilities with sustainable designs and efficient operations that minimize environmental impact. We actively work with partners, including real estate brokers and Hitachi companies, to increase the number of Digital Services facilities with green building certifications and environmentally friendly measures. To date, our headquarters in Santa Clara, California, is LEED Gold certified and our London facility in the U.K. is ISO 14001 certified. We intend to explore additional green building opportunities in the future.

Portfolio Optimization

Hitachi Real Estate teams collaborate to ensure that vacancies in Hitachi's portfolio are kept to a minimum by consolidating Hitachi companies in shared office spaces and closing sites that are no longer required. This increases the efficiency of our leased spaces and the usage of utilities.





Environmental Initiatives at Global Offices

Energy Efficiency

Across our global operations, we have continued to implement targeted energy efficiency initiatives to reduce energy consumption and support our environmental commitments. Key measures include high-efficiency HVAC systems, on-site solar installations, LED lighting, occupancy-based controls and other energy-saving technologies.

At our Santa Clara headquarters in the U.S., cold aisle containment and thermal curtains are used to optimize data center cooling efficiency and reduce energy demand associated with server operations.

Our Hyderabad facility was designed with sustainability and energy efficiency as core priorities. The building is strategically oriented to align with the sun's path, maximizing the use of natural daylight while minimizing solar heat gain and reducing cooling demand. To further improve energy efficiency, automated timers control campus street lighting and signage, helping to minimize unnecessary electricity consumption. Additionally, both our Hyderabad and Bangalore facilities are equipped with variable refrigerant flow (VRF) air conditioning systems, which optimize energy performance by providing efficient, demand-based climate control.

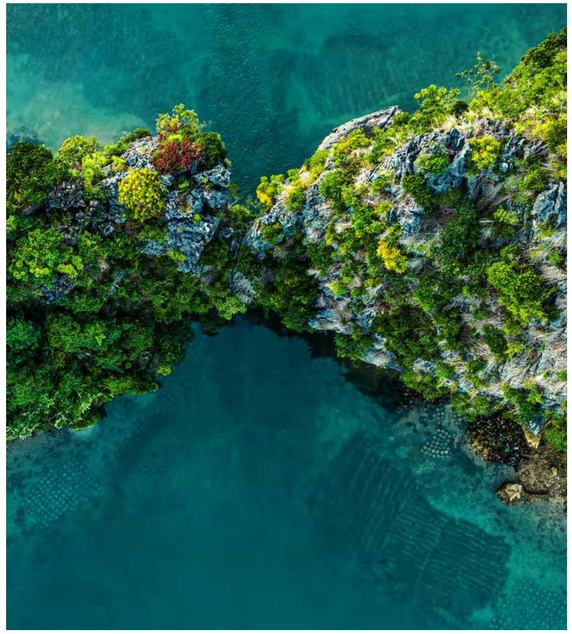
Waste Management and Water Conservation

Digital Services is committed to minimizing waste and waste-related impacts, with waste sorting stations and e-waste programs facilitating responsible disposal and reuse across our global offices. Nearly half our global facilities have established programs to manage e-waste disposal, waste sorting or both. See Recycling, Waste and Water Management for more details on these programs. We liaise closely with our landlords and building management teams to ensure, where possible, that the waste segregation in our leased spaces matches the waste management for the building.

At our Hyderabad site in India, recycled water continued to play a significant role in water stewardship efforts, accounting for 72.3% of total water use in FY2025, consistent with FY2024 levels. On-site plants provide recycled water for landscape irrigation and horticultural activities, conserving fresh water while contributing to greener landscapes. We also proactively utilize water-saving methods through various means, such as water sensors.

In FY2025, we began collecting more granular data on waste generation and water consumption across our global sites to improve our understanding of our environmental impacts and establish robust baselines for future performance measurement. This enhanced data collection will support the development of targeted reduction initiatives and inform future environmental goals and targets.

See Recycling, Waste and Water Management for data on our global impacts.



Environmental Features at Our Headquarters in Santa Clara, California

- LEED Gold certified
- Rooftop solar system
- Public transportation access
- Water-efficient landscaping
- Innovative waste technologies
- Enhanced refrigerant management
- High-efficiency HVAC equipment
- Indoor chemical and pollutant source control
- Electric vehicle charging stations
- Indoor water-efficiency technology
- High-efficiency plumbing
- ENERGY STAR® designed
- UL Verified Healthy Building Mark for indoor air
- High-efficiency LED lighting and smart lighting controls (compliant with California Title 24)

Environmental Employee Training and Programs

SUSTAINABILITY GOAL:

Foster environmental awareness and action through at least 20 in-person and virtual events during Earth Month

FY2025 progress:
Executed 6 virtual and 20 in-person Earth Month events, engaging 400+ global employees in 10 countries

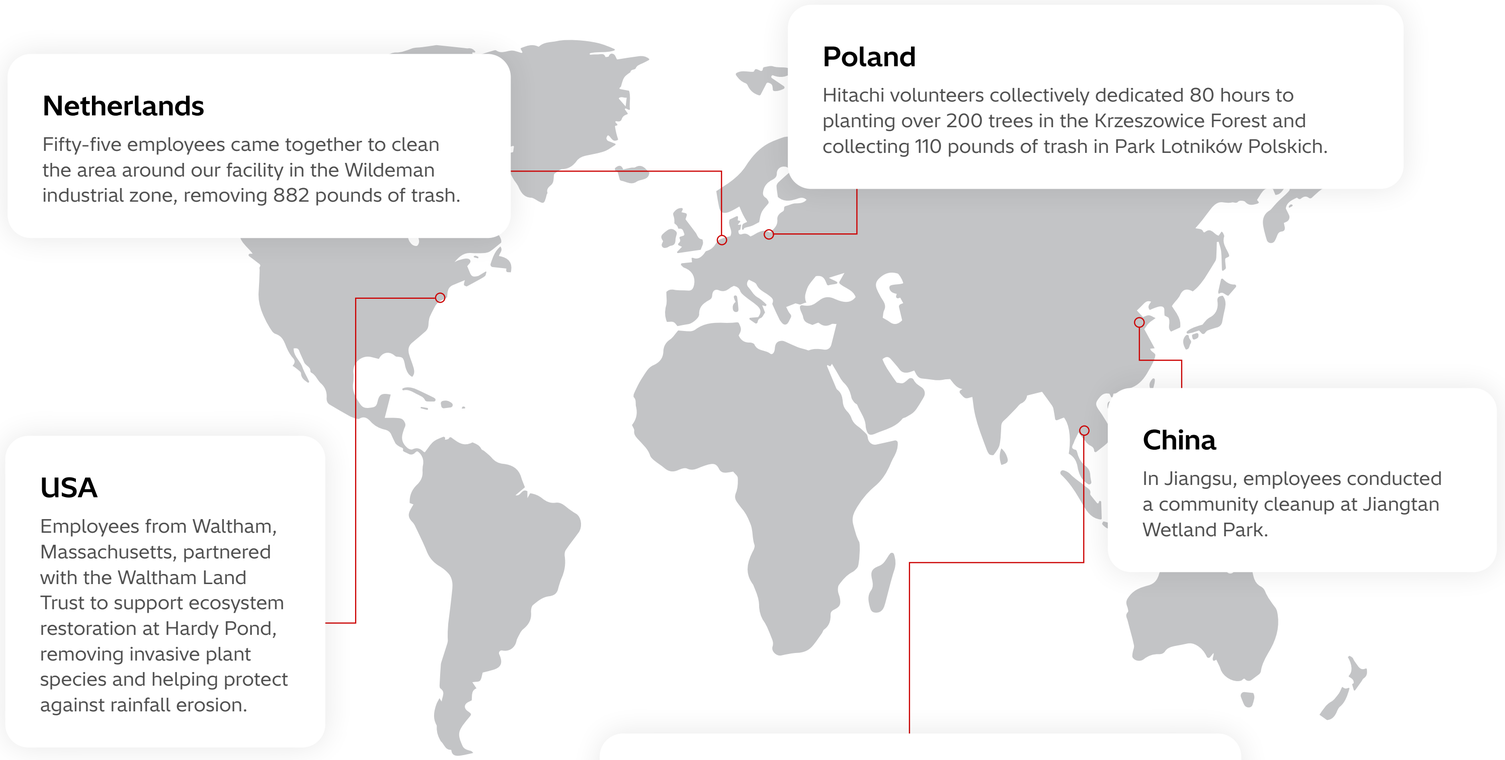
Earth Alliance Employee Resource Group

Digital Services' Earth Alliance ERG supports the company's environmental mission by raising employee awareness of sustainable practices and promoting environmental education and training on specific environmental topics, including water management, energy-saving best practices and plastic reduction in the workplace. Through its Quarterly Connects webinars and Speaker Series, Earth Alliance engages employees around environmental topics and activities associated with Earth Month and other global campaigns. In FY2025, Earth Alliance brought together around 125 members.

The ERG's global Earth Alliance leaders meet often to support internal communications on Digital Services' environmental commitments and achievements, coordinate volunteer opportunities and strategies for improving local office engagement with the company's environmental efforts and serve as a resource to help employees get more involved.

In celebration of Earth Month in FY2025, Earth Alliance leaders organized 20 in-person and 6 virtual events this year on sustainability topics such as reducing energy consumption, minimizing waste and planting trees.

Notable Earth Month events in FY2025 included:



Netherlands

Fifty-five employees came together to clean the area around our facility in the Wildeman industrial zone, removing 882 pounds of trash.

Poland

Hitachi volunteers collectively dedicated 80 hours to planting over 200 trees in the Krzeszowice Forest and collecting 110 pounds of trash in Park Lotników Polskich.

USA

Employees from Waltham, Massachusetts, partnered with the Waltham Land Trust to support ecosystem restoration at Hardy Pond, removing invasive plant species and helping protect against rainfall erosion.

China

In Jiangsu, employees conducted a community cleanup at Jiangtan Wetland Park.

Vietnam

Employees devoted 21 volunteer hours planting 11 monkeypod trees and collected litter at Quang Trung Software City.

Biodiversity

We recognize the importance of protecting and enhancing biodiversity in the communities where we operate. Our approach focuses on supporting local environmental stewardship initiatives and implementing site-level practices that contribute to the sustainable management of natural resources.

At our Hyderabad campus in India, we utilize recycled water to support horticultural activities, helping to sustain diverse plant life while reducing pressure on local freshwater ecosystems.

At our Santa Clara headquarters, approximately 40 employees are encouraged to participate in an annual community park cleanup initiative in the Monte Sereno and Saratoga areas. Through volunteer activities such as these, we seek to preserve and enhance local green spaces, supporting community environmental stewardship and the health of local ecosystems.

Environmental Compliance

Within our regional operations, we comply with applicable national and local energy regulations. We also monitor developments and adopt best practices from globally recognized organizations such as the International Energy Agency (IEA) and the World Resources Institute (WRI). In the U.S., we work to meet efficiency criteria related to ENERGY STAR certification and the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) Standard 90.1: Energy Standard for Sites and Buildings.



Case Study: Hitachi Europe's Sustainability Conference

Hitachi holds three annual sustainability conferences in the Americas, Japan and Europe to share sustainability knowledge and experience across business units. By forging stronger connections, organizations across our operating regions can learn from one another, helping drive the company's shared sustainability agenda.

The 2025 European Sustainability Conference was held in Reggio Calabria, Italy, bringing together 58 cross-functional in-person attendees. Discussion focused on strategies for accelerating "One Hitachi" collaboration to meet our legal obligations and sustainability targets in Europe, where a new economic approach focuses on promoting the EU's industrial base and protecting economic security while carefully managing vulnerabilities and climate ambitions.

Energy Management and GHG Management

SUSTAINABILITY GOAL:

Commit to setting a near-term goal aligned with the Science Based Targets initiative (SBTi) by FY2025

FY2025 progress:
This goal has been placed on hold due to the upcoming merger; Digital Services will reassess this goal for alignment with the priorities and structure of the newly combined organization

SUSTAINABILITY GOAL:

Develop a Reduction Roadmap in FY2025 and align goals aiming for SBTi submission, focusing on the main emissions sources under Scope 3

FY2025 progress:
This goal has been placed on hold due to the upcoming merger; Digital Services will reassess this goal for alignment with the priorities and structure of the newly combined organization

SUSTAINABILITY GOAL:

Achieve carbon neutrality in Scope 1 and 2 by FY2030

FY2025 progress:
Total FY2025 Scope 1 and 2 emissions (market-based) reduced to 1,800.34 mtCO2e in FY2025, a 40% reduction from the FY2024 baseline of 3,012.16 mtCO2e

SUSTAINABILITY GOAL:

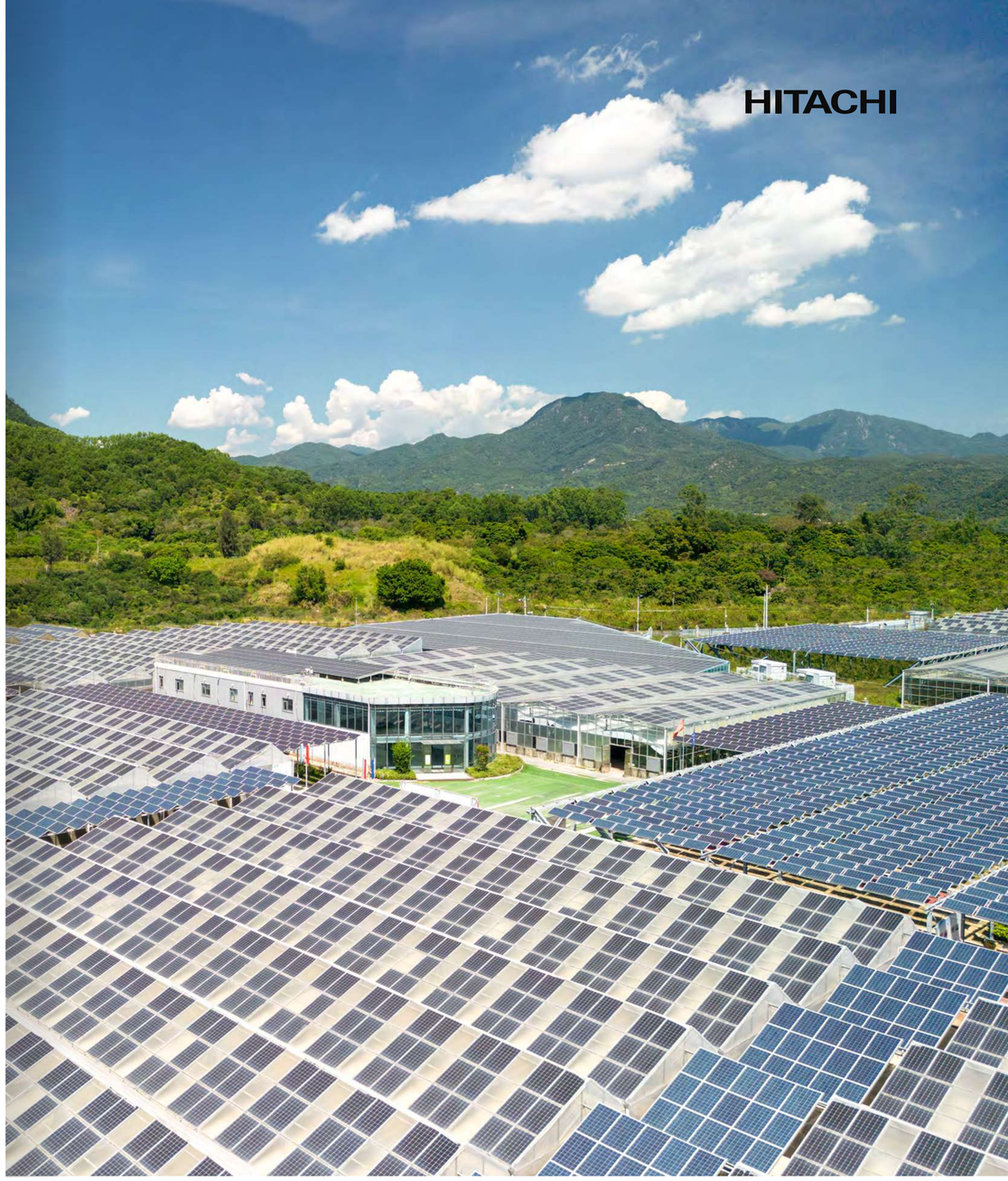
Achieve 100% of electricity used from renewable sources by FY2030

FY2025 progress:
47% of electricity use came from renewable sources, representing an 8% YOY increase

SUSTAINABILITY GOAL:

Commit to becoming net zero by FY2050

FY2025 progress:
This goal has been placed on hold due to the upcoming merger; Digital Services will reassess this goal for alignment with the priorities and structure of the newly combined organization



Our GHG Reduction Strategy

We recognize our responsibility to drive climate action through both our direct operations and value chain. In FY2025, Digital Services advanced its emissions reduction strategy using FY2024 as the verified baseline year for greenhouse gas (GHG) calculations, ensuring consistency in methodology and comparability across reporting periods, while also identifying and implementing improvements. This included collecting more activity data for facilities and subleased locations, further refinement and delineation of spend-based data for purchased goods and services, capital goods and upstream transportation and distribution to provide overall improvements to the accuracy and completeness of Scope 1, 2 and 3 accounting.

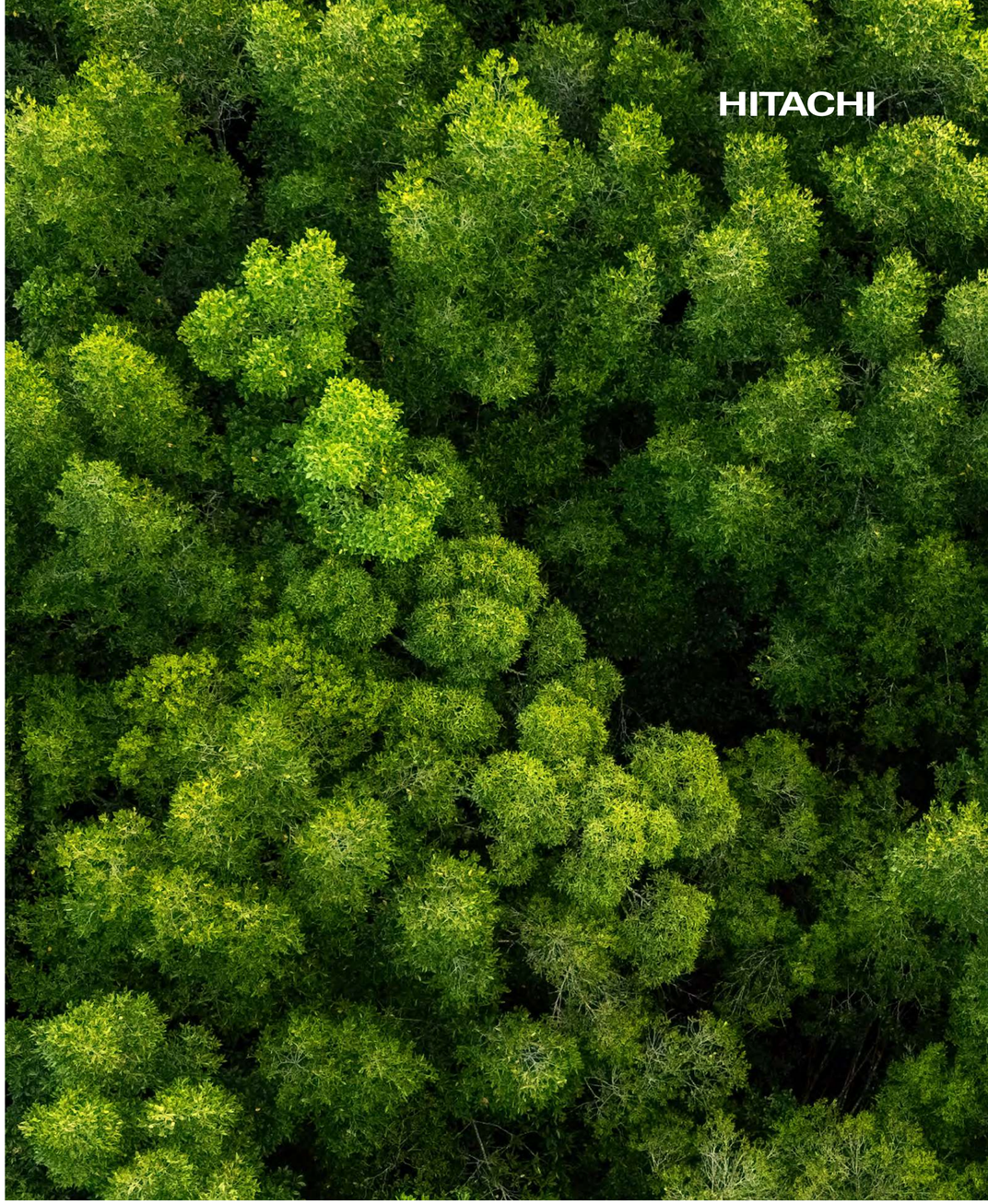
A key focus of our emissions reduction efforts remains Scope 3 emissions, particularly Category 1 (Purchased Goods and Services) and Category 2 (Capital Goods), which together represent approximately 60% of our total FY2025 GHG emissions. As the most significant contributors to our emissions footprint, these categories constitute a central component of our decarbonization strategy.

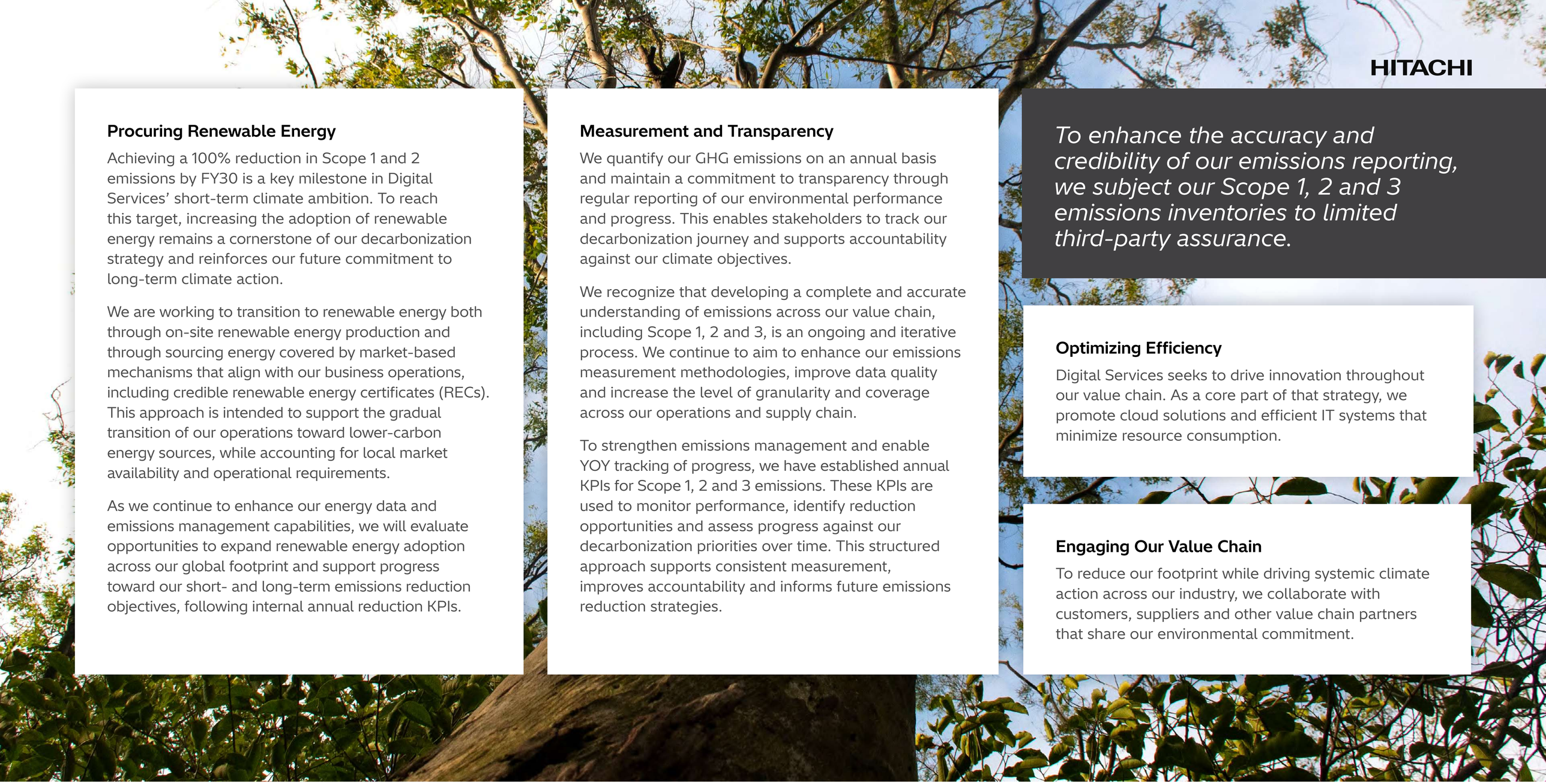
We are currently preparing to transition to supplier-specific emissions data. These efforts support a gradual shift from spend-based to more primary data-driven calculations where feasible, improving the precision of Category 1 emissions reporting.

At the same time, we recognize the importance of reducing emissions across all applicable Scope 3 categories relevant to Digital Services. To support a comprehensive approach to emissions management, we have established internal yearly KPIs across applicable categories and continue to identify opportunities to reduce emissions throughout our value chain. This approach enables us to prioritize the most material emission sources, while maintaining progress toward reductions across our broader Scope 3 footprint.

In addition, we increased our procurement of renewable energy through reputable energy attribute certificates (EACs), further reducing operational Scope 2 emissions.

During FY2025, we continued to make progress in developing a formal GHG emissions reduction roadmap to inform future target setting, support the validation of science-based targets and maintain alignment with our commitment to be net zero by FY2050. However, with the upcoming merger of the Digital Services and GlobalLogic organizations, work supporting our submission to the Science Based Targets initiative (SBTi) has been deferred and is pending further review following the merger.





Procuring Renewable Energy

Achieving a 100% reduction in Scope 1 and 2 emissions by FY30 is a key milestone in Digital Services' short-term climate ambition. To reach this target, increasing the adoption of renewable energy remains a cornerstone of our decarbonization strategy and reinforces our future commitment to long-term climate action.

We are working to transition to renewable energy both through on-site renewable energy production and through sourcing energy covered by market-based mechanisms that align with our business operations, including credible renewable energy certificates (RECs). This approach is intended to support the gradual transition of our operations toward lower-carbon energy sources, while accounting for local market availability and operational requirements.

As we continue to enhance our energy data and emissions management capabilities, we will evaluate opportunities to expand renewable energy adoption across our global footprint and support progress toward our short- and long-term emissions reduction objectives, following internal annual reduction KPIs.

Measurement and Transparency

We quantify our GHG emissions on an annual basis and maintain a commitment to transparency through regular reporting of our environmental performance and progress. This enables stakeholders to track our decarbonization journey and supports accountability against our climate objectives.

We recognize that developing a complete and accurate understanding of emissions across our value chain, including Scope 1, 2 and 3, is an ongoing and iterative process. We continue to aim to enhance our emissions measurement methodologies, improve data quality and increase the level of granularity and coverage across our operations and supply chain.

To strengthen emissions management and enable YOY tracking of progress, we have established annual KPIs for Scope 1, 2 and 3 emissions. These KPIs are used to monitor performance, identify reduction opportunities and assess progress against our decarbonization priorities over time. This structured approach supports consistent measurement, improves accountability and informs future emissions reduction strategies.

To enhance the accuracy and credibility of our emissions reporting, we subject our Scope 1, 2 and 3 emissions inventories to limited third-party assurance.

Optimizing Efficiency

Digital Services seeks to drive innovation throughout our value chain. As a core part of that strategy, we promote cloud solutions and efficient IT systems that minimize resource consumption.

Engaging Our Value Chain

To reduce our footprint while driving systemic climate action across our industry, we collaborate with customers, suppliers and other value chain partners that share our environmental commitment.

Scope 1 and 2 Emissions

Our Scope 1 and 2 emissions are calculated annually by a third-party provider in alignment with the GHG Protocol, the globally recognized standard for preparing corporate GHG emissions inventories. We define our organizational boundary using the Protocol's operational control approach.

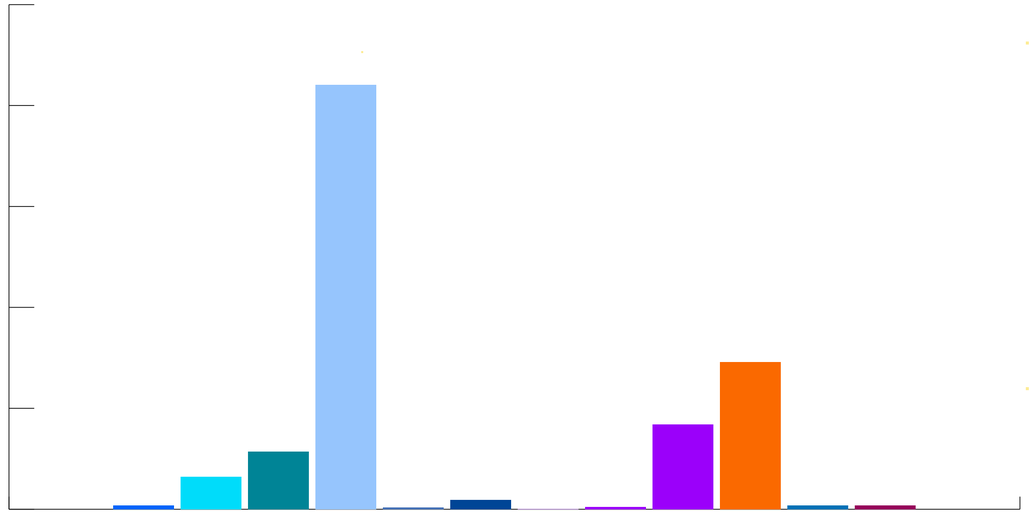
Scope 1 direct emissions include stationary combustion (fuel used on-site at all facilities within our operational control boundary) and fugitive emissions (associated with refrigerants). In calculating Scope 1 emissions, we prioritize the use of primary data wherever available. When data is limited, we apply best-practice estimation methods in order to maintain a comprehensive inventory. Scope 2 indirect emissions cover the purchase of electricity for all facilities. In accordance with the GHG Protocol, we report Scope 2 emissions using both the location-based and market-based methodologies.

Purchased electricity remains the largest contributor to our combined Scope 1 and 2 footprint, which is why expanding renewable energy procurement is a central pillar of our emissions reduction strategy. YOY fluctuations in our Scope 1 and 2 emissions may occur due to changes in energy consumption across facilities, variations in operational activity levels, site consolidations or closures, regional differences in energy sourcing and ongoing improvements in data quality or emission factors.

Scope 3 Emissions

We recognize that a significant portion of our climate impact occurs outside our direct operations, and we engage with partners across our value chain to more accurately calculate our footprint and drive further GHG reduction. Our Scope 3 strategy and GHG reduction roadmap include action plans for driving down emissions associated with our three largest categories – Category 1 (Purchased Goods and Services), Category 6 (Business Travel) and Category 7 (Employee Commuting).

FY2025 GHG Emissions (tCO2eq)[1]



Scope 1

Scope 1 Emissions
189.80

Scope 2

Scope 2 Emissions (Market-Based)
1,610.54

Scope 2 Emissions (Location-Based)
2,862.07

Scope 3

Category 1: Purchased Goods and Services
21,014.15

Category 2: Capital Goods
93.97

Category 3: Fuel- and Energy-Related Activities (not included in Scope 1 or 2)
463.09

Category 4: Upstream Transportation and Distribution
19.30

Category 5: Waste Generated in Operations
103.11

Category 6: Business Travel
4,194.45

Category 7: Employee Commuting
7,279.35

Category 13: Downstream Leased Assets (Market-Based)
183.28

Category 13: Downstream Leased Assets (Location-Based)
182.00

[1] Scope 3 Categories 9, 10, 11, 12, 14, and 15 are not applicable to Hitachi Digital Services LLC due to the nature of its business operations and service-based activities. Scope 3 Category 8 is included within Scope 1 and Scope 2 emissions and is therefore not reported separately.

FY2025 GHG Intensity Metrics: Financial

Scope	Financial (tCO2eq/thousand USD revenue)
Scope 1	0.0004
Scope 2 (Market-Based)	0.0033
Scope 2 (Location-Based)	0.0059
Scope 1 and 2 (Market-Based)	0.0037
Scope 1 and 2 (Location-Based)	0.0063
Scope 3 (Market-Based)	0.0690
Scope 3 (Location-Based)	0.0690
Scope 1, 2 and 3 (Market-Based)	0.0727
Scope 1, 2 and 3 (Location-Based)	0.0753

For a YOY comparison of emissions, see this report's Data Appendix.

FY2025 GHG Emissions (tCO2eq)[2]

Scope 1 Metrics	(tCO2eq)
Scope 1 Emissions	189.80

Scope 2 Metrics	(tCO2eq)
Scope 2 Emissions (Market-Based)	1,610.54
Scope 2 Emissions (Location-Based)	2,862.07

Scope 3 Metrics	(tCO2eq)
Category 1: Purchased Goods and Services	21,014.15
Category 2: Capital Goods	93.97
Category 3: Fuel- and Energy-Related Activities (not included in Scope 1 or 2)	463.09
Category 4: Upstream Transportation and Distribution	19.30
Category 5: Waste Generated in Operations	103.11
Category 6: Business Travel	4,194.45
Category 7: Employee Commuting	7,279.35
Category 13: Downstream Leased Assets (Market-Based)	183.28
Category 13: Downstream Leased Assets (Location-Based)	182.00

[2] Scope 3 Categories 9, 10, 11, 12, 14, and 15 are not applicable to Hitachi Digital Services LLC due to the nature of its business operations and service-based activities. Scope 3 Category 8 is included within Scope 1 and Scope 2 emissions and is therefore not reported separately.

Direct (Scope 1) GHG emissions

Emission factors were sourced from internationally recognized databases including the U.S. Environmental Protection Agency (EPA) GHG Emission Factors Hub, the UK Department for Environment, Food & Rural Affairs (DEFRA) Greenhouse Gas Conversion Factors, the IEA Emissions Factors Database, national GHG factor datasets and internally developed product LCAs. Where data gaps existed, estimates were developed using appropriate proxies, extrapolations and industry-standard assumptions.

Indirect (Scope 2) GHG emissions

Emission factors were sourced from internationally recognized databases including the U.S. EPA GHG Emission Factors Hub, the DEFRA Greenhouse Gas Conversion Factors, the IEA Emissions Factors Database, national GHG factor datasets and internally developed product LCAs. Where data gaps existed, estimates were developed using appropriate proxies, extrapolations and industry-standard assumptions.

Other indirect (Scope 3) GHG emissions

Scope 3 GHG emissions were calculated in accordance with the GHG Protocol Corporate Value Chain (Scope 3) Standard, using a combination of spend-based, activity-based, energy consumption and LCA methodologies, depending on data availability and the nature of each emissions category.

Data were collected from procurement records, general ledger expenditure data, logistics reports, travel management systems, human resources records, facility data and product LCAs.

Emissions calculations were performed together with a third-party sustainability consultancy.

Global warming potential values were applied based on the IPCC Fifth Assessment Report (AR5) wherever possible.

Emission factors were sourced from internationally recognized databases, including the U.S. EPA GHG Emission Factors Hub, the DEFRA Greenhouse Gas Conversion Factors, the IEA Emissions Factors Database, national GHG factor datasets and internally developed product LCAs. Where data gaps existed, estimates were developed using appropriate proxies, extrapolations and industry-standard assumptions. Digital Services continues to improve the quality and completeness of Scope 3 data by increasing the use of supplier-specific information, activity-based data and product LCAs to reduce reliance on spend-based methodologies and estimation techniques.

Emissions from Purchased Goods and Services (Category 1) and Capital Goods (Category 2) were quantified using a spend-based approach leveraging Environmentally Extended Input-Output (EEIO) factors sourced from U.S. EPA Supply Chain GHG Emission Factors for U.S. Commodities and Industries and USEEIO v2.6. An inflation adjustment is applied to the EEIO factors to more accurately align the reporting period expenditure to the corresponding emissions factors. Procurement and financial expenditure data were mapped to the EEIO factors using spend categorizations, supplier information and the relevant NAICS sector categories to estimate emissions associated with purchased goods and services and capital goods. Expenditures not directly linked to intercompany transactions, depreciation, amortization and costs reported in other emissions categories in the inventory were excluded to avoid double counting or to reflect where there are no underlying emissions. Where full-year data were unavailable, Q4 emissions were estimated using forecast expenditure and average emission factors applied across the Q1–Q3 results.

Fuel- and Energy-Related Activities (Category 3) were calculated using electricity and stationary fuel consumption data reported within Scope 1 and 2, using the average-data method. Emissions include upstream Well-to-Tank (WTT) emissions associated with fuel and electricity consumption, as well as transmission and distribution (T&D) losses. Market-based electricity accounting was applied where relevant to reflect the impact of renewable electricity procurement, which has a direct impact on the quantification of WTT emissions, as there are no WTT emissions associated with the generation of renewable electricity (e.g., wind and solar). The Q4 estimates were based on the associated Scope 1 and 2 estimated energy consumption data for Q4. Emission factors were sourced from Australian NGAF, DEFRA, the IEA and the EPA.

Upstream Transportation and Distribution (Category 4) emissions were calculated using logistics and shipment data. Shipment weights and estimated transport distances were used to determine ton-kilometers traveled, which were multiplied by relevant road and air freight emission factors using the distance-method. Q4 data was estimated by taking a quarterly average of the Q1–Q3 results and applying it to Q4 as a gap fill. Mode categorizations were used to determine shipments executed by Digital Services. Emission factors were sourced from DEFRA.

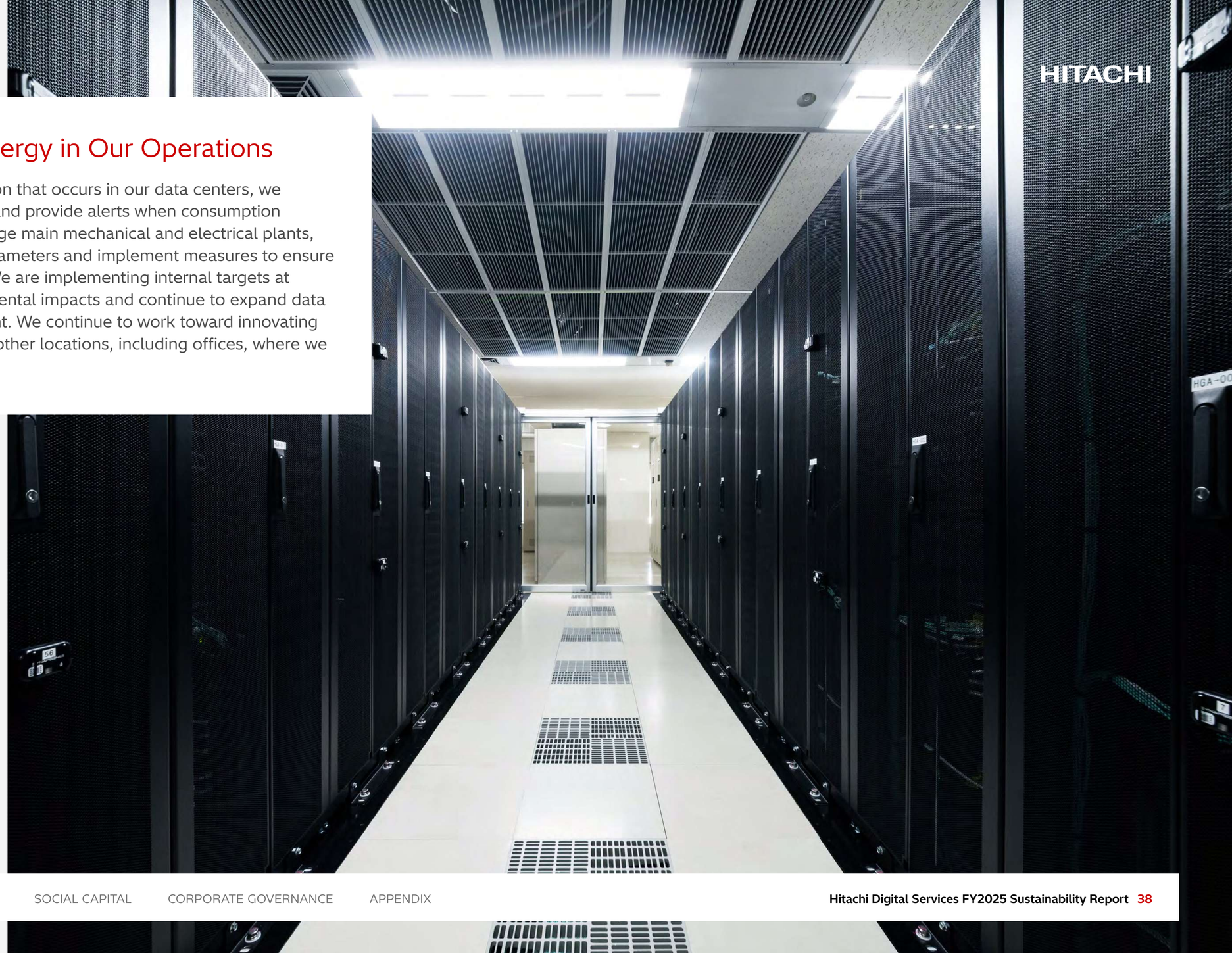
Waste Generated in Operations (Category 5) emissions were calculated using facility-reported waste data and extrapolated using proxy methodologies where data gaps existed. Waste quantities were estimated using operational metrics and site-level information, with emission factors assigned according to waste type and disposal method using the waste-type-specific method. A similar approach was taken to extrapolate Q4 waste estimates across the inventory. Wastewater emissions and transportation of waste were excluded due to limited data availability and expected immateriality. Emission factors were sourced from DEFRA and the EPA.

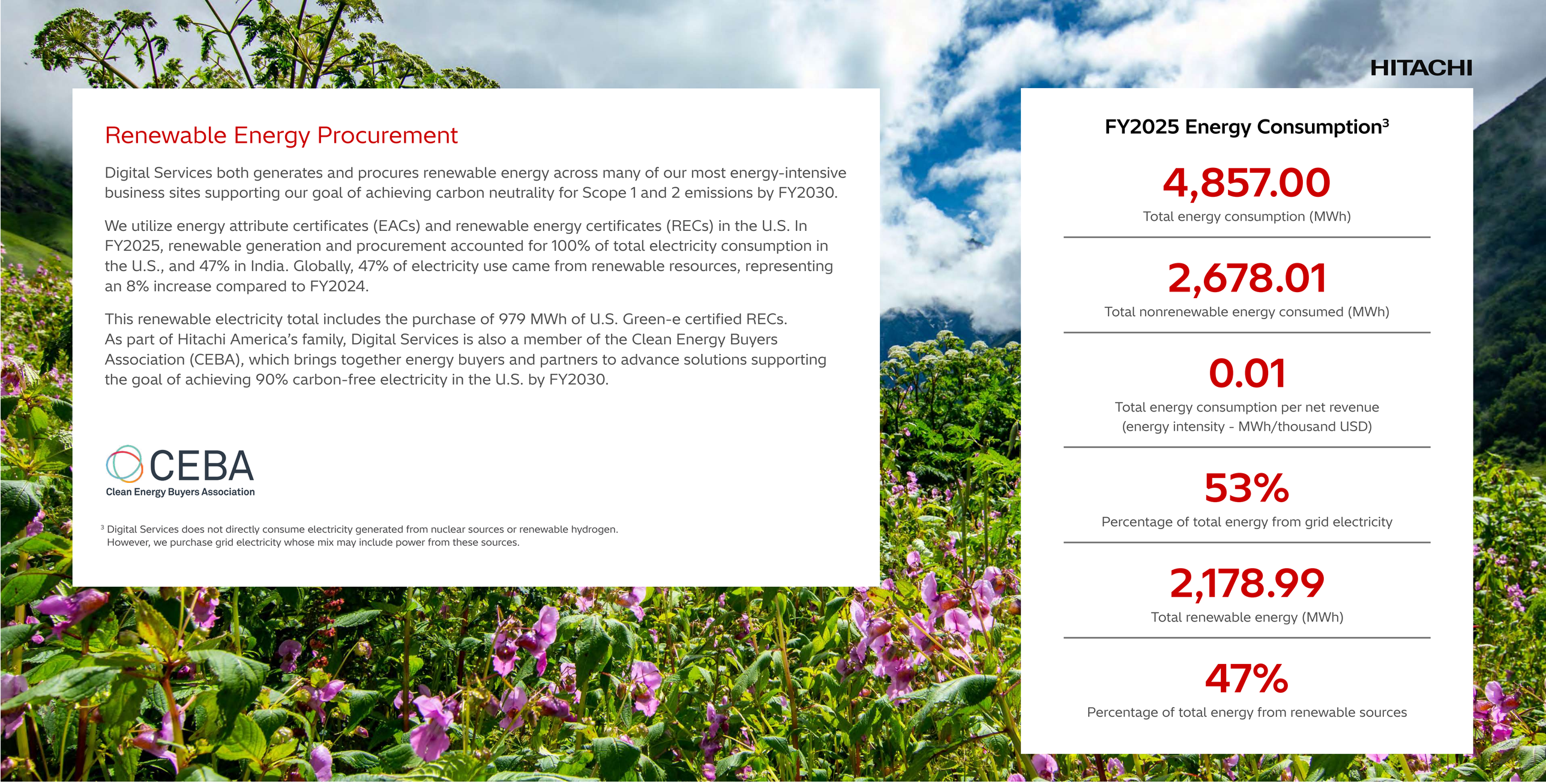
Business Travel (Category 6) emissions were calculated using data provided by Digital Services' travel management provider and included air travel, hotel stays, rental vehicles and taxi or rideshare services. Activity-based methodologies were applied where travel distances or hotel nights were available, while spend-based approaches were used for categories lacking detailed activity data. Detailed car rental distances were not available; an assumption of 50 miles per car rental day was used. Emission factors were sourced from DEFRA and the EPA.

Employee Commuting (Category 7) emissions were estimated using employee headcount data and country-specific commuting models that consider average commuting distances and transport mode shares using the average-data method. Four main commuting mode types were assumed: driving alone, public transit, walking and biking. Mileage estimations by country were multiplied by the corresponding emission factors sourced from DEFRA and the EPA. Where country-specific details were not available, a proxy country was applied that would be expected to have similar mobility characteristics.

Managing and Monitoring Energy in Our Operations

To manage the significant energy consumption that occurs in our data centers, we maintain systems to track continuous usage and provide alerts when consumption exceeds defined thresholds. Where we manage main mechanical and electrical plants, we track our consumption against design parameters and implement measures to ensure that all plants run as efficiently as possible. We are implementing internal targets at these locations to help us minimize environmental impacts and continue to expand data collection efforts across our business footprint. We continue to work toward innovating and expanding our data collection efforts to other locations, including offices, where we have control over energy systems.





Renewable Energy Procurement

Digital Services both generates and procures renewable energy across many of our most energy-intensive business sites supporting our goal of achieving carbon neutrality for Scope 1 and 2 emissions by FY2030.

We utilize energy attribute certificates (EACs) and renewable energy certificates (RECs) in the U.S. In FY2025, renewable generation and procurement accounted for 100% of total electricity consumption in the U.S., and 47% in India. Globally, 47% of electricity use came from renewable resources, representing an 8% increase compared to FY2024.

This renewable electricity total includes the purchase of 979 MWh of U.S. Green-e certified RECs. As part of Hitachi America's family, Digital Services is also a member of the Clean Energy Buyers Association (CEBA), which brings together energy buyers and partners to advance solutions supporting the goal of achieving 90% carbon-free electricity in the U.S. by FY2030.

CEBA
Clean Energy Buyers Association

[3] Digital Services does not directly consume electricity generated from nuclear sources or renewable hydrogen. However, we purchase grid electricity whose mix may include power from these sources.

FY2025 Energy Consumption[3]

4,857.00
Total energy consumption (MWh)

2,678.01
Total nonrenewable energy consumed (MWh)

0.01
Total energy consumption per net revenue (energy intensity - MWh/thousand USD)

53%
Percentage of total energy from grid electricity

2,178.99
Total renewable energy (MWh)

47%
Percentage of total energy from renewable sources

Recycling, Waste and Water Management

SUSTAINABILITY GOAL:

Increase recycled water usage at the Hyderabad campus water recycling plant to 80% by FY2030

FY2025 progress:
FY2025 shows a recycled water usage rate of 72.3% at the campus in Hyderabad, India, an increase from 71.6% in FY2024

SUSTAINABILITY GOAL:

Expand e-waste programs to 50% of offices by FY2030

FY2025 progress:
E-waste programs covered 56% of offices, representing an 18% YOY increase

Waste Management

Digital Services is committed to minimizing waste and reducing waste-related impacts across our operations. Our regional recycling programs support the responsible treatment of waste streams. All waste streams are identified at the source, separated and collected according to legal requirements and in consultation with our waste-handling companies.

As a global business, we recognize the importance of minimizing our operational footprint across our offices. To reduce waste, we look to reduce the use of disposables across all locations. For instances where disposable items cannot be fully replaced, we proactively pursue more sustainable alternatives where possible. Additionally, we prioritize the use of recycled materials for stationery, washroom supplies and pantry paper products - areas that represent a significant portion of our office waste. These efforts reflect our ongoing commitment to responsible resource consumption and sustainability in the workplace.

In FY2025, 44% of the total e-waste generated at the office level was recycled or reused, representing approximately 1.46 metric tons. This reflects an improvement from FY2024, when 37% of the total e-waste generated at the office level was recycled or reused, equivalent to approximately 1.01 metric tons. This performance demonstrates our ongoing commitment to responsible waste management and the promotion of circularity across our operations.

Electronic Waste Reduction

Digital Services is also making meaningful progress in managing electronic waste. One way we are addressing this is through our global partnership with Lenovo Asset Recovery Services for the responsible disposal of IT assets. This partnership ensures certified data destruction and provides detailed reports, while giving our retired equipment a second life through responsible remarketing.

In FY2025, 1,508 computer assets were disposed of across Digital Services, with regional totals as follows:

- **Asia Pacific (APAC):** 1,408 assets
- **Europe, Middle East and Africa (EMEA):** 6 assets
- **Americas (AMER):** 94 assets

Metric	FY2025	FY2024
Total office e-waste generated (metric tons)	3.31	2.69
Office e-waste recycled or reused (metric tons)	1.46	1.01
Office e-waste recycled or reused (%)	44%	37%

We will continue to monitor our waste and partner with organizations that can help reduce our impact on the environment.

Water Management

During FY2025, Digital Services collected water usage data from its headquarters in Santa Clara and the Digital Services Hyderabad campus building, which together represent approximately 56% of the company's total square footage. These two locations were prioritized due to their strategic importance and relevance to water-related impacts.

We recognize the importance of comprehensive water data and are actively working to expand our data collection efforts. We will continue to monitor all operational sites where water usage is measurable to better understand our water footprint over time.

Footprint	FY2025	FY2024
Coverage	56%	47%
Water Consumption by Location (m^3)		
U.S. (Santa Clara) Headquarters	15,294	13,855
Hyderabad Campus	7,296	11,680
Total water consumption at distribution centers and HQ (m^3)	**22,590**	**25,535**



Case Study: Promoting Energy and Water Efficiency in India

Digital Services takes seriously the responsibility of using our resources and energy efficiently. One example of how we do this is at our Hyderabad campus in India. With more than 1,500 workstations across five floors and approximately 2M square feet, we have implemented sustainability initiatives to diminish our footprint as much as possible.

Part of our strategy in reducing energy consumption at this location was to install variable refrigerant flow air conditioning systems. These systems offer flexibility to operate individual cassettes based on occupancy to enhance energy efficiency. To further reduce the amount of energy we consume as an organization, we have also installed motion sensors in the offices to promote energy savings.

To reduce the strain on local water sources, we installed a water recycling plant with the capacity to treat more than 100 m^3 of water per day. This system enables Digital Services to produce an average of 25 m^3 of recycled water daily, significantly reducing our water footprint at this location. During FY2025, 72.3% of the total water used at the site was recycled, equivalent to 5,278 m^3, marking a meaningful contribution to our sustainability goals.

Hitachi Digital Services

Social Capital

- Employee Engagement, Training and Development
- Social Contribution
- Employee Health and Safety



Employee Engagement, Training and Development

SUSTAINABILITY GOAL:

Achieve 30% completion of Core People Manager Training by people managers

FY2025 progress:
35% of current DS people managers were engaged through the Hitachi Sakura People Manager Development Program, representing a 6% YOY increase

SUSTAINABILITY GOAL:

Maintain more than 90% participation in performance reviews

FY2025 progress:
Attained 97% employee participation in performance reviews

Our People

Our greatest value lies in our people. We are committed to a philosophy of continuous growth and development, supporting employees' career aspirations while fostering positive business results for the company and our clients. By providing access to a suite of learning platforms and resources, we encourage our people to cultivate a growth mindset and enhance their education and skills.

Onboarding

Digital Services' "Navigate Your Hitachi" onboarding experience aims to bring new employees swiftly into the organization, leveraging technology, educational materials and human touchpoints to introduce Hitachi's rich history and culture, prepare new hires for their roles, connect them with resources and provide clarity on local nuances. Across each operating country, our HR Connect program plays a big part in supporting and providing guidance to all new hires, setting them up for success via in-person and virtual sessions, new hire journeys that align new employees to specifics about their teams and often a buddy to help with integration during the first weeks at work for the new hire.

Twice a month, we hold a virtual global new-hire session designed to build new employees' knowledge about Hitachi and the wider Digital Systems and Services sector, as well as introduce them to offerings across Digital Services from a community and career perspective. In certain specific locations, such as India and Vietnam, we welcome new employees with a daylong, in-person induction where they learn more about the company and meet key leaders and new team members.

At Digital Services, we're dedicated to powering good for our employees, partners and communities.

We respect and value the uniqueness of each individual and believe bringing together different perspectives in a supportive culture helps us drive innovation and achieve positive societal impact.

Learning at Digital Services

The ongoing pursuit of education is a core principle at Digital Services and is emphasized from an employee's first day. Hitachi Digital's Learning and Development team provides employee and manager training services and leader development. Employees have access to several learning platforms and resources, including both internal and external virtual courses and self-directed e-learning, live in-person training and boot camps.

In certain regions, we offer tuition reimbursement for job-related study at eligible colleges and universities.

Learning Platforms

We make learning platforms such as Hitachi University, LinkedIn Learning and partner portals, such as Amazon Web Services (AWS), Microsoft, Google Cloud Platform (GCP) and NVIDIA, available to all Digital Services employees, offering thousands of courses from project management and technology skills to language learning to product training.

> In FY2025, 100% of our employees completed Hitachi Compliance Training, and almost 60% used at least one of the available learning platforms, averaging three days of training investment per person.

Self-paced e-learning **Live virtual classes** **In-person classes**

Hitachi University

Focus areas:

Our learning management system (LMS) offers role- and level-specific curriculums for individual contributors, managers and leaders. Some courses are designed for teams or to address specific business initiatives. The LMS also houses our mandatory compliance training for all employees.

Example courses:

- Perspectives for Leaders
- Goal Setting
- Ethics and Compliance Training

LinkedIn Learning

Focus areas:

LinkedIn Learning offers more than 20,000 online courses teaching skills including professional development, technology and project management.

Example courses:

- Project Management
- Professional Development
- Google Cloud Engineer
- Amazon Web Services (AWS) certifications

goFLUENT

Focus areas:

goFluent is an online language learning platform tailored to the business environment, providing courses to learn and enhance verbal and written skills in 12 languages used by colleagues and clients.

Example courses:

- English
- Japanese
- Chinese
- Spanish
- German

Managing People

People managers at Digital Services play a critical role in building an inclusive culture, promoting employee engagement and retention and driving organizational success.

People Manager Influence

To help our managers excel in their roles, we have identified five key areas of influence where people managers can have a positive impact:

1. **Attract and interview**
2. **Onboard and transition**
3. **Engage and excite**
4. **Grow and develop**
5. **Recognize and reward**

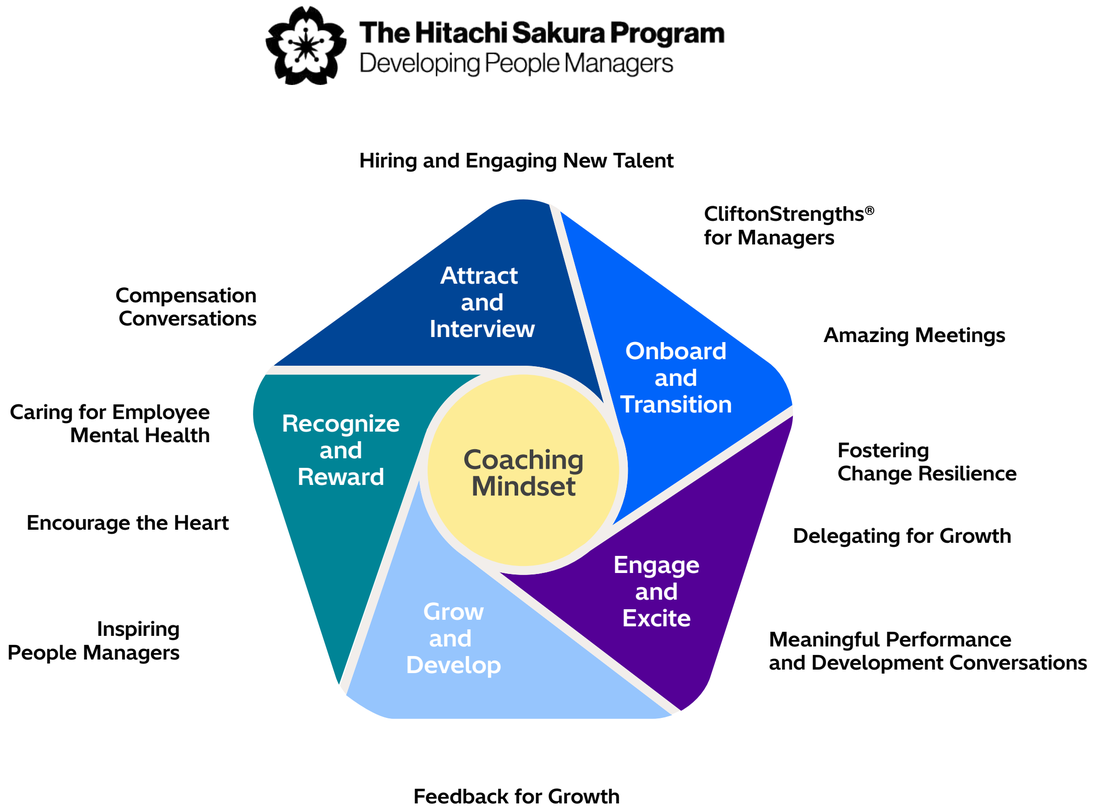
People Manager Training

To achieve the kind of people leadership that supports and inspires our teams, Hitachi developed the Hitachi Sakura Program, a custom, highly interactive and engaging development journey for both new and experienced people managers. The program includes virtual live courses, workshops and independent study on topics such as uncovering and developing a manager's greatest talents, fostering change resilience and building a coaching mindset to deliver on the five key areas of people manager influence.

In FY2025, 53 Digital Services people managers participated in the program.

People Manager Core Curriculum

Digital Services' people manager training is centered on coursework aligned with our five key areas of people manager influence, helping managers coach their employees with support and guidance that stresses growth, adaptability, innovation and contributing their best.



Cultivating Leadership

We are a people business. Empowering our employees to be dynamic individuals allows us to cultivate powerful leadership skills across the company.

As part of Hitachi, Digital Services sends select employees to Hitachi global leadership development programs, which broaden their understanding of Hitachi and provide networking opportunities with leaders across the enterprise.

We are continuously expanding our portfolio of offerings. Beyond these programs, we offer a suite of leadership assessments to surface insights into employees' current strengths, growth areas and potential. Assessment of knowledge is used to support individual development and improve leadership, which leads to positive organizational transformation. In addition, we offer formal leadership coaching to improve self-awareness, increase leadership effectiveness and unlock potential.

Employee Engagement

We pride ourselves on employee engagement and providing opportunities for our people to ask questions and contribute their perspectives. In FY2025, we responded to employee feedback by enhancing our global communications strategy. This included stronger executive visibility via LinkedIn, fireside chats and videos, regular quarterly town halls and senior leadership forums. Additionally, we launched the use of Microsoft Teams tools such as Viva Engage to celebrate achievements, recognize employees and promote engagement activities.

The Digital Services leadership team also hosts quarterly global Corporate Town Halls, bringing together employees from around the world to drive alignment, celebrate achievements and discuss near-term priorities. These sessions promote transparency and inclusive dialogue through open Q&A. In addition, we have delivered a series of forums for senior managers to strengthen alignment across the leadership community, alongside office hours that foster transparency, enhance understanding and provide employees with greater clarity on key operational priorities and strategic initiatives. Most of these global sessions incorporate recordings and AI-powered transcription, enabling broader participation by allowing our global employees to engage in real time in their preferred language.

Our quarterly newsletter, DS Insider - named through an employee-driven crowdsourcing initiative - provides an inclusive and transparent overview of company developments, highlighting key updates, achievements and strategic priorities.

Complementing our virtual efforts, we have hosted a number of in-person town halls in key locations, featuring both regional and global leaders. These sessions strengthen personal connections, foster open dialogue and enhance employee engagement at a local level. According to our latest Insights employee survey, conducted in FY2025, our employee engagement rate reached nearly 85%, representing a 1.7 percentage point increase compared to the previous year. Communication was one of the most improved dimensions, reaching nearly 82%. Through our events and senior leadership engagement efforts, we have also strengthened alignment and understanding of the company's priorities among our employees, with the "clarity of direction" dimension of the survey reaching nearly 84%.

Employee Engagement Survey

Each year, the Hitachi Insights employee engagement survey goes out to hundreds of thousands of Hitachi's global employees, seeking to capture insights and perspectives in areas such as the company's strengths, vision, goals, opportunities and areas for improvement, plus employee experience areas including management effectiveness, workplace culture and environment, and health and safety. The survey is available in 21 languages and conducted by a third-party partner to ensure anonymity.

Following analysis against internal and external benchmarks, survey results are reviewed by all members of Digital Services' Executive Committee and their respective teams to understand employee sentiment, create relevant action plans to address key insights and drive positive changes throughout the organization.

> The FY2025 Hitachi Insights survey reached a 93% employee completion rate.

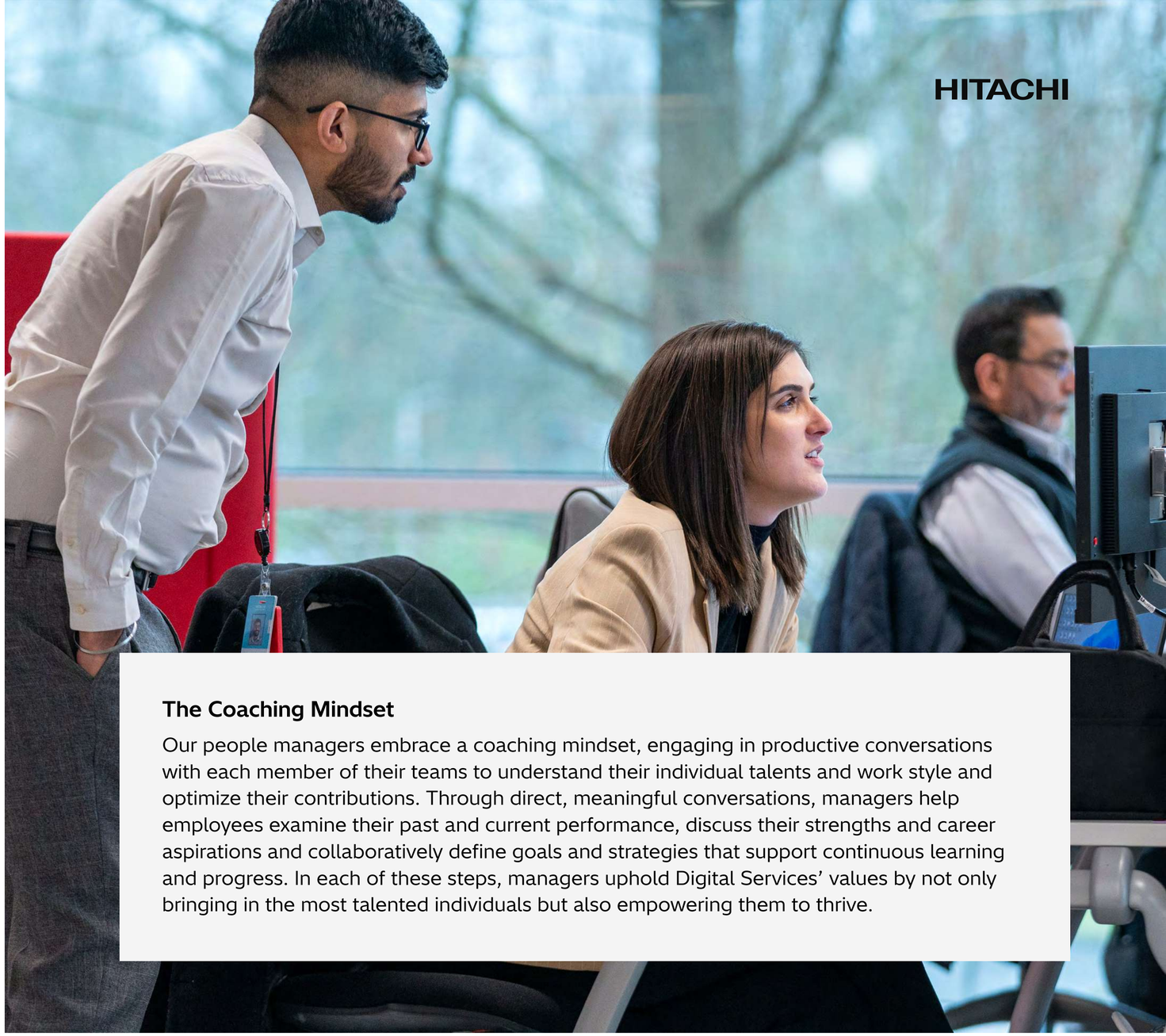
Talent Enablement and Feedback

Digital Services follows a performance enablement strategy, asking all our full-time employees to complete self-assessments and set developmental and aspirational goals in alignment with KPIs that support Digital Services' priorities. These self-reviews are followed by manager assessments and a feedback session. Throughout the year, managers engage with employees one-on-one to discuss employees' self-progress on their goals, provide timely performance feedback and coaching, build trust and inspire growth. The talent review process serves the added function of encouraging employees to seek internal promotions and explore mobility across Hitachi companies.

In FY2025, our self-assessment completion rate was 100%. We also offer ongoing coaching and a 360° feedback process to both leaders and employees seeking insights on their performance.

"A positive work environment with supportive colleagues, supervisors and executive leadership, where employees respect each other and have the freedom to express their opinions."

— Hitachi Digital Services employee



The Coaching Mindset

Our people managers embrace a coaching mindset, engaging in productive conversations with each member of their teams to understand their individual talents and work style and optimize their contributions. Through direct, meaningful conversations, managers help employees examine their past and current performance, discuss their strengths and career aspirations and collaboratively define goals and strategies that support continuous learning and progress. In each of these steps, managers uphold Digital Services' values by not only bringing in the most talented individuals but also empowering them to thrive.



Benefits

We provide all our full-time employees (and, in some countries, part-time employees) with benefits that support all aspects of their lives, from health and well-being to financial stability, family resources and time away. Read more below and in the Hitachi 2026 Benefits Guide.

Health and Well-Being

Comprehensive Health Benefits

We maintain comprehensive medical, dental and vision insurance for all employees. To support U.S. employees in states that limit specific medical care options (such as certain reproductive procedures and gender-affirming care), we provide for out-of-state treatment in compliance with state and federal law.

Wellness Benefits

To support our employees' physical and mental well-being, we offer live and on-demand webinars. Additionally, we provide U.S. employees with $650 per year to choose the wellness options that best suit them, including gym memberships, home exercise equipment and exercise courses.

Mental Health

Our global Employee Assistance Program fosters a culture of awareness around mental well-being through free webinars and courses on topics such as emotional fitness, breathwork, meditation and mental health in the workplace.

World Mental Health Day

On World Mental Health Day in October, employees across regions joined a 12-hour global learning event designed to raise awareness, reduce stigma and deepen understanding of everyday practices that support mental health. The event reaffirmed a core belief embedded in our culture: that a safe, healthy workplace must support not only physical safety but also psychological well-being.

Led by international experts, the day's live, interactive sessions explored the conditions that enable people to thrive at work. Employees could choose sessions most relevant to their personal and professional needs, reflecting our belief that well-being and growth are not one-size-fits-all. To ensure broad access, the event offered flexible scheduling, live subtitles in multiple languages and on-demand recordings.

The observance strengthened Digital Services' focus on mental well-being as a foundation of a resilient, inclusive workplace. By investing in awareness, education and open dialogue, we aim to build an environment where people feel supported, connected and empowered to bring their full selves to work.

Financial Stability

Compensation and Bonuses

At Digital Services, we want everyone to share in our success. All employees are paid within market ranges and receive annual compensation reviews. All permanent employees are eligible for bonuses, and our 401(k) match for U.S. employees (up to 6% of an employee's salary) garnered participation from 83% of our employees in FY2025.

Commitment to Pay Equity

Pay equity is a priority at Digital Services. As an organization, we promote fair compensation for all employees, maintaining Global Reward Policies that are unbiased and applied consistently across our male and female population in similar pay grades. We hire a third-party legal firm to analyze our pay structure, typically on a semi-annual basis. Any flagged trends are reviewed by business leaders to determine follow-up actions.



To promote good working conditions, we review compensation and pay ranges annually against market data and benchmarks. In countries experiencing hyperinflation, we apply cost-of-living adjustments quarterly or semi-annually, depending on inflation and market movement.

Disability

Our disability benefits program supports U.S. employees with yearlong, short-term disability payments amounting to 80% of their salary.

Time Off and Leave Programs for US Employees

Digital Services provides job-protected leave under U.S. regulations such as the Family and Medical Leave Act (FMLA) and Uniformed Services Employment and Reemployment Rights Act (USERRA), as well as applicable local requirements.

We also go above and beyond with additional benefits such as:

- **Medical leave:** Allows up to 52 weeks of leave with doctor's approval.
- **Parental leave:** Combines paid family leave and disability leave for a total of up to 24 weeks, partially paid.
- **Sick leave:** Provides up to 80 hours for full-time employees and 40 hours for part-time employees.
- **Bereavement leave:** Provides 40 paid hours.
- **Jury duty leave:** Provides 10 paid days per year.
- **Personal leave:** Provides six months of unpaid leave to pursue personal interests.
- **Volunteer time off:** Provides full-time employees with eight hours of volunteer time off per calendar year.

Flexible Work

Committed to flexibility, Digital Services supports hybrid and work-from-home options for our employees based on business needs, personal preferences and country regulations. Some job roles may require a certain number of days in-office weekly or monthly.

Labor Practices and Contingent Work

As we navigate the dynamic landscape of talent acquisition and retention, we remain committed to attracting the best talent and providing an inclusive and rewarding corporate culture for all.



Contingent Worker Policy

Engagement of external resources to meet business requirements is governed by Digital Services' Global Contingent Worker Policy, which includes standards for the accurate classification, utilization, tracking and treatment of contingent workforce members. The Global Contingent Worker Policy reflects our commitment to recognizing and appreciating the contributions of every member of our workforce, including contractors, consultants and external workers.

Digital Services' contingent workforce numbered approximately 830 in FY2025.

Creating a Unique Culture

As a global company operating across industries and regions, one of our greatest strengths is the diversity of our businesses and people, which drives innovation and growth. We are committed to creating an inclusive environment where everyone feels valued and respected for their uniqueness and enabled to contribute their best. By bringing together different perspectives, supporting one another and creating shared value through collaboration, we forge the kind of culture essential to achieving our mission of contributing to society.

Corporate policy: The Hitachi Global Policy on Diverse Perspectives sets behavioral expectations, guidelines and commitments across Hitachi's business units.

Recruitment practices: Hitachi's Inclusive Talent Acquisition Toolkit is a practical guide that helps hiring managers, Human Resources and Talent Acquisition recruit, interview, hire and onboard talent.

Job advertisements: Our recruitment staff receives regular training on creating impactful job postings crafted to attract the broadest range of qualified candidates. We work to move beyond a checklist exercise and use language that encourages candidates to apply if they are excited by the opportunity. Functionality in our application process allows applicants to record the correct pronunciation of their name and add their preferred pronouns if desired.

Applicant data: Across direct talent acquisition, campus and graduate hires, employee referrals, internal promotions and agency hires, our applicant pool may voluntarily answer a very limited set of demographic questions to help improve our recruitment process. All responses are anonymized and aggregated to protect applicant privacy.

Recruiting and interviewing: Recruiters for Digital Services are charged with ensuring that candidate pools are diverse and that candidates are assessed holistically by a diverse group of interviewers. In the belief that streamlined interviewing is central to hiring quality candidates, we utilize a third-party applicant tracking system with built-in functionality to support fair assessment and selection practices. The system incorporates predetermined selection criteria, consistent interview questions and a common rating scale to remove potential bias. We also leverage a tool that prompts recruiters and interviewers to recognize potential biases in the moment.

Hiring manager training: To strengthen our diverse hiring practices, we provide all hiring managers with foundational interview skills training, more in-depth Critical Behavior Interview training and Hitachi Sakura's interactive Hiring and Engaging Talent course, which includes information on recognizing and avoiding unconscious bias in hiring.

Compliance and awareness: We provide diversity, human rights and anti-harassment/anti-discrimination compliance training. Available in nine languages, the Understanding Unconscious Bias, Equality and Equity training course educates employees about the importance and value of a diverse workplace and introduces the Digital Services mission and vision.

Inclusive Leadership Workshop

In FY2025, Digital Services participated in Hitachi's global Inclusive Leadership Workshop (ILW), a program designed to strengthen inclusive leadership capabilities across the organization. The workshop equips leaders with the skills and mindset needed to lead with empathy, inclusion and impact, and provides practical guidance for managing diverse teams and strengthening how we work together. As part of a Group-wide rollout, ILW supports our ongoing effort to embed inclusive leadership into how we manage people, make decisions and shape our culture.

Corporate Equality Index

Digital Services participated in the Human Rights Campaign Corporate Equality Index, a driving force for LGBTQ+ workplace inclusion, for the first time in FY2025. We received a perfect "100" score in our inaugural year, reflecting our commitment to fostering an inclusive workplace and advancing equitable policies, practices and benefits for employees.



Employee Resource Groups

ERGs are voluntary, self-directed groups of employees who represent diverse backgrounds and perspectives, provide ideas and solutions and create opportunities for mentoring, career development and community. Our ERGs provide a supportive space for fostering personal growth, addressing difficult topics and uniting under a common voice.

We currently have seven ERGs across Digital Services that are open to all employees. In FY2025, we developed an Employee Resource Group playbook that provides guidance for strengthening our ERGs' effectiveness and approach, including an enhanced framework around leadership structures, focus areas and improving member engagement.

7
Established ERGs across Digital Services

57
Corporate and ERG culture events

10%
Increase in ERG membership year over year

4,076
Participants in culture events[3]

[3] Due to data tracking limitations, total event participants reported include attendees from Hitachi Digital, Hitachi Vantara and Digital Services.

Black Employee Resource Group

- Fosters a sense of community, inclusion and allyship
- Promotes networking, professional development and leadership opportunities

DiversAbility

- Offers support and education to address challenges and leverage strengths around disabilities and neurodivergence
- Sponsored a keynote speaker event in FY2025 during Digital Services' annual Disability Inclusion Month and International Day of Persons With Disabilities campaign

Earth Alliance

- Addresses environmental issues for higher quality of life
- Actively fights climate change
- Leverages technology leadership to address challenges

Women of Hitachi

- Offers allyship and programs to help women develop their careers, improve their negotiation and financial literacy skills and address imposter syndrome

HOLA!

- Uplifts Hispanic and Latino employee voices to achieve their full potential
- Connects employees with resources on cultural awareness, career growth and community outreach
- Fosters relationships between Hispanic/Latino employees in tech and educational organizations

Rainbow Connection

- Provides visibility for LGBTQ+ employees
- Promotes an inclusive and safe culture
- Helps establish business goals to improve LGBTQ+ hiring, provide gender-affirming healthcare and establish gender-affirming content

Veterans

- Enhances the work environment for veteran employees and job seekers
- Supports and engages with the community through sharing experiences and resources for professional growth

Earth Alliance

ERG Spotlight: Earth Alliance

Our Earth Alliance ERG brings together Digital Services employees to help activate the company's environmental mission and facilitate education, knowledge-sharing and communication around environmental issues. The ERG engages employees in global campaigns such as Earth Month, encourages volunteering and donations to local environmental nonprofits, shares environmental content via blog posts and internal communications and hosts a Speaker Series and virtual discussion sessions to inspire and engage members and allies on environmental topics. In FY2025, the group helped organize a workshop on the health impacts of microplastics and other pollutants in the food chain and led a challenge to encourage environmentally responsible shopping habits such as buying in bulk, using reusable containers and choosing low-packaging options. In FY2025, Earth Alliance welcomed an Executive Sponsor to the ERG, leading to increased visibility and a notably positive impact on initiatives across the business.











Social Contribution

SUSTAINABILITY GOAL:

Achieve 2,000 volunteer hours annually

FY2025 progress:
Employees volunteered 3,673 hours in FY2025

SUSTAINABILITY GOAL:

Deliver at least two scaled annual volunteering and giving initiatives across key regions, contributing $300K+ in community and engaging employees in impact efforts

FY2025 progress:
Hosted Global Giving Week and International Women's Day campaigns, and contributed $398,852 to communities in India

Powering Good

Since Hitachi's founding more than a century ago, its companies have been committed to powering good through our Social Innovation efforts, connecting to co-create and innovate toward advancing a more sustainable future for all. Employees in Hitachi companies around the globe are also doing their part, actively contributing through volunteer service projects that help us achieve global objectives, including alignment with select UN SDGs.

As part of Hitachi, Digital Services is committed to investing in, developing, nurturing and empowering future generations. To do so, we work together with our employees and diverse stakeholders in the following key areas:

- Science, technology, engineering, arts and mathematics (STEAM)
- The environment
- Community engagement

Digital Services' Community Action Committees and functional teams choose partner organizations based on their proximity to our Digital Services offices and alignment with our vision to create a better world for all.

Employee Volunteering

Digital Services provides paid time off during the work week for employees to perform volunteer work at schools, nonprofit charitable organizations or sponsored community events. In the U.S., full-time employees receive eight hours of volunteer time off annually, and part-time employees receive four hours annually.

Giving Week FY2025

Empowering Change Through Social Giving

Giving Week is Hitachi's annual opportunity for colleagues around the world to give back to their communities and make a meaningful difference. Celebrating our fourth year of global community impact, Giving Week 2025 brought together teams across eight countries and 15 cities to support local organizations through in-person events, virtual sessions and fundraising activities.

Guided by Hitachi's sustainability strategy, PLEDGES and the UN Sustainable Development Goals, 608 employees participated across 16 in-person and virtual events, contributing more than 1,500 volunteer hours.

Giving Week Highlights

Learning and Development:

- Provided direct educational support to 241 students through mentoring, tutoring, workshops and school-supply initiatives.
- Delivered digital literacy support and STEM exploration activities for underserved youth, including students at schools for the blind and children in residential care facilities, across multiple regions.

Environmental Initiatives:

- Collected over 152 pounds of waste and 800 plastic bottles through cleanup and recycling activities.

Social Equality:

- Positively impacted 4,000+ people, including families, children, elderly individuals and vulnerable communities.
- Supported 13 nonprofit partners (8 charities, 1 hospital, 4 schools) with essential goods, meals and financial assistance.
- Delivered 10,292 meals through nutrition-focused volunteer programs.

Employee Health and Safety

Digital Services is committed to conducting all business operations and activities in a manner that protects the safety and health of colleagues and visitors and minimizes risk to Digital Services property.



Environmental, Health and Safety (EHS) Policy and Plan

Our Global Environmental, Health and Safety (EHS) Policy outlines processes, monitoring and oversight of health and safety across the company. Our Global EHS Management Plan supports the policy, providing a framework that is operationalized by our Health and Safety Committee, which consists of global facilities and security managers who report to senior leadership.

We track metrics such as incident reports and work-related ill health cases in our offices. No corrective actions around health and safety were identified in FY2025, and zero injuries or health cases were reported globally.

Beginning in January 2026, we began conducting quarterly EHS inspections of our offices and issuing Workplace Inspection Reports (WIRs). Each audit meets local requirements for the jurisdiction in which the office is located, as well as any global company requirements. Data from the quarterly audits is tracked and reviewed bi-annually.

Health and Safety at Our Offices

As a global organization, Digital Services operates in multiple jurisdictions, each with unique legal requirements. We recognize that local regulations are subject to change, which is why our EHS Management System has been built to be adaptable and responsive to a complex global regulatory environment. We remain committed to meeting and exceeding relevant EHS requirements.

Risk Assessments and Risk Management

Once risks have been assessed and appropriate controls identified, implementation is coordinated through the Global Protective Services (GPS) team with the support of the regional and local property teams. Controls are embedded into day-to-day operations through risk registers, activity-specific procedures and emergency plans.

Monitoring of control effectiveness is achieved through regular inspections, incident reporting, contractor performance reviews and internal audits. Any deficiencies or nonconformities are recorded and addressed through corrective actions. Emergency response plans, evacuation drills and system and equipment tests are used to assess operational readiness and validate preparedness measures.

Emergency Preparedness and Response

Digital Services takes a comprehensive approach to emergency preparedness. At our global sites, we maintain an Emergency Preparedness and Response Plan that provides instruction, guidance and a basis for training to ensure employees are prepared to respond to on-site safety or environmental incidents or accidents.

The plan is audited annually by our local Internal Audit team to ensure its currency and adherence to the most up-to-date practices. Records of all incidents, near misses, external party issues, results of inspections and results of audits are recorded in the applicable online tracking system per the requirements of our distribution sites' ISO certifications. To keep our teams up-to-date on emergency plans and procedures, we organize quarterly all-hands meetings and training.

Certifications and Audits

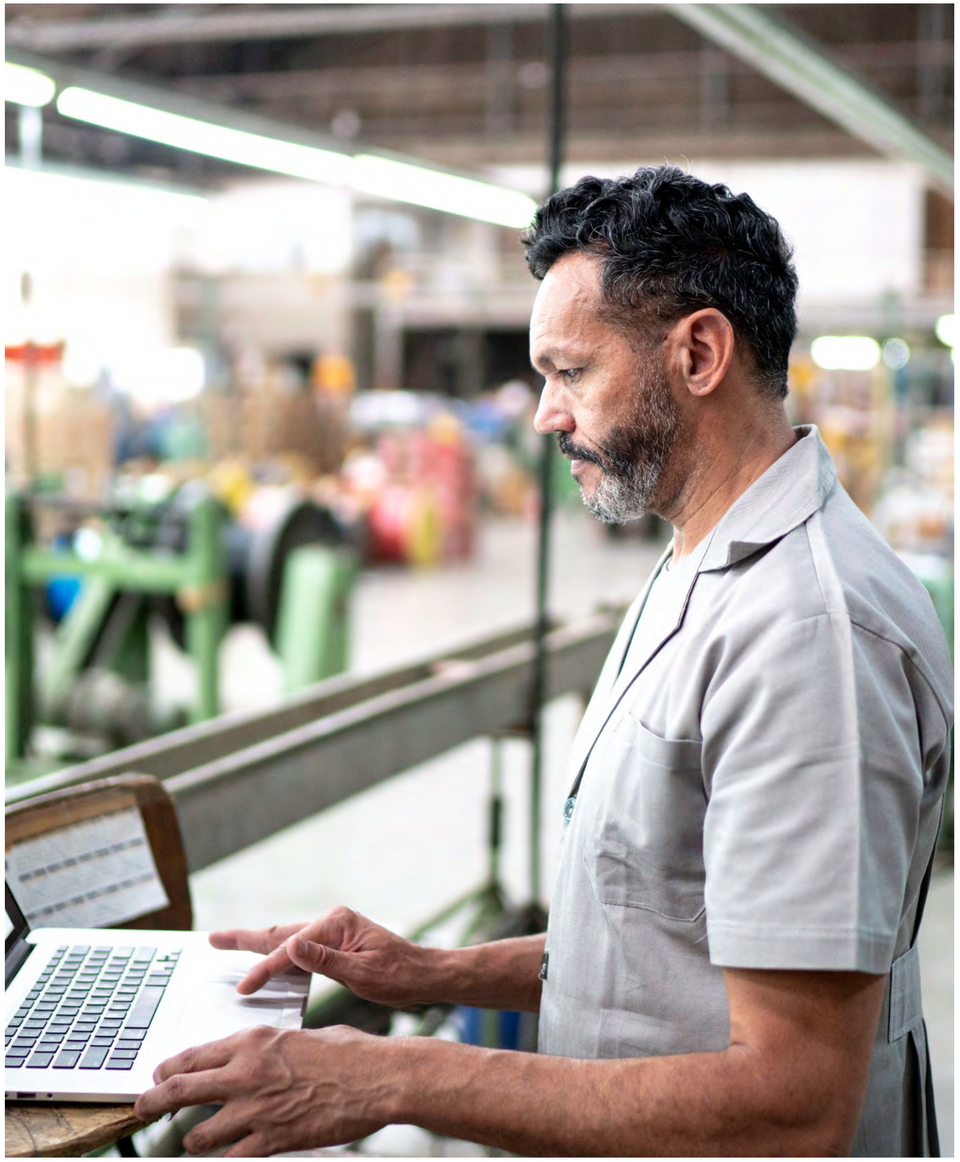
Local compliance reviews are conducted regularly to evaluate the effectiveness of our adherence to the applicable laws. The process is delivered via the planned audit schedule, which helps identify areas for improvement and ensures continuous compliance with local and global standards.

Audits are led by internal and external auditors, and the process is used to identify gaps in compliance and to issue corrective actions that the relevant persons are required to implement within a defined time frame. All actions, including those involving legal nonconformities, are tracked to ensure sufficient action is taken to address matters promptly and to prevent recurrence. The objective of inspections, assessments and audits is for Hitachi's teams to proactively identify unsafe conditions, ensure compliance with internal and external requirements and drive continuous improvement in health and safety performance across all Hitachi projects and workplaces.

This procedure applies to all Hitachi-operated facilities, project sites and temporary work environments globally. It includes routine inspections, formal health and safety assessments and internal audits.

Incident Reporting

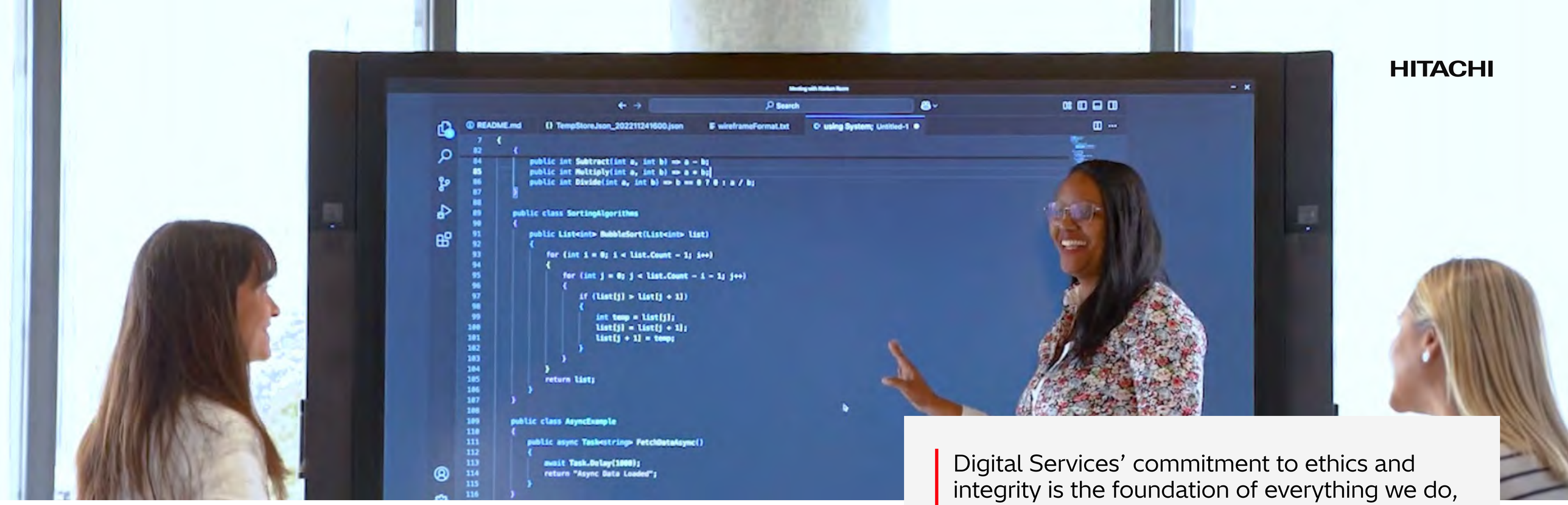
All Digital Services employees globally can report incidents, including injuries, near misses and health-related safety concerns through several channels, including our Global Security Operations Center (by phone, email or chat) or via an internal incident reporting online database. We promote a no-blame culture to ensure transparency and learning. Digital Services logs, reviews and investigates reports proportional to the risk or severity. Root causes are identified, and corrective actions are implemented and tracked. Findings are shared with Legal and Human Resources, which disseminate findings further where relevant, within ethical and privacy guidelines, to help prevent recurrence and support continuous improvement.



Corporate Governance

- Governance Structure
- Risk Management and Business Continuity
- Climate Risk
- Business Ethics
- Cybersecurity and Data Privacy
- Responsible Procurement





> Digital Services' commitment to ethics and integrity is the foundation of everything we do, shaping the way we deliver for our customers, employees and communities. We maintain a resilient infrastructure, manage risk effectively and protect the data in our care.

Governance Structure

To serve the interests of our customers, employees, communities and other stakeholders, we maintain a strong corporate governance structure that starts with our board of directors and the board's Audit Committee, as well as Digital Services directors.

Our board's directors bring a diversity of backgrounds, management experience and wide-ranging expertise from across the technology and data industry - all qualities we look for when selecting our leadership. We will continue to seek future candidates whose talents and backgrounds reinforce our culture and promote our long-term business success.

Risk Management and Business Continuity

Oversight

Digital Services' Business Continuity Management (BCM) department is responsible for the company's risk management and business continuity programs and planning. The department's Steering Committee consists of senior members representing core company functions such as Product, Legal, Human Resources, Security, Information Technology, Cybersecurity, Internal Audit, Supply Chain, Global Services, Sales Operations and Sustainability. The BCM Steering Committee reports to Digital Services' Executive Committee on a periodic basis and conducts crisis management training and simulation exercises for the Executive Committee every two years.

BCM leadership also coordinates and collaborates closely with the Hitachi Global Crisis Management department and Risk Management department, meeting on a quarterly basis.

Enterprise Risk Identification and Management

Our risk assessment process follows the Committee of Sponsoring Organizations' (COSO) enterprise risk management (ERM) framework for identifying and assessing the likelihood or severity of relevant risks. Based on stakeholder input, we identify risks that might prevent Digital Services from achieving strategic objectives, considering their likelihood, velocity and expected impact.

The risk assessment also gives consideration to the following:

- Newly developing risks identified by research institutions
- Industry-specific risks identified based on competitors' financial reports
- Regulatory changes
- Macroeconomic developments

On-Site Audit

The Internal Audit department conducts annual audits to assess the effectiveness of our established controls in managing the organization's risks. Audits align with the Internal Audit Plan approved by the Digital Services Audit Committee, with findings and recommended business operations improvements presented to Digital Services' Executive Leadership Team and the Audit Committee. Internal Audit also tracks management action plans and reports on their progress to the Audit Committee.



Climate Risk

We recognize that the warming climate increases the likelihood of climate-related risks that may impact our business. At both the enterprise level and critical business unit level, we evaluate climate change impacts and associated climate-related risks (physical, reputational and regulatory) and incorporate them into appropriate risk management processes.

Climate change is an important topic at BCM Steering Committee meetings, which include an annual discussion of Digital Services' environmental impacts over the previous 12 months and mitigation measures taken or expected to be taken. As part of our climate risk evaluations, we assess potential impacts and risks for 100% of Digital Services' facilities.

Business Continuity Management Program

Our Global BCM Program conducts business disruption risk assessments that identify threats across the enterprise using a methodology that considers historical incident trends and emerging internal and external trends. Risks are identified and rated by department owners, mitigation plans are developed and findings are presented to the BCM Steering Committee for review and approval.

Digital Services' BCM aligns with the internationally accepted ISO 22301 Business Continuity Management Systems standard and with professional practices from the Business Continuity Institute and Disaster Recovery Institute. Our Global BCM Policy guides how the company prepares for risk events, responds to disruption and manages recovery procedures. To ensure understanding and compliance with the policy, we conduct mandatory training exercises and awareness sessions with different teams across all our locations, either annually or following major changes to the policy. The policy is reviewed and approved by the BCM Steering Committee.

Digital Services maintains a redundant and resilient infrastructure, with the ability to recover services in the event of a significant disaster or disruption. After such an event, we provide for the recovery and reconstitution of critical business functions' production-computing environment to the most recent available state. In the event of loss of service at a primary facility, we have established alternate processing sites to accommodate full operating capability.

Crisis Management and Major Incident Management Plans

Digital Services' BCM team maintains our Crisis Management Plan and Major Incident Management Plan, which provide playbooks for responding to all types of major incidents or crisis situations. Their primary objective is ensuring the safety of our employees, followed by continuity of business activities.

We also maintain an Emergency Preparedness and Response Plan that provides instructions and guidance for emergency response at our offices. We conduct emergency preparedness activities to ensure that employees can effectively respond to on-site safety or environmental incidents or accidents. Emergency response drills and other activities are tested and evaluated periodically to identify improvement opportunities.

Tabletop Exercises

On an annual basis, business continuity plans for select information systems are tested in a live exercise or tabletop test that includes all personnel responsible for contingency planning and execution. The tests verify that online backups can be recovered and that procedures for shifting a service to an alternate processing site are adequate and effective. Test plans are developed in accordance with industry best practices, and test results are reviewed to improve the process and initiate corrective actions.

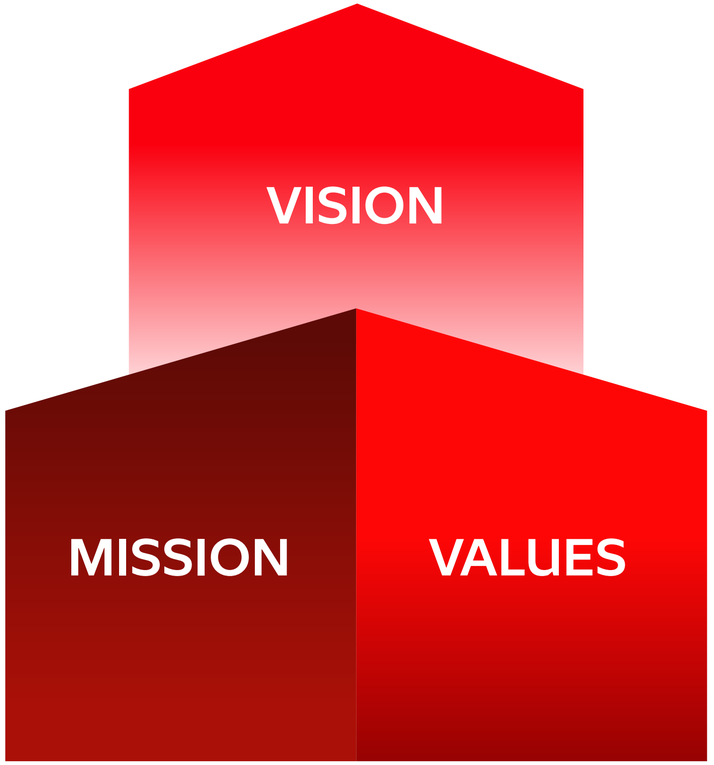


Business Ethics

Digital Services is committed to the highest standards of ethical, moral and legal business conduct, which are the foundation of how we deliver for our customers, employees and communities. Hitachi's core values of harmony, sincerity and pioneering spirit guide the development of our ethics philosophy and program.

What the Hitachi Group aims to become in the future.

We transform social infrastructure through digital technology, building a future where environmental sustainability, human wellbeing and economic growth advance together.



The mission that the Hitachi Group aspires to fulfill in society.

Contribute to society through the development of superior, original technology and products.

The values crucial to the Hitachi Group in accomplishing our mission.

Harmony
Sincerity
Pioneering Spirit

Policies

Code of Ethics and Business Conduct

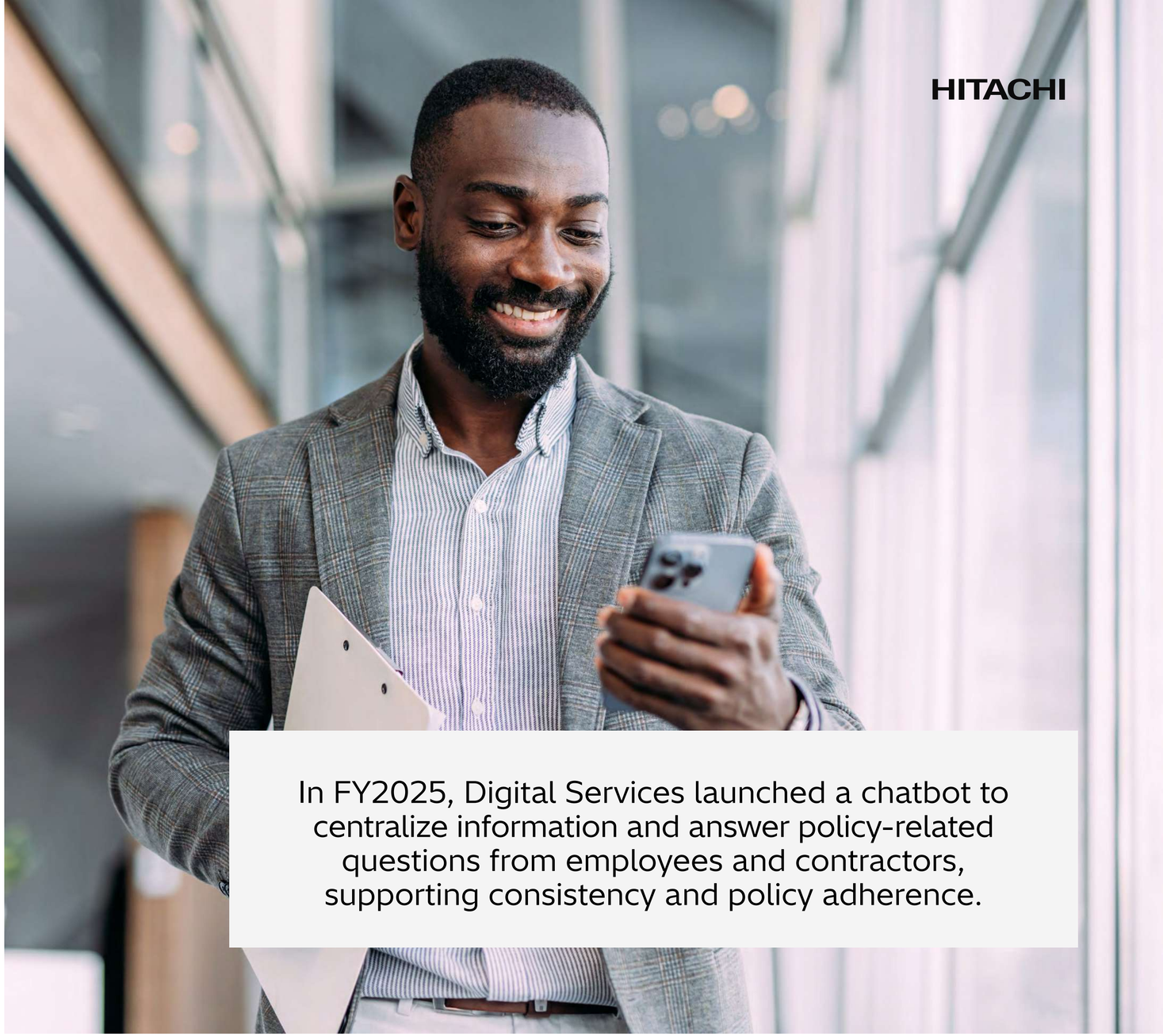
We recognize that our complex business environment can create uncertainty about how to uphold the company's ethical standards. To address this uncertainty, Digital Services has adopted the Hitachi Group Code of Ethics and Business Conduct (the Code), which articulates the company's commitment to ethical business practices and helps our employees and business partners (e.g., contractors, suppliers and vendors) navigate potentially challenging ethical situations.

The Code focuses on five areas:

- Personal conduct, including discrimination and harassment
- Lawful and ethical behavior, including fraud, anti-bribery, anti-corruption, antitrust and fair competition
- Company assets, including intellectual property
- Data protection
- Conflicts of interest, including insider trading and political contributions

In FY2025, 99% of Digital Services employees and contractors acknowledged and certified their adherence to the Code as part of their annual compliance training.

Digital Services has also adopted Hitachi's Expectations of Business Partners, a code of conduct that outlines the guiding principles, values and rules we expect our vendors, suppliers and service providers to uphold when conducting business on Hitachi's behalf. Reference to this document is included in the terms and conditions of our standard vendor, supplier and service provider terms and conditions.



In FY2025, Digital Services launched a chatbot to centralize information and answer policy-related questions from employees and contractors, supporting consistency and policy adherence.

Anti-Money Laundering, Anti-Bribery and Corruption, Fair Competition and Conflicts of Interest Policies

To ensure that Digital Services remains compliant with applicable anti-bribery, anti-corruption, anti-money laundering and fair competition laws, as well as conflict-of-interest rules, we have established standalone policies managed by the chief legal and compliance officer. In addition to these core policies, we have issued several other compliance policies to educate employees and contractors regarding more targeted rules and controls used to prevent misconduct or detect it in a timely fashion. These policies are available in 10 languages and include scenarios and frequently asked questions to give employees and contractors the tools to identify and report red flags indicative of misconduct. Employees and business partners may report suspected compliance and integrity breaches to their managers, the Human Resources department, the Legal and Compliance department or the Digital Services Ethics Hotline, without fear of retaliation.

In FY2025, we updated our policies on third-party gifts, fraud, travel and entertainment and conflicts of interest.



Annual Conflicts of Interest Disclosure

In FY2025, Digital Services launched a mandatory conflict-of-interest disclosure process for management and select individual contributors. Of the executives included in the process, 100% completed the disclosure.

Equal Employment Opportunity Policy

Digital Services adheres to equal opportunity principles in employment decisions, considering all individuals without discrimination. We strive to provide a work environment based on trust, respect and fairness. Our Global Equal Opportunity Policy applies to all Digital Services employees and is approved by the chief human resources officer and chief legal officer. We take equal employment opportunity concerns and allegations of discrimination very seriously. Digital Services prohibits any type of retaliation against employees seeking guidance or reporting suspected violations.

Global Grievance Policy

As outlined in the Hitachi Global Grievance Policy, Digital Services prohibits harassment, discrimination and retaliation against any current or former employee who raises concerns in good faith about unlawful or unethical conduct. Team members in most countries can confidently and anonymously raise their concerns through the Hitachi Global Compliance Hotline (see Anonymous Reporting).

Policy Steering Committee

Digital Services representatives participate in the cross-functional Hitachi Digital Policy Steering Committee, which reviews both new and updated policies company-wide, including legal and compliance policies. The team meets weekly to discuss new and updated policies.

Whistleblower Program and Ethics Hotline

An essential characteristic of our open culture is the availability of appropriate channels where Hitachi employees, business partners, customers and the general public can report concerns or suspected misconduct in good faith, without fear of retaliation. Our Whistleblower Policy applies worldwide to Digital Services, its subsidiaries and affiliates and anyone doing business with or on behalf of the company.

Key Components of Digital Services' Whistleblower Program

Anonymous Reporting

- Concerns can be reported through the Hitachi Global Compliance Hotline, available 24 hours a day, 365 days per year. Reporters may raise concerns in approximately 50 languages either online or by telephone. The hotline reflects current local reporting requirements and is available internationally. In some countries, local laws may restrict the types of reports that may be made using the website or hotline. Where permitted by law, anonymity may be maintained using either the hotline's telephone or online reporting options.
- Other channels for reporting concerns include line managers, the Human Resources department and the Legal and Compliance department.

Investigation

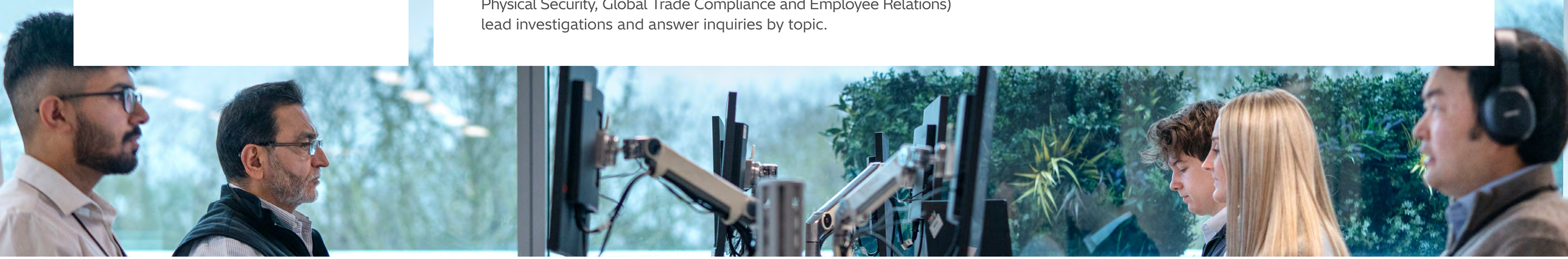
- Digital Services is committed to following up appropriately, promptly and confidentially where possible. Teams with specific subject matter expertise (e.g., Corporate Compliance, Cybersecurity, Physical Security, Global Trade Compliance and Employee Relations) lead investigations and answer inquiries by topic.

Zero-Tolerance Policy for Retaliation

- Digital Services has a zero-tolerance policy for retaliation of any kind against persons who report concerns in good faith. This commitment is referenced in the Code, in various topical compliance policies and in Hitachi's Whistleblower Policy to which Digital Services adheres.

Confidentiality

- Reports may be made anonymously using the Hitachi Global Compliance Hotline. When handling concerns, we apply strict controls to maintain the confidentiality of investigation details. Access to investigation details, including but not limited to reporter identity, is restricted and monitored by limiting access to the company's case management database system, encrypting investigation case files and other measures as outlined in the company's written investigation case management guidelines.



Use of Artificial Intelligence

Digital Services' approach to AI is grounded in Hitachi's long-standing commitment to ethical, human-centric innovation and responsible technology deployment. AI governance is guided by Group-wide principles and the Digital Services AI Governance Standard, which emphasize safety, fairness, transparency, privacy protection and accountability across the full AI life cycle, from design and development through deployment and ongoing management. These principles are operationalized through risk management, security, compliance and product development processes, with a focus on enabling trusted AI-driven workloads, protecting customer data and supporting the efficient and sustainable operation of internal and external AI-intensive systems in alignment with evolving global regulations and customer expectations.

Ethics and Compliance Training

Our annual online compliance training program, mandatory for all employees and contractors, raises awareness of our ethics and compliance policies and sets expectations regarding the standards of conduct expected of all who represent Digital Services in the marketplace and within the communities in which we participate. Annual training also helps us demonstrate our commitment and adherence to our policies.

Code of Conduct Training Topics:

- Business ethics
- Bribery and corruption
- Anti-money laundering laws
- Fraud
- Fair competition
- Export control
- Company assets
- Information owned by others
- Data protection
- Conflicts of interest
- Reporting and nonretaliation
- Ethics hotline

In addition to the General Code of Conduct training course, employees and contractors took separate, subject-matter-specific courses in FY2025 that covered cybersecurity, data privacy, procurement and anti-harassment, discrimination and retaliation compliance. Employees and contractors were also invited to take human rights training.

Our online compliance training is supplemented with targeted in-person and webinar-based training provided on a rolling basis to employees and select channel partners throughout the year, typically based on role, function or geography. These programs offer deeper dives into areas of concern specific to Digital Services' business, frequently using case studies pulled from the company's own experiences, from locally published financial crimes cases and from financial crimes and conflict-of-interest cases made public in the technology industry. Through this training's interactive and facilitated format, Digital Services employees, contractors and business partners can engage in meaningful dialogue about decision-making tactics for dealing with ethics and compliance gray areas and gain confidence about speaking up when suspected misconduct is observed.

In FY2025, we also implemented an enhanced online conflict-of-interest training for candidates to complete prior to new-hire onboarding.

100%

FY2025 participation in ethics training

Ethics and Compliance Risk Assessments

Starting in FY2023 and carrying forward to the present, Hitachi has used an independent third party, Ethisphere, to launch a blind Ethical Culture Survey to test all Group companies' employee speak-up culture. Digital Services uses results from the Ethisphere survey to examine potential areas for program enhancement, and it reports back to Hitachi, Ltd. annually with target improvements and progress against those targets. In addition to these efforts, Digital Services' Compliance Department conducts periodic risk assessments and audits to detect and evaluate areas of increased risk based on factors including systems and controls, governance structures, evolution in business models and changes to regulatory schemes and enforcement.

In addition to conducting structured risk assessments, our Compliance Department prioritizes addressing compliance gaps and concerns that have been identified in routine business reviews, reviews of business processes customarily considered high-risk in the technology industry and reports submitted to our hotline or other speak-up channels.

Public Policy and Government Relations

Cooperation between the private and public sectors is necessary to encourage and support innovation, confront society's most urgent challenges and realize a sustainable and equitable future. To this end, Hitachi maintains the Hitachi Washington Corporate Office (WASHI) in Washington, D.C. Functioning as the Group's North American government relations team, WASHI builds bridges between Hitachi companies and federal, state and local policymakers and agencies, promoting Hitachi's businesses and addressing challenges they face doing business in the U.S. WASHI also works with industry association partners, such as the Consumer Technology Association and the National Association of Manufacturers, to collaborate with like-minded companies and build awareness in the U.S.

WASHI supports U.S. government policies that enable Hitachi to achieve its goals of a more sustainable, connected and secure society. Digital Services does not participate in political advocacy activities. Employees are not permitted to make financial contributions in Digital Services' name or provide other support on our behalf to political parties, politicians or candidates for election to public office.

Competitive Behavior

Actions in place to prevent anti-competitive practices include:

- Antitrust and Fair Competition Policy
- Supplemental compliance training that includes periodic antitrust and fair competition training for high-risk audiences
- Appointment of an internal Global Competition Counsel to provide advice and analysis on mergers and acquisitions (M&A) scenarios, regulatory inquiries, competitive bid management and vertical restraints
- Antitrust and Fair Competition Risk Assessment

Digital Services reported no monetary losses as a result of legal proceedings associated with competition law violations in FY2025.



Cybersecurity and Data Privacy

SUSTAINABILITY GOAL:

Continue to align cybersecurity practices with industry-leading standards and have board reviews regularly

FY2025 progress:
Achieved certifications for ISO 27001 and Cyber Essentials Plus

Cybersecurity

New threats arise in parallel with new technology advances, creating an environment that requires constant vigilance to prevent cyber-attacks designed to cripple systems, steal data and disrupt business continuity.

In line with Hitachi's "One Hitachi" business policy, all Group companies are aligned on cybersecurity policy, following standards that establish optimal security measures based on best practices, emerging risks and the changing regulatory environment. Extending beyond the traditional focus on internal IT systems, our cybersecurity program also guards against threats to operational technologies used in product and service development, production and manufacturing and supply chains.

The Digital Services Cybersecurity Charter describes our approach to protecting the confidentiality, integrity and availability of sensitive data and systems. It applies to all employees, contingent workers, partners, vendors, customers and guests who access and utilize Digital Services' information and information resources.

HITACHI

Digital Services' Cybersecurity Governance Entities and Responsibilities

Hitachi, Ltd. (Corporate Cybersecurity Functions)	• Defines and communicates cybersecurity requirements for Digital Services • Reviews alignment of Digital Services' cybersecurity program with corporate strategy via audits
Board of Directors	• Provides cyber risk oversight • Ensures escalation of risks to Hitachi, Ltd. • Promotes cybersecurity culture
Hitachi Digital Corporate Functions	• Manages shared services for Procurement, Legal, Compliance and Human Resources • Oversees corporate governance for these functions • Coordinates with Digital Services on regulatory and legal requirements • Supports enterprise-wide risk management and compliance
Executive Committee	• Allocates resources for cybersecurity priorities • Reviews and approves the cybersecurity program • Ensures alignment with business strategy and risk appetite
Internal Audit	• Conducts post-incident reviews • Assesses cybersecurity controls during business line audits • Reviews cybersecurity policies and provides feedback
Chief Information Security Officer (CISO)	• Aligns cybersecurity strategy with business goals • Prioritizes cybersecurity initiatives • Reviews major incidents and industry trends • Approves risk exceptions and monitors regulatory impact
Cybersecurity Leadership Team (CLT)	• Approves cybersecurity standards • Advises business units on control implementation • Manages tools, metrics, events and policy updates

Cyber Risk Management

Digital Services takes a holistic, layered approach to cybersecurity that ensures that our network, operating system, database and application security practices complement one another and are supported by strong internal controls, governance and oversight. We follow the Gartner framework for aligning our cybersecurity strategy with Digital Services' and Hitachi's appetite for risk.

Risk identification is driven by our Cybersecurity Risk and Control Framework (CRCF), which integrates threat modeling, vulnerability management and continuous monitoring. Factors such as organizational and business needs, the cyber threat landscape, industry best practices and the state of controls within the organization play a part in our modeling efforts, and we take a prescribed approach to prioritizing, assessing and reviewing cyber risks.

Policies and Standards

Digital Services' cybersecurity policies and control requirements align with globally recognized frameworks, including the National Institute of Standards and Technology (NIST) and ISO, and are revised and refreshed to meet the current threat environment.

Our cybersecurity policies apply to all Digital Services personnel, including full-time employees, temporary employees and contingent workers. Policies and standards are reviewed annually, and updates are made based on emerging risks, the regulatory landscape and customer requirements.

Reviews, Assessments and Audits

Digital Services conducts security reviews, assessments and audits annually to confirm compliance with cybersecurity policies, procedures and practices. The internal controls of Digital Services are subject to periodic testing by audit organizations such as Hitachi Digital Internal Audit and Hitachi, Ltd.

Digital Services promotes security awareness on a company-wide basis and educates personnel through security awareness efforts that include phishing tests, role-based security training and periodic internal news articles. Cybersecurity team members pursue industry-standard security certifications and participate in industry forums to stay current with emerging threats and security trends.

Employee Cybersecurity Compliance Training

All Digital Services employees and contractors are required to complete a compliance training course upon employment, as well as annual compliance training throughout their tenures. The course includes data privacy principles and proper data handling practices.

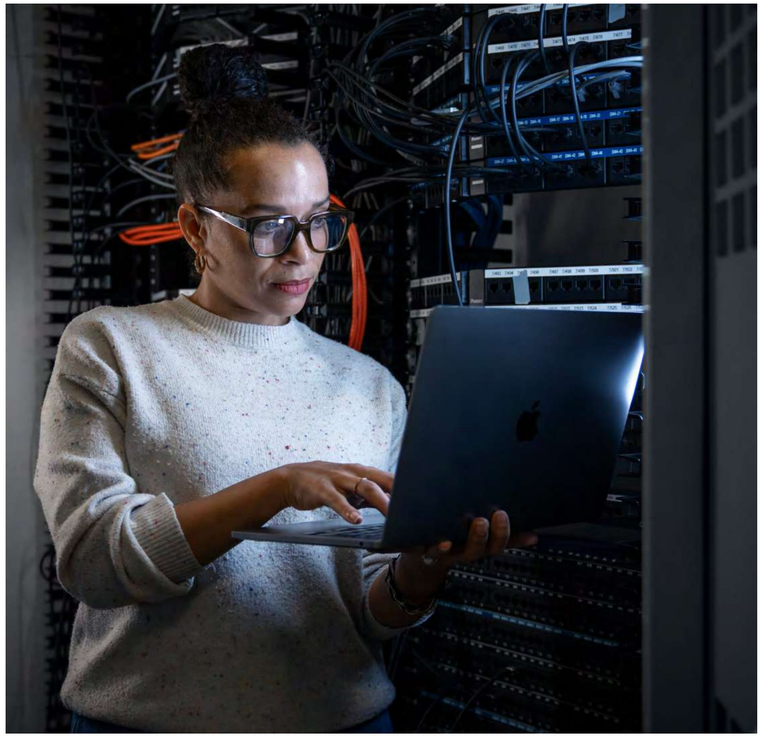
In FY2025, we launched a dedicated cybersecurity training course that includes modules on acceptable use, AI security, phishing and social engineering. The course is available in nine languages.

Cybersecurity Incident Management

Digital Services' Cybersecurity department monitors security events and responds to anomalies, alerts and incidents. The Cybersecurity department is informed of security incidents and events and, depending on the circumstances, defines escalation paths and response teams to address those incidents.

Our Cybersecurity team works with the appropriate technical teams, impacted stakeholders and other third parties to respond to incidents. Detection and management of incidents occur commensurate with the risk. Appropriate action is taken to contain threats, maintain continuity of business operations, establish root cause and carry out corrective action, then follow up with lessons learned.

Digital Services regularly tests the efficiency and effectiveness of our cybersecurity incident response plan and makes improvements based on reviews of test results and incident response performance.



Data Privacy

Digital Services understands the critical importance of data protection and maintains an always-evolving framework of security practices to protect the confidentiality, integrity and availability of customer information.

Governance and Oversight

Our global Data Privacy Office supports corporate and employee functions, product development, customer engagements and supplier enablement. In the U.S., Europe, South America, India and China, the professionals of our Privacy team are charged with assuring Digital Services' compliance with all applicable privacy regulations.

Privacy Program Cornerstones

The mission of Digital Services' privacy program is designed around seven cornerstones of compliance:

- **Data subject rights:** We maintain global processes for data subjects to exercise geo-specific rights.
- **Article 30 reports:** We track data flows through processing reports.
- **External privacy notices:** We maintain a public-facing notice of privacy rights, as well as a notice specific to job applicants.
- **Internal privacy policies:** Every employee expressly acknowledges a geo-specific privacy notice.
- **Workforce training:** We administer yearly privacy-specific training to our global workforce.
- **Privacy vendor review:** We perform a detailed review of data flows at new and existing vendors.
- **Privacy review of products:** We conduct a detailed review of new product offerings in the go-to-market process.

To enable ongoing compliance with emerging privacy regulations, Digital Services leverages our compliance efforts in meeting the demands of the EU General Data Protection Regulation (GDPR), the California Consumer Privacy Act (CCPA) and other regulations.

Policies and Procedures

Digital Services' Global Data Protection and Privacy Policy

Digital Services respects and values the privacy of our customers. Our Global Data Protection & Privacy Policy discusses our methods and approach to earning their trust.

We recognize that our customers' personal information is confidential, and we take steps intended to protect their personal information while it is in our possession. We do not share personal information with third parties except as provided for in our policy to facilitate our internal information-processing activities or to comply with applicable law.

Global Record Retention and Destruction Policy

Proper records management is an important function of every successful corporation, and we have a policy to outline our approach. We strive for an effective records management program to ensure proper maintenance and availability of all records required for us to conduct business, fulfill our legal responsibilities and support our tax and accounting functions.

Data Subject Request Policy

This policy sets out Digital Services' process for responding to data subject rights requests under applicable data protection laws, including the GDPR. Digital Services welcomes all reasonable requests for information. Digital Services will review and, when appropriate, respond to these requests within the time period specified by applicable law.

Data Privacy and Security Terms

Our Data Privacy and Security Terms outline the contractual data privacy terms Digital Services offers to its customers. It includes our approach to personal data and confidentiality, our responsibilities as the data controller and the process for third-party data requests.



Responsible Procurement

SUSTAINABILITY GOAL:

In FY2025, maintain annual supplier engagement on ESG surveys/audits and assess for modern slavery risk through periodic review of suppliers' ESG activities

FY2025 progress:
Conducted ESG assessments of suppliers representing the top 80% of spend and completed two on-site audits

SUSTAINABILITY GOAL:

Engage and educate 90% of our active supplier spend on reaching GHG reductions by FY2050

FY2025 progress:
Engaged 80% of suppliers that make up the top 90% of active spend

Supply Chain Operations

Digital Services' global business operations focus on service offerings. At the highest level, suppliers are grouped into one of two categories: IT/technology or service. Our Global Procurement department aligns with the Hitachi Group Code of Ethics and Business Conduct and undergoes an annual mandatory training on sustainable procurement that is considered in performance reviews, with a 100% completion rate in FY2025.

Supplier and Vendor Code of Ethics and Business Conduct

We believe that upholding high ethical standards among both our employees and our business partners is foundational to creating a successful business and a great work environment. Hitachi's Expectations of Business Partners articulate our commitment to upholding responsible and ethical business practices throughout the value chain and outlines our expectations of all Digital Services suppliers. The Business Partner Code is incorporated by reference within the Hitachi Master Procurement Services Agreement and supplier agreements as part of our onboarding process.

Due Diligence and Qualification

Our supplier selection and onboarding procedures include due diligence checks and compliance with applicable laws and regulations. The supplier qualification process includes, when required, reputational due diligence, a financial viability assessment and validation of business ethics and potential conflicts. During the supplier qualification process, suppliers are required to review and comply with the terms and conditions of the Hitachi Group Code of Ethics and Business Conduct. In FY2025, 100% of new suppliers either agreed to comply with the terms and conditions of the Hitachi Group Code of Ethics and Business Conduct and Hitachi's Expectations of Business Partners or maintained their own code of conduct equivalent to Hitachi's.

In addition to service quality, cost and product specifications, Digital Services' qualification process assesses suppliers' efforts to adequately address:

- Environmental sustainability
- Business continuity
- Service and product security
- Data privacy protection
- Diversity
- Global trade compliance
- Human rights

To support Digital Services in undertaking responsible partnerships with business partners, our qualification process also requires suppliers to disclose their external sustainability rating as verified by organizations such as EcoVadis, the Responsible Business Alliance (RBA) and ISO.

Digital Services' Trusted Ally program, now in its third year, comprises a global ecosystem of suppliers that meet high standards in the areas of technology, cost, quality, sustainability, flexibility and services provided; display a vested interest in growing Digital Services' business and strengthening our infrastructure; and offer preferential commercial and legal terms. Digital Services sourcing managers use supplier scorecards to evaluate each supplier in these areas.

Responsible Business Alliance
Affiliate Member

As a part of the Hitachi Digital family, Digital Services is an Affiliate Member of the RBA.

Third-Party Risk Assessments and Audits

We maintain a robust due diligence process for assessing and addressing risks in the supply chain.

Our risk classification system for suppliers starts by determining risk based on the item category. For categories that are required to be assessed, a request is sent to the Business Continuity Management, Data Privacy, Cybersecurity and Compliance departments, which conduct appropriate reviews. All new suppliers are subject to a vendor risk assessment, as are existing suppliers that add new products or services to the business relationship.

In addition, enhanced desktop due diligence and online monitoring are performed on existing suppliers.

We also use a risk-based approach when performing due diligence for suppliers, with a particular focus on trade compliance, ownership verification and reputational due diligence that examines financial crimes, other serious crimes, diversion risks, business continuity, intellectual property claims or misuse, and other potential threats. To assess the level of due diligence required, we employ a risk-based approach consistent with frameworks identified by the U.S. Department of Justice and other regulatory authorities. Digital Services adheres to the requirements set out in the Hitachi Third-Party Due Diligence Policy by undertaking required refreshes of prior due diligence performed on high-risk suppliers.

Third-Party Information Security

Confidentiality Agreements

Digital Services requires commitment to contractual confidentiality language (which may include a nondisclosure agreement) for all suppliers, vendors, subprocessors and other external parties performing services on or requiring access to Digital Services or its data hosting and data processing facilities. When applicable, external parties must also sign a data protection agreement and European Union Model Clauses. As relevant, all agreements in which a third party may be given such access must also stipulate inclusion of approved confidentiality standards and security provisions in their downstream suppliers' contracts.

Third-Party Evaluation and Monitoring

Digital Services evaluates both new and existing third-party services to assess the information security risks associated with those services and identify actions to lower the risk to acceptable levels.

Third-Party Risk Assessment Questionnaire

- **Data privacy:** Types of personally identifiable information (PII), countries of storage and transfer and location of service.
- **Business continuity:** Including service-level availability, business process recovery time objective and recovery point objective.
- **Service and product security:** Publicly available security information, third-party attestation and certifications, penetration tests and data encryption, security logging and auditing and records retention (existence of vendors' records retention policies verified in our vendor risk assessment).
- **Third party's security practices:** Organization of information security, checklists, employee screening, separation of duties, system hardening and malware and threat management.
- **Data loss prevention:** Monitoring processes in place to prevent the exfiltration of Digital Services data.

Third-Party Service Delivery Management

Digital Services maintains master service agreements with various vendors for services and products. In these agreements, specific security and privacy controls are defined and agreed upon prior to the onset of service.



Supplier Sustainability

We assess the environmental commitments of top-tier suppliers to ensure alignment with Digital Services' environmental requirements. Annually, we conduct a sustainable procurement supplier assessment for Digital Services suppliers that represent the top 80% of our spending.

As part of this assessment, suppliers provide information about their ESG and sustainability programs, progress and commitments in areas such as:

- Energy consumption and GHG emissions
- Climate targets
- Supplier environmental practices
- ESG and sustainability rating frameworks
- Conflict minerals
- Human rights audits
- Employee health and safety policy and certifications
- Information security
- Supplier audit history

Suppliers may disclose their EcoVadis information and score to Hitachi to cover required topics or respond to the information requests, which are reviewed by internal subject matter experts.

Results from assessing supplier responses to both the Supplier Survey and EcoVadis are used to select suppliers to be audited and to update supplier strategy with requestors, up to and including possible removal for suppliers that are not able to adhere to Procurement's sustainability expectations and/or our Modern Slavery Transparency Statement. In FY2025, we conducted on-site sustainability audits of select suppliers.

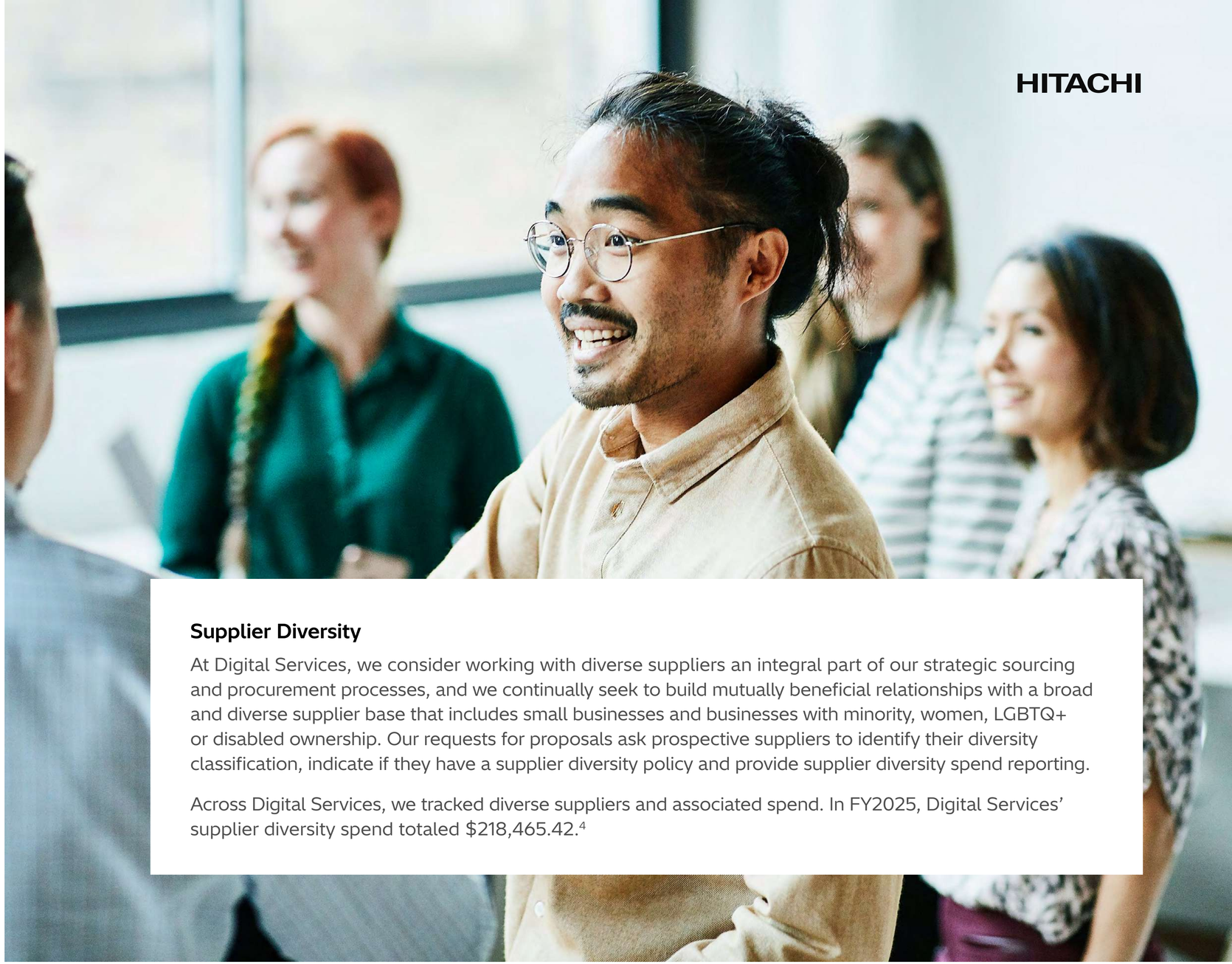
Digital Services partners with key suppliers on an ESG Working Group to share best-practice ESG strategies and actions disclosed in the assessment.



Human Rights in the Supply Chain

Digital Services' Modern Slavery Transparency Statement sets out the steps we have taken to minimize the risk of modern slavery (including forced labor and child labor) and human trafficking in our global business operations and supply chain. The statement is compliant with the requirements of the Australian Modern Slavery Act, the UK Modern Slavery Act, the California Transparency in Supply Chains Act and various other regulations and is reviewed and updated annually, with the most recent update in May 2026.

Our commitment to the identification and prevention of modern slavery includes promoting awareness and understanding of the risks, improving collaboration across our organization and strengthening supply chain transparency. In our vendor risk assessment process, we utilize a framework that considers indicators related to modern slavery, trafficking and unfair labor practices. In FY2025, our Supplier Survey assessed our top 80% of suppliers (by spend) on various ESG factors, including modern slavery. On-site audits conducted by a third-party firm are utilized to assess whether suppliers are adhering to our human rights requirements. In addition, in FY2025, Digital Services deployed regular screening of existing suppliers to track human rights infractions.



Supplier Diversity

At Digital Services, we consider working with diverse suppliers an integral part of our strategic sourcing and procurement processes, and we continually seek to build mutually beneficial relationships with a broad and diverse supplier base that includes small businesses and businesses with minority, women, LGBTQ+ or disabled ownership. Our requests for proposals ask prospective suppliers to identify their diversity classification, indicate if they have a supplier diversity policy and provide supplier diversity spend reporting.

Across Digital Services, we tracked diverse suppliers and associated spend. In FY2025, Digital Services' supplier diversity spend totaled $218,465.42.[4]

[4] Prior year supplier diversity spend figures reflected a broader reporting scope that included Hitachi Digital. Improved data availability and granularity in FY25 enabled reporting specifically for Digital Services operations only; therefore, year-over-year comparisons should be interpreted accordingly.

HITACHI

Appendix

- GRI Index
- United Nations Sustainable Development Goals
- Sustainability Accounting Standards Board Index
- Data Appendix
- Hitachi Digital Services' Limited Assurance Statement

GRI Index

Hitachi Digital Services has reported the information cited in this GRI content index for the period April 1, 2025, to March 31, 2026, with reference to the GRI Standards.

	GRI Standard and Disclosure	Reference/Response
GRI 2: General Disclosures 2021	2-1 Organizational details	About Hitachi Digital Services
	2-2 Entities included in the organization's sustainability reporting	Our Sustainability Report
	2-3 Reporting period, frequency and contact point	Our Sustainability Report
	2-4 Restatements of information	Restatements of previously reported information will be made where relevant.
	2-5 External assurance	Hitachi Digital Services Limited Assurance Statement
	2-6 Activities, value chain and other business relationships	About Hitachi Digital Services
	2-7 Employees	About Hitachi Digital Services, Data Appendix
	2-8 Workers who are not employees	Where workforce data is disclosed, figures may include both employee and non-employee workers unless otherwise specified.
	2-9 Governance structure and composition	Our Sustainability Commitment, Focus Areas and Approach Governance Structure Hitachi Digital Leadership
	2-10 Nomination and selection of the highest governance body	Governance Structure Hitachi Sustainability Report 2025 (pp. 30 and 115) Hitachi Corporate Governance
	2-11 Chair of the highest governance body	www.hitachi.com/en/about/officers
	2-12 Role of the highest governance body in overseeing the management of impacts	Hitachi Sustainability Report 2025 (pp. 30 and 115) Hitachi Corporate Governance

GRI Index (cont.)

	GRI Standard and Disclosure	Reference/Response
GRI 2: General Disclosures 2021 (cont.)	**2-13 Delegation of responsibility for managing impacts**	Governance Structure Hitachi Sustainability Report 2025 (p. 30 and 110)
	2-14 Role of the highest governance body in sustainability reporting	While the Board of Directors was not directly involved in the development of this report, the Board is informed of progress on sustainability on an ongoing basis. The Sustainability Committee oversees sustainability strategy and reporting, with input from internal subject matter experts across the organization.
	2-15 Conflicts of interest	Business Ethics
	2-16 Communication of critical concerns	Business Ethics
	2-17 Collective knowledge of the highest governance body	Hitachi Sustainability Report 2025 (pp. 30 and 110) Hitachi Corporate Governance
	2-18 Evaluation of the performance of the highest governance body	Hitachi Sustainability Report 2025 (pp. 24 and 110) Hitachi Corporate Governance
	2-19 Remuneration policies	Hitachi Sustainability Report 2025 (pp. 24 and 110) Hitachi Corporate Governance Hitachi Annual Securities Report Hitachi Corporate Governance Report
	2-20 Process to determine remuneration	Hitachi Sustainability Report 2025 (pp. 24 and 110) Hitachi Corporate Governance Hitachi Annual Securities Report Hitachi Corporate Governance Report
	2-21 Annual total compensation ratio	The organization does not disclose this metric due to confidentiality and contractual constraints related to individual employment agreements.
	2-22 Statement on sustainable development strategy	A Message From Our CEO A Message From Our Sustainability Director
	2-23 Policy commitments	Environmental Policy Business Ethics

GRI Index (cont.)

	GRI Standard and Disclosure	Reference/Response
GRI 2: General Disclosures 2021 (cont.)	**2-24 Embedding policy commitments**	Our Sustainability Commitment, Focus Areas and Approach Environmental Policy Business Ethics
	2-25 Processes to remediate negative impacts	Risk Management and Business Continuity Oversight
	2-26 Mechanisms for seeking advice and raising concerns	Employee Health and Safety Business Ethics
	2-27 Compliance with laws and regulations	No significant instances of noncompliance with laws and regulations were identified during the reporting period.
	2-28 Membership associations	As a Nasscom member, Hitachi Digital Services actively engages with India's technology ecosystem, contributing to industry dialogue, innovation initiatives and thought leadership on emerging technologies such as AI, cloud and digital engineering. The membership enables collaboration with industry peers, access to market insights and participation in programs that help shape the future of India's digital economy and technology talent landscape.
	2-29 Approach to stakeholder engagement	Employee Engagement, Training and Development Social Contribution
	2-30 Collective bargaining agreements	Not material, as the organization's workforce is not covered by collective bargaining agreements.
GRI 3: Material Topics 2021	**3-1 Process to determine material topics**	Our Sustainability Commitment, Focus Areas and Approach
	3-2 List of material topics	Our Sustainability Commitment, Focus Areas and Approach
	3-3 Management of material topics	Our Sustainability Commitment, Focus Areas and Approach Energy Management and GHG Management Employee Engagement, Training and Development Business Ethics Responsible Procurement

GRI Index (cont.)

	GRI Standard and Disclosure	Reference/Response
GRI 201: Economic Performance 2016	**201-2 Financial implications and other risks and opportunities due to climate change**	See the Hitachi Sustainability Report 2025 for a discussion of its business-by-business assessment of potential climate-related impacts, risks and opportunities across Hitachi. Risk Management and Business Continuity Oversight
GRI 205: Anti-Corruption 2016	**205-1 Operations assessed for risks related to corruption**	Digital Services maintains statutory auditors in all jurisdictions where legally required and operates under a robust framework of internal controls. Our commitment to integrity is reinforced through annual Code of Conduct (CoC) training and attestation, which includes dedicated modules on anti-corruption. Furthermore, all client and vendor agreements include enforceable clauses to ensure strict compliance with anti-corruption.
	205-2 Communication and training about anti-corruption policies and procedures	Business Ethics
	205-3 Confirmed incidents of corruption and actions taken	No confirmed incidents of corruption were identified during the reporting period.
GRI 206: Anti-Competitive Behavior 2016	**206-1 Legal actions for anti-competitive behavior, anti-trust and monopoly practices**	No legal actions for anti-competitive behavior, anti-trust or monopoly practices were brought against Digital Services during the reporting period.
GRI 302: Energy 2016	**302-1 Energy consumption within the organization**	Data Appendix
	302-3 Energy intensity	Data Appendix
	302-4 Reduction of energy consumption	Data Appendix
GRI 305: Emissions 2016	**305-1 Direct (Scope 1) GHG emissions**	Energy Management and GHG Management Data Appendix
	305-2 Energy indirect (Scope 2) GHG emissions	Energy Management and GHG Management Data Appendix
	305-3 Other indirect (Scope 3) GHG emissions	Energy Management and GHG Management Data Appendix
	305-4 GHG emissions intensity	Energy Management and GHG Management Data Appendix

GRI Index (cont.)

	GRI Standard and Disclosure	Reference/Response
GRI 305: Emissions 2016 (cont.)	**305-5 Reduction of GHG emissions**	FY2024 (April 1, 2024–March 31, 2025) is the Digital Services baseline year, as it represents the first year of comprehensive data collection and reporting for the restructured Digital Services organization. In FY2025, facility-level initiatives to reduce energy consumption produced the following results: • Scope 1 emission reduction of 59.38 mtCO2e • Scope 2 (location-based) reduction of 553.38 mtCO2e • Scope 2 (market-based) reduction of 1,152.44 mtCO2e • Scope 3 increase of 2893.96 mtCO2e
	305-6 Emissions of ozone-depleting substances (ODS)	Digital Services does not currently emit any ozone-depleting substances.
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx) and other significant air emissions	Digital Services does not currently track or plan to track these emissions due to the company's limited exposure, since there are no industrial processes undertaken, all the offices are leased or co-working and there are only cloud-based operations.
GRI 308: Supplier Environmental Assessment 2016	**308-1 New suppliers that were screened using environmental criteria**	Responsible Procurement
GRI 401: Employment 2016	**401-1 New employee hires and employee turnover**	Data Appendix
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Engagement, Training and Development Data Appendix
	401-3 Parental leave	Employee Engagement, Training and Development Data Appendix
GRI 403: Occupational Health and Safety 2018	**403-1 Occupational health and safety management system**	Employee Health and Safety
	403-2 Hazard identification, risk assessment and incident investigation	Employee Health and Safety
	403-3 Occupational health services	Employee Health and Safety
	403-4 Worker participation, consultation and communication on occupational health and safety	Employee Health and Safety

GRI Index (cont.)

	GRI Standard and Disclosure	Reference/Response
GRI 403: Occupational Health and Safety 2018 (cont.)	403-5 Worker training on occupational health and safety	Employee Health and Safety
	403-6 Promotion of worker health	Employee Health and Safety
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Employee Health and Safety
	403-8 Workers covered by an occupational health and safety management system	Employee Health and Safety
	403-9 Work-related injuries	Employee Health and Safety
	403-10 Work-related ill health	Employee Health and Safety
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Data Appendix
	404-2 Programs for upgrading employee skills and transition assistance programs	Employee Engagement, Training and Development
	404-3 Percentage of employees receiving regular performance and career development reviews	Employee Engagement, Training and Development Data Appendix
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Hitachi Sustainability Report 2025 (pp. 110 and 147) Data Appendix
	405-2 Ratio of basic salary and remuneration of women to men	Hitachi Sustainability Report 2025 (p. 141) Data Appendix

GRI Index (cont.)

	GRI Standard and Disclosure	Reference/Response
GRI 406: Non-Discrimination 2016	**406-1 Incidents of discrimination and corrective actions taken**	No incidents of discrimination were confirmed during the reporting period.
GRI 414: Supplier Social Assessment 2016	**414-1 New suppliers that were screened using social criteria**	Responsible Procurement
GRI 418: Customer Privacy 2016	**418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data**	No substantiated complaints concerning breaches of customer privacy or losses of customer data were reported during the reporting period.

United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals (UN SDGs) are a collaborative, global effort to achieve a better and more sustainable future for all by addressing challenges of poverty, inequality, climate change, environmental degradation, peace and justice. We have identified the key areas where we extend the greatest influence and impact through our business strategy, products and services.

Goal	Description	Alignment to Digital Services FY2025	Report Reference
	**Ensure access to affordable, reliable, sustainable and modern energy for all**	We are committed to increasing the share of our energy consumption coming from renewable sources and contributing to increasing the global rate of energy efficiency through our decarbonization programs, our transition to electric vehicles and the integration of environmental impact into business strategy, led by the sustainability director. [Targets 7.2 and 7.3]	Environmental Impact of Our Operations Energy Management and GHG Management
	**Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all**	We maintain comprehensive medical, wellness and mental health benefits for all employees. To support U.S. employees in states that limit specific medical care options (such as certain reproductive procedures and gender-affirming care), we provide for out-of-state treatment in compliance with state and federal law. [Targets 8.3 and 8.5] Pay equity is a priority at Digital Services. We analyze our pay structure periodically to ensure our Global Reward Policies are unbiased and consistent. [Target 8.5] Our onboarding experience, “Navigate Your Hitachi,” is designed to connect and integrate all new employees across the globe. Our three main learning platforms - Hitachi University, LinkedIn Learning and goFLUENT - are available to all employees globally. [Target 8.6] We are committed to conducting all work activities in a manner that promotes the safety and health of colleagues and visitors and minimizes risk to Digital Services’ property. [Target 8.8] Through sustainable digital design, we optimize the life cycle of our services and solutions, reducing environmental impact while delivering long-term value across the value chain. [Target 8.4]	Sustainability Innovation Employee Engagement, Training and Development Employee Health and Safety
	**Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation**	We provide end-to-end sustainability expertise and solutions to help our customers reduce their carbon emissions, develop innovative digital processes and drive sustainability transformation. [Target 9.4 and 9.5]	Sustainability Innovation

Goal	Description	Alignment to Digital Services FY2025	Report Reference
	**Ensure sustainable consumption and production patterns**	Digital Services supports waste prevention, including food, material and e-waste, by optimizing our recycling process and reducing waste that goes to the landfill. [Targets 12.3 and 12.5] We have adopted sustainability into our reporting and are committed to carbon neutrality in our Scope 1 and 2 emissions by FY2030. [Target 12.6]	Energy Management and GHG Management Recycling, Waste and Water Management
	**Take urgent action to combat climate change and its impacts**	We are committed to driving climate action in our products, services and operations. [Target 13.2] Our goals include the following: • Achieve carbon neutrality for Scope 1 and 2 emissions by FY2030. • Commit to setting a near-term goal aligned with SBTi by FY2025*. • Achieve 100% electricity use from renewable resources by FY2030. • Commit to becoming net zero by FY2050. *Please note this goal has been placed on hold due to the upcoming merger of GlobalLogic and Digital Services, with plans to reassess for alignment with the priorities and structure of the newly combined organization. We calculate our Scope 1, 2 and 3 emissions annually per the GHG Protocol. In FY2025, we published an Environmental Policy, committing us to environmental leadership across our operations, products and services. In FY2025, we also strengthened engagement with suppliers and partners to better understand their sustainability goals and identify opportunities for collaboration. We partner with organizations like CEBA to support a 90% carbon-free U.S. electricity system by 2030.	Sustainability Innovation Energy Management and GHG Management
	**Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels**	Digital Services complies with all anti-bribery/anti-corruption laws and sets expectations regarding the standard of conduct for all who represent Digital Services in the marketplace, managed by the chief ethics and compliance officer. [Targets 16.5 and 16.6] Digital Services adheres to equal opportunity principles in employment decisions, considering all individuals without discrimination. [Target 16.b]	Governance Structure Business Ethics

Sustainability Accounting Standards Board Index

Our report has been prepared to align with the Sustainability Accounting Standards Board (SASB) Standards for the software and IT services industry. This index identifies the disclosures and metrics that Digital Services considers relevant to understanding the company's performance on sustainability-related risks and opportunities. Information on each accounting metric is included below.

Topic	Accounting Metric	SASB Code	Response	Report Reference
Environmental Footprint of Hardware Infrastructure	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	TC-SI-130a.1	(1) Total energy consumed: 4,632.46 MWh (2) Percentage grid electricity: 53% (3) Percentage renewable: 47%	Energy Management and GHG Management
	(1) Total water withdrawn, (2) total water consumed; percentage of each in regions with high or extremely high baseline water stress	TC-SI-130a.2	In FY2025, Digital Services collected water usage data from its U.S. headquarters in Santa Clara and the Hyderabad campus building, which together represent approximately 56% of the company's total square footage. These two locations were prioritized due to their strategic importance and relevance to water-related impacts. For FY2025, water consumption at the U.S. headquarters totaled 15,294 m^3. Hyderabad campus water consumption totaled 7,296 m^3.	Recycling, Waste and Water Management
	Discussion of the integration of environmental considerations into strategic planning for data center needs	TC-SI-130a.3	As part of Digital Services' resource and energy management strategies, we have built management systems and other monitoring systems to show continuous usage and provide alerts when consumption goes over a certain threshold. We are implementing internal targets at these locations to ensure we minimize our impact.	Energy Management and GHG Management
Data Privacy & Freedom of Expression	Description of policies and practices relating to targeted advertising and user privacy	TC-SI-220a.1	Digital Services' global Data Privacy Office oversees and supports corporate and employee functions, product development, customer engagements and supplier enablement as they relate to privacy matters. Digital Services' Privacy Program is designed around seven cornerstones of compliance: data subject rights, Article 30 reports, external privacy notices, internal privacy policies, workforce training, vendor privacy reviews and privacy reviews of products.	Cybersecurity and Data Privacy
	Number of users whose information is used for secondary purposes	TC-SI-220a.2	Digital Services does not report this information publicly.	
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	TC-SI-220a.3	Digital Services does not report this information publicly.	
	(1) Number of law enforcement requests for user information, (2) number of users whose information was requested and (3) percentage resulting in disclosure	TC-SI-220a.4	Digital Services does not report this information publicly.	
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering or censoring	TC-SI-220a.5	Digital Services does not report this information publicly.	

Topic	Accounting Metric	SASB Code	Response	Report Reference
Data Security	(1) Number of data breaches, (2) percentage that are personal data breaches and (3) number of users affected	TC-SI-230a.1	Digital Services does not report this information publicly.	Cybersecurity and Data Privacy
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	TC-SI-230a.2	Digital Services takes a holistic approach to cybersecurity, implementing a layered defense security strategy. We ensure that network, operating system, database and application security practices complement one another with strong internal controls, governance and oversight. Digital Services' cybersecurity policies and control requirements are reviewed periodically and align with NIST's Cybersecurity Framework and ISO/International Electrotechnical Commission (IEC) 27001/27002:2013. Digital Services and Hitachi conduct internal security reviews, assessments and audits annually to confirm compliance with Digital Services' cybersecurity policies, procedures and practices. The internal controls of Digital Services are subject to periodic testing by audit organizations, such as Digital Services' Internal Audit and Hitachi.	Cybersecurity and Data Privacy
Recruiting & Managing a Global, Diverse & Skilled Workforce	Percentage of employees who (1) require a work visa for foreign nationals and (2) are located offshore	TC-SI-330a.1	3.8%	Creating a Unique Culture
	Employee engagement as a percentage	TC-SI-330a.2	Digital Services does not report this information publicly.	Creating a Unique Culture
	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees and (d) all other employees	TC-SI-330a.3	Digital Services does not report this information publicly.	Creating a Unique Culture
Intellectual Property Protection & Competitive Behavior	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations	TC-SI-520a.1	Digital Services reported zero monetary losses as a result of legal proceedings associated with anticompetitive behavior regulations during FY2025.	Competitive Behavior
Managing Systemic Risks From Technology Disruptions	Number of (1) performance issues and (2) service disruptions; (3) total customer downtime	TC-SI-550a.1	Digital Services does not report this information publicly.	Risk Management and Business Continuity
	Description of business continuity risks related to disruptions of operations	TC-SI-550a.2	Digital Services' risk assessment process follows the COSO ERM framework when identifying and assessing the likelihood or severity of relevant risks. Based on input from relevant stakeholders, risks are identified that might prevent Digital Services from achieving strategic objectives in consideration of the expected impact, likelihood and velocity of a risk to the company. Furthermore, Digital Services' BCM team maintains the crisis management framework, which includes crisis management and major incident management plans. These plans provide a playbook for responding to all types of major incidents or crisis situations. The primary objective is to ensure employees are safe, followed by continuation of business activities.	Risk Management and Business Continuity

Data Appendix

ENVIRONMENT

	Metric	FY2025 Data	FY2024 Data
General	Waste sorting and e-waste programs across operations	56%	38%
	Total hazardous weight disposed (metric tons)	0	0
	Number of annual sustainability summits	3	3

	Metric	FY2025 Data	FY2024 Data
GHG Emissions by Scope (tCO2eq)	Scope 1 Emissions: Stationary Combustion	44.04	85.27
	Scope 1 Emissions: Fugitive Sources	145.76	163.91
	Total Scope 1 Emissions	189.80	249.18
	Scope 2 Emissions: Scope 2 (Market-Based)	1,610.54	2,762.98
	Scope 2 Emissions: Scope 2 (Location-Based)	2,862.07	3,415.45
	Total Scope 1 and 2 (Market-Based)	1,800.34	3,012.16
	Total Scope 1 and 2 (Location-Based)	3,051.87	3,664.63
	Total Scope 3 (Market-Based)	33,350.70	30,455.46
	Total Scope 3 (Location-Based)	33,349.42	30,345.39
	Total Scope 1, 2 and 3 Emissions (Market-Based)	35,151.04	33,467.62
	Total Scope 1, 2 and 3 Emissions (Location-Based)	36,401.29	34,101.17

ENVIRONMENT (cont.)

	Metric	FY2025 Data	FY2024 Data
Scope 3 Emissions (tCO2eq)[5]	Category 1: Purchased Goods and Services	21,014.15	21,096.95
	Category 2: Capital Goods	93.97	91.15
	Category 3: Fuel- and Energy-Related Activities (not included in Scope 1 or 2)	463.09	1,290.95
	Category 4: Upstream Transportation and Distribution	19.30	22.26
	Category 5: Waste Generated in Operations	103.11	341.77
	Category 6: Business Travel	4,194.45	2,945.37
	Category 7: Employee Commuting	7,279.35	4,260.32
	Category 13: Downstream Leased Assets (Market-Based)	183.28	406.69
	Category 13: Downstream Leased Assets (Location-Based)	182.00	387.76

[5] Scope 3 Categories 9, 10, 11, 12, 14, and 15 are not applicable to Hitachi Digital Services LLC due to the nature of its business operations and service-based activities. Scope 3 Category 8 is included within Scope 1 and Scope 2 emissions and is therefore not reported separately.

ENVIRONMENT (cont.)

	Metric	FY2025 Data	FY2024 Data
Emissions Intensity - Financial (tCO2eq/ thousand USD revenue)	Scope 1	0.00039	0.00055
	Scope 2 (Market-Based)	0.00333	0.00606
	Scope 2 (Location-Based)	0.00592	0.00749
	Scope 1 and 2 (Market-Based)	0.00373	0.00660
	Scope 1 and 2 (Location-Based)	0.00632	0.00803
	Scope 3 (Market-Based)	0.06902	0.06675
	Scope 3 (Location-Based)	0.06902	0.06651
	Scope 1, 2 and 3 (Market-Based)	0.07274	0.07335
	Scope 1, 2 and 3 (Location-Based)	0.07533	0.07474

ENVIRONMENT (cont.)

	Metric	FY2025 Data	FY2024 Data
Energy Consumption	Percentage of total electricity consumption covered by purchased RECs in fiscal year	47%	39%
	Number of EACs purchased (MWh)	2,178.99	2,395.02
	Total energy consumption (MWh)	4,857.00	6,545.86
	Total energy consumed from renewable sources (MWh)	2,178.99	2,395.02
	Total nonrenewable energy consumed (MWh)	2,678.01	4,150.83
	Total energy consumption per net revenue (energy intensity - MWh/thousand USD)	0.010052	0.014346
	Percentage of total energy from grid electricity	53%	61%
	Percentage of total energy from renewables	47%	39%
	Emissions saved through renewable energies sourcing (tCO2)	1,251.53	652.47
	Total computer assets that were disposed of across Digital Services	1,508	4,477
	Total water consumption at U.S. (Santa Clara) headquarters (m^3)	15,294	13,855
	Total water consumption at Hyderabad Campus (m^3)	7,296	11,680

HITACHI

SOCIAL CAPITAL

	Metric	FY2025 Data	FY2024 Data
General	Percentage of Digital Services employees engaged in training/learning activities	85%	83%
	Average number of days of training investment per person	3	5
	Completion rate for mandatory annual compliance training	100%	100%
	Number of languages in which annual compliance training is available	9	9
	Number of seats filled by Digital Services employees in the Hitachi Sakura People Manager Development program	53	422
	Number of languages in which the Hitachi Insights employee engagement survey is available	21	21
	Completion rate in Hitachi Insights employee engagement survey	93%	85%
	Percentage of employees who complete self-assessment	100%	98%
	Number of corporate and ERG culture events	57	57
	Number of ERGs	7	8
	Number of employees worldwide engaged with through company events	4,076	3,000
	Amount allocated to U.S. employees for wellness benefits	$650/year	$650/year
	401(k) match for U.S. employees (up to % of salary)	6%	6%
	Number of employees covered by a collective bargaining agreement	0	0

SOCIAL CAPITAL (cont.)

	Metric	FY2025 Data	FY2024 Data
General (cont.)	Percentage of employees who participated in the 401(k) match for U.S. employees	83%	89%
	Ratio of the annual total compensation, base and bonus, from the highest paid individual to the median annual total compensation for all employees	59:1	52:1
	Percentage of employees eligible for bonus	100%	100%
	Percentage of employees who are offered benefits	100%	100%

	Metric	FY2025 Data	FY2024 Data
Time off for Digital Services Employees	Pay rate for yearlong short-term disability program for U.S. employees (% of salary paid)	80%	80%
	Medical leave (weeks, with doctor's approval)	52	52
	Parental leave (weeks)	24	24
	Paid bereavement leave (hours)	40	40
	Paid jury duty (days per year)	10	10
	Military duty	Jobs protected under USERRA	Jobs protected under USERRA
	Unpaid personal leave to pursue personal interests (months)	6	6
	Paid volunteer time for full-time employees (hours per calendar year)	8	8
	Paid volunteer time for part-time employees (hours per calendar year)	4	4

SOCIAL CAPITAL (cont.)

	Metric	FY2025 Data	FY2024 Data
Workforce Metrics	Total number of employees (full-time and part-time)	5,255	4,871
	Percentage of women employed globally	28%	27%
	Percentage of employees from a minority or vulnerable group (where reported)	38%	37%
	Percentage of employees who require a work visa for foreign nationals	3.8%	6.3%
	Total Digital Services contingent workforce	830	3,177
	Percentage of employees by age group	Age 20–29: 35.5% Age 30–39: 36.4% Age 40–49: 21.4% Age 50–59: 5.9% Age 60+: 0.9%	Age 20–29: 30.0% Age 30–39: 39.8% Age 40–49: 22.8% Age 50–59: 6.4% Age 60+: 1.0%
	Total voluntary turnover rate	16.5%	16.7%
	Total number of new hires	1,163	1,002

	Metric	FY2025 Data	FY2024 Data
Social Contribution	Number of employee volunteer hours for Giving Week	1,521	1,185
	Number of organizations supported/partnered with	21	45
	Total charitable contributions	$399,553	$352,710
	Total hours of employee volunteering	3,673	1,592
	Percentage of employees participating in giving or volunteerism	32%	Data unavailable for previous years.
	Amount of waste removed from local parks and neighborhoods during Giving Week	152 pounds	N/A

SOCIAL CAPITAL (cont.)

	Metric	FY2025 Data	FY2024 Data
Social Contribution (cont.)	Number of seniors with disabilities for whom volunteers purchased essential household items and food	30	N/A
	Number of items recycled by employees in Ho Chi Minh City	320 cartons, 800 plastic bottles, 50 aluminum cans	N/A
	Number of hygiene kits for local nonprofits assembled in London and Dallas	390	N/A
	Number of meals packed by team members in Dallas	10,152	N/A
	Number of households receiving food for a month in Singapore	35	N/A
	Number of skill-building workshops hosted for underrepresented communities during Giving Week	241	N/A
	Number of locations hosting DIY workshops and educational webinars during Giving Week	5	N/A

	Metric	FY2025 Data	FY2024 Data
Employee Health and Safety	Number of work-related injuries reported globally	0	0
	Total recordable incident rate (TRIR)	0	0
	Number of fatalities	0	0

HITACHI

CORPORATE GOVERNANCE

	Metric	FY2025 Data	FY2024 Data
Business Ethics	Availability of the Hitachi Global Compliance Hotline	24 hours a day, 7 days a week, 365 days per year, where permissible by law	24 hours a day, 7 days a week, 365 days per year, where permissible by law
	Number of languages in which reporters may raise concerns at the Hitachi Global Compliance Hotline	50+	50
	Percentage of employees who sign and acknowledge the Hitachi Group Code of Ethics and Business Conduct	100%	100%
	Completion rate of cybersecurity training	100%	Data not available for prior years
	Completion rate for the Global Procurement department's annual mandatory training on sustainable procurement	100%	100%
	Percentage of new suppliers that agreed to comply with the terms and conditions of the Hitachi Group Code of Ethics and Business Conduct and Hitachi's Expectations of Business Partners (Business Partner Code) or that maintain a code of conduct equivalent to Hitachi's	100%	100%
	Percentage of our active supplier spend engaged and educated on reaching GHG reductions	80%	80%
	Percentage of top suppliers (by spend) assessed on ESG, including the implementation of human rights due diligence in their company	80%	80%
	Diverse supplier spend	$218,465.42[5]	$1,126,630

CORPORATE GOVERNANCE (cont.)

	Metric	FY2025 Data	FY2024 Data
Cybersecurity and Data Privacy	Completion rate of annual information security and data privacy training provided to all employees	100%	95%

[5] Prior year supplier diversity spend figures reflected a broader reporting scope that included Hitachi Digital. Improved data availability and granularity in FY25 enabled reporting specifically for Digital Services operations only; therefore, year-over-year comparisons should be interpreted accordingly.

Hitachi Digital Services Limited Assurance Statement

To enhance the reliability and transparency of our greenhouse gas (GHG) emissions reporting, Digital Services' FY2025 Sustainability Report will undergo a third-party limited assurance review for Scope 1, 2 and 3 emissions.

This independent review was conducted by Ernst & Young Audyt Polska spółka z ograniczoną odpowiedzialnością sp.k. in accordance with the International Standard on Assurance Engagements (ISAE) 3000 and 3410, issued by the International Auditing and Assurance Standards Board (IAASB).

The assurance covers the following categories of emissions:

- **Scope 1:** Direct emissions from owned or controlled sources
- **Scope 2:** Indirect emissions from purchased electricity (market-based method)
- **Scope 3:** Indirect emissions from the value chain, covering the 9 categories identified as material to Digital Services' business model

The methodologies and calculation approaches used are aligned with the GHG Protocol standards.

This assured FY2025 Sustainability Report will be published on our website, providing stakeholders with verified emissions data that reinforces our commitment to sustainability and climate action.

For more information on Digital Services' assurance attestation, please visit hitachids.com/sustainability. The attestation letter for FY2025 and FY2024 will be published once the assurance process has been finalized.

Forward-Looking Statements:

This Sustainability Report contains forward-looking statements regarding our GHG emissions and sustainability goals, initiatives, and commitments. These statements are based on current expectations and assumptions and are subject to risks and uncertainties.

Actual results may differ materially from those projected due to factors such as changes in environmental regulations, technological challenges, climate change impacts, economic conditions, supply chain disruptions and other unforeseen events. All forward-looking statements should be evaluated with an understanding of these inherent uncertainties.

Hitachi Digital Services

About Hitachi Digital Services

We are Hitachi Digital Services, a company with a bold vision of our world's potential. We're building a world where we guide businesses, industries and society on a journey to identify and accelerate new opportunities, through the power of acceleration.

© Hitachi Digital Services 2026. All Rights Reserved.
HDS-TLC-Sustainability-Report-16Sep2026-A

Corporate Headquarters
2535 Augustine Drive
Santa Clara, CA 95054 USA
hitachids.com

Contact Information
info@hitachids.com