



by **docomo** digital

Smart Working at **DOCOMO Digital**

www.docomodigital.com

Smart Working Pledge

Our Senior Leadership Team has recently undertaken a pledge to support our flexible “smart working” policy beyond the COVID-19 induced restrictions as a way to empower employees to take greater control of how, when and where they choose to work.

The pledge entails being considerate and sensitive to every employee’s personal needs, expectations and boundaries.

At DOCOMO Digital, Smart Working implies greater autonomy, but also greater accountability for you as an employee. Despite the flexibility, to prioritize the requirements of the business and to be ready to spend time face to face with internal and external clients as needed.

To ensure that Smart Working is as effective as possible, we have defined certain principles in our smart working policy that will assist us in making the most of this new style of working.

We pledge to be Family Sensitive

We want everyone on a video call to know that it is okay if they have to put a call on hold to handle a household issue.

We pledge to Be Considerate

We will keep in mind that we are connecting in our teams’ homes and want to be good guests.

- We will not make people feel bad about interruptions or make someone feel self-conscious about their surroundings.
- We will be considerate if children or pets make noise or jump on camera.
- We will not comment on someone’s video quality, lighting, background, wall décor, workspace size, etc.



We pledge to Frequently Check In on people

- We pledge to Frequently Check-In on people.
- We will frequently check in on the physical and mental health of my co-workers, while respecting people's privacy.
- We will create space for connection by asking people (in a genuine way) how they're doing during 1:1 meetings.



We pledge to support Flexibility for Personal Needs

We acknowledge we are all balancing our work and personal lives in different circumstances. We encourage everyone to block time on their calendar during the day to be able to focus on personal needs and we will respect those boundaries when scheduling meetings.

We pledge to support “Not Camera Ready” times

While we encourage the use of video during meetings so we can feel more connected, there will naturally be times when it's just not feasible given home circumstances. During these times, everyone should feel comfortable to turn the video off as needed.



We pledge to Set Boundaries and Prevent Video Fatigue

- We will use new time limit boundaries for meetings, recognizing video fatigue is challenging for all of us.
- We will empower you to choose to change your meeting timings from default 30 mins and 1 hour to 25 and 55 minutes so you have time to move around and take a quick breath between calls.
- We will try to avoid setting up any full day or ½ day meetings. If a long meeting is required, we will ensure we take regular short breaks.



We pledge to Take Care of Ourselves

- We will make it a priority to take care of our physical and mental health.
- We will stand up frequently, stay hydrated, and try to get the sleep we need.
- We will try to block out time on our calendar to have lunch and dinner AWAY from our workspace.
- Where possible we will get outside each day.

We pledge to Be Connected

We pledge to create social interactions virtually, with co-workers. Whether it is a coffee break, participating in a GET initiative, or something else, we will find ways to stay connected.



Our purpose

DOCOMO Digital, part of one of the largest telecom companies in the world – NTT DOCOMO, was born of a vision to drive financial flexibility especially among the unbanked. Our purpose is to provide choice for consumers and simplicity for brands. Our mission, to connect brands effortlessly to global consumers through local payments

Values we embody



BE BOLD

Doing great things means daring to take risks. It is okay to make mistakes, but we draw our lessons quickly to improve continually, seeking new ways to innovate and new challenges to satisfy our intellectual curiosity



BE HUMBLE

We respect everyone and treat them as we like to be treated ourselves. We are proud of our work and we celebrate success, individually and collectively as teams. But we consciously guard ourselves from arrogance and just why we embrace humility as a virtue



BE OPTIMISTIC

We are the “glass-half-full” kind of people. We thrive on change and welcome the next challenge. We bring our passion and energy to make things happen because we truly believe in where we are going



BE ACCOUNTABLE

We walk our talk and take ownership of what we commit to. We find solutions to drive outcomes using our judgements responsibly. It is empowering to be able to affect change and we enjoy keeping our commitments



BE CUSTOMER-FOCUSED

Through transparent, open and proactive collaboration we come together to solve problems for our customers, both within and without. We thrive on our diversity, intellect and passion to drive the best outcomes for our customers. We love co-creating successes and building sustainable relationships as a way to do that

Our history

NTT DOCOMO, Japan's leading mobile operator with over 78 million subscriptions, is one of the world's foremost contributors to 3G, 4G and 5G mobile network technologies. DOCOMO Digital was established as the international mobile commerce platform of NTT DOCOMO in 2016 at the back of NTT DOCOMO's acquisitions such as Buongiorno SpA and net mobile AG. We help telecom carriers, merchants and payment providers unlock growth while enhancing the experience for their users.



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