

Social

Since the founding, Mitsuuroko Group has operated business based on the concept that human resources were the source of our growth and our greatest asset.

To ensure stable and reliable services, we do everything we can and should, no matter how small, to co-exist with local communities and realize a safe and secure society. We hope to contribute to a bright future, beautiful planet, and an affluent society.

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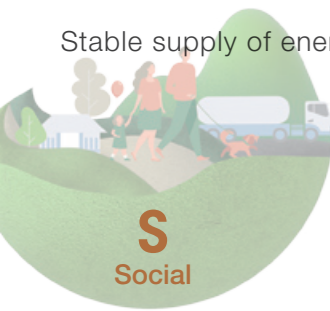
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Main target management indicators (KPIs)

Increase the number of locations with the Christel Vie Ensemble Foundation donation boxes Yearly target Increase from 11 locations (the number of locations in 2021)	Contribution to local communities and society (community cleanups, etc.) Yearly target — <small>* The “—” symbol indicates a qualitative target.</small>	Number of drills conducted in relation to confirmation of safety Yearly target Twice a year (for all employees)
Rate of receiving regular medical examinations Yearly target Continue to provide 100%	Rate of receiving thorough examinations FY2023 Target 90%	Rate of maintaining proper weight FY2023 Target 80%
Rate of undergoing stress checks FY2023 Target 100%	Rate of smoking FY2023 Target 18%	Rate of regular exercise FY2023 Target 40%
Rate of parental leave taken Yearly target Female employees: Continue to provide the yearly target of 100% Male employees: FY2023 target 20%	Ratio of female employees FY2026 Target 33%	Ratio of female managers FY2026 Target 11%
Number of diversity training conducted FY2022 Target Once a year for all employees	Number of career seminars conducted FY2022 Target Once a year for female employees in their late 20s	Number of maternity leave and parental leave training conducted FY2022 Target Once a year for managers





Stable supply of energy/electricity

Basic approach

The Group is striving to build an energy supply chain that is sustainable under any changes in conditions irrespective of normal times or emergencies and provide our safe and secure services that are closely related to regions.

Stable procurement of LPG and petroleum products

75% of LPG is imported from overseas. The Group has entered a yearly procurement agreement with import companies. The Group stably procures LPG that meets Japanese Industrial Standards and simultaneously stores approximately 90 days worth of gas at the import company and government, and approximately 60 days worth of gas at the warehouse in order to respond to geopolitical risks.

Also, the Group has entered agreements with multiple import companies regarding petroleum products. The Group secures petroleum products of quality, proactively imports heating oil that fulfills standards of certifying associations in Japan and overseas, and maintains a structure that prevents obstacles in fuel supply. In addition, the Group stores fuel at our own bases.

Stable supply of LPG and petroleum products

Within our logistics infrastructure, we transport LPG from the port hub of the import company to our filling stations under an exclusive contract with a transportation company and deliver from our filling stations to our customers. We are striving to provide stable supply of petroleum products to our customers by entering into charter agreements with petroleum transportation companies.



Stable supply of electricity

In accordance with major changes to the energy environment, including electricity and gas systems renovations, the Group believes that the stable and secure supply of electricity is even more important.

In order to ensure the stable procurement of electricity, we are constructing an optimized electricity portfolio that combines in-house power supply and the mutual purchasing, etc. from independent power plants. We have developed a scheme to continue providing electricity in a stable fashion through both long-term electricity agreements and short-term electricity agreements based on mutual cooperation with independent power plants. At the same time, we will utilize multiple systems, such as swaps, futures, and the BL market to improve the stability of electricity supply. In addition to renewable energy, we have also considered transactions in the LNG power, coal power, and Japan electricity wholesale markets as we aim for the best mix of energy.

Cooperation with related business operators

We strive to execute regular information exchange and strengthen relationships with power generation business operators and power companies. We have also implemented a system to simplify procedures of construction companies in order to ensure construction proceeds smoothly in the case of the customer changes their electricity facilities.

Upon procuring wood biomass that will become fuel in biomass power generation, we have established a system of long-term stable procurement with management by a skilled forestry-related business operator that is also a supplier.

At the same time, we are strengthening relationships with partners who sell electricity and are making proposals for sales menus such as the green menu (carbon-free menu).

the most important task is confirmation. Confirmation and reconfirmation by pointing is done covering all aspects from the vehicle surroundings to sources of heat and obstacles around where the cylinders are installed, truck elevators, the transportation route, smells around the cylinders, and detailed parts.

Under the slogan of "Taking up the challenge to achieve zero accidents in all areas with the highest priority on safety and security," the entire Logitri Group is working hard to achieve no accidents and traffic violations, and to ensure safe driving and reliable delivery operations every day.

Transportation security management

The Group has established logistics companies in Tohoku, Kanto, Chubu, and Kansai regions. The holding company Logitri Holdings Co., Ltd. owns each of them as the Logitri Group, which realizes stable supply of energy through safe, secure, and prompt logistics services.

We also hold a delivery skills contest to spread awareness of security, ensure the implementation of reliable inspection services as an accredited security organization, and to further improve the quality of delivery operations. The contest comprises acts actually involved in transportation. Everything from vehicle driving, customer interaction, careful stock taking, speedy and careful delivery and installation of compressed gas cylinders is subject to judging. Within these processes,

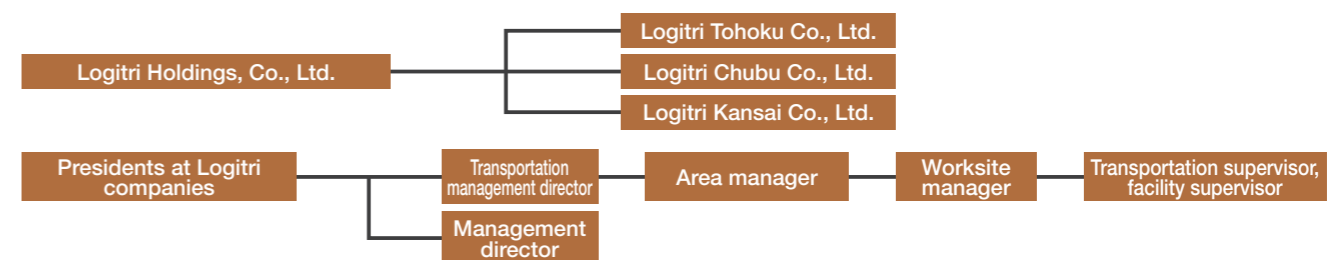
Transportation safety management safety basic policy

Slogan		Targets / achievement status		
<p>Taking on the challenge to achieve zero accidents in all areas with the highest priority on safety and security</p>		1	Contribute to society by taking up the challenge of eliminating accidents and disasters	
		2	Safety is prioritized in all operations	
		3	No trust without safety	
Safety measures		Targets / achievement status		
Important safety measures	Details of implemented measures	Targets for this year	Achievement status	
1	Maintain safety at existing facilities Implement risk assessment	1	Reduce vehicle accidents Zero severe accidents Reduce other vehicle accidents by 50% or less compared to previous year	Establish safe driving through introduction of drive recorders
2	Spread awareness of transportation safety management 1) Secure certified personnel according to law (Transportation supervisors, construction supervisors, C-grade chemical managers, health and safety promoters, workplace accident prevention supervisors) 2) Educate on transportation safety management system 3) Implement internal audits 4) Hold open safety conferences	2	Thorough implementation of transportation safety management system Educate employees to spread awareness to all employees	Spread awareness through internal audits and training
3	Promote workplace voluntary activities 1) Implement safety measure meetings (training on accident examples) 2) Implement near miss activities (implement as risk detection training) 3) Implement operation of 5S (sort, set in order, shine, standardize, sustain)	3	Acquire and renew G Mark (excellent safety workplace)	Acquired transportation business accreditation at all 38 worksites Tohoku region: 10, Chubu region: 5, Kansai region: 2
4	Secure safe operations 1) Effectively utilize drive recorders 2) Implement accompanying guidance 3) Educate drivers 4) Implement delivery skills contest with nationwide worksite participation	4	Implement traffic safety measures meetings 1) Research actual accidents and prevent recurrence 2) Report details of meetings to headquarters	Conduct analysis and report to headquarters at safety measures meetings
5	Uniformization of container exchange work 1) Implement accompanying guidance 2) Educate drivers	5	Implement near miss activities 1) Utilize driver reports and drive recorder videos 2) Utilize in accident prediction training	Promote near miss activities
6	Implement health checkups Implement regular diagnoses and follow-up checkups	6	Share information Prepare internal postings (organizational charts, annual targets, posters)	Spread awareness by posting annual targets, etc.
7	Implement aptitude diagnoses Implement general, initial, age, and specified diagnoses for all drivers (implement again in 2 years)	7	Implement risk management 1) Improve internal and external facilities (Risk assessment) 2) Develop and spread awareness of crisis management measures and prevention measures	Extract issue areas and implement countermeasures
8	Publish and share information 1) Update home pages 2) Utilize internal postings	8	Implement IT inspection system	Implement at some worksites
9	Implement emergency response training 1) Develop manual 2) Implement training			
10	No accidents and traffic violations awards 1) Acquire driver record certification (3 years) 2) Award at safety meetings			
11	Initiatives for environmental contribution business Participate in Tokyo Trucking Association's "Green and eco-friendly projects" and introduce awards system			

Organizational system to secure transportation safety

Logitri Holdings Co., Ltd. views transportation safety management as an important mission, acknowledges it as an important area where top management should be

directly involved, and has established a management structure in order to issue prompt and clear directives.





Safety assurance and quality control for customers

Basic approach

● Energy

Mitsuiroko Group takes efforts to secure safety under a basic policy that there are “no sales without security.” To prepare for emergency situations, such as gas leaks, the Company has built a 24 hours a day, 365 days a year emergency dispatch system and has established a strong security system to prepare against all situations to ensure customer safety. As laws and regulations are revised over time, we will constantly transmit and support the newest information on how to strengthen safety systems, heighten awareness of disaster prevention, and advance voluntary safety measures.

● Electricity

In each power plant, we are continuing efforts to achieve no accidents and disasters at all sites by implementing and confirming site patrols by safety promoters, crisis detection actions, pointing / calling, compliance of laws and regulations, voluntary safety / security audits, and 5S activities.

● Foods

Mitsuiroko Group performs product design from customer perspectives and sufficiently confirms the safety of the products and manufacturing process to deliver safe, secure, and delicious products to customers. In each Group plant, we take efforts for ongoing improvement of issues extracted and regular internal audits based on proprietary food security audit standards in addition to our daily quality control.

● Real estate

In addition to development and leasing of residential homes, office buildings, and commercial facilities, Mitsuiroko Group offers proposals to expand the range of people’s lifestyles and aim for harmony between regions through business. We pay close attention to not only the quality of buildings, but also the quality of services provided to customers as we take ongoing efforts to improve customer satisfaction.

● Wellness

We pursue Customer Delight and have established the 4S (Safety, Smile, Special, and Surprise) as important indicators in the Wellness Business.

- Safety: Safety is prioritized in all things.
- Smile: Facilities where customers and staff naturally smile.
- Special: Giving hospitality to special people.
- Surprise: Small joys one after another can move the hearts of customers and employees alike and create sharing of touching moments.

Structure for safety assurance and quality control

● Energy

The Group positions security as its most important mission as an energy solutions business operator, acknowledges it as an important area where top management should be directly involved, and has established a management structure. In order to ensure safety, we have given direct authority of the security management department to the President of Mitsuiroko Vessel Co., Ltd., who will issue prompt and clear directives. We are efficiently managing 36 filling stations and 70 stores and have centralized response to customer inquiries and messages at specialized call centers.

● Electricity

Regarding supply and demand of electricity, we have constructed a system that enables cooperation with power transmission companies to boost the security of electricity supply. In the power generation business, we have staff working by shifts at plants 24/7 as well as remote monitoring from headquarters. By this, we have constructed a system capable of constant monitoring of power plants as we take efforts to secure the safety of our power generation business.

● Foods

The company formed hazard controls (HACCP) teams at each plant in the bottled water business division, completed products were removed by lot, given voluntary inspection for micro-organisms, and shipped if they passed the examination. We are striving for quality maintenance and management, such as implementing regular inspections of water sources and products by external public institutions. In inspections, inspectors with proper training, knowledge, and skills use specialized equipment for chemical analysis, micro-organism analysis, and foreign substance analysis. The company rigorously selects “ingredients that have a clear distribution path” and implements “safe and secure management of owned kitchens” in the operation of restaurants, in-facility stores, cafeterias, DELICATERIA, voluntary chain stores, a hamburger restaurant chain, fresh bakeries and cafés, and more, all run under the Foods Business. In product development, use external “eyes” to perform “food product examination that pursue safety” and make daily improvement to aim for these HACCP management quality standards.

● Real estate

The Company has constructed a structure based on quality control standards in the planning and operation of businesses to deliver “safety and security” to customers. In terms of planning, the Company prepares an annual plan of laws and regulation inspections and a yearly repair plan and conducts regular checks to ensure these plans are properly implemented. At the same time, in terms of operations, the company not only performs regular equipment inspection and corrective work, does patrol inspections, reports, installs security cameras, and implements regular cleaning through a management company, it also introduces, updates, and eliminates specialized and shared equipment, such as LED lighting, as necessary. We have formed a system to confirm the status of damage during natural disasters such as earthquakes or flooding through a management company. The Company is striving to prevent damage by implementing water gates and water sealing plates on properties with a relatively high risk of flooding.

● Wellness

The Company has constructed a structure that can respond to various situations in order to ensure the safety of customers. During morning meetings, employees learn to use AED and CPR to prepare for emergencies. In addition to training of hot springs facilities, Company employees and tenant store employees gather twice a year and confirm the evacuation path during emergencies. At Yokohama Tennen Onsen SPA EAS, the Company changes the hot springs water each day, performs bi-annual water quality examinations, and uses mild materials to create an environment where customers feel comfortable to use the facilities with confidence. Also, the Company has implemented “Onsen IoT” that can display the status of crowding on mobile devices or internal displays by counting in real-time the number of users in each location through a stereo camera installed in key areas in the facility (a hot-stone spa, break areas, co-working spaces, etc.). Because customers can check on the status of crowding in the facility using the specialized app, it is possible to use facilities while avoiding crowds. This is very helpful in preventing the spread of COVID-19.

Initiatives for safety assurance / quality control

	Development of strict internal standards (Mitsuiroko Standards) that go beyond laws and regulations	Based on the frequency of legal inspections (at least once every four years) established in the Act on the Securing of Safety and the Optimization of Transaction of Liquefied Petroleum Gas, Mitsuiroko Group performs advanced management two months before. We strive to ensure safety and not exceed legal deadlines in case of emergency in accordance with customer circumstances.
Energy	Thorough expiry management for provided equipment	Mitsuiroko Group performs manufacturer guarantee expiry management on all provided equipment, including adjusters, high / low pressure hoses, alarm devices, etc., in addition to expiry management for gas meters as established in laws. Through this, the Company aims to eliminate equipment malfunction due to deterioration over time.
	Measures to eliminate carbon monoxide poisoning accidents	When using gas equipment that has deteriorated over time and does not have a safety device (incomplete combustion prevention device), there is a risk of carbon monoxide poisoning due to incomplete combustion of the LPG. The Group strives to eliminate carbon monoxide poisoning accidents by regularly spreading awareness of safety and promoting exchange of related equipment for customers who use gas equipment that does not have a safety device. Also, the Group is taking efforts for safety management by promoting installation of operational ventilation alarm devices for commercial kitchens, etc.
Foods	Acquisition of a food safety management standard	In the bottled water business division, we have acquired JFS-B certification, a food safety management standard, in our Yamanakako Plant, Narusawa Plant, and Gifu Yoro Plant. The Ihara Factory and Okitsu Factory of Shizuoka Mitsuiroko Foods Co., Ltd. which are new additions to the Group, have acquired FSSC (international standard on food safety management system), and both plants manufacture and sell products with the focus on providing safe products to our customers. * JFS certification is a food safety management standard from Japan that is aligned to international standards and centers on the three axes of food safety management system (FSM), hazard controls (HACCP), and good manufacturing practice. It was developed by the Japan Food Safety Management Association (JFSM), which was established under the guidance of the Ministry of Agriculture, Forestry and Fisheries. * The FSSC standard stands for Food Safety System Certification and is a system standard for food safety developed by the Foundation FSSC22000. The standard is approved as one of the food safety certification schemes by the Global Food Safety Initiative (GFSI), a non-profit organization led by the food retail industry.
	Selection of business partners and initiatives	In the selection of business partners, the Group makes decisions through proper and fair procedures, based on the JFS-B certification related to food safety, in order to meet stakeholder expectations and contribute to society in terms of the procurement of raw materials, in addition to quality, cost, deadlines. Carl's Jr. Japan Inc., which operates a hamburger restaurant chain, uses 100% Australian beef in its beef patties as it focuses on high quality materials that are safe and secure. Australia is the top beef exporting nation in the world. It has been proactive in initiatives toward safety of beef products, quality control, and traceability. Beef is produced under the strictest management structure in the world, from ranches to consumers. By selecting only the best suppliers from Australia, it can provide safe and high-quality beef. The Company will continue to develop a relationship of trust so that we can gain the understanding and cooperation of business partners.
Real estate	Measures for customer satisfaction	In order to provide properties with added value that will satisfy many customers, the Group is proactively introducing features to both new and existing properties, such as Wi-Fi connectivity, car sharing services in the rental apartment grounds, a call center that can respond to tenant requests 24 hours a day, measures to prevent illegal entry of suspicious persons through elevators that only stop on certain floors and have a hands-free system, introduction of energy-saving products, such as air conditioning equipment that limits energy output, and water-saving toilets. The common area has also been renovated and turned into a lounge with a library and theater room for residents' use. In our commercial facilities, we aim to be more closely connected to the community through sponsorship and participation in local events and publication in local magazines. The Group collects the opinions of tenants and customers by proactively establishing information sharing and communication opportunities with tenants, such as monthly store manager meetings where the representatives of in-facility stores gather. Through this, the Group is taking efforts to create facilities that are easy to use. We introduce various measures to reflect the voices of customers into business activities and are striving to improve customer satisfaction as we proceed with quality improvements from a customer point of view.
Wellness	COVID-19 measures	At SPA EAS and Hamabowl, we disinfected the facilities and applied anti-bacterial / anti-viral glass coating in January 2021. This glass coating has cleared the SIAA standards (safety of antibacterial processed products) and is highly safe. We also increased the pace of facility sterilization to once every 60 minutes and maximized ventilation. Also, in SPA EAS, we introduced IoT for customers to remain safe and avoid crowded areas by visualizing the crowding in each area.



Disaster prevention measures

Basic approach

Mitsuroko Group has constructed an emergency dispatch system that operates 24 hours a day, 365 days a year to prepare against unexpected trouble, such as gas leaks. We have established a strong security structure to prepare against any situation in order to ensure the safety of customers. To strengthen resilience and respond to electricity supply constraints and natural disasters that have grown wider in scope and more intense recently, the Group reinforced the supply infrastructure, including self-defense capabilities, and strengthened the link with business operators for quick restoration. The Group is further strengthening structure-building and supply-demand adjustment function to secure stable supply of energy in times of disaster.

Disaster-resistant LPG

LPG can be carried by filling canisters. It is known as a “distributed energy that can be used independently” and inspected and repaired on an individual basis in times of disaster. Mitsuroko Group is strengthening disaster response measures and established a strong system to minimize the impact of disaster on customer lives.

Earthquake countermeasures

LPG is known as an energy that is resistant to earthquakes. However, the Group promotes the installation and attachment of safety equipment, including microcomputer meters, to prepare against unexpected circumstances. We have established an emergency dispatch system that operates 24 hours a day, 365 days a year through a call center.

Storm and flood measures

The Group is strengthening the below measures to prevent leakage of LPG containers through storm and floods.

- 1 Install disaster prevention nets to prevent leakage from platforms and secure lashing belts at LPG container filling stations.
- 2 For LPG containers installed in customers’ homes, we check for flood risks using hazard maps and register this as customer information. We secure double canister chains and promote the attachment of tension-type high-pressure hoses as disaster canister leakage prevention.

Introduction of safety confirmation system (emergency call system)

Mitsuroko Group has introduced a safety confirmation system (emergency call system) at all business companies, not just in the Energy Solutions Business and Power & Electricity Business. The Group has constructed a system that can confirm the safety of employees by PC or mobile phone, speedily confirm the safety of employees or their family members, and quickly take action for customer response and business continuity.

Development and application of business continuity plan (BCP)

Mitsuroko Group has developed a BCP and disaster response manual to prepare against large-scale disasters and the recent spread of COVID-19. The Group regularly confirms the communications system and important facilities, conducts accident response training and dispatch training, and maintains a constant awareness to respond smoothly to emergencies.

- Confirmation of safety and grasping damage status
- Installation of emergency response headquarters in times of disaster
- Disaster manual (action flow)
- Implement business continuation strategy based on the degree of impact on business

Implement disaster prevention drills

All Group companies conduct disaster prevention drills (group training or safety confirmation drills) at least once a year, remain highly aware of disaster prevention practices, and ensure that they can communicate and take action without issue in times of disaster.

Disaster prevention measures at power plants

Mitsuroko Green Energy owns wind power plants, biomass power plants, and solar power plants. Therefore, it has established emergency response standards and prepared a disaster response manual for the objective of forming a response organization that can respond promptly and properly when natural disasters, fires, and explosions occur at power plants.

Under the basic policy, in case of a disaster, all Company employees come together and take efforts to contribute to local communities, preserve company assets, prevent secondary disasters, quickly restore equipment, and prevent reoccurrence of disasters as well as prioritize saving human lives.

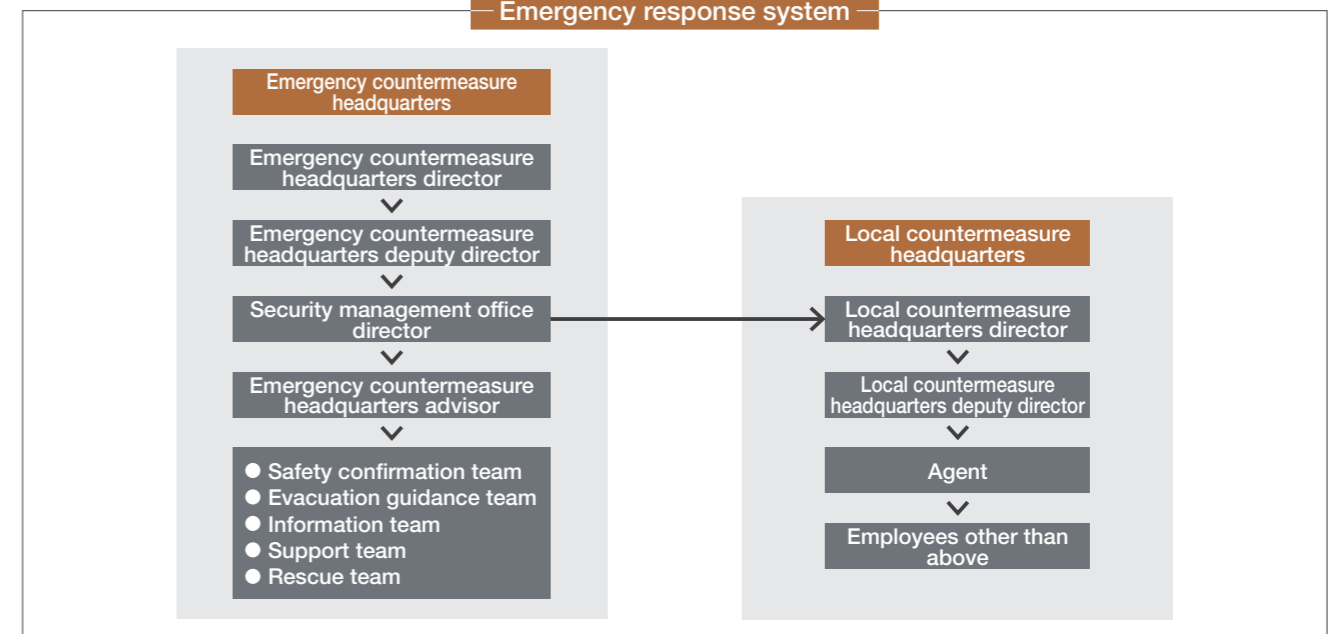
In the following cases, the Company shall adopt an extremely strict system, such as establishing an emergency response organization automatically during disasters, regardless of the status of damage. In addition, the chief officer can establish an emergency response organization when deemed necessary to

attend to the response.

- An earthquake with an intensity of lower 6 or stronger (on the Japanese scale of 7) hits areas where power plants are located.
- Alarm declaration based on large-scale earthquake countermeasure special mechanism and warning related to Tokai earthquakes issued

Also, the security management office manages the emergency countermeasure headquarters and local countermeasures headquarters to prepare against emergencies. This office regularly holds disaster prevention drills for cases of severe disasters at power plants with headquarters. Specifically, the office holds “alarm training” and “disaster prevention drills” at least once per year, heightens awareness of disaster prevention among employees, and takes efforts for education.

Emergency response system



Opening of Nagano Office (BCP measures)

Mitsuroko Creative Solutions Co., Ltd. opened the Nagano Office of Mitsuroko Administration Center in Nagano-shi, Nagano, in July 2022, as an addition to the Mitsuroko Administration Center in Saitama-shi, Saitama, which is the shared services division of Mitsuroko Group. While we continue to upgrade our operations and make them efficient by centralizing the operations that have been dispersed throughout the Group companies, through the opening of the

Nagano Office, we have established a system that avoids the risk of interruption in our operations due to centralization when struck by disaster, etc., so that operations can continue in the event of an emergency. We have established a system that allows us to shift to pre-determined operations in an emergency by activating the BCP program if it becomes impossible to carry out operations in Saitama-shi, Saitama.



Respect of human rights

Basic approach

In the “Charter of Corporate Ethics,” Mitsuuroko Group has established the rule to respect the personality and individuality of employees and create a comfortable and fulfilling work environment and has respected human rights and acted without discrimination.

In recent years, through various activities, there has been a spreading awareness of human rights that view “humans as human.” There is an increased understanding for the need to respect human rights as much as possible.

Under these circumstances, Mitsuuroko Group believes that it is important to perform business activities in accordance with international codes regarding human rights to prevent any sort of human rights issues in the relationship with all stakeholders, including not only employees, but also business partners and customers, as we aim to further improve corporate value.

Mitsuuroko Group Human Rights Policy

Based on the management philosophy of “As a Lifestyle Producer, we consistently conduct our business with integrity and from the customer’s perspective” and the Charter of Corporate Ethics, Mitsuuroko Group is taking efforts to realize lifestyles that are gentle on humans and the Earth by providing new value for society and

consumer needs.

We have established the “Mitsuuroko Group Human Rights Policy” to respect the human rights of all people either directly or indirectly related to all processes in our business activities. We will continue to take efforts to respect the human rights of various stakeholders.

Mitsuuroko Group Human Rights Policy

1 Basic principles

Mitsuuroko Group promotes initiatives that comply with the United Nations’ “Guiding Principles on Business and Human Rights,” and pursues a method to maximize the respect of international human rights codes, including the OECD’s “Guidelines for Multinational Enterprises,” the ILO’s “Declaration of Principles concerning Multinational Enterprises and Social Policy,” and the United Nations’ “International Bill of Human Rights.”

Along with complying with the laws and regulations of countries/regions where the Company performs business activities, we also pursue a means to respect international human rights codes when there are contrasts between them and the laws and regulations of the country/region.

2 Application scope

This policy applies to all officers and employees of Mitsuuroko Group. Mitsuuroko Group also requests that all stakeholders respect and refrain from violating the human rights of others.

3 Respect of human rights in business activities

Mitsuuroko Group strives to avoid or mitigate the negative impact on human rights of all stakeholders related to Mitsuuroko group in all processes of business activities. The Group aims to construct a value chain that can fulfill the responsibility to respect human rights established in this policy.

4 Human rights due diligence

Mitsuuroko Group identifies the impact of its business activities on stakeholder human rights and strives to prevent and mitigate issues by continuing the construction/operation of human rights due diligence systems.

5 Aid

Mitsuuroko Group takes efforts to aid and correct negative impact or the possibility of negative impact on human rights of stakeholders in its business activities.

5 Disclosure of information

Mitsuuroko Group discloses information through its website, including the progress status of its own human rights respect initiatives and those results.

7 Dialogue and consultation

In the development of this policy, Mitsuuroko Group utilizes expert knowledge related to human rights from independent, external institutions and earnestly holds dialogues and consults with related stakeholders.

8 Education / training

Mitsuuroko Group performs appropriate education and training of officers and employees, incorporates this policy in all business activities, and effectively executes it.

9 Important themes related to human rights in Mitsuuroko Group

Mitsuuroko Group has established important themes related to human rights below and aims to realize a work environment that feels worthwhile and respects human rights.

(1) Prohibition of discrimination / harassment

Mitsuuroko Group does not accept any sort of discrimination or harassment on the basis of race, ethnicity, tribe, nationality, religion, beliefs, origin, gender, age, disabilities, or sexual orientation, etc.

(2) Prohibition of child labor / forced labor

Mitsuuroko Group prohibits child labor, forced labor, human trafficking, and other improper labor practices.

(3) Respect for basic rights of labor

Mitsuuroko Group respects the basic rights of labor of employees, including the freedom of association, rights to unionize, and rights of collective bargaining.

(4) Promotion of diversity and inclusion

Mitsuuroko Group respects each employee as an individual and strives to establish a work environment where employees can do their best to maximize their capabilities and utilize their differences.

(5) Initiatives to ensure safe work environments and health-focused management

Mitsuuroko Group aims to ensure a pleasant, safe, and hygienic workplace environment and to create a workplace where each and every employee can work energetically and vigorously in order to lead a healthy and cheerful life both mentally and physically.

(6) Support for work-life balance

Mitsuuroko Group strives to support the realization of work-life balance for each employee.

Initiatives on human rights due diligence

Based on its human rights policy, Mitsuuroko Group has established a system for human rights due diligence (hereinafter “human rights DD”).

1 Formulation of Human Rights Policy

In 2021, Mitsuuroko Group formulated and published its Human Rights Policy, which consists of nine provisions. It also stipulates 6 priority themes.

2 Direction of initiatives regarding human rights DD

Based on its human rights policy, Mitsuuroko Group is currently considering ways to establish a human rights DD system. Specifically, we are considering the following methods.

(1) Scoping (risk identification)

In the business activities of Mitsuuroko Group, there are a wide variety of human rights risks that our business activities involve or could involve due to the many stakeholders.

To this end, we will work with personnel with expertise both inside and outside the Company to determine the scope of human rights issues to be investigated, including the type of issue, country/region, and product, taking into consideration a variety of factors.

(2) Data collection

We will gather information necessary for risk analysis, from both quantitative and qualitative perspectives, through engagement with stakeholders in an appropriate manner.

We will strive to gather information, especially through dialogue with rights holders.

(3) Risk analysis

Based on the data collected in (2) above, we will analyze how we are or can be influencing rights holders. In doing so, we will also consider the types (implementation, facilitation, and involvement) that identify how we are involved with negative human rights impacts, and explore ways to address them according to their impact, leading to (4) in the next section.

(4) Monitoring (risk prevention/mitigation/correction)

There are multiple options for corrective measures, depending on the intensity of the negative impact on human rights and the type of our involvement. We will consider what corrective measures are appropriate for rights holders, and will review the appropriateness of those measures after the fact.

(5) Communication (reporting)

The status of human rights DD implementation will be reported regularly to the Board of Directors and disclosed on the official website and in the Sustainability Report.

3 Implementation in FY2022

No cases of human rights DD were implemented in FY2022. Although we have not yet established a specific system, we are conscious of human rights risks in our business activities and check for events that may have a negative impact on human rights through initiatives to deepen understanding of human rights, based on our human rights policy, such as human rights training and compliance activities at each company of the Group. We are also working to identify risks in individual businesses through interviews with experts and internal audits.

In the future, we will establish and operate a specific human rights DD system based on the identified risks.





Health-focused management

Basic approach

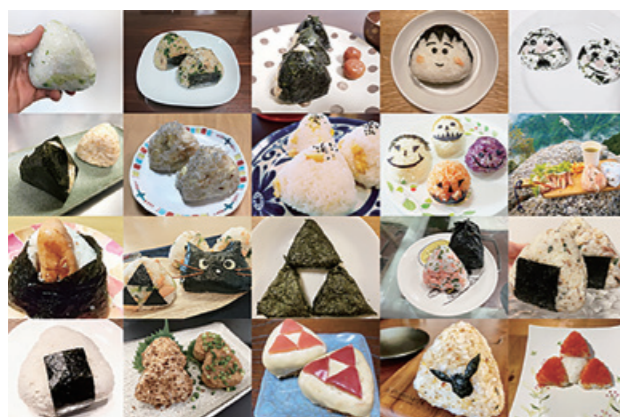
Understanding that human resources are our greatest asset, Mitsuuroko Group considers the health management of employees, who are the source of our future growth as an important management issue. The Group respects that people face diverse life stages, aims to create workplaces for the autonomous and proactive management of their own health, and supports employee health promotion through various initiatives and information transmission. In the future, the Group will continue to perform various initiatives to promote physical and mental health that can prevent disease, establish workstyles that fit new normal, and promote enhanced health-focused management as a leading company.

Mitsuuroko Group Health Care Declaration

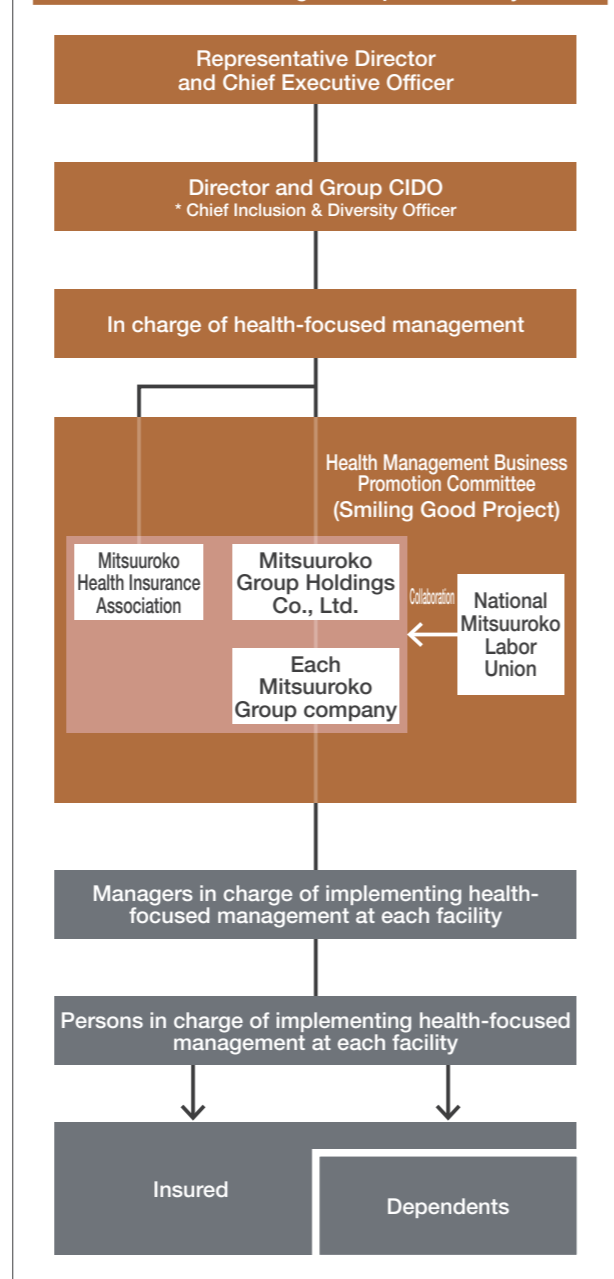
“We, Mitsuuroko Group, aim to create a workplace where each and every employee can work energetically and vigorously by working on health promotion in order to lead a healthy and cheerful life both mentally and physically.”

Mitsuuroko Group Health Promotion Activities Policy

Mitsuuroko Group wants to continue to be helpful to people's lives as “a Lifestyle Producer” by supplying stable energy, food and drink and real estate services. The Group also aims to be a company that makes customers feel “Every Day, Special!” where all employees have a mindset that each day is special and full of new opportunities. In order to realize this, it is essential for each and every employee to be healthy in body and mind. Mitsuuroko Group will continue to create a workplace environment where each employee can work in good health and promote initiatives that contribute to the health of employees.



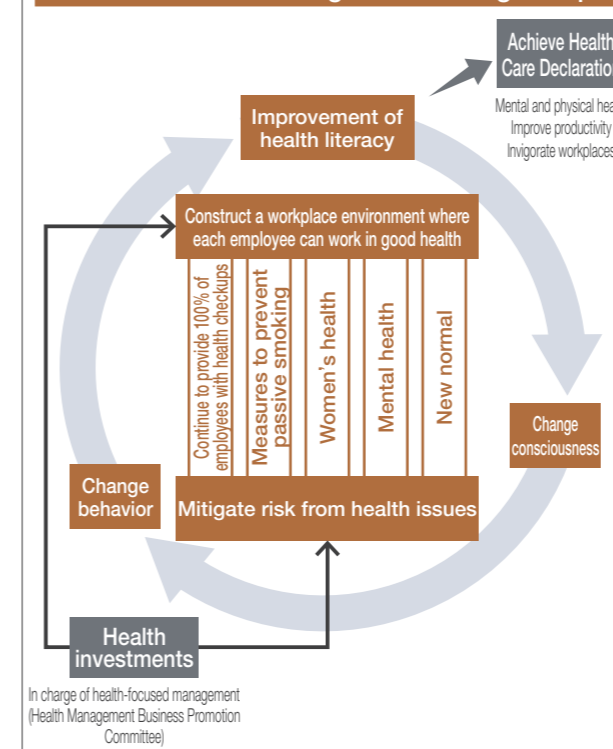
Health-focused management promotion system



Initiatives for health-focused management

- 1 Continue to provide 100% of employees with health checkups**
Mitsuuroko Group is working to ensure that 100% of employees receive health checkups and take post-checkup measures to prevent the severity of lifestyle-related diseases and support health promotion. In addition, as part of a collaboration with the health insurance association, the Group and association are working to distribute secondary examination diagnosis recommendation letters.
- 2 Measures to prevent passive smoking**
From April 1, 2020, the Group banned smoking at all Group companies during working hours. From October 1, 2021, we have implemented a total ban on smoking on our premises and eliminated smoking areas on the grounds. The Group will continue to take efforts to prevent passive smoking for employees, customers, and other related persons. From October 1, 2021, we also designated the 22nd of every month as No Smoking Day to prevent smoking for a day, both during work hours and in private. By stopping smoking for one day, smokers will hopefully reflect on their own smoking habits. Also, the Group aims to lower the smoking rate through seminars and support for anti-smoking outpatient visit expenses.
- 3 Women's health measures**
Seminars for female employees and managers of either gender are held on the themes of female health, life events, and careers. We support women's health and woman's participation and advancement through cervical cancer screenings for female employees during their regular health checkups.
- 4 Mental health measures**
In addition to internal consultation counters, the Group has established external consultation counters and established a system for mental health consultation by specialists through phone, e-mail, and interviews. Moreover, we have conducted mental health line care training for managers as we promote mental health care for employees.
- 5 Support for new normal**
We have created an environment through new work styles and promoted telecommuting that utilized ICT and prioritized safety and health of all stakeholders. Focusing on the mental and physical care during telecommuting, we have created a human resource and environmental structure for self-care management. While adapting to new value, we will promote health from multiple angles by enhancing health literacy.
- 6 Recent measures (from April 2020)**
 - (1) Provision of health-conscious meals**
At certain business sites of the Group, we provide "mini employee meals" that are light and health-conscious to support the health of employees through "food." The Group plans to expand the business sites where "mini employee meals" are introduced.
 - (2) Adult physical fitness test**
The Group held athletic seminars led by physical therapists. This was not only an opportunity to learn about self-care, including occupational care and mindfulness, but also measure "strength," "flexibility," and "balance" as participants looked back at their own health. In FY2022, we also participated in a walking event using a health care app and engaged in a month-long walking initiative. Participants who walked more than 200,000 steps in a month (approximately 6,500 steps per day) received a commemorative participation gift.
 - (3) Adult voluntary research (food contest)**
Employees cooked food based on the Mitsuuroko "triangle" logo for a company contest. Through this contest, employees could think about food, the fun of cooking, and nutrition. It aimed to invigorate communication between employees and families. The theme in FY2021 was onigiri (rice balls), and the theme in FY2022 was sandwiches.
 - (4) Radio calisthenics / hand clap**
Since FY2021, these have each been held online once a week, primarily for female employees. In addressing lack of exercise experienced with increased telecommuting, this also promotes communication through events and exchange.
 - (5) Opening of the Health-focused Management Room**
Health-focused Management Room has been opened since FY2021 on the portal site, containing information on health and details of the results of various events. Radio calisthenics videos are also posted on the website, allowing individuals to engage in radio calisthenics at their own leisure.

Health-focused management strategic map



Indicators related to health-focused management

Indicators	Actual				Target
	FY2019	FY2020	FY2021	FY2022	
Rate of receiving regular medical examinations	100%	100%	100%	88.3%	100%
Rate of receiving thorough examinations	56.5%	56.1%	74.4%	82.2%	90%
Rate of maintaining proper weight	62.6%	63.5%	62.9%	62.6%	80%
Rate of undergoing stress checks	97.5%	98.6%	100%	100%	100%
Rate of smoking	37.5%	33.4%	32.8%	32.0%	18%
Rate of regular exercise	23.2%	25.0%	24.8%	27.2%	40%

* FY2022 figures of actual results are as of January 31, 2023.



Health-focused management

Obtained certification as a Health & Productivity Management Outstanding Organization 2023 (White 500)

In March 2023, the Japan Health Council, in collaboration with the Ministry of Economy, Trade and Industry, recognized us as a “Health & Productivity Management Outstanding Organization 2023 (White 500),” which honors companies and corporations that practice excellent health-focused management. Based on the “Mitsuuroko Group Charter of Corporate Ethics” and the “Mitsuuroko Group Health Care Declaration,” the Group considers the support of the autonomous and proactive health management of employees from a management point of view and is working to promote health-focused management.



Obtained certification as Sports Yell Company 2023

The Group was certified as a “Sports Yell Company” from the Japan Sports Agency for being a company that proactively took measures for athletics in order to enhance the health of all employees. The Group advocates the goals as a Sports Yell Company, conducts radio calisthenics and aerobics in women’s groups, and conducts training, such as the “adult physical test.” In the future, the Group will proactively take measures for athletics in order to enhance the health of employees as one initiative to promote health-focused management.



Response to COVID-19 pandemic

The Group prioritizes the health and safety of customers, business partners, employees, and their families in each region across Japan, based on the headquarters. All employees share an awareness of preventing infection and the spread of the virus as the Group aimed to maintain an approximately 30% attendance rate, promote working in group shifts, remote work and staggered working hours, and

continue services for customers and security measures, and strove to maximize the retention of regional energy life lines.

The Group is also striving to prevent the spread of the virus by implementing best practices, such as encouraging basic anti-virus measures like masks, hand-washing, gargling, and applying disinfectant on the hands.

Message from External Directors

Improving corporate value through health-focused management

Director, Member of the Audit and Supervisory Committee (External) (Independent)

Yoshiyuki Kawano (physician)



A company gains the following four advantages from health-focused management initiatives.

1 Prevention of a drop in employee performance

When it comes to modern day work styles, we are in the midst of a reform phase particularly in terms of promoting digital transformation (DX) and adopting remote work arrangements. This has opened up possibilities with respect to a wide range of work styles, but has also given rise to working conditions that put employees under a lot of stress. Against this backdrop, it is possible to prevent a deterioration in employee performance while reducing the risk of mishaps and work-related accidents as well as productivity loss by having employees undergo health checkups where they are encouraged to embrace better daily habits, and by having them also undergo stress checks that help ensure early intervention when it comes to mental health issues.

2 Improvement of employee engagement

When a company declares its full support for employee health maintenance and improvement efforts and promotes specific measures, this will lead to greater employee job satisfaction, gratitude of their family members, lower turnover rates, and improved employee engagement.

3 Enhancement of corporate branding

A company is able to differentiate itself from its competitors by engaging in health-focused management under its ESG initiatives. Such practices are expected to contribute to improving corporate image, securing outstanding talent, improving customer satisfaction, and enhancing product branding.

4 Improvement of corporate business performance and share price

Japan’s Ministry of Economy, Trade and Industry has reported findings suggesting that implementing health-focused management may result in better performance in terms of return on assets (ROA)

and return on sales (ROS). Moreover, share prices of companies certified under the Health and Productivity Stock Selection have been shown to outperform the Tokyo Stock Price Index (TOPIX).

The Group has had a firmly established culture of valuing employees, whom it regards as human resources, ever since I first assumed my position. It takes a lot of time and perseverance for a company to develop such a culture, and the Group’s culture is the culmination of over 90 years of development. I believe we now have a business environment that will make it possible to implement more specific measures given that we have gained a common understanding regarding the notion that, when each and every employee works with vigor, it is possible to revitalize the company while also achieving perpetual corporate development. By establishing a health-focused management promotion system headed by the Representative Director and Chief Executive Officer in the midst of this business environment, we have set up a system for visibly advancing health-focused management thereby demonstrating our determination to promote healthcare initiatives throughout the company to both internal and external stakeholders. Above and beyond the initiatives of the company, I think it will be possible to achieve more intensive health-focused management if we involve a change in employees’ attitudes whereby they proactively manage their own health.

As a result of this, we will continue serving as a company that contributes to our local communities as a Lifestyle Producer, by providing environments where employees are able to work with vigor while employing systems to safeguard such human resources. As a doctor and an industrial physician, I am committed to supporting employees with respect to their mental and physical health and will emphasize the importance of preventative medicine.



Inclusion & diversity

Basic approach

In order to provide good services to our customers as “a Lifestyle Producer” in a diverse society, we are promoting inclusion & diversity at the Group because we believe that it is essential to be a company where diverse employees can fully demonstrate their abilities and work with vigor.

Promotion of women’s participation and advancement in the workplace

1 Numerical targets

The Group took efforts to promote women’s activities as we aimed for the numerical targets announced on November 12, 2014. We once again established targets as follows in September 2021.

Ratio of female employees*1*2

Target as of March 2027: **33%**

The ratio of female employees across all Group companies as of December 2022 was 27.4%. The ratio of female employees as of September 2014 was 25%, so this figure clearly increased in the past eight years. The Group will further increase this to 33% by March 2027.

Ratio of female managers*1*3

Target as of March 2027: **11%**

The ratio of female managers across all Group companies as of December 2022 was 6.9%. The ratio of female managers as of September 2014 was 4.2%, so this figure clearly increased in the past eight years. The Group will further increase this to 11% by March 2027.

*1 The calculation of this ratio is based on a figure that excludes contract employees, part-time employees, and officers.
 *2 Excludes Logitri Tohoku Co., Ltd., Logitri Chubu Co., Ltd., and Logitri Kansai Co., Ltd., which have limitations on female employment due to operations that require carrying heavy loads as an LPG delivery company. Eligible employees as of June 30, 2022: 1,589
 *3 Calculated as (female managers / total manager positions in consolidated Group (excluding Logitri Tohoku Co., Ltd., Logitri Chubu Co., Ltd., and Logitri Kansai Co., Ltd.)) × 100

2 Hold career training for female employees

In FY2022, we held career training for female employees of the Group aged 29-33. This is one of the measures to support female employees who are vulnerable to life events such as childbirth, childcare, and nursing care, by providing them with opportunities to learn how to build their future careers while facing events that have already occurred or will occur in the future, and to build their own career at Mitsuuroko Group. Mitsuuroko Group will continue to provide this training.

3 Establishment of the Project Team for the Promotion of Women’s Participation and Advancement

In April 2022, we launched the “Project Team for the Promotion of Women’s Participation and Advancement” (Blooming Project Team) led by female employees selected from each company of the Group. The purpose of the project is to promote women’s participation and advancement as part of the diversity promotion, and to realize systems and initiatives that allow women, who often play a central role in taking care of children and elderly relatives, to work more comfortably and continue their careers, thereby contributing to the success of not only women but also a diverse workforce. We expect that by involving the employees themselves in the promotion of women’s participation and advancement, they will be able to relate to these activities on a personal level and create new initiatives based on diverse ideas.

4 One of our Group companies received the highest rank of Platinum certification as a “Company Practicing Diverse Workstyles”

In June 2022, Mitsuuroko Creative Solutions Co., Ltd. received the Platinum certification under the certification system promoted by Saitama. We will continue to strive to create an environment in which each and every employee can work with vigor and satisfaction.



Promote male employees to take parental leave

1 Numerical targets

At the February 2023 meeting of the Company’s Board of Directors, the Group set a numerical target to promote the use of parental leave by male employees. The Group believes that by actively encouraging employees to take parental leave, regardless of gender, they can enrich their own work-in-life and promote a workplace culture that accepts and utilizes the abilities and individuality of diverse human resources, leading to inclusion & diversity management that allows diverse human resources to play an active role regardless of gender or work style.

Rate of parental leave taken

FY2023 Target: **20%**

FY2025 Target: **35%**

FY2027 Target: **50%**

*1 The calculation of this ratio is based on a figure of full-time employees, contract employees, and part-time employees.
 *2 Parental leave includes holidays for the purpose of childcare.
 *3 Calculated as (male employees who took parental leave in the fiscal year / male employees whose partners gave birth in the fiscal year) × 100
 *4 If parental leave is taken in multiple blocks for the same child, it is counted as one child. If the parental leave is taken across two fiscal years, it is included in the fiscal year when the parental leave started; if the parental leave is divided into multiple fiscal years, only the first parental leave taken is included in the calculation.

2 New management training

In FY2022, the Group conducted maternity leave and parental leave training for managers to ensure they have an accurate understanding of parental leave so as to

make it easier for all employees, regardless of gender, to take parental leave. The Group plans to expand the training to all employees in the future.

New work styles

The Group aims to establish an environment where employees of differing backgrounds are able to maximize their abilities by realizing new work styles that enables employees to have a flexible workstyle depending on the format of the business. The Group also hopes that employees will be able to live and work

in the way they feel fits them the best. The Group has worked on forming a system where the entire Group can work remotely, and actively implemented work from home. We will continue to promote new work styles, including hybrid workstyles that combine remote work and office work.

Major Group initiatives

- **Provide tools that enable remote work**
Provide PCs and mobile phones to complete tasks without going into the office
- **Recommend online meetings**
Recommend online meetings instead of in-person meetings in order to prevent the spread of COVID-19
- **Introduce system that can receive outside calls on PCs (Uni Talk)**
Implement system to receive outside calls without going to the office to enable flexible remote work
- **Introduce hourly paid leave**
Enable paid leave in hourly units to improve work-life balance
- **Introduce varying work schedules that can be selected**
Implement varying work schedules that can be selected based on individual lifestyle and workstyle (ex: there are six selectable shifts at Mitsuuroko Group Holdings Co., Ltd.)
- **Introduce work from home allowance**
Introduce a work from home allowance to subsidize utility and communication costs when working from home



Inclusion & diversity

Initiatives to achieve work-life integration

At Mitsuuroko Group, we believe in the importance of integrating work and life (work-life integration) in order to create a synergistic relationship between work and

family life and to enhance both public and private life. To achieve this goal, we have established various systems to allow employees to choose diverse ways of working.

Main systems, benefits, and initiatives related to work-life integration

System name	Overview of systems	System name	Overview of systems
Working hour shift system/varying work schedule system	Either working hour shift system or working hour varying work schedule system will be adopted as required by the nature and conditions of operations at each office and workplace. <ul style="list-style-type: none"> Working hour shift system →Two-shift or three-shift system Working hour varying work schedule system →Adjustable in 30-minute increments 	Refresh leave system	A leave period of one consecutive month is granted. Available to those who have been employed for 20 years in the fiscal year with the base date set as April 1 of each year.
Parental leave system	Available until the child reaches the age of 1 (Under special circumstances, this could be extended to a maximum of the age of 2. It can be obtained in blocks up to twice.)	Expired paid annual leave reserve system	Can accumulate up to 30 days of expired paid leave Can be used for leave for personal injury or illness of employees, nursing care leave, volunteer activities, and leave to prepare for retirement, etc.
Paternity leave system	Can be taken separately from parental leave for up to four weeks within eight weeks of the birth of a child (can be taken in blocks up to twice)	System for leave of absence for spouse or partner relocating outside Japan, etc.	Can take up to five years of leave of absence to accompany spouses and partners who are staying abroad for six months or more for work or study, such as overseas transfers and overseas study
Caregiver leave system	As a general rule, it is available for a total of 93 days for each person requiring nursing care.	System for leave of absence for spouse or partner relocating within Japan	Can take up to five years of leave of absence if deemed appropriate by the company
Sick/injured childcare leave system	Available until the child reaches the start of elementary school	Hourly paid leave system	Paid vacation days available in hourly units (to be exercised five days per year, up to 40 hours)
Family care leave system	Available for up to five days per year for one eligible family member and up to 10 days per year for two or more eligible family members	Teleworking system	Determined on a company-wide or workplace-specific basis. Can work from home, satellite offices, mobile work, or other locations outside of the office
Shorter working hours for childcare	Available until the child finishes the sixth grade of elementary school Can be shortened in 30-minute increments for maximum of six hours	Leisure time support system (Yoka Cinema)	Subsidy for movie tickets once a year (including family/pair)
Shorter working hours for nursing care	Available for a period of three years from the start of use (up to twice) Can be shortened in 30-minute increments for maximum of 6 hours		

Handbook for Supporting Balancing Work with Childcare/Nursing Care

In response to the low birth rate, aging society, and increasing number of dual-income families, the Group has created a Handbook for Supporting Balancing Work with Childcare/Nursing Care as part of our efforts to support employees who balance work and childcare/nursing care. This handbook is developed to help employees who are engaged in childcare/nursing care to understand the internal and external systems related to childcare/nursing care and the process from leave to return to work, and to visualize how they can utilize the Company's systems in their daily childcare/nursing care and work, so that they can balance childcare/nursing care and work according to their individual circumstances.



Human resources development

Basic approach

As “a Lifestyle Producer,” the Group promotes skill development and training for each employee in order to provide better services to customers. The Group has established an environment to maximize those abilities.

Evaluation system

The Group examines multi-faceted criteria to support employee skill development, promote utilization of skills, accurately grasp the degree of achievement of duties, perform on-the-job training, give fair and accurate evaluations, support challenges and fair promotions to higher positions, and contribute to a fair treatment system in promotion, transfer, positioning, education, etc. through all skills.

1 Target management

Each employee sets their own targets twice a year. The Group has adopted a “target management” system to evaluate the achievement/contribution to those targets and provide proper benefits. The Group performs multi-sided evaluations, including performance evaluations that assess the achievement of performance targets and important topics as well as achievement of duties that target sharing of organizational targets, operational status evaluations that assess the appropriateness of internal controls, and evaluations of individual contributions in each department and contribution and achievement of operations improvement targets.

2 Competency evaluation

In order to develop employees, the Group has adopted “competency evaluations” to grasp and realize actions expected in operational achievements once a year, and evaluate the degree of action / skill usage.

Training system

1 Initiatives to improve employee capabilities

The Group has taken efforts to establish an employee capabilities improvement program that aims to improve the skills and motivation of employees.

Contents	Objective	Frequency of implementation
New employee training	Training to develop the skills, knowledge, and mindset needed in working through learning Mitsuuroko Group management philosophy, business details, and basic business manners.	Once a year
New management training	Training aimed at learning duties expected of management, leadership in times of extreme external environmental changes, and communication skills with members, as well as the ability to use this knowledge in practice	Once a year
Evaluator training	Training for management to improve motivation of entire organization by once again raising awareness of appropriate evaluation methods and communication techniques with members	Twice a year
Career training for junior employees	Training for junior employees aimed at building independent and autonomous career design	Once a year
Harassment prevention training	Training for all officers and employees of the Group to reaffirm basic knowledge of harassment and how to respond to it, with the aim of preventing harassment	Once a year
IT compliance training	Education related to information security and personal information protection aimed at boosting awareness of security threats among each Group officer and employee	Once a year
Career training for female employees	Training aimed at maximizing each individual's abilities and promoting the practice of career autonomy in order to achieve diversity	Once a year
Maternity leave and parental leave training	Training for managers with the aim of encouraging all employees to take parental leave through accurate understanding of parental leave by managers	Once a year
Diversity training	Training for all Group officers and employees aimed at promoting diversity throughout the Group	Once a year
Human rights training	Training aimed at recognizing that people are individuals before they are members of an organization, that people have rights as human beings (human rights), and that it is necessary to respect human rights in the development of business activities	Once a year
Sustainability training	Training to acquire knowledge and foster literacy on ESG	Once a year
Incubation system	Foster a corporate culture where employees can freely take up challenges and expand opportunities for discovery of new businesses	As needed
MBA acquisition support		Applications received: Once a year
Law school support	Support system for acquisition of specialized and advanced knowledge and improvement of skills of employees	Once a year
Correspondence university support		Once a year
Education at the time of employment	Mandatory training at the time of hiring (for the construction and electrical industries, training on how to handle machinery and safety equipment and on work procedures is also provided)	As needed
Sales presentation	Improvement of proposal skills and discovery of new businesses	Once a year
Training for energy company store managers	Training for store managers aimed at sharing current issues and improving leadership and communication skills to involve others	Twice a year
Harassment and mental health training for energy companies	Training for managers aimed at improving communication skills and acquiring basic knowledge on mental health to prevent harassment	Once a year
Training for energy company chiefs	Training for chiefs aimed at acquiring the role expectations and support and leadership skills required of a chief, as well as to broaden the vision, perspective, and point of view, and to acquire team-building skills in light of company-wide optimization	Twice a year
Energy company first year training	Training aimed at helping employees realize growth through reflection on the work they have experienced and their own actions in the first six months of employment, and to motivate them to take the next step	Once a year
Energy company pre-retirement training	Training aimed at creating opportunities to think about both life and career aspects in the future after retirement, in the age where people live up to 100 years old	Once a year
Training for certification as an LNG technician	Training to acquire certification as an LNG technician	Twice a year
Class C chief gas engineer training	Training to acquire certification as a Class C chief gas engineer	Once a year
Foreman education	Training for new on-site supervisors in the construction and electrical industries	As needed
Traffic and driving safety training (new drivers / drivers who have been in accidents, etc.)	Training to ensure safe driving	Once a year
Escorted instruction on safe driving using a drive recorder		Once a year

2 Acceptance of practical training from various organizations and schools

Details of activities on [P. 61](#)



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Social

Local communities

Basic approach

We at Mitsuuroko Group believe that contributing to society through our core business is the role we should play, and we have been supported by many stakeholders, including local communities and society, in the course of our business.

As a corporate citizen in the local communities, we will do our best to contribute, even in small ways.

Fund-raising activities for the Christel Vie Ensemble Foundation (Christel Foundation)

We sympathize with the activities of the “Christel Foundation,” which is working to improve animal welfare, eliminate the killing of cats and dogs, and conserve biodiversity, and we support their fund-raising activities. Donation boxes are placed in cafeterias, convenience stores, etc. operated by Mitsuuroko Provisions Co., Ltd. Mitsuuroko Group will continue to support the activities of the Christel Foundation in order to save as many lives as possible.



Service solutions for parents raising children

Mitsuuroko Vessel Co., Ltd. offers service solutions for child monitoring and family communication. Their GPS-based monitoring service, “Mitsu-mail Imakoko,” launched in July 2020, allows parents to easily track their children's whereabouts using a dedicated GPS device. The service automatically sends notifications to parents' smartphones when their children arrive at or depart from schools, parks, and other places they frequently visit. It also provides information on local disaster prevention facilities and notifies parents of the entry of their children into pre-defined dangerous areas, and the service has been well received by many parents and school staff. We will continue to take up the challenge of creating fulfilling lifestyles for the children who will lead the next generation and for each and every one of our customers, and through “Mitsu-mail Imakoko,” we will continue to provide a new monitoring service that connects parents and children.



Activities to protect and nurture the forests around water collection sites

As part of activities to beautify the environment and recharge water sources in the forests around Narusawa-mura in Yamanashi (“Mitsuuroko's Forest Narusawa”), where the Narusawa Plant of Mitsuuroko Beverage Co., Ltd. draws water, and in the promenade (“Mitsuuroko's Path”) in Nannou-cho, Kaizu-shi, Gifu, where the Gifu Yoro Plant of Mitsuuroko Beverage Co., Ltd. draws water, Group employees, their families, and other concerned parties are engaged in volunteer forest maintenance activities.



* From FY2020 to FY2022, this activity was not conducted due to the spread of COVID-19.

Revitalization of local communities (National Mitsuuroko Association)

Member stores of the “National Mitsuuroko Association” are responsible for sales of our products and have contact with approximately 800,000 households. “National Mitsuuroko Association,” as an organization that provides excitement and peace of mind, flexibly responds to the diverse needs of customers, is chosen by customers on a permanent basis, and establishes

strong ties. In addition, the organization strives to build an environmental foundation where the strengths of each member store can be fully demonstrated and they can always take up challenges. The association is currently composed of about 1,800 companies, and they are indispensable partners in the provision of our services.



We are striving to build an environmental foundation that will enable our member stores to flexibly respond to the diversifying needs and allow the next generation of managers to continue to take up the challenges.



Sales support

We support sales of priority products of Mitsuuroko Vessel Co., Ltd. (electricity, internet, Cosmos Berry's)



Web exhibitions

As face-to-face sales are restricted, it is possible to participate in web exhibition sites using the Internet.



EMC

As a response measure for disasters, which frequently occur, we provide “emergency calls,” a service to confirm the safety of employees in the event of an earthquake. We also act as a middleman to provide the accompanying emergency backpacks.



Block meetings and study sessions

Members can participate in new product study sessions with handled manufacturer representatives and information exchange meetings that make use of the nationwide network, supporting sales activities based on constantly latest and useful information. We organize the MITSUUROKO MANAGEMENT SCHOOL, a business school that supports the development of young and next-generation managers nationwide.



Mediation of supplies

We will create Information magazines related to lifestyle that can be distributed to customers of member stores, and act as a middleman to provide member stores original gifts, etc. They can also participate in paper exhibitions through flyers.

Action plan for FY2022

1 Enhancement of emergency response measures

- Preparing a disaster manual and sharing it with member stores by posting it on the website of the “National Mitsuuroko Association”
- Contributing to the community by increasing the availability of disaster response equipment (emergency bulk storage tanks, LPG emergency generators, HGP emergency soup kitchen sets, etc.)
- Making proposals for BCP measure products in times of disaster (storage batteries, solar power generators for private use, emergency power generators, etc.)

2 Support towards realization of carbon neutrality

- Making plans and proposals to link carbon neutral initiatives to member stores' growth strategies
- Increasing the availability of high-efficiency gas equipment, actively promoting fuel conversion to LPG, and supporting sales of new energy products
- Supporting initiatives in new business models (decarbonization businesses, EV-related businesses, and energy solution businesses)

3 Strengthening the network of the “National Mitsuuroko Association”

- Enhancing the features of the website, introducing communication tools such as web exhibitions, and actively promoting digitalization
- Invigorating the activities of the association through product-specific enhancement programs and various training sessions
- Further strengthening the cohesiveness of the association by creating a symbolic logo of the “National Mitsuuroko Association”





Local communities

Acceptance of practical training from various organizations and schools

Sweet Style Co., Ltd. considers it an important social responsibility for a company to support the development of the next generation of professional human resources, and in past years has accepted practical training internships from vocational schools. We have provided them with practical training to deepen their understanding of the difficulties of working, the fun of bakery, and Azabujuban Mont-Thabor's commitment. Currently, due to the spread of COVID-19, we are not accepting students for practical training, but we plan to resume accepting students after the infection is under control.



Contribution to society through sports

Promotion of sports club activities and support for top athletes

With the launch of the Mitsuuroko Women's Basketball Team in 2012 and the establishment of the Swim Team in May 2021, the Company continues to make great strides in leagues and competitions based on the philosophy of contributing to the revitalization of the local community and interaction through sports. Each member participates in competitions while working as an employee, fostering responsibility and attitude as a member of society, and working together with a high level of awareness. Having active players around stimulates the employees who work with them, and for the players, having supportive people around them helps to foster a sense of unity among the employees, and the workplace is full of vitality. We have also entered affiliate contracts with swimmer Katsuhiro Matsumoto and professional golfers Shiho Kawasaki, Yuting Seki, Momoka Miura, Eimi Koga, and Airi Saito, and we will support these athletes as they pursue their dreams and contribute to the development of sports culture. We will continue to proactively engage in social contribution activities through sports and also enhance the corporate value of all of Mitsuuroko Group.



Supporting the activities of the girls golf program "USLPGA-USGA Girls Golf Japan," overseen by USLPGA and USGA

Mitsuuroko Group endorses the goals of the Girls Golf academy overseen by the United States Ladies Professional Golf Association (USLPGA) and the United States Golf Association (USGA) for the development of kids golfers and female golfers, and supports the activities of "USLPGA-USGA Girls Golf Japan." The program not only teaches the skills as a golfer, but also life skills as a woman and a global citizen. Through this sponsorship, we hope that the participating children will be able to enhance each other's skills and develop an international mindset, and that the program will serve as a catalyst for their future global activities in a variety of fields.



Start of Hamabowl Health Bowling Class

Hamabowl has started health bowling classes based on the LTB program, which has a proven track record in the United States, the home of bowling. We received 135 applications for the five classes, and 50 new Hamabowl members who continued bowling after the classes ended.



Held Bowling Alley Field Trip for Families

Hamabowl held a Bowling Alley Field Trip for Families. After a tour of the backside of the bowling lanes, which is not usually seen, a bowling lesson was given by a Hamabowl employee (who has obtained a JPBA bowling instructor certification). Parents and children pitched one game together while learning how to best enjoy bowling.





Local communities

Supporting the promotion of sports and recreational activities for disabled people

Hamabowl started supporting the sports and recreation promotion activities of the sports and culture center for people with disabilities, Yokohama Rapport. We organized Hama Pick bowling tournament inside Yokohama Rapport, and offered Hamabowl as a

practice site for the Japan Para Sports Games. We will continue to support sports activities for people with disabilities through bowling in cooperation with Yokohama Rapport.

Implemented Rain-Bowling Class

Following the bowling pin reuse contest, which was part of the Rain-Bowling Project, Hamabowl held the Rain-Bowling Class with students of Yamoto Elementary School in Yokohama-shi for them to learn about reuse in a fun manner by utilizing discarded bowling pins. The event was a lively social gathering that included students having fun exercising through the originally devised game BOWLKKY (bowling + Mōlkky), and having study sessions on ESG among themselves.



Sponsored Ramichan Cup 2022 Tournament organized by VAMOS TOGETHER, and jointly organized Ramichan Charity Bowling Tournament

We sponsored the Ramichan Cup 2022 Tournament because we sympathized with the purpose of VAMOS TOGETHER¹, a general incorporated association headed by Alex Ramirez², whose organizational goal is to “maximize the talent and individuality of people with special needs and create a society where they can lead independent lives.”

In December 2022, VAMOS TOGETHER and Hamabowl (Yokohama-shi, Kanagawa) jointly planned a charity bowling tournament at Hamabowl, with the event’s objective of “an event where everyone can share the joy of physical exercise and have fun together.” This tournament was aimed at providing an opportunity for bowlers with special needs to interact with each other and raise funds for charity. The tournament was open to the general public through a lottery system, and it was an event that everyone could enjoy.

A portion of the proceeds from this tournament, as well as the amount of money donated in the donation box through the tournament, were used to support children’s development and independence support activities through VAMOS TOGETHER.



Organized the Exhibition of Craft Art Made from Bowling Pins, a joint project with Yokohama University of Art & Design

Hamabowl and SPA EAS: Yokohama Tennen Onsen held an exhibition of craft art made from discarded bowling pins with the aim of giving new roles to the tons of pins that are discarded each year. Students and faculty of the craft course at Yokohama University of Art & Design, who regularly work with wood and metal in their assignments, gave new form to the use of bowling pins in this production.



Support for storage location of donated goods, etc. to NPOs

GSC provides storage units and support to Ray of Hope¹ and Nature Society², which are NPOs in Singapore.

The storage units provided are used by Ray of Hope to store donated relief items and by Nature Society to store publications related to natural heritage preservation activities, etc.

¹ Crowdfunding charity distributing necessities to low-income families in Singapore (<https://rayofhope.sg/>)

² Non-profit organization dedicated to the appreciation, protection, research and enjoyment of the natural heritage of Singapore, Malaysia and surrounding areas (<https://www.nss.org.sg/>)



¹ An organization that aims to create a society where people with and without special needs can coexist by playing and learning together.

It encourages people to make the most of their individual talents with the message, “Everyone is great in their own way.”

² A former professional baseball player from Caracas, Venezuela. He served as manager of the YOKOHAMA DeNA BAYSTARS from 2016 until the 2020 season. Currently, he is actively involved in welfare activities as well as TV personality activities.