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Social

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Since the founding, Mitsui Group has operated business based on the concept that human resources are 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.

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

LPG is imported from overseas, and 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 into 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 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.

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

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.



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).

cylinders is subject to judging. Within these processes, 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 safety management safety basic policy

Slogan
Taking up the challenge to achieve zero accidents in all areas with the highest priority on safety and security

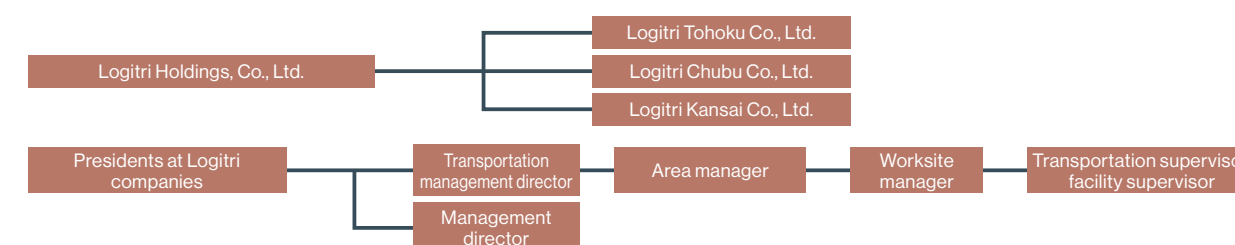
- 1 Contribute to society by taking up the challenge of eliminating accidents and disasters**
- 2 Safety is prioritized in all operations**
- 3 No trust without safety**

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	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	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)	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	Implement traffic safety measures meetings 1) Research actual accidents and prevent reoccurrence 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	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	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)	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 websites 2) Utilize internal postings	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 32 filling stations and 78 retail stores and have centralized response to customer inquiries and messages at specialized call centers. The SmartOWL® service enables the collection and analysis of information, such as gas meter readings and safety information, and streamlines LPG operations.

■ 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. Through 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, but 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.

Initiatives for safety assurance / quality control

■ Energy

Development of strict internal standards (Mitsuiroko Standards) that go beyond laws and regulations

Since the standards set forth in the Act on the Securing of Safety and the Optimization of Transaction of Liquefied Petroleum Gas, such as safety regulations and proper transactions related to sales, are minimum standards, employees of Mitsuiroko Group observe voluntary standards (Mitsuiroko Standards) so that safety is not compromised due to these standards. For example, 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, we perform advanced management two months before. We strive to ensure safety and do not exceed legal deadlines in case of emergency in accordance with customer circumstances. In addition, only qualified LNG technicians, who are nationally certified for LPG, will be able to perform the statutory inspections.

Mitsuiroko Safety Investigator (MSI) System

The MSI System was established to improve the safety level of Group employees and to ensure compliance with Mitsuiroko Standards. New employees who have passed the LNG technician certification test receive classroom and practical training, and those who have acquired in-house qualifications are assigned to safety work.

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.

■ 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, ports for micromobility devices 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, water-saving toilets, and intercommunication systems used in conjunction with smartphones. 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

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, a first aid skills training course is held once a year at Hamabowl, thus establishing a system to provide first aid in the event of an injury or illness at the sports facility. 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 using 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.

■ 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, and 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.

■ 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.

Water quality control initiatives

We have also changed the chlorine control methods for water supply and natural spring water during daily water quality inspections to control the chlorine concentration to match the water quality. This enables us to provide safe and secure baths by controlling the chlorine concentration at a more appropriate level.

Accredited as a health promotion facility utilizing hot springs

On November 29, 2023, SPA EAS was accredited as a health promotion facility utilizing hot springs by the Ministry of Health, Labour and Welfare. Under the supervision of physicians, we offer health enhancement through hot spring bathing and unique exercise programs. This accreditation is the first of its kind in Yokohama. * What is a health promotion facility utilizing hot springs? The Ministry of Health, Labour and Welfare has established the Regulations for Accreditation of Health Promotion Facilities to accredit facilities with appropriate content for promoting the health of the public and to promote the popularization of such accreditation. Among them, facilities that have a health promotion program that focuses on the use of hot springs and that can safely and appropriately conduct such programs are accredited as health promotion facilities utilizing hot springs.

Disaster prevention measures

Basic approach

Mitsuiroko 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-resilient 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.

Mitsuiroko 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.

Development and application of business continuity plan (BCP)

Mitsuiroko 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)
- Support system and transportation of supplies to the affected areas
- Implement business continuation strategy based on the degree of impact on business

Introduction of safety confirmation system (emergency call system)

Mitsuiroko 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, smartphone, etc., speedily confirm the safety of employees or their family members, and quickly take action for customer response and business continuity.

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

Mitsuiroko 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.

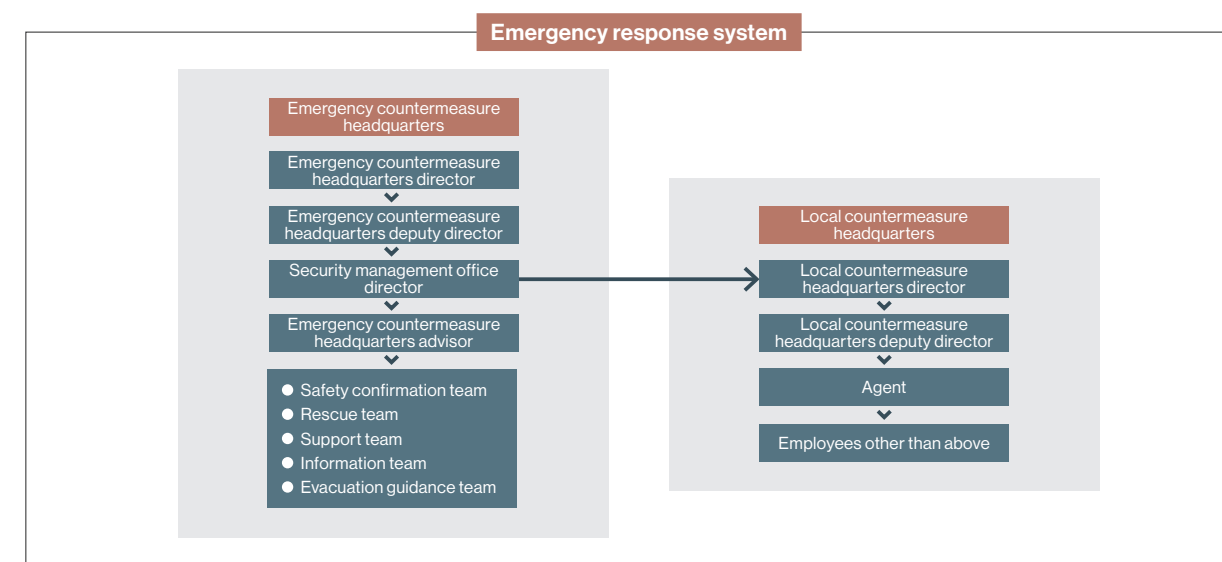
Under the basic policy, in case of a disaster, all Company employees come together and take efforts to contribute to local communities, preserve company assets, prevent secondary disasters, quickly restore equipment, and prevent reoccurrence of disasters as well as prioritize saving human lives.

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.



Nagano Office

BCP measures

Mitsuiroko Creative Solutions Co., Ltd. opened the Nagano Office of Mitsuiroko Administration Center in Nagano-shi, Nagano, in July 2022, as an addition to the Mitsuiroko Administration Center in Saitama-shi, Saitama, which is the shared services division of Mitsuiroko 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.

Development of new businesses and services

Basic approach

Mitsuuroko Group exists as a sustainable company that continues to provide customers with “more fulfilling lifestyles.”
We are constantly developing new businesses and services to continue to deliver more fulfilling lifestyles and improve customer satisfaction.

Content Business

MITSUUROKO Co., Ltd. has been engaged in the content development business, including video productions, as a new business since 2020. We have focused on the fact that intellectual property such as video content is an asset that brings us continuous value through video distribution services. As such, we work on the content business and expect it to contribute to the sustainable enhancement of corporate value. In these video contents we also work on creating Group synergies through placement of our products and

services such as Group's restaurants, hot springs, and rental apartments as locations, and through sales of DVDs and original merchandise exclusively on Mitsuuroko Avenue website, the Group's e-commerce sales site.
By using cast members who are popular among young people, we attract target audiences who may not be familiar with the Group to become customers of our content business, thereby enhancing the Group's name recognition and market presence.

■ Kono Doga wa Saisei Dekimasen (This Video Is Not Available)

Kono Doga wa Saisei Dekimasen (This Video Is Not Available) is a drama series that has been produced since 2022 as completely original content from Mitsuuroko. The comedy duo Kagaya plays horror video producers who solve the mysteries behind horror videos submitted by viewers and others. The show is in its second season and has been a huge hit with a total of 3 million views on video distribution services. A movie adaptation is planned for summer 2024.



©2022 Kono Doga wa Saisei Dekimasen (This Video Is Not Available)

■ Hakko Danshi

Hakko Danshi is a TV show series led by Mitsuuroko in cooperation with Television Kanagawa and others, which has been in production since 2022 and is currently in its second season. This is a travelogue documentary in which two young actors, Toshiaki Tateishi and Eito Konishi, visit the producers of fermented foods in various regions of Japan to discover the charm of traditional Japanese fermentation processes. The program has gained popularity, attracting approximately 3,000 people at the launch events held before each series is aired.



©2023 Hakko Danshi 2 Production Partnership

Sports Business

■ Newly opened EIGHT ANGLE, the world's first golf lesson studio utilizing free viewpoint video technology (Jiyugaoka)

EIGHT ANGLE is a golf lesson studio opened in Jiyugaoka in April 2023 as a new business by Mitsuuroko Sports Co., Ltd. SwipeVideo, an internationally patented technology for free viewpoint video and multi-angle video, is installed to capture the customer's golf swing from eight angles, from all 360 degree directions. A dedicated coach provides form correction and optimal instruction by freely switching camera angles (forward, backward, left, right, and diagonal) of the captured video footage. Participants can choose to take the lesson in person or remotely, and after the lesson, they can download the 8-angle video of their swing to their smartphones.
EIGHT ANGLE will not only focus on golf, but will also expand to other sports such as baseball, and will continue to work as a comprehensive sports studio with the goal of further developing this industry.



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 environmentally friendly 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.
- 6

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.

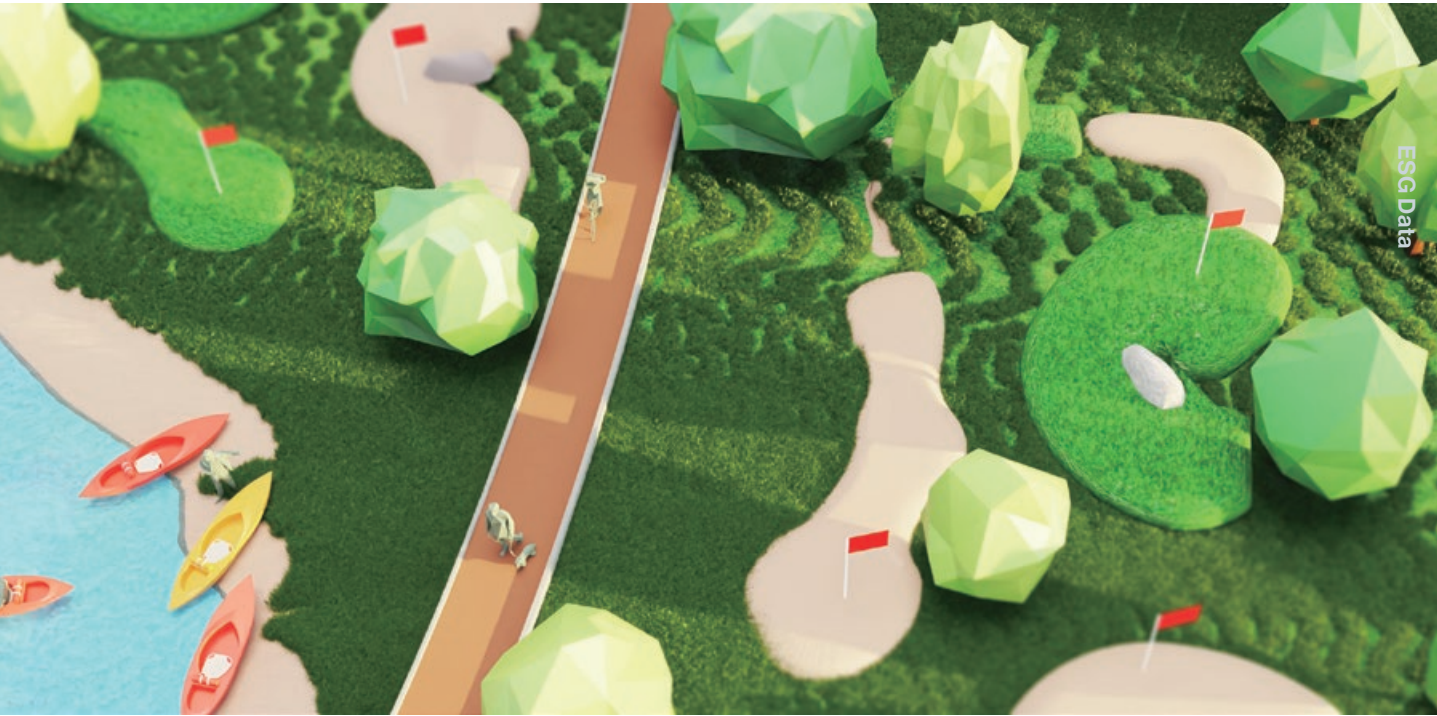
3

Risk analysis
Based on the data collected in 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 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 FY2023
No cases of human rights DD were implemented in FY2023. 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

Acknowledging 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 each employee faces diverse life stages, and aims to create workplaces that encourages proactive engagement of their own health, and supports employee health promotion through various initiatives and information transmission.

The Group continues 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 aspires to contribute to people's lives as “a Lifestyle Producer” by supplying stable energy, food and drink and real estate services. The Group also aims to bring 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 physically and mentally. Mitsuuroko Group continues to create a workplace environment where each employee can work in good health and promote initiatives that contribute to the health of employees.

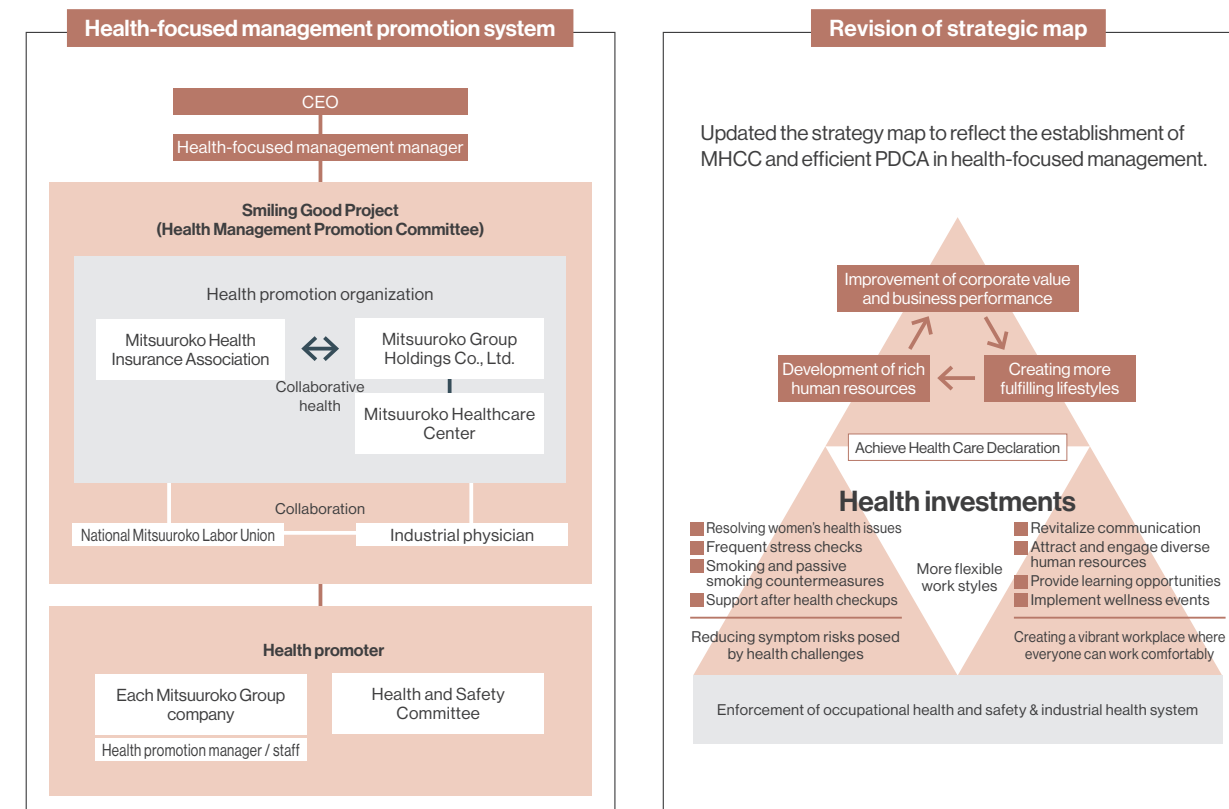


Indicators	Actual		Target		
	FY2021	FY2022	FY2023	FY2024	FY2025
Rate of taking regular medical examinations	100.0%	100.0%	100.0%	100.0%	100.0%
Rate of taking thorough examinations	74.4%	88.7%	90.0%	90.0%	90.0%
Rate of maintaining proper weight	62.9%	52.9%	80.0%	65.0%	68.0%
Rate of undergoing stress checks	100.0%	100.0%	100.0%	100.0%	100.0%
Prevalence of smokers	32.8%	31.5%	18.0%	27.0%	24.0%
Rate of regular exercise	24.8%	27.1%	40.0%	30.0%	33.0%

Establishment of the Mitsuuroko Healthcare Center

Mitsuuroko Group established the Mitsuuroko Healthcare Center (MHCC) on October 1, 2023, with the aim of establishing and developing an industrial health system. MHCC, under the direct control of the CEO, will be responsible for industrial health and health-focused

management as an independent organization, with one of its objectives being to build a strong industrial health system that will serve as the foundation for health-focused management and to spread it throughout the Group.



We will continue to build a workplace environment where each employee can work in good mental and physical health, and promote initiatives that contribute to the

health of our employees, as well as those of everyone around the company.



Health-focused management

Initiatives for health-focused management

■ Rate of receiving medical examinations: 100%

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.

■ Measures to prevent passive smoking

From April 1, 2020, Mitsuuroko Group has implemented a total ban on smoking during working hours, and from October 1, 2021, it has implemented a total ban on smoking on its premises and eliminated smoking areas on the grounds.

The Group makes efforts to prevent passive smoking for employees, customers, and other related persons. From October 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.

■ Women's health

Seminars for female employees are held on the themes of female health, life events, and careers. We also support women's health and achievement in the workplace through cervical cancer screenings for female employees during their regular medical examinations. In recognition of International Women's Day (March 8 each year), we hold events around this day to share messages of gratitude with colleagues with whom we work, family members, and community members.



■ Mental health measures

A system is in place for employees who feel mentally unwell to be interviewed by in-house medical professionals (occupational health nurses or industrial physicians). Training on the theme of mental health self-care is provided for new Group employees every April, and mental health training and materials are introduced to employees according to their positions during the fiscal year.

■ Recent initiatives (from 2022)

(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." Mini employee meals are used not only for lunch, but also for breakfast and snacks, helping to ensure proper meals for employees.

(2) Adult physical fitness test

In FY2022 (fall) and FY2023 (spring), we conducted an app-based walking promotion. Fall 2022 saw just under 100 participants, and Spring 2023 was a great success with over 240 participants. Many said that being aware of the number of steps they take each day has helped them develop a walking habit.

(3) Adult voluntary research (food contest)

Employees cook food based on the Mitsuuroko "triangle" logo for a company contest. Through this contest, employees can think about food, the fun of cooking, and nutrition. It aims to invigorate communication between employees and families. The theme in FY2023 was soup (miso soup). The contest also plays a role in communication, with employees voting on the popularity of the menu and receiving comments from registered dietitians to discuss how to improve the menu.

(4) Radio calisthenics / aerobics

Since FY2020, these have each been held online once a week, primarily for female employees. The radio calisthenics program has received high praise from participants for its original video production. In addition, aerobic exercises consist mainly of hand claps for about 10 minutes of aerobics. The program also incorporates yoga, stretching, and exercises for locomotive syndrome to provide positive exercise opportunities.

(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.

■ Response to COVID-19 pandemic

During the COVID-19 pandemic, the Group prioritized the health and safety of customers, business partners, employees, and their families in each region across Japan, based on the headquarters. All employees shared an awareness of preventing infection and the spread of the virus as the Group maintained an approximately 30% attendance rate and organized working in group shifts,

remote work and staggered working hours, and strove to continue services for customers and security measures, and to maximize the retention of regional energy life lines. The Group has been encouraging employees to wear masks, wash their hands, gargle, and disinfect their hands before and also after the government classified COVID-19 as a Category V Infectious Disease.

Obtained certification as a Health & Productivity Management Outstanding Organization 2024 (White 500)

In March 2024, for the fifth consecutive year, the Japan Health Council, in collaboration with the Ministry of Economy, Trade and Industry, recognized us as a "Health & Productivity Management Outstanding Organization (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 2024

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" and walking promotion. 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.



Inclusion & diversity

Basic approach

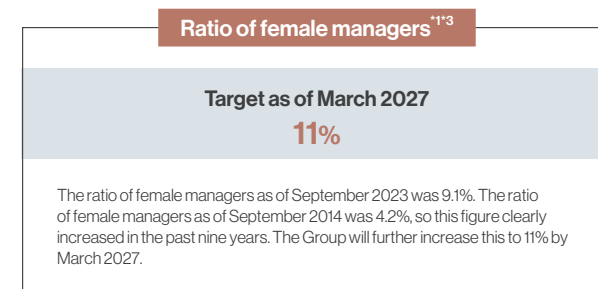
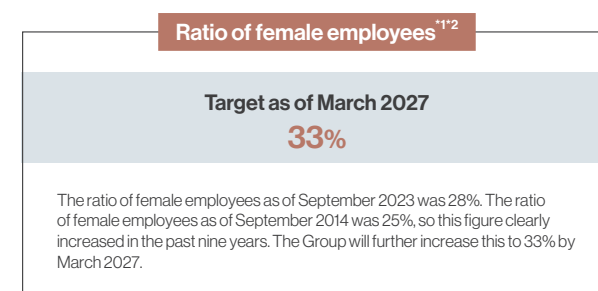
In order to provide good services to our customers as “a Lifestyle Producer” in a diverse society, we are promoting inclusion & diversity at the Group because we believe that it is essential to be a company where diverse employees can fully demonstrate their abilities and work with vigor.

Main initiatives

1 Promotion of women's participation and advancement in the workplace

■ Target

Mitsuuroko 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 17, 2021.



*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.

*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

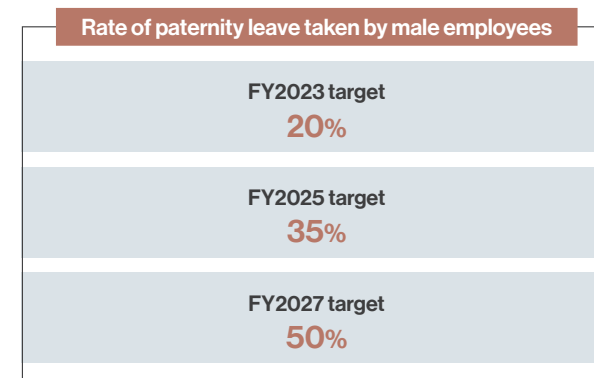
■ Approaches for promotion

We conduct career training for female employees for female employees in their late 20s to consider the relation between their careers and private lives, and future career plans, while assuming life events that may occur in the future. Trainees provided feedback, such as “The course provided me with an opportunity to seriously think about balancing work and private life” and “I would like to think about my career on a routine basis to lead a fulfilling life.” Additionally, we established “Life Support Holidays,” special paid holidays that can be used not only for childcare, sick/injured

childcare, and nursing care, but also for medical treatment and hospital visits (cancer, designated intractable diseases, fertility treatment, etc.), self-development, menstrual and menopausal periods, and other poor health conditions. It is unnecessary to report the purpose of use to take the holidays. These special paid holidays can be taken by both men and women and are intended to ensure that all employees, including female employees, can work more comfortably.

2 Promotion of male employees to take paternity leave

■ Targets



*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 paternity 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.

■ Approaches for promotion

We provided an e-learning program targeted at all employees in order to learn about and deepen their understanding of the details and necessity of paternity leave. Moreover, in order to give employees an idea of what it is like for men to take paternity leave, we published an interview with a male employee who has actually taken paternity leave in the company newsletter. In addition, we established “special paid holidays for the purpose of childcare” (10 days), which both men and women can take. Furthermore, the Handbook for Supporting Balancing Work with Childcare/Nursing Care has been posted on the company portal site so that both men and women can learn about parental and caregiver leave when necessary.

3 Diverse work styles

Mitsuuroko Group aims to establish an environment where employees of differing backgrounds are able to maximize their abilities by realizing diverse 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.

4 Human resources development

Mitsuuroko Group as a whole provides training for employees at every rank and at each company to acquire skills necessary for each business. Rank-based training is offered for a wide range of age groups, from new employee training for new hires to life-planning training for employees in their mid-50s, with the goal of creating a company where different generations can contribute and work together.

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
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 <ul style="list-style-type: none"> → Two-shift or three-shift system Working hour varying work schedule system <ul style="list-style-type: none"> → Adjustable in 30-minute increments
Parental leave system	Available until the child reaches the age of one (Under special circumstances, this could be extended to a maximum of the age of two. It can be obtained in blocks up to twice.)
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)
Caregiver leave system	As a general rule, it is available for a total of 93 days for each person requiring nursing care.
Sick/injured childcare leave system	Available until the child reaches the start of elementary school
Family care leave system	Available for up to five days per year for one eligible family member and up to ten days per year for two or more eligible family members
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
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 six hours
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.
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.
Special paid holidays for the purpose of childcare	Up to ten days of special paid holidays per child until the day before the child turns two years old (leave may not be taken in blocks)
Life Support Holiday System	Up to five days of special paid holidays per year. Can be used not only for childcare, sick/injured childcare, and nursing care, but also for medical treatment and hospital visits (cancer, designated intractable diseases, fertility treatment, etc.), self-development, menstrual and menopausal periods, and other poor health conditions.
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.
System for leave of absence for spouse or partner relocating within Japan	Can take up to five years of leave of absence to accompany spouses and partners who are relocating within Japan.
Hourly paid leave system	Paid vacation days available in hourly units (to be exercised five days per year, up to 40 hours)
Telecommuting 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
Leisure time support system (Yoka Cinema)	Subsidy for movie tickets once a year (including family/pair)

Inclusion & diversity

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.



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.



Our Group company was registered as a Nagano SDGs-Promoting Company

The Nagano Office of Mitsuuroko Creative Solutions Co., Ltd. was registered as one of Nagano Prefecture's 17th Round of SDGs-Promoting Company Registrations in July 2023. This was achieved through our understanding of this program as well as by the public declaration of our specific efforts toward SDGs goals.

Management policy toward SDGs

Mitsuuroko Group's management philosophy states that “as a Lifestyle Producer, we consistently conduct our business with integrity and from the customer's perspective,” and the vision of Mitsuuroko Creative Solutions Co., Ltd. states that “we aim to create an environment where each one of us can grow while experiencing satisfaction, inspiration, and happiness.” These shared goals with the SDGs, and all of us will contribute to the achievement of the goals by continually putting ourselves in the positions of various stakeholders, taking action, and embracing challenges.



Nagano Office, Mitsuuroko Creative Solutions Co., Ltd.
<https://nagano-sdgs.com/company/2023/profile/>

Focused initiatives	
	Benchmarks toward 2030
1 Promotion of women's participation and advancement in the workplace Promotion of appointment of female managers Capacity building through various training	Ratio of female managers: 11%
2 Pleasant work environment Next-generation certification (Platinum Kurumin) Certification based on the Act on Promotion of Women's Participation and Advancement in the Workplace (Platinum Eruboshi)	Recognition of Platinum Kurumin certification Acquisition of Platinum Eruboshi certification
3 Contribution to CO₂ emissions reduction of service vehicles Provision of automated meter reading services	CO ₂ reduction effect through registration of a million facilities: 1,000 tons

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

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's management philosophy, business details, and basic business manners	Once a year
Marketing training	Training for new employees on the basics of marketing	Once a year
Career training for junior employees	Training for junior employees aimed at building independent and autonomous career design	Once a year
New management training	Training to improve leadership, team management, and coaching skills	Once a year
Life planning training	Training for those aged 55–59, aimed at creating opportunities to think about both life and career aspects in the future after retirement	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	Twice 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
Female health seminars	Training to foster knowledge of women-specific diseases and how to handle their health	4 times a year
Maternity leave and parental leave training	Training with the aim of encouraging all employees to take parental leave through accurate understanding of parental leave	Once a year
Diversity training	Training for 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
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
Brother and sister training	Training to acquire basic knowledge and understand business manners, company rules, compliance, etc.	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.)		Once a year
Escorted instruction on safe driving using a drive recorder	Training to ensure safe driving	Once a year

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.

Fundraising 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 fundraising activities. Donation boxes are placed in cafeterias and convenience stores 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 more fulfilling lifestyles for the children who will lead the next generation and for each and every customer, 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.

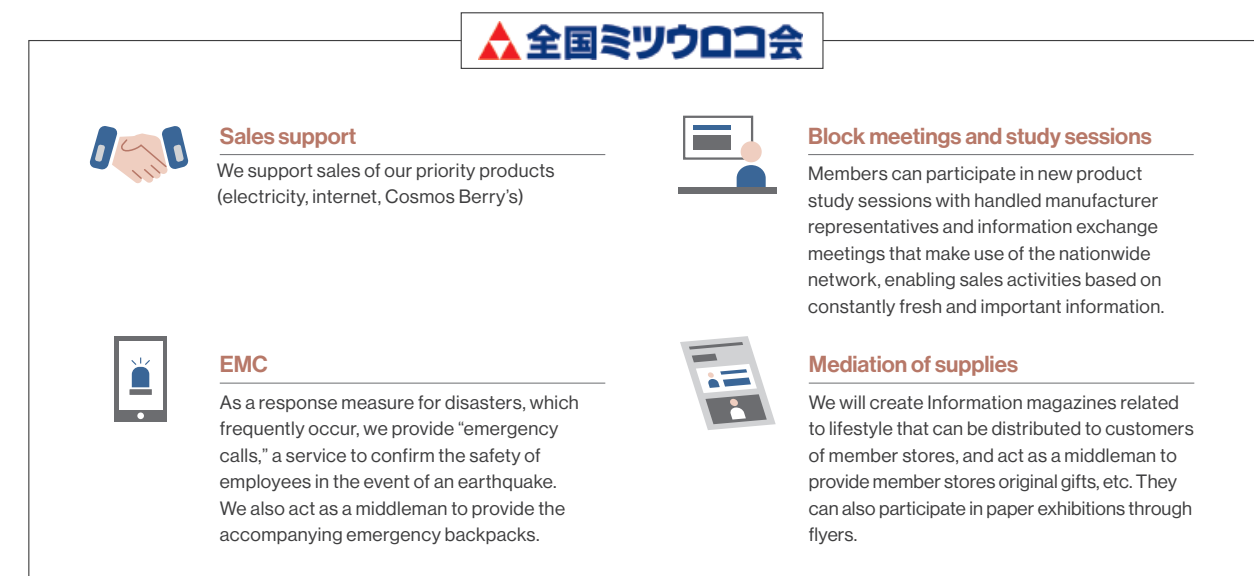


* From FY2020 to FY2022, this activity was not conducted due to the spread of COVID-19.

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 across Japan. “National Mitsuuroko Association,” as an organization that provides excitement and peace of mind, flexibly responds to the diverse needs of customers and establishes strong ties with the local residents. In

addition, the organization strives to build a business 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.



Action plan for FY2023

1 National Mitsuuroko Association goes back to its roots and achieves better quality

National Mitsuuroko Association aims to respond flexibly to rapidly changing times and remain an organization that consistently delivers satisfaction to local communities and customers. To achieve this, we will strive for the mutual prosperity of our members and the unity of our group once again and actively address the restructuring of our businesses and global environmental problems to achieve better quality of both the Association and its activities.

2 Active contribution to the global environment as an energy provider

As an energy provider, we will make efforts to proactively solve unavoidable environmental problems to contribute to the global environment.

- Promotion of low-carbon practice (active sales of energy-saving and high-value-added equipment)
- Promotion and active sale of alternative energy products

3 Establishment of a hybrid network across boundaries

Through mutual cooperation across the boundaries of industries, regions, and generations, we will establish a hybrid network to create a foundation that maximizes the strength of the National Mitsuuroko Association.

- Information dissemination and information sharing among members (creating participatory website)
- Establishment of new menus as the National Mitsuuroko Association
- Efforts to nurture and support young business operators as well as the revitalization of such efforts



Local communities

Contribution to society through sports

Promotion of sports club activities and support for top athletes

With the launch of the Mitsuiroko 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.



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

Mitsuiroko 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 youth 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.



Hamabowl: Held the third health bowling class

At Hamabowl, we held the third of its popular health bowling classes in October 2023, which began in 2022. We received a record 158 applications for the total of six classes, and 50 participants continued bowling as Hamabowl members after the classes ended.

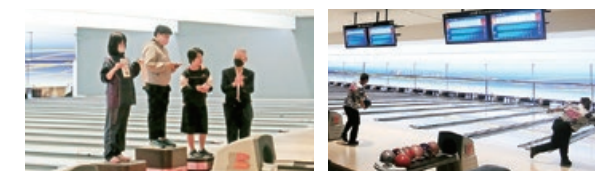


Supporting the promotion of sports activities for the disabled: The 28th Hamapic (Yokohama sports festival for the disabled)

In April 2023, Hamabowl provided the venue and cooperated in the operation of the 28th Hamapic, organized by Yokohama Rapport, a sports culture center for people with disabilities.

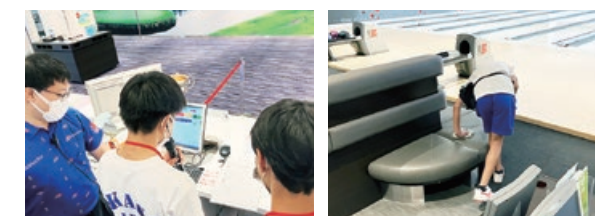
This is a sporting event for people with physical, intellectual, and mental disabilities who live, work, or study in Yokohama-shi, and is an official event for selecting athletes representing Yokohama-shi to be sent to the Japan Para Sports Games.

After the event, we also cooperated and provided training venues for the selected national team athletes.



Hosted work experience learning for Yokohama Municipal Okano Junior High School

In September 2023, at the request of Yokohama Municipal Okano Junior High School, located in the same area, Hamabowl hosted work experience learning. In accordance with the junior high school's policy, the students were given two days of front desk work experience to learn about the significance of work, civility as a member of society, and the importance of greetings.



Held a Summer Vacation Bowling Alley Field Trip for Families

In August 2023, Hamabowl held a Summer Vacation Bowling Alley Field Trip for Families.

This tour, which gives visitors a behind-the-scenes look at the bowling lanes they would not normally see, was joined by 26 invitees from 9 families, double the number of participants in 2022.

In addition, the event featured a collaboration with the

Rain-Bowling Project*, and a painting experience on discarded bowling pins. To the ones interested our staff set up the machine with the bowling pins they painted themselves, so that they could actually see how their own pins are loaded, spinning the event a fun way to experience resource recycling.

* A project to bring children in Yokohama-shi an opportunity to experience the SDGs through a play using discarded bowling pins.





Local communities

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

GSC provides its storage units and supports Ray of Hope^{*1} and Nature Society^{*2}, 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/>)



Introduction of a donation program for charity activities through eGift

Since FY2023, we have introduced a program that enables shareholders to choose to donate equivalent eGift amount to charity activities in lieu of the benefits offered as part of the shareholder benefits.

Shareholder Benefit eGift Course Details

- Christel Vie Ensemble Foundation**
Donation for activities to improve animal welfare for dogs and cats, to solve the issue of euthanasia in a fundamental way, and to conserve biodiversity
- Children's Future Support Fund**
Donations to support groups nationwide such as learning support groups, children's cafeterias, and children's homes

Won Caring Company for its social contribution in Hong Kong

GSC's brand in Hong Kong, The Store House, has won the Caring Company 2022/23 award, which supports

non-profit organizations.

Participated in "Share the Joy Christmas Appeal 2022" charity event

In December 2022, The Store House participated in the "Share the Joy Christmas Appeal 2022," a charity event organized by The Salvation Army Hong Kong and Macau, a non-profit organization. The Store House participated as a collection station for donated goods, which were distributed to underprivileged children as Christmas presents through The Salvation Army Hong Kong and Macau.



Caring Company 2022/23 award presented for the support of non-profit organizations

The Store House is committed to actively partnering with and supporting non-profit organizations to help the next generation of children. In recognition of its efforts, The Salvation Army Hong Kong and Macau nominated the company to The Hong Kong Council of Social Service, a council of social service NGOs, which presented the company with the Caring Company 2022/23 award.



Winning Self Storage Award Asia 2023

GSC won the Self Storage Award Asia 2023 in the following two categories out of a total of seven categories, with one site and three individuals winning in the following two categories. This Award is hosted by the Self Storage Association Asia to recognize excellent self-storage business operators in Asia in each of the seven categories. The jury includes industry stakeholders and investors from Asia, the U.S., and Europe.

- Awarded categories:**
- Multi-site Operation Store of the Year – Singapore
 - Manager of the Year – Singapore
 - Manager of the Year – Hong Kong
 - Manager of the Year – Malaysia

We believe that this award is a recognition of our activities we have expanded and developed in each region and of our efforts for work style reforms for employees. GSC will improve the quality of life and the regional environment, positively contribute to the development of an active society, and foster a working environment

where people respect each other by actively working on diverse work styles for employees.

Work style reform at GSC

In order to recognize diverse backgrounds of our employees, the Company organizes important events of the employees' countries and religions to strengthen bonds, and conducts one-on-one interviews to understand characteristics and provide a tailored work environment for employees.



Donation to a charity organization dedicated to the rescue and protection of stray animals

In October 2023, GSC donated SG\$1,800 to Causes for Animals, a Singaporean charity organization dedicated to the rescue and protection of stray animals and animal welfare, for the cost of housing space at the animal shelter for one year. Employees also visited the actual camps and donated dog food.



Hosted a visit study by Miyazaki Prefectural Tomishima High School

In collaboration with the NPO School Support Center (Musashimurayama-shi, Tokyo), Mitsuuuroko Green Energy Co., Ltd. hosted the company visit study program for the first time in four years since 2019, despite the interruption caused by the COVID-19 pandemic. The company visit study program is designed to encourage students to think about their future careers by visiting various companies and learning about the structure and content of their businesses, as well as the roles and fulfillment of their work. This time, five second-year boys from Miyazaki Prefectural Tomishima High School visited the headquarters of Mitsuuuroko Green Energy Co., Ltd. Students were interested in renewable energy and had

learned about renewable electricity in advance, and asked many questions. The Q&A session with the employees was also conducted in a friendly atmosphere. Mitsuuuroko Group will continue to promote various initiatives to increase interest in the potential and appeal of renewable energy to the next generation of children.

