

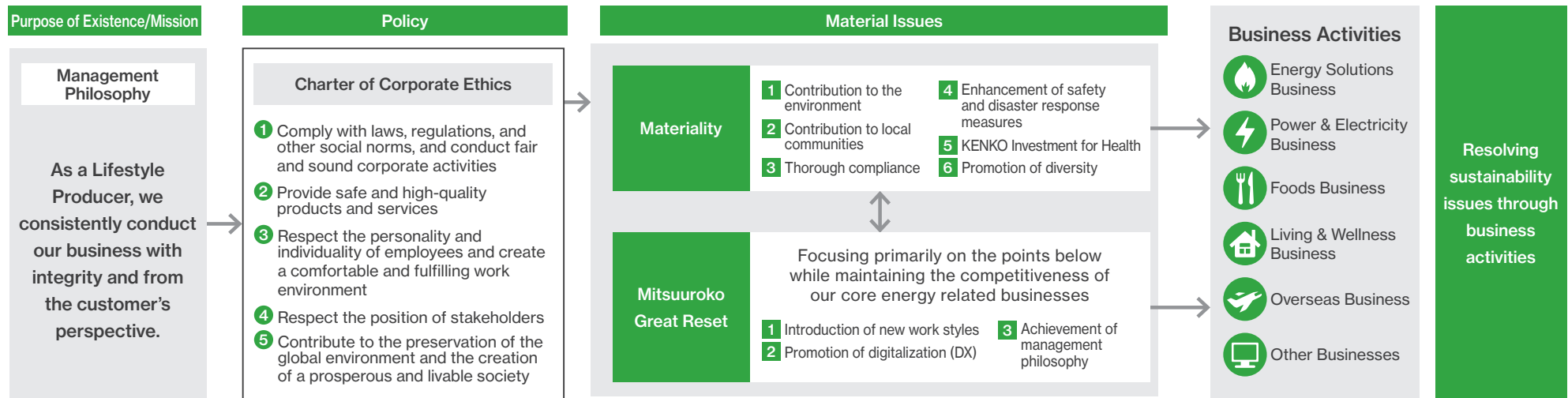
# Sustainability Promotion Framework

## Sustainability management promotion

Mitsuuoko Group upholds the management philosophy: "As a Lifestyle Producer, we consistently conduct our business with integrity and from the customer's perspective." We aim to enhance lifestyle-related services centered on energy.

Beyond continually expanding new services from the consumer's perspective, we will continue contributing to global environmental conservation by utilizing renewable energy and promoting the installation of energy-saving housing equipment.

For energy products in particular, we will keep strengthening safety measures to ensure "safety and security" remain our top priority, while emphasizing compliance in our business activities and fulfilling our corporate social responsibility.



## Materiality

To continue creating new value with our diverse stakeholders as well as to contribute to more fulfilling lifestyles and the prosperity of society, Mitsuuoko Group has identified six material issues (materiality) prioritized from among all social issues, taking into consideration the business of the Company within its long-term vision.



# Sustainability Promotion Framework

## “Mitsuroko Great Reset”

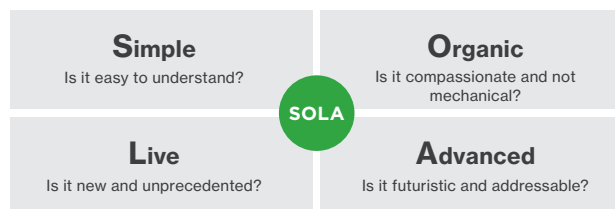
Up to now, Mitsuroko Group has continued to take up challenges without fear of failure while sensing changes in society and our customers' needs and changing ourselves as we look ahead to the future.

Our mission is to build on our efforts to fulfill lifestyles, bring joy to our customers, and bring smiles to people's faces in order to pave the way for the future, and we believe that this mission is achievable.

We operate amidst persistent and unprecedented changes with respect to the social landscape and business environment. Under these circumstances, we are called on to become a truly environmentally adaptive enterprise to ensure that we continue to achieve sustainable business growth going forward.

## Keyword: “SOLA”

SOLA is an acronym for Simple, Organic, Live, and Advanced. While adding a new perspective to SOLA, we will work to improve the self-purification capabilities of our businesses, organizations, and thinking with the aim of revitalization and sustainable growth to transform Mitsuroko Group into a stronger, more appealing company starting with these four concepts.



We are determined to reassess and revamp every aspect of our operations to achieve our vision of Mitsuroko Group, which we established by making Mitsuroko Great Reset the focus of our basic policy and action plan, under which we seek to persistently furnish people worldwide with value distinctive to Mitsuroko Group while adhering to our management philosophy.

### 1 Introduction of new work styles

We will introduce new work styles that improve employee health, employee and workplace safety, communication, productivity, and functionality while also fully reflecting the concept of “newness.”

### 2 Promotion of digitalization (digital transformation [DX])

Through digitalization or digital transformation (DX) that is not an extension of past customs or the old way of doing things, we will manage and save time, streamline, and accelerate office work, and upgrade our operations to realize new work styles through DX and improved customer satisfaction.

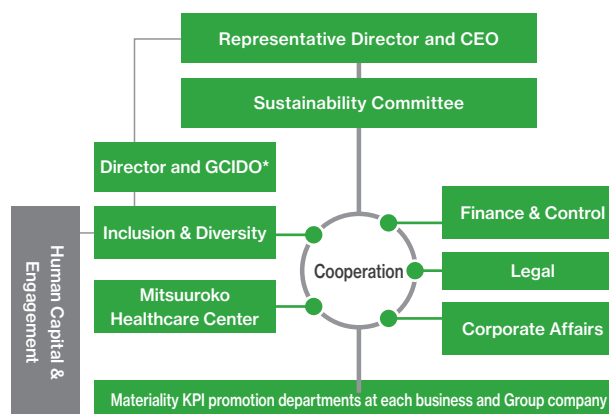
### 3 Achievement of management philosophy

**As a Lifestyle Producer, we consistently conduct our business with integrity and from the customer's perspective.**

A Lifestyle Producer

Every Day, Special !

## Sustainability promotion framework



\* Global Chief Inclusion, Diversity Officer

## Internal sustainability training

Sustainability training (introduction to ESG) via e-learning is provided for full-time Group employees to acquire knowledge on ESG and foster literacy.