

ESG Data Book 2024

Commitment to sustainability:

"We will pursue the true form of the insurance business, commit ourselves, and continue to protect the precious lives of our customers." This is the company philosophy. Since the founding of the company, we have delivered a "sense of relief" to customers through financial planning by proactively making local hires and continuing business activities closely integrated with each community.

Financial education initiatives, which are one part of business, aim to improve financial literacy and ensure equality across Japan.

By continuing to take earnest efforts in the company business, we will deliver a sense of relief for the children who will create the future of Japan. By aiming for ongoing improvement to corporate value, we will contribute to the realization of a sustainable society where people can live economically rich lives.

FP Partner Inc.
Tutomu Kuroki, Representative Director and President

[Sustainability Basic Policy]

Based on the corporate philosophy of the company, FP Partner aims to share a rich time filled with comfort together with the customer, always near throughout the lives of the customers and their families. FP Partner aims to improve corporate value and realize a sustainable society through contributions to customers and society.

Also, addressing environmental issues and social issues is considered a priority item in the management policy as we contribute to the realization of a sustainable society.

Based on this basic policy, we will execute the following initiatives.

1. Contributions to the environment

We will promote environmentally-friendly business practices to fulfill our responsibility to the environment.

In terms of specific initiatives, we take efforts for sustainable business activities, including expansion of digital books and promotion of recycling, etc.

2. Contributions to society

Based on the corporate philosophy, we will continue to work hard to contribute to society through participation in regional society, initiatives for social issues, and philanthropic activities, etc.

3. Cooperation with business partners

While complying with laws and regulations and social codes ourselves, we will cooperate with business partners to ensure fair and responsible business activities for society.

4. Human rights and ethics

We will continue to respect the dignity of all humans, take appropriate actions for various issues regarding human rights, and work hard to prevent human rights abuses before they happen.

5. Employee education and workplace environment

We respect employees and support ongoing high quality education and career development.

We will take efforts to ensure that employees are satisfied and can work in an appealing workplace.

6. Improve reliability

We will take efforts to enhance disclosed information and improve the accuracy and transparency of disclosed information.

Also, we will aim to improve corporate value and reliability by taking efforts to resolve social issues through conversations with stakeholders.

Environment

■ Environment policy

The Company began collecting the following data from November 2025.

After collecting data, we plan to develop specific policies and disclose them in June 2026.

■ Planned disclosure items

CO2 emissions (Scope 1 and 2)

Energy use volume

Electricity use volume

Renewable energy use volume

Renewable energy use ratio

Climate change

After collecting data for planned disclosure items, we plan to disclose initiatives to reduce greenhouse gases.

Society

Policies related to human rights

The Company has established the following policies in the “Sustainability Basic Policy” and “Compliance Basic Policy.”

■ Excerpt from Sustainability Basic Policy

4. Human rights and ethics

We will continue to respect the dignity of all humans, take appropriate actions for various issues regarding human rights, and work hard to prevent human rights abuses before they happen.

Full text: <https://fpp.jp/sustainability/>

■ Excerpt from Compliance Basic Policy

Code of Conduct

2. Interact with all people in a truthful, fair, and equal manner in various situations.

Full text: <https://fpp.jp/compliance/>

Policies related to Diversity & Inclusion

Regarding Diversity & Inclusion, the Company has established the following “Human Resource Education Policy” as below.

■ Expert/summary from Human Resource Education Policy

The Company proactively hires diverse human resources and considers maximizing the individuality and capabilities of employees important to maintaining high growth.

The Company evaluates the track record, abilities, aptitude, and character of candidates and performs fair hiring and promotion, regardless of gender, nationality, and beliefs, etc. We will establish an environment where human resources with various backgrounds can utilize their knowledge and skills and be successful.

Through the “culture of teaching one another” spread among Company employees, the knowledge and skills held by each employee are shared and deployed across the entire organization.

Policies related to HR system

Regarding the HR system, the Company has established the following in the “Multistakeholder Policy.”

■ Excerpt/summary taken from Multistakeholder Policy

Return to employees

The Company focuses the investment of management resources in growth fields, takes efforts for sustainable growth and productivity improvement through capability development and skill enhancement of employees, and aims to maximize added value. Based on a fair evaluation system stemming from profit and performance, the Company operates a remuneration system that rewards achievements and results to raise wages.

Also, aiming to improve the engagement and productivity of employees, the Company will enhance the management training, self-development support, and sales training for sales employees to improve the operations quality level. Furthermore, the Company aims to enhance welfare and benefits through an employee shareholding association system and incentives.

Centered on these human resource investments, the Company aims for sustainable return to employees of profit and results generated by value co-creation and productivity improvements through proactive and ongoing efforts.

Text: <https://fpp.jp/multi-stakeholder/>

[Initiative details]

- Health management (regular health checks, stress tests) • Alerts to reduce overtime, providing opportunities to receive health checks for employees working overtime for long periods
- Employee shareholding association system (incentive system) • Establishment of new lifestyle allowances • Early hiring of part-time, contract, or temp workers as full-time employees (internal employees), rehiring systems for mandatory retirees • Safety and health management, etc.

Human Resource Education Policy

In Company performance trends, the number of sales personnel and net sales have shown a close correlation. Hiring many diverse human resources who agree with the philosophy of the Company and expanding the abilities and uniqueness of each person are considered important factors in maintaining high growth.

The Company shall perform hiring and promotion to higher ranks after evaluating the performance, abilities, aptitude, and character of the individual, regardless of their gender, nationality, or beliefs, etc. Furthermore, we will provide a workplace where human resources of various backgrounds can easily be successful by executing their own knowledge and skills through a work format with a high degree of freedom. We aim to spread and evolve the knowledge and skills held by each human resource beyond organizations through a culture of teaching one another.

[Major initiatives]

Strengthen hiring: In addition to establish a company employee referral system, we will take efforts to strengthen hiring capabilities, including starting new graduate hiring for internal employees.

Strengthen development: In addition to holding a one month basic training for new employees upon hiring, the Company aims for new employee development that positions boss-subordinate interviews/evaluations and OJT as basic training.

Also, we will actively execute efforts to improve skills through nationwide company-held training and volunteer study sessions that can be attended by people in or outside organizations.

[Human resource development initiatives, training details]

Management training (for managers)

Training held for managers in the management meeting at the end of each term

Fiscal year ended November 30, 2022: Mental health training

Fiscal year ended November 30, 2023: HR evaluation training, harassment training

Management training (for new PM/UM)

Training held for persons newly promoted to PM (playing manager) or UM (unit manager) at the end of each term

Fiscal year ended November 30, 2022: Mental health training

Fiscal year ended November 30, 2023: Mental health training

Employee engagement

The Company conducts a yearly questionnaire for all employees as an engagement survey.

The Company analyzes the voices of employees heard from this survey and takes efforts to create a workplace where all employees can work comfortably.

Based on the answers gained in the company-wide questionnaire held in 2022, the Company focused on "communication" and "management." In December 2023, we implemented a "Management System INSIDES (1 on 1)" company-wide in order to improve engagement.

INSIDES visualizes the work mentality (psychological status) and personality (expressed both consciously and unconsciously during work) of members through a condition measurement. It is a tool to improve communication in organizations through a communication cloud that promotes dialogues with site managers.

In the future, we will continue to conduct company-wide questionnaires, proactively gather and utilize the opinions of employees, and work hard to create a better workplace environment.

■ Questionnaire period

June 28, 2023 to July 14, 2023

■ Targets

• 2,520 full-time officers and employees (includes transferees, part-time employees, and temporary workers)

■ Number of respondents

• 2,181 (Response rate: 87%)

■ Question/answer reason (% is for "I strongly agree" and "I somewhat agree" responses)

Q: Do you like FP Partner? (79%)

●Company atmosphere and personal relationships ●Culture of teaching one another ●Company customer gathering systems and remuneration structure ●Excitement as a growth company

●Company works hard for customers, etc. There were many answers that respondents were satisfied with culture, policies, business model, remuneration, education, etc.

Also, many people answered that "I struggled at other companies, but I was led to success here" etc., saying working here was a turning point for their life.

Q: Do you want to continue working at FP Partner in the future? (86%)

●To protect customers ●For self-growth ●Shared image of work ●Company customer gathering, remuneration, rich products

●Culture, in-company personal relationships, relationships of trust, etc. were a common answer.

Q: Do you think FP Partner is a company you can be proud of? (84%)

●Culture ●Business model ●Business area ●Boss and co-worker support, etc. were a common answer.

Many employees offered opinions on the social evaluation with the listing, the feeling of the company's growth, and expectations for the future.

Health management initiatives

The Company considers the health improvement of employees one important management issue. We aim to create a company where each employee is healthy and can work comfortably and actively and the entire company will work toward the health improvement of employees.

In the future, the Company will continue to maintain the company philosophy and work hard to create an environment where employees can work in good health.

Also, based on the company philosophy of "continuing to protect the important lives of customers with insurance," the Company made the "Health Declaration" in 2021, proceeded with initiatives for health management of the minds and bodies of employees and the creation of pleasant workplaces. We took efforts to establish an environment to maintain health, centered on mental health countermeasures through various training and information transmission.

As a result of the above, for three consecutive years from 2022, the Company was certified as a "Corporation Excellent at Health Management" (Large-scale corporation category) decided by the Ministry of the Economy, Trade, and Industry, and the Nippon Kenko Kaigi.

In the future, the Company will proactively support the health promotion of employees and their families through various measures.

<Examples of initiatives for health management of employees, health preservation, and improvement>

- Mental health measures, including self-care training and line care training
- Conducting stress check at nationwide sites
- Holding on-demand seminars about health

Reference: <https://fpp.jp/kenkoukeiei/>

Governance

Nomination and Remuneration Committee

The Company has established a Nomination and Remuneration Committee as a volunteer advisory body in order to strengthen the fairness, transparency, and objectivity of processes related to the nomination and remuneration of Directors and enhance corporate governance. It is comprised of at least three Directors selected by the Board of Directors meeting and at least half of them are independent Outside Directors. Also, the chairperson is selected from among the independent Outside Directors by decision of the Board of Directors meeting.

The Nomination and Remuneration Committee deliberates on matters related to the nomination and dismissal of Directors, matters related to the selection and dismissal of the Representative Director and Executive Directors, the appropriateness of the decision policy related to remuneration of individual Directors, and matters related to remuneration of individual Directors. It then provides suggestions and proposals to the Board of Directors.

Chairperson: Nobuyasu Ogata

Members: Yoshihiro Isaka, Makiko Nakagawa, and Tsutomu Kuroki

As a process for remuneration for Directors (and other officers), after creating the draft in the Board of Directors, questions and answers are exchanged in the nomination and remuneration advisory committee. Based on the details of the answers, the Board of Directors approves the resolution.

Special Committee

The Company has established a Special Committee as a volunteer advisory body in order to strengthen the fairness, transparency, and objectivity of processes related to important transactions that conflict with the interests of controlling and minority shareholders with respect to protecting the interests of minority shareholders and enhance corporate governance. It is comprised of at least three Directors and Audit & Supervisory Board Members selected by the Board of Directors meeting and at least half of them are independent Outside Directors. Also, the chairperson is selected from among the independent Outside Directors by decision of the Board of Directors meeting.

In consultation with the Board of Directors meeting, the Special Committee deliberates and reports on the propriety of important transactions with controlling shareholders.

Chairperson: Yoshihiro Isaka

Members: Nobuyasu Ogata, Makiko Nakagawa, and Yoshitaka Ota

Initiatives related to the audit system for information security

In order to fulfill our responsibility to protect customers from threats such as their precious information being leaked, etc., the Company has reviewed its network environment/MDM (device management system) and updated to a highly secure zero trust network environment through a VPN network environment.

In the future, in order to protect the precious personal information of customers, the Company will establish a safe and secure customer information management system that operates 24 hours a day, 365 days a year.

<Information Security Policy>

The Company recognizes information assets handled during business activities as an important management foundation. Protection from leakage, damage, and loss, etc. and appropriate management are a social responsibility. As such, the Company has established an Information Security Policy and shall execute and maintain this policy.

1. The Company shall comply with the Information Security Policy, and laws and regulations and guidelines related to information security.

2. The Company clearly recognizes information assets inside the Company, such as personal information and company secret information. It shall execute appropriate measures to secure the secrecy, usability, and completeness.

3. The Company shall establish an appropriate information security system and clarify responsibilities and roles. Also, the Company shall recognize the importance of information security and regularly educate executives and employees.

<Customer information management system>

The Company shall fulfill the responsibility to protect the customers' previous information from threats such as leaks, etc.

As countermeasures for these risks, the Company updated the existing VPN (Virtual Private Network) and MDM (device management system) and constructed a zero trust network environment in January 2024.

In order to protect everyone's precious information, the Company shall maintain a strong security system in the future and construct a safe and secure customer information management structure that operates 24 hours a day, 365 days a year.

<Information security countermeasure initiatives>

• Execute training of pseudo-targeted attack e-mails

Irregularly conduct pseudo-targeted attacks so that employees can learn how to respond to real attacks through this.

After conducting this, once again share the "Security Incident Response Flow" across the company and spread awareness of response methods.

General Manager of the Risk Management Department will be supervisor and each department manager will be in charge as the department leads.

<Third party certification acquisition status related to information security>

Information Security Management System

ISMS (Information Security Management System) certification acquired (November 2019)

Certification scope: System development, maintenance, and operation related to insurance agency services

<Acquired certification of "Life insurance multi-company agency: Service quality evaluation">

In February 2024, as a result of the multi-company agency services quality survey by the Life Insurance Association of Japan, the Company was certified as an agency that achieved all of the basic items for evaluation standards.

Policy related to the gathering, use, and maintenance of customer information

■ Personal Information Protection Policy

Regarding personal information handled in business activities, the Company considers the respect of rights and interests of the individual and protection of personal information a social responsibility. The Company positions the respect of rights and interests of the individual and protection of personal information as a most important item in operating business. It has established a Personal Information Protection Policy, which it executes and maintains.

1. Prohibition of acquisition, use, or provision of personal information besides the purpose of use

The Company shall establish a system that aims to respect the rights and interests of individuals and protect personal information. In terms of acquisition, use, and provision of personal information, it shall be handled appropriately according to set principles.

The Company shall establish measures so that personal information is not handled in a manner that exceeds the purpose of use displayed during acquisition.

2. Compliance with laws, regulations, and codes

In the handling of personal information, the Company shall comply with the laws and regulations and various guidelines applied to the protection of personal information, and other codes and policies decided by the government.

3. Safety measures

Through security countermeasures, the Company shall take efforts to prevent and correct any leak, loss, or damage of personal information.

4. Complaint and consultation response

In terms personal information handling and the Company's personal information protection management system, the Company shall take appropriate measures in response to complaints or consultations about the personal information of individuals.

5. Ongoing improvement of management system

The Company shall establish a management system related to protection of personal information, spread awareness to all employees, aim for regular reviews of the management system related to protection of personal information, and perform ongoing improvements.

General Manager of the Service Quality Department will be supervisor and each department manager will be in charge as the department leads.

Compliance Policy

■ Compliance Basic Policy

Code of Conduct

1. In order to contribute to the development of sound insurance business and gain trust from society, place the compliance with laws and regulations, etc. as the foundation of actions and work toward honest, fair, and appropriate business operations.
2. Interact with all people in a truthful, fair, and equal manner in various situations.
3. When discovering an action that violates laws and regulations, etc., muster the courage to identify it, and work with related parties to correct it.

The Company places compliance as one of the most important issues in management. All officers and employees must act while constantly being aware of social responsibility. Based on this policy, the Company shall establish a system for executing compliance.

Basic actions to support appropriate business activities

1. Be sufficiently aware of the public nature of the insurance business and take efforts to protect insured persons by maintaining the fairness of insurance recruitment.
2. Protect intellectual property rights and do no harm the intellectual property rights of others.
3. In terms of handling of customer information gained in business, take great care and strive for strict management to prevent any loss or leakage, etc., and do not use the information besides set purposes.
4. Work closely with police, etc. and institutions to take a strong stance against anti-social forces that threaten order and safety of civil society.
5. Manage transactions that involve conflicts of interest and perform appropriate business activities to prevent the interests of customers being improperly damaged.
6. Do not perform insider trading (trading of stocks, etc. that use important undisclosed information).
7. In relationships with competitors, do not engage in collusion, use unfair competitive measures, or request unfair transactions that take advantage of position in transaction.
8. Perform strict management of Company assets, important information, and operational secrets, etc.
9. Perform thorough checks at the time of transaction in order to prevent movement of revenue (money laundering/terrorism capital provision) through crime.
10. Do not use one's position in business for personal interests.
11. Respect human rights, do not discriminate against people due to race, nationality, gender, age, occupation, region, beliefs, or disability, or engage in harassment.
12. Secure a workplace environment that is easy and secure to work in.

Policies related to prevention of corruption

The Company has established the following policies related to prevention of corruption in the "Sustainability Basic Policy," "Compliance Basic Policy," and "Partnership Construction Declaration."

■ Excerpt from Sustainability Basic Policy

3. Cooperation with business partners

While complying with laws and regulations and social codes ourselves, we will cooperate with business partners to ensure fair and responsible business activities for society.

Full text: <https://fpp.jp/sustainability/>

■ Excerpt from Compliance Basic Policy

Code of Conduct

1. In order to contribute to the development of sound insurance business and gain trust from society, place the compliance with laws and regulations, etc. as the foundation of actions and work toward honest, fair, and appropriate business operations.
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The Company places compliance as one of the most important issues in management. All officers and employees must act while constantly being aware of social responsibility.

Based on this policy, the Company shall establish a system for executing compliance.

Full text: <https://fpp.jp/compliance/>

■ Excerpt from Partnership Construction Declaration

2. Compliance with "Promotion Standard"

Comply with the good transaction practices between parent businesses and subcontractors ("Promotion Standard" based on the Act on the Promotion of Subcontracting Small and Medium-sized Enterprises) and proactively engage in corrective efforts against transaction practices and commercial practices that hinder the construction of partnerships with business partners.

(1) Price setting method

Do not demand any unreasonable cost reductions. Upon setting the transaction price, if there is a request from the subcontractor to discuss price, respond to this request and sufficiently discuss the issue, including appropriate profit for the subcontractor considering the impact of increased labor expenses. Upon contracting, including setting transaction price, parent businesses shall clarify and issue the contract conditions in writing.

(2) Payment conditions for checks, etc.

In principle, subcontracting wages are to be paid in cash. When paying by check, do not place the burden for discount fees, etc. on the subcontractor. Also, the payment site will be within 60 days.

(4) Intellectual property/know-how

Perform transactions based on guidelines, etc. related to intellectual property transactions. Do not demand one-sided non-disclosure agreements, disclosure of know-how that uses the position in transactions, and unpaid transfer of intellectual asset rights, etc.

(5) Consequences from workstyle reforms, etc.

Do not make short-term orders or sudden specification changes to subcontractors that do not accompany appropriate cost compensation so that business partners can also respond to workstyle reforms. During disasters, etc., do not put one-sided burden in transactions on subcontractors. Also, when resuming business, take heed of the continuation of transaction relationships as much as possible.

Full text: <https://www.biz-partnership.jp/declaration/39095-11-00-tokyo.pdf>

Whistleblowing system

FP Partner Inc., for the purpose of strengthening compliance management, established a system for employee whistleblowing of improper actions by the organization or individual and a system to appropriately handle consultations related to this. Through this, the Company aims to prevent improper actions and target early discovery and corrective action. An overview of the whistleblowing process in the Company is as follows.

[Whistleblowing/consultation desk]

- Service Quality Department (Compliance department)
- Outside legal office designated by the Company

[Whistleblowing method]

- Phone or email

[Whistleblower/consultee]

- Company officer, employee, temporary worker, or former employee
- Company business partner officer or employee

[Process following receiving report]

- After receiving the report, determine whether an investigation is required by fair, equal, and honest means and notify the whistleblower on the future response quickly
- The investigation of facts related to the reported incident shall be performed by the General Manager and members of the Service Quality Department. The General Manager of the Service Quality Department, based on the details of the investigation, may select members of related departments as members to form an investigation team and perform the investigation.
- As a result of the investigation, if improper action is discovered, the Company may promptly take corrective action and measures to prevent reoccurrence, and shall promptly notify the whistleblower of these actions through the whistleblowing/consultation desk.

[Protection of whistleblowers]

Whistleblowers shall not receive unfavorable treatment for the reason of whistleblowing through the whistleblowing system. Persons violating these rules shall receive punishment in accordance with the employment guidelines and other guidelines. Also, the personal information of the whistleblowers will be protected.

ESG Data Book 2024				Unit	Boundary	Fiscal year ended November 30, 2021	Fiscal year ended November 30, 2022	Fiscal year ended November 30, 2023
Environment								
Climate change						Fiscal year ended November 30, 2021	Fiscal year ended November 30, 2022	Fiscal year ended November 30, 2023
CO2 emissions	Total exhaust emissions		t-CO ₂	Non-consolidated	-	-	Plans to collect data from fiscal year ending November 30, 2025	
	Scope 1		t-CO ₂	Non-consolidated	-	-		
	Scope 2		t-CO ₂	Non-consolidated	-	-		
Energy use volume		GJ	Non-consolidated	-	-			
Electricity use volume		kwh	Non-consolidated	-	-			
Renewable energy use volume		kwh	Non-consolidated	-	-			
Renewable energy use ratio		%	Non-consolidated	-	-			
Environment related laws and regulation violation	Number of violations		Cases	Non-consolidated	0	0	0	
	Fine amount		Thousands of yen	Non-consolidated	0	0	0	
Society								
Employees						Fiscal year ended November 30, 2021	Fiscal year ended November 30, 2022	Fiscal year ended November 30, 2023
Number of employees	Total number		Persons	Non-consolidated	2,074	2,252	2,578	
	Female		Persons	Non-consolidated	747	877	1,072	
	Male		Persons	Non-consolidated	1,327	1,375	1,506	
	Female ratio		%	Non-consolidated	36.0	38.9	41.6	
Number of sales employees		Total number	Persons	Non-consolidated	1,858	2,014	2,326	
Average age	Overall		Age	Non-consolidated	44.7	45.3	45.2	
	Female		Age	Non-consolidated	44.9	45.5	45.4	
	Male		Age	Non-consolidated	44.6	45.1	45.0	
Female management ratio *1		%	Non-consolidated	5.1	6.0	6.6		
Gender wage gap (Female/Male)		%	Non-consolidated	66.9	69.5	61.9		
Average annual salary		Overall	Thousands of yen	Non-consolidated	6,622	7,166	7,588	
Number of mid-career hires	Overall		Persons	Non-consolidated	470	541	694	
	Female		Persons	Non-consolidated	240	286	387	
	Male		Persons	Non-consolidated	230	255	307	
Turnover rate *2		Own circumstances	%	Non-consolidated	17.4	16.3	15.2	
Percentage taking childcare leave *3	Female		%	Non-consolidated	90.0	100.0	100.0	
	Male		%	Non-consolidated	-	7.7	19.4	
Percentage returning from childcare leave *4	Female		%	Non-consolidated	88.9	81.8	72.7	
	Male		%	Non-consolidated	-	100.0	100.0	
Percentage taking annual paid leave *5		%	Non-consolidated	101.9	99.3	101.9		
Disabled person hiring						Fiscal year ended November 30, 2021	Fiscal year ended November 30, 2022	Fiscal year ended November 30, 2023
Disabled person hiring ratio *6		%	Non-consolidated	1.9	2.1	1.5		
Human resource development						Fiscal year ended November 30, 2021	Fiscal year ended November 30, 2022	Fiscal year ended November 30, 2023
Number of participants in management training		All managers eligible	Persons	Non-consolidated	-	140	170	
Number of participants in management training		All new PM/UM eligible *7	Persons	Non-consolidated	-	15	10	
Number of certified persons		Number of FP certified persons *8	Persons	Non-consolidated	1,892	2,015	2,356	
Employee engagement						Fiscal year ended November 30, 2021	Fiscal year ended November 30, 2022	Fiscal year ended November 30, 2023
Company-wide questionnaire frequency		Times	Non-consolidated	1	1	1		
Company-wide questionnaire response rate *9		%	Non-consolidated	67	75	87		
Company-wide questionnaire results *9	Do you like FP Partner?		Score	Non-consolidated	82	80	79	
	Do you want to continue working at FP Partner in the future?		Score	Non-consolidated	-	83	86	
	Do you think FP Partner is a company you can be proud of?		Score	Non-consolidated	-	80	84	
Health management initiatives						Fiscal year ended November 30, 2021	Fiscal year ended November 30, 2022	Fiscal year ended November 30, 2023
Overtime hours		Per employee	Hours/month	Non-consolidated	3.2	3.7	3.6	

*1. Management in the Company refers to personnel in positions above Manager and Branch Manager.
*2. Turnover rate: Calculated by the number of resigned employees at the end of year divided by the number of employees at the beginning of the year.
*3. Based on the provisions of the Act on Childcare Leave, Caregiver Leave, and Other Measures for the Welfare of Workers Caring for Children or Other Family Members (Act No. 76 of 1991), calculated as the percentage taking childcare leave, etc. in Article 71-4, paragraph 1 in the Ordinance for Enforcement of the Act on Childcare Leave, Caregiver Leave, and Other Measures for the Welfare of Workers Caring for Children or Other Family Members (Ordinance of the Ministry of Labor No. 25 of 1991).
*4. Of employees who take childcare leave who expect to return to work, the percentage of those who actually do return to work.
*5. Calculated as the number of annual paid leave taken during this period (including carryover) divided by the number of annual paid leave granted during this period.
*6. In the fiscal year ended November 30, 2023, the disabled person hiring ratio fell dramatically due to the increase in the number of employees. The Company established disabled person acceptance systems in multiple departments and held regular company presentations for Hello Work.
In the fiscal year ending November 30, 2024, the Company has hired nine disabled persons (including persons given job offers by March 2024), and has improved the disabled person hiring ratio to 2.12%. The Company will continue measures to regularly hire disabled persons.
*7. PM: Playing Manager, UM: Unit Manager
*8. FP certified persons: The number of holders with CFP, AFP, or Grade 1-3 financial planning certifications
*9. Listing response rate of "I agree strongly/I somewhat agree" for particularly important questions (rounded down). The maximum score is 100.

Governance							
Director				Fiscal year ended November 30, 2021	Fiscal year ended November 30, 2022	Fiscal year ended November 30, 2023	
Number of Directors	Total number	Persons	Non-consolidated	8	9	10	
	Female Director ratio	%	Non-consolidated	-	-	10.0	
	Independent Outside Director ratio	%	Non-consolidated	25.0	33.3	40.0	
	Of which, Independent Outside Director female ratio	%	Non-consolidated	-	-	25.0	
Number of Board of Directors meetings held			Times	Non-consolidated	27	28	26
Auditor				Fiscal year ended November 30, 2021	Fiscal year ended November 30, 2022	Fiscal year ended November 30, 2023	
Number of Audit & Supervisory Board Members	Total number	Persons	Non-consolidated	2	3	3	
	Female Audit & Supervisory Board Member ratio	%	Non-consolidated	0.0	33.0	33.0	
	Independent Audit & Supervisory Board Member ratio	%	Non-consolidated	50.0	66.6	66.6	
	Of which, Independent Audit & Supervisory Board Member female ratio	%	Non-consolidated	0.0	33.0	33.0	
Number of Audit & Supervisory Board meetings held			Times	Non-consolidated	24	21	17
Nomination and Remuneration Committee				Fiscal year ended November 30, 2021	Fiscal year ended November 30, 2022	Fiscal year ended November 30, 2023	
Number of meetings of Nomination and Remuneration Committee			Times	Non-consolidated	-	-	1
Total remuneration for Directors (and other officers)			Millions of yen	Non-consolidated	151.4	146.3	174.2
Special Committee				Fiscal year ended November 30, 2021	Fiscal year ended November 30, 2022	Fiscal year ended November 30, 2023	
Number of meetings of Special Committee			Times	Non-consolidated	-	-	1
Audit corporation audit, non-audit expenses				Fiscal year ended November 30, 2021	Fiscal year ended November 30, 2022	Fiscal year ended November 30, 2023	
Audit corporation audit expenses			Millions of yen	Non-consolidated	35	35	35
Audit corporation non-audit expenses			Millions of yen	Non-consolidated	-	1	1
Compliance				Fiscal year ended November 30, 2021	Fiscal year ended November 30, 2022	Fiscal year ended November 30, 2023	
Compliance training recipient ratio			%	Non-consolidated	-	-	100.0
Corruption-related violation cases and fine amount				Fiscal year ended November 30, 2021	Fiscal year ended November 30, 2022	Fiscal year ended November 30, 2023	
Corruption-related violation cases			Cases	Non-consolidated	0	0	0
Corruption-related fine amount			Thousands of yen	Non-consolidated	0	0	0
Whistleblowing system				Fiscal year ended November 30, 2021	Fiscal year ended November 30, 2022	Fiscal year ended November 30, 2023	
Whistleblowing cases			Cases	Non-consolidated	11	3	4