

Sustainability Report **2024**



HAMAYA Corporation
Sustainability Report 2024

MANAGEMENT PHILOSOPHY

Growing Together and Sharing happiness with Everyone Involved with Our Company.

We constantly consider how we can bring happiness to our customers, express gratitude to everyone, and act fairly and impartially. This embodies Hamaya’s management philosophy of “WIN-WIN” and serves as the guiding principle for our actions.



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Reporting Period: October 2023 – September 2024
(Including content outside the reporting period)

Message from the Representative

In the fiscal year 2024, thanks to the tremendous support and cooperation from everyone, we were able to achieve a record-high sales revenue of 20.2 billion yen. We would like to take this opportunity to express our deepest gratitude.

As the responsibility placed on companies to contribute to building a sustainable society continues to grow each year, we believe that our reuse and recycling business plays an important role in realizing a recycling-oriented society. This year, our auction business became fully operational, ushering in a new stage where we maximize the value of reused products. Additionally, we have steadily increased our business partnerships and worked with various companies to promote sustainable business practices. As a result, we have been able to provide high-quality reused products to more customers and further invigorate the circulation of reused goods.

Furthermore, this fiscal year, we formulated our sustainability policy and strengthened our sustainability promotion framework. We are committed to considering the impact of our business activities on the environment and society more deeply and working toward sustainable growth.



Moving forward, we will continue to focus on creating a work environment that is both comfortable and fulfilling, ensuring that each employee can perform at their best. We will also enhance training programs to support employee skill development and career advancement, thereby fostering long-term growth.

The Hamaya Group will continue to challenge itself and strive for further growth as a company that meets society’s needs. We sincerely ask for your continued support and cooperation.

COMPANY INFORMATION

Company Name	HAMAYA Corporation	Business Activities	Reuse and Recycling Business Industrial Waste Collection and Transportation Auction Venue Operation E-Commerce Business
Head Office	1594Shimo-Garako, Higashimatsuyama-shi, Saitama 355-0076,Japan		
Business Locations	17 Purchasing Offices Reuse Center (Auction Venue) East Japan Material Center Crushing Facility	Domestic Group Companies	Gima Shoten Co., Ltd. Usednet Co., Ltd. Eco Logistic Systems Co., Ltd.
Established	January 21, 1991	Overseas Subsidiaries	HAMAYA DO BRASIL HAMAYA France
Capital	60 million yen	Other Businesses	Childcare Business Cosmetics Business Nordic Furniture Business Insurance Business Real Estate Business Fitness Business NPO Hamaya
Sales Revenue	20.2 billion yen		
Number of Employees	428		



Licenses and Permits	Secondhand Dealer License: Saitama Prefectural Public Safety Commission: No. 113A0737 Secondhand Market Operator License: No. 431130061053 Special International Species Business Permit: No. 05933 (Ivory Products, etc.) Liquor Sales License Industrial Waste Collection and Transportation Permits: Tokyo Permit Number 13-00-209936 Saitama Permit Number 01100209936 Gunma Permit Number 01000209936 Chiba Permit Number 01200209936 Kanagawa Permit Number 01400209936 ISO Certification: 9001/14001/27001 *Scope of Certification:Reuse and Recycling Center	Health Management Certification: Certified as “2024 Health Productivity Management Outstanding Organizationsa” Certified as “Saitama Public health management practice business establishment” Registered as “Saitama Public health declaration business establishment” Signed the United Nations Global Compact (2018) United Nations P.R.I.D.E Japan SDGs Award Best SDGs Promotion Company Award (2023)
		

Others



Our company signed the United Nations Global Compact in November 2018. We support the 10 principles outlined by the United Nations Global Compact regarding human rights, labor, environment, and anti-corruption. We are committed to promoting responsible management and contributing to the development of a sustainable society for all stakeholders.



We were honored to receive the “Best SDGs Company” award at the SDGs AWARD 2023, organized by the United Nations Pacific Rim Institute for Development & Education. Our reuse business was recognized for contributing to waste reduction in Japan, improving living standards in developing countries, and promoting a recycling-oriented society and environmental impact reduction beyond national borders.



SUSTAINABILITY POLICY

Sustainability Basic Policy

Under the management philosophy of “WIN-WIN”, the Hamaya Group contributes to the realization of a recycling-oriented society that transcends countries and regions through its reuse and recycling businesses. We believe that expanding our business activities, which directly reduce environmental impact, in a sustainable manner with various stakeholders will lead to the realization of a recycling-oriented society and enhance the corporate value of the Hamaya Group.

Aiming to be a company trusted by society, we will grow together with all those involved with the Hamaya Group and strive to bring happiness to everyone. We will act based on the following basic policy.

- 01 Through our reuse and recycling businesses, we aim to promote resource circulation and solve environmental issues, while also fostering economic development. Through these efforts, we contribute to improving the quality of life for people in Japan and developing countries.
- 02 We comply with laws and societal rules, and execute our business operations fairly and honestly, treating all those involved with the Hamaya Group with equality and fairness.
- 03 We prioritize employee health and safety, work to improve the working environment, and respect individual rights and diversity, promoting business activities that empower each individual to thrive and find fulfillment in their work.

Sustainability Promotion Framework

The Hamaya Group is strengthening its sustainability promotion framework to enhance corporate value from a sustainability perspective.

In May 2024, a cross-departmental sustainability promotion project team was established, creating a framework that allows us to focus more on promoting sustainability.

One member from each department participates in the project team, establishing a collaborative system that can promote sustainability in each department.

Main Sustainability Initiatives of the Hamaya Group

The Hamaya Group focuses on Environmental, Social, and Governance (ESG) factors in its business activities, aiming to contribute to solving societal challenges and advancing efforts toward the realization of a sustainable society.



	ESG	Theme	The Hamaya Group's Main Initiatives	Related 17 SDGs
Solving social issues through our business activities	E	Reduction of Waste Emissions and Resource Circulation	<ul style="list-style-type: none"> Recycling, refurbishing, and resale of used items both domestically and internationally (resource circulation across countries and regions). Expanding sales and procurement channels to maximize product value. Recycling of electronic circuit boards collected from overseas. Investing in the improvement of the quality of reuse and recycling operations. Visualizing the CO2 reduction contribution of the Hamaya Group's reuse and recycling business. 	<div> <div>11</div> <div>SUSTAINABLE CONSUMPTION AND PRODUCTION</div> </div> <div> <div>12</div> <div>RESPONSIBLE CONSUMPTION AND PRODUCTION</div> </div> <div> <div>13</div> <div>CLIMATE ACTION</div> </div>
	E	Building and Expanding Networks and Partnerships to Promote Resource Circulation	<ul style="list-style-type: none"> Creating and Expanding Networks that Connect Goods and People (Establishing hub functions) Building and expanding networks to collect used items from various sectors, including government agencies, businesses, private companies, and consumers, to promote resource circulation. Promoting recycling activities in collaboration with employment support facilities for people with disabilities. Conducting awareness-raising activities related to waste reduction and environmental issues. 	<div> <div>17</div> <div>PARTNERSHIPS FOR THE GOALS</div> </div>
	S	Improving Quality of Life for People	<ul style="list-style-type: none"> Selling daily household products such as home appliances collected domestically to people in developing countries (approximately 70 countries) and to domestic individuals who are newly in need of them. 	<div> <div>1</div> <div>NO POVERTY</div> </div> <div> <div>10</div> <div>REDUCED INEQUALITIES</div> </div> <div> <div>11</div> <div>SUSTAINABLE CITIES AND COMMUNITIES</div> </div>
	S	Creating Employment Opportunities and Providing Employment Support for People with Disabilities	<ul style="list-style-type: none"> Operation of continuous support for employment services [TypeB] to improve the knowledge and skills for work (NPO HAMAYA) Expanding outsourcing of work to disability employment support facilities. 	<div> <div>8</div> <div>DECENT WORK AND ECONOMIC GROWTH</div> </div> <div> <div>10</div> <div>REDUCED INEQUALITIES</div> </div>
	G	Enhancing Compliance Awareness Among Stakeholders	<ul style="list-style-type: none"> Conducting workshops and information dissemination to improve compliance awareness across the entire supply chain. 	<div> <div>16</div> <div>PEACE, JUSTICE AND STRONG INSTITUTIONS</div> </div>
Strengthening the management foundation	S	Creating a comfortable and Fulfilling Work Environment	<ul style="list-style-type: none"> Creating an environment for employees to grow autonomously and thrive throughout their lives. (Talent Development and Career Support) Improving the workplace environment to maintain employees' physical and mental health, including efforts to prevent accidents, promote health, address harassment, and invest in necessary equipment. 	<div> <div>3</div> <div>GOOD HEALTH AND WELL-BEING</div> </div> <div> <div>4</div> <div>QUALITY EDUCATION</div> </div> <div> <div>5</div> <div>GENDER EQUALITY</div> </div> <div> <div>8</div> <div>DECENT WORK AND ECONOMIC GROWTH</div> </div>
	S	Advancing Diverse Talent	<ul style="list-style-type: none"> Creating an environment where everyone can thrive, regardless of individual differences. Career support for senior employees Promoting Work-Life Balance 	<div> <div>5</div> <div>GENDER EQUALITY</div> </div> <div> <div>8</div> <div>DECENT WORK AND ECONOMIC GROWTH</div> </div>
	G	Strengthening Governance	<ul style="list-style-type: none"> Building a governance structure with high transparency and efficiency Promoting DX (Digital Transformation) in business operations Enhancing risk management 	<div> <div>16</div> <div>PEACE, JUSTICE AND STRONG INSTITUTIONS</div> </div>

ENVIRONMENT

Environmental Policy

The Hamaya Group aims to create a recycling-oriented society while protecting the global environment and supporting people’s enriched lives.

Through our reuse and recycling business activities, we significantly contribute to reducing environmental impact and actively promote business operations that consider the preservation of the Earth’s environment.



01. Reduction of Waste Emissions and Resource Circulation

Through our core reuse and recycling business, we are working to reduce the amount of waste generated in Japan and promote resource circulation beyond regional and national boundaries.

We have set the following goals for the period from October 2023 to September 2024, directly aligned with achieving SDGs Goal 12: "Responsible Consumption and Production" and Target 12.5, which aims to "substantially reduce waste generation through prevention, reduction, recycling, and reuse by 2030."

Overseas Reuse : 9.08 million items (2,330 containers) per year
Domestic Reuse : 2.61 million items per year
Base Metal Recycling : 64,000 tons per year
Urban Mine Recycling : 5,200 tons per year

We believe that increasing the volume of products we handle for reuse (repurposing) and recycling (resource recovery) will lead to achieving these targets.

02. Expanding the Network to Enable Resource Circulation

The Hamaya Group believes that increasing the volume of reused and recycled products is important, but expanding the collection and sales routes is equally essential.

We are working to develop new routes that are not yet covered by our existing collection and sales network for used goods. By building partnerships with government agencies and private companies, we will continue to expand the circle of resource circulation.

03. Compliance with Environmental Laws and Regulations

We comply with global and domestic environmental laws, regional ordinances, and agreements, ensuring appropriate responses and adherence to regulations.

04. Environmental Education and Awareness Activities

As a company engaged in reuse and recycling, we actively promote educational and awareness-raising activities on environmental issues. We aim to increase interest and awareness of environmental issues among a wide range of stakeholders, including business partners, and enhance understanding of reuse and recycling. Through internal training and education programs, we will improve the environmental awareness of all employees and work together to address environmental challenges.

05. Improving Energy Efficiency and Promoting Energy Conservation

To reduce greenhouse gas emissions from our business activities, we will continuously improve energy efficiency and promote energy conservation, thereby reducing our environmental impact.

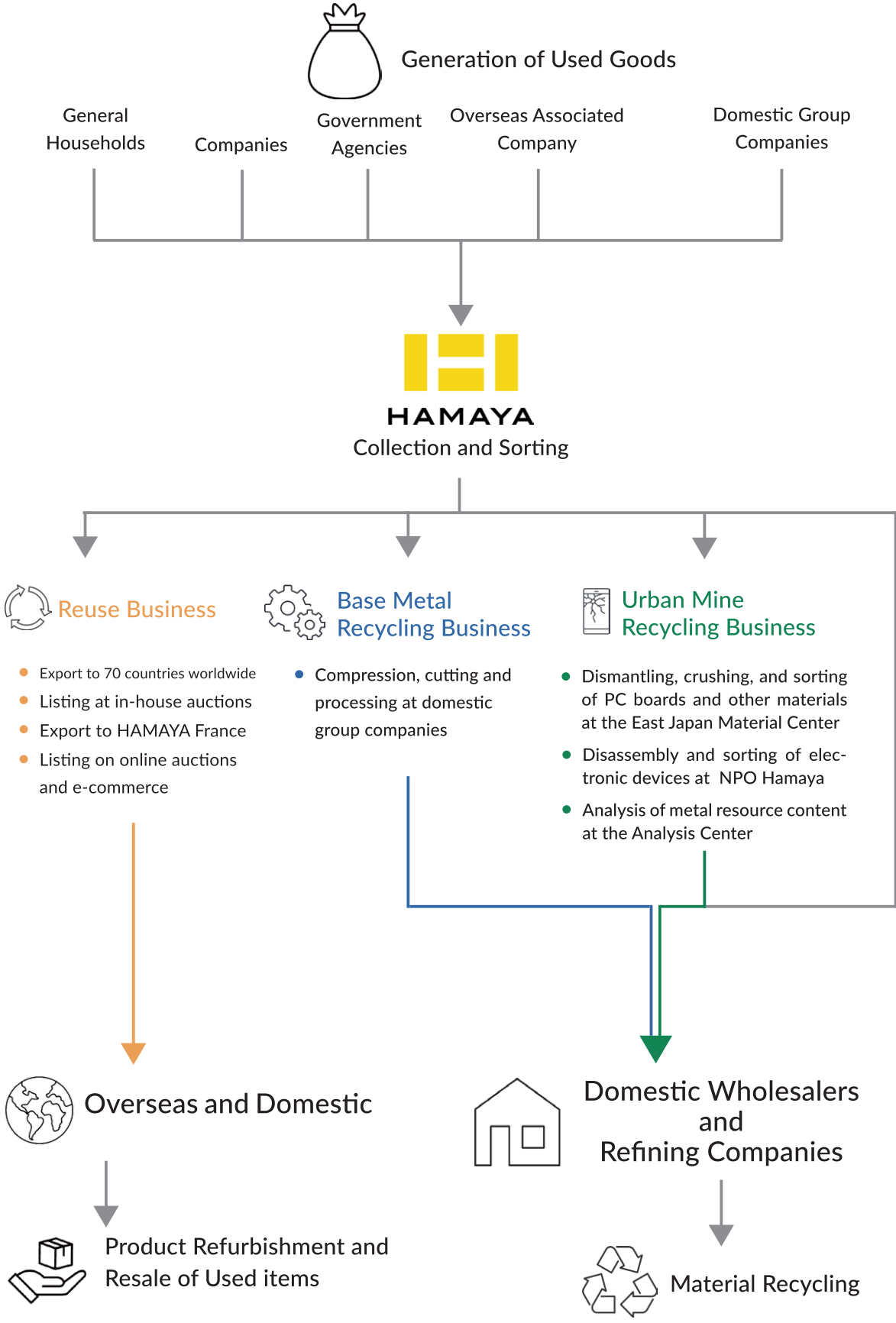
06. Selecting Environmentally Friendly Materials and Resources

To promote sustainable resource use, we strive to select raw materials and supplies with minimal environmental impact.

07. Waste Reduction

We strive to reduce waste generated by the company and promote resource circulation.

Hamaya's Business Flow





Reuse Business

We purchase products that would otherwise be discarded and sell them as second-hand goods through export to overseas markets. Our reuse business significantly contributes to the global circulation of resources. While we have traditionally focused on home appliances and bicycles, we now handle a wide range of products, including furniture, household goods, antiques, folk crafts, and vintage tools.



Achieving a Recycling-Oriented Society and Reducing Environmental Impact

Our reuse business plays a significant role in reducing waste emissions by delivering a wide range of used items, such as home appliances and furniture, from Japan to new users domestically and abroad who need them. Thanks to the resale of reused products through our business, more than 12 million items ¹ of home appliances, furniture, household goods, and bicycles are prevented from being discarded each year. This waste reduction helps lower CO2 emissions, contributing to reducing environmental impact and addressing climate change.

We deliver reused products to approximately 70 countries worldwide ², thereby making a significant contribution to the global-scale implementation of a recycling-oriented society.

Notes

- ¹ Domestic and Overseas Handling Volume from October 2023 to September 2024
- ² Number of Countries with Transaction Records



Improving the Quality of Life for People Worldwide

We deliver reused products to approximately 70 countries, primarily in developing countries. These products are repaired and sold locally, contributing to job creation in the local communities. Additionally, people who cannot afford to buy new products can purchase high-quality Japanese second-hand goods at affordable prices, thereby improving their quality of life.

Establishing a Collection Network

We have built an used goods collection network in collaboration with approximately 83,000 partners ³ (including businesses, individuals, companies, and government agencies). Hamaya's nationwide network of collection points enables us to collect used goods from a wide range of sources.

Notes

³Actual number of suppliers (business partners) from October 2023 to September 2024.

The number has significantly increased from the previous year due to the addition of users from the e-commerce (home pickup purchasing service) business launched in September 2023.



Overseas Reuse

Number of Trading Countries:
70 countries per year¹

United States, Cambodia, Cameroon, Greece, Guatemala, Singapore, Tanzania, Chile, Dubai, Philippines, France, Bulgaria, Mali, Malaysia, Myanmar, Nigeria, Nicaragua, Pakistan, Peru, etc.

Number of Containers Shipped

Target: 2,330 containers/year²

Actual: **2,090** containers/year²

Number of Exported Products

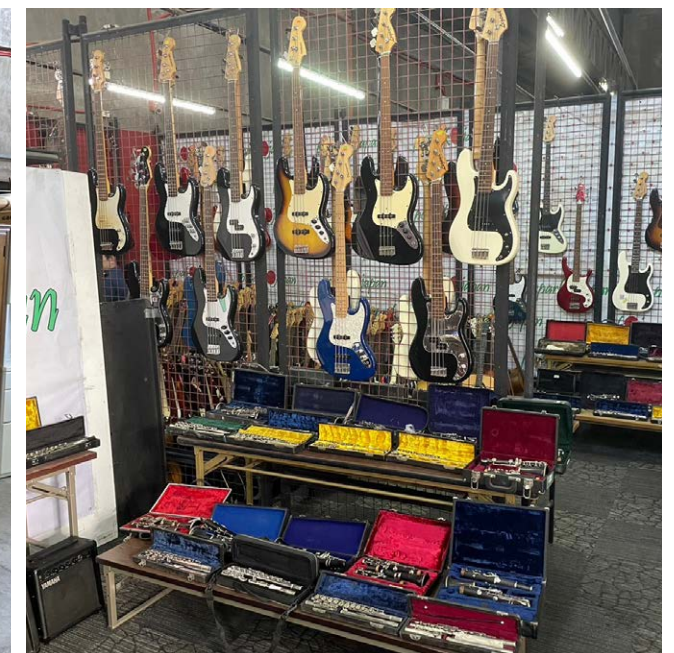
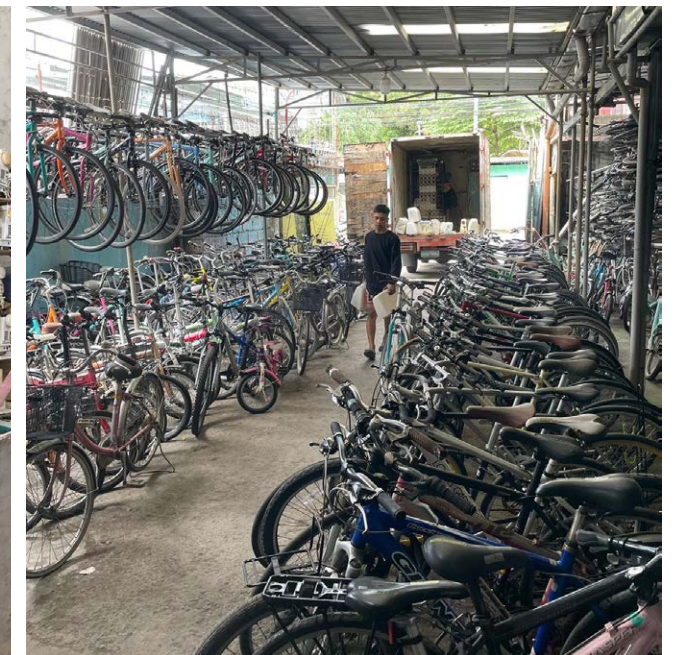
Target: 9.08 million items/year²

Actual: **9.00** million items/year²

Notes

¹ Number of Countries with Transaction Records

² Overseas Handling Volume from October 2023 to September 2024



Overseas Sales Process for Reused Products

①

Receiving

We receive used goods from households, businesses, government agencies, and companies.

②

Sorting and Packaging

The accepted products are sorted and packaged as needed.

③

Loading

Products are loaded into containers according to the order details.

④

Export

Containers are exported to the destination countries.

⑤

Resale

The products are repaired and maintained in the destination countries before being resold.



Domestic Reuse

Some of the products we receive are cleaned, repaired, and serviced by our group companies before being sold domestically as reused products. Each item is carefully maintained by skilled technicians and delivered to the next user in Japan who needs it.

Number of Products Distributed Domestically
Target: 2.61 million items/year
Actual: **3.29** million items/year¹
Notes
¹Domestic Handling Volume from October 2023 to September 2024

Domestic Sales Process for Reused Products



We also distribute certain items domestically, including rare items, folk crafts, antiques, and fine art pieces with artistic or historical value.



We carefully restore and resell vintage furniture imported from Denmark and the United Kingdom. Each piece is carefully disassembled, cleaned, and repaired by hand in Japan before being resold in the domestic market.

Reuse Center

The Reuse Center serves as the hub for four key businesses: e-commerce, auction, antique, and brand reuse. Through these businesses, we maximize the value of reused products and facilitate efficient buying and selling.

Antique Business

We identify value in old home appliances, traditional Japanese furniture, and household goods as vintage or antique items and export them to Asia and Europe. We also list these items in our in-house auctions, achieving higher sales prices compared to regular exports. Moving forward, we plan to strengthen sales in Europe by handling more products that have low domestic demand but are in high demand in European markets, thereby promoting reuse.



EC Business

Through a business partnership with OZVISION Inc. we directly procure high-quality used products through the home pick-up purchasing business "Pollet" and primarily sell them via e-commerce.

This has allowed us to expand our procurement from customers (approximately 41,400 people*) that were not previously covered by store purchases, and to expand our sales channels. In the future, we plan to improve work efficiency by introducing roller conveyors and a centralized management system, strengthening listings on multiple e-commerce platforms, and establishing our own home pick-up purchasing business.

Notes

*Number of suppliers (procurement) from October 2023 to September 2024.



Brand Reuse Business

We buy and sell branded goods, with experts carefully authenticating each item to ensure accurate pricing.

Since December 2023, we have been listing these products in our in-house auctions to expand sales channels.

By clarifying appraisal rules and strengthening bidding opportunities, we aim to improve procurement and achieve higher sales prices.





History of Hamaya Auctions

October 2023

First Hamaya Auction held

December 2023

Increased the number of auction items through a business partnership with SAKAI Moving Center Co., Ltd.

March 2024

Increased the frequency of Furniture, Home Appliances, and Household Goods Auctions from once to twice a month

April 2024

Launched Figure and Hobby Auctions with both pre-bidding and live events

September 2024

Present



Auction Business

To revitalize the domestic and international reuse markets, we aim to create a healthy, mutually beneficial marketplace for both sellers and buyers by holding auctions. We host auctions five times a month, each focused on different product categories, providing a platform for trading a diverse range of highly specialized products. Building on the trust we have established with domestic and international customers, we plan to continue welcoming new participants from around the world and further expand the market.

Categories of Products Handled
Stage Props/Antiques/Western Tableware/Figures and Hobby Items/Home Appliances, Furniture, and Household Goods/Branded Goods

Total Number of Transaction Lots

Number of Lots = Number of auctioned items

Approximately **97,500** lots

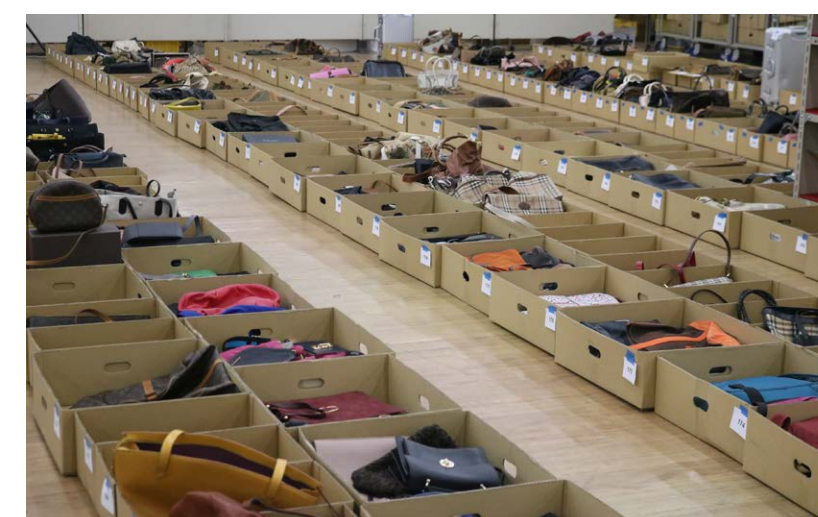
October 2023 – September 2024

Total Number of Attendees

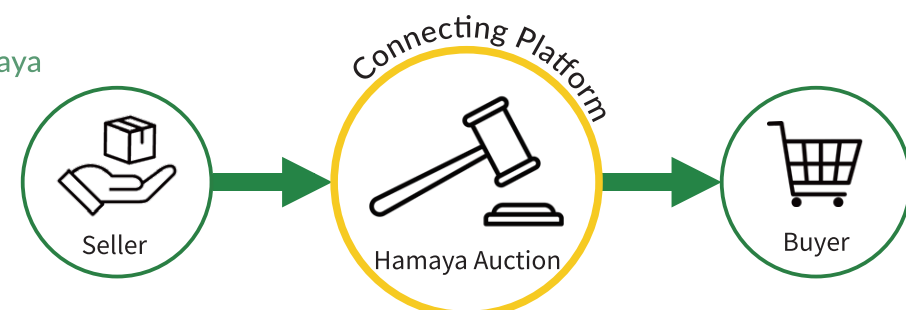
2,953 attendees

Visitors from countries including China, Thailand, Vietnam, the Philippines, and Pakistan and others

October 2023 – September 2024



Role of Hamaya





Recycling Business

We operate a base metal business at 17 locations nationwide to support the recycling of metal resources such as iron, copper, and aluminum through collection, sorting, and processing. In our urban mine recycling business, we have established an in-house system to analyze the precious metal content of discarded PCBs. We also operate processing facilities that handle disassembly and crushing, playing an important role in the overall recycling process. These efforts have strengthened our competitiveness, allowing us to purchase materials at fair and competitive prices and ensure the stable supply of high-quality recycled materials.



Achieving a Recycling-Oriented Society and Reducing Environmental Impact

We significantly reduce waste emissions by collecting metal resources and discarded PCBs and supplying them to domestic refining companies. We handle approximately 72,055 tons of recycled materials annually, including iron, copper, aluminum, and PCBs. (From October 2023 to September 2024) We also collect PCBs from our group company in Brazil and other overseas partners, contributing to global resource circulation beyond Japan. By recycling these metal resources, we reduce CO₂ emissions, helping to minimize environmental impact and support climate change mitigation.



Employment Support for People with Disabilities

We support the creation of job opportunities and promote employment for people with disabilities by outsourcing the disassembly and sorting of small electronic devices—such as game consoles and laptops collected by our company—to employment support facilities.



Establishing a Collection Network

We have built a collection network for used items in collaboration with approximately 83,000 partners¹, such as businesses, individuals, companies, and government agencies. Through Hamaya's nationwide network of locations, we collect used items from a wide range of sources.

Notes

¹Actual Number of Suppliers (Procurement) from October 2023 to September 2024. The number of users from our e-commerce (home pick-up purchase) business, launched in September 2023, has been included, resulting in a significant increase from the previous year.



Base Metal Business

In our base metal business, we collect, sort, and process metal resources such as iron, copper, and aluminum to facilitate a stable recycling cycle. Japan has developed a variety of recycling systems and technologies to effectively utilize metal resources. To ensure the stable recycling of metal resources, it is essential to establish a collection network and process materials into a recyclable state. We utilize 17 locations nationwide to ensure the steady collection of metal resources. The collected metal resources are reborn as new materials through an optimized recycling system.



Base Metal Products Handled

Iron, Stainless Steel, Aluminum, Gas Regulators, Gas Meters, Copper, Brass, Nickel Silver, Copper Pipe Sheathed, Electric Wires, Water Heaters, Transformers, Motors, Radiators, Heat Sinks, Breakers, Solder, Lead, Batteries, UPS, among others



Handling Volume

Base Metals

Target: 64,000 tons/year

Actual: **66,620** tons/year

Aluminum Wheels with Tires and
Automotive Catalysts:

125,675 items

Container Trading Countries

South Korea, India

(Handling volume from October 2023 to September 2024)

Flow of the Base Metal Recycling Business

①

Receiving

We receive materials from households, businesses, government agencies, and others.

②

Sorting and Storage

The accepted materials are sorted by type of metal and stored until a certain volume is reached.

③

Shipment and Material Recycling

The sorted metals are shipped to domestic refining companies and trading companies for material recycling.

Urban Mine Recycling Business

In the urban mine recycling business, we collect PCBs and waste electronic devices not only from Japan but also from overseas and supply them to domestic refining companies. We recover valuable metals such as gold, silver, palladium, and copper from products like computers and mobile phones. Accurate analysis of the metal content in PCBs requires a high level of technical expertise. We have established an in-house analysis center to enable precise analysis. Additionally, disassembly and crushing are carried out at our own East Japan Material Center, which plays a key role in the entire recycling process.



Urban Mine Recycling Handling Volume

Target: 5,200 tons/year

Actual: **5,435** tons/year

(Handling volume from October 2023 to September 2024)

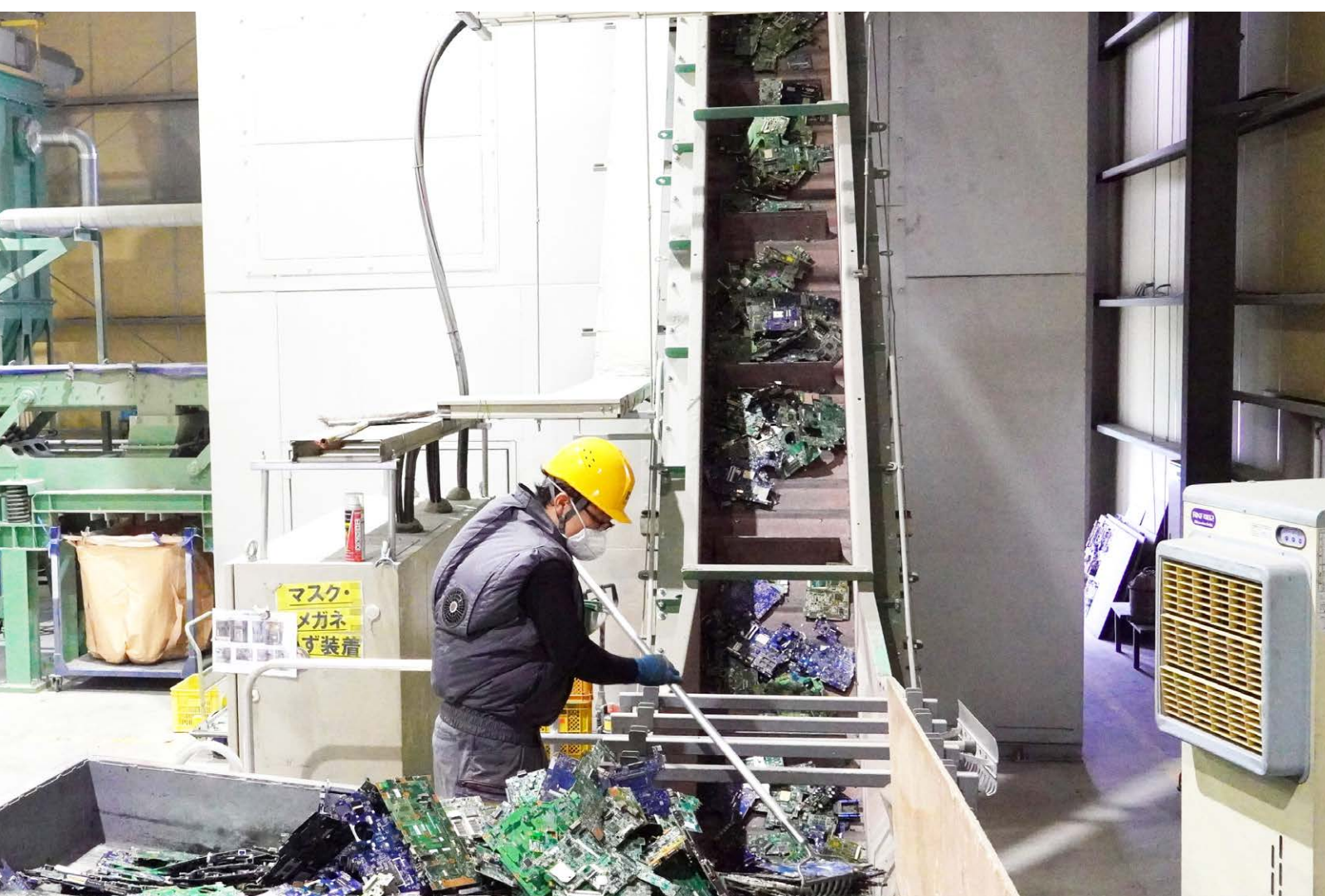
Past Trading Countries:

Philippines, Brunei, Hong Kong, Singapore, Brazil, Indonesia, Mongolia

↓East Japan Material Center

We handle the storage, quality control, crushing, and sales of PCBs. We have established a high-efficiency recycling environment using a crushing machine.

We also carry out the sorting and disassembly of small electronic devices.



Electronic Scrap Products Handled

PCBs, Power Supply Boards, CPU, Memory, Mobile Phones, Smartphones, Tablets, Portable Wi-Fi Routers, PC Servers, HDD, External HDD, Power Supply Boxes, Optical Drives, PC Cards, Network Devices, Memory Cassettes, Cable Connectors, Gold-Plated Products, among others



Raku-Raku Purchase Service [Mail-In Purchase]

Since 2019, we have been offering a service that allows customers to send in PCBs, electronic components, electronic devices, and various scrap materials in cardboard boxes for purchase. This service is available nationwide and can be used by both corporate and individual customers.



Analysis Center

At our in-house analysis center, we use an ICP emission spectrometer to measure the content of precious metals in PCBs and other materials. Accurate measurement of metal content allows us to offer fair and competitive purchase prices.

Flow of the Urban Mine Recycling Business

1

Receiving

We receive materials from households, businesses, and government agencies, and others. We also receive PCBs collected overseas.

2

Disassembly, Sorting, and Crushing

We perform disassembly, sorting, and crushing to provide higher-quality recyclable materials.

3

Shipment and Material Recycling

The processed materials are shipped to refining companies for material recycling.

Used Item Donation Service "Kifu-Colle"

We offer a donation service where used items can be placed in a cardboard box and sent to contribute to society. Items that can be reused are exported to developing countries, while those that cannot be reused are repurposed or recycled as resources. This service is available to individuals who believe that instead of discarding their used items, they can help someone in the world by donating them.



Four Types of Support Created by Donations

01. Environmental Protection

By reusing and recycling items that would otherwise be discarded, we contribute to waste reduction and the reduction of CO2 emissions.

02. Creating Employment Opportunities for People with Disabilities

We outsource the disassembly and sorting of certain electronic devices that are unsuitable for reuse to employment support facilities. This provides work opportunities for individuals who may find it difficult to secure employment in general businesses and offers support to help them lead independent lives.

03. Improving the Quality of Life for People in Developing Countries

By reusing donated items in developing countries, we contribute to improving the quality of life and enhancing education in local communities. Additionally, as products are repaired and sold locally, this also leads to the creation of employment opportunities.

04. Donation of Water Purification Agents

To ensure access to safe and clean water in regions lacking such resources, we purchase water purification agents using part of the sales revenue and donate them through international organizations.

Water Purification Agent Donation Record
(as of September 2024):



Approximately 3 million liters of water purification agents



One day's worth of drinking water for 1.2 million people

The donation figures include the total amount from Mottainai Unso.

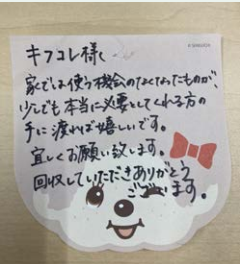
Donation of Wedding Dresses to the NPO DEAR ME

We donated four wedding dresses to the NPO DEAR ME. These dresses were remade into costumes for a fashion show featuring children from impoverished communities in the Philippines. The costumes were designed by the local children and crafted with high accuracy by Japanese volunteers.



Letters from Our Donors

Many people give with a sincere desire to help others, and it's truly heartwarming that letters are often included with their item donations—each one a reminder of the kindness behind every gift.



New Project

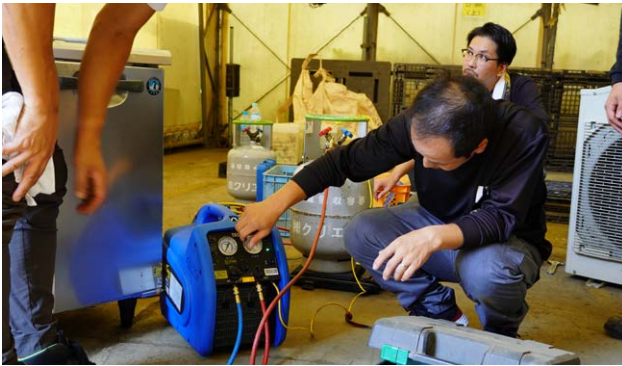
Freon Recovery Service

We provide Freon recovery services for discarded commercial equipment — including air conditioners and refrigerators — and collect refrigerant gases such as CFCs and HCFCs in compliance with legal requirements. The recovered gases are transferred to certified facilities for regeneration or destruction, contributing to environmental conservation.



Previous Recovery Achievements

95 units: December 2022 – September 2023
216 units: October 2023 – September 2024



Estate and Pre-Departure Organizing Services

When a residence is no longer needed—such as when relocating to a nursing home—we provide estate and pre-departure organizing services on behalf of relatives who may be unavailable due to work commitments or long distance. We handle the sorting of belongings and thoroughly clean the residence. Reusable and recyclable items are purchased by our company, restored through careful repair and maintenance, and given a new purpose. These items are delivered to those in need overseas, contributing to both sustainability and waste reduction.

Website



Instagram



Previous Achievemets: 16 cases



The Freon Recovery Service and Estate and Pre-Departure Organizing Services were new projects initiated through employee proposals. They were selected by the cross-departmental MyPro Support Team during the internal competition held in 2022.

For more information on MyPro, please refer to page 46.



PARTNERSHIP

Synergistic Effects through Partnerships

We believe that by forming partnerships and leveraging each other's strengths, we can achieve outcomes and impact that cannot be realized individually.

Therefore, we cooperate with various sectors, including domestic and international group companies, government agencies, and private companies, to build a network that enables resource circulation.

We will continue to maintain and strengthen these trust-based relationships, build sustainable partnerships, and aiming for the realization of a recycling-oriented society.



Maximizing Product Value

In collaboration with domestic and international group companies, we optimize the reuse and recycling of all items collected by our company.

United as a group, we strive to maximize product value, contributing to the realization of a recycling-oriented society.

Usednet Co., Ltd.

For items collected by HAMAYA Corporation, those with higher demand in Japan are cleaned, repaired, and maintained by Usednet Co., Ltd.

Each item is carefully serviced by skilled technicians and delivered to the next user in Japan who needs it.

Gima Shoten Co., Ltd.

Gima Shoten Co., Ltd. specializes in the disposal of ferrous and non-ferrous metal industrial waste.

Some of the ferrous and non-ferrous metals collected by HAMAYA Corporation are sent to Gima Shoten Co., Ltd., where they are cut, compressed, and processed. After processing, the materials are handed over to domestic refining companies and recycled.

NPO Hamaya– Tsurugashima Workplace / Miyako Workplace

NPO Hamaya is an employment support facility for people with disabilities or chronic illnesses, providing employment training for those who find it difficult to work in regular businesses.

At this facility, small electronic devices such as computers and game consoles collected by HAMAYA Corporation are disassembled and sorted.

Eco Logistic Systems Co., Ltd.

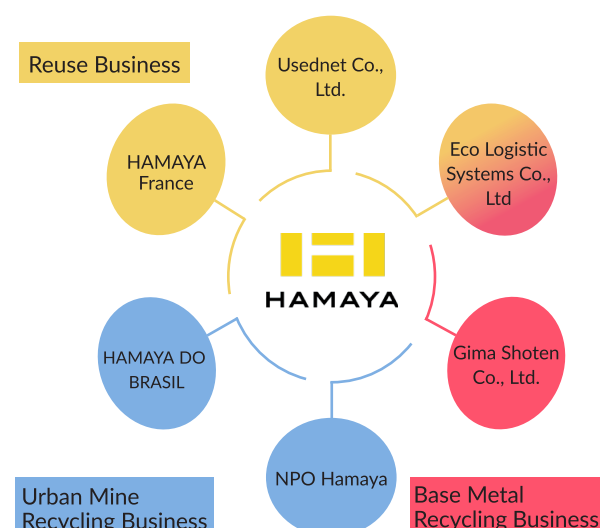
Eco Logistic Systems Co., Ltd. provides comprehensive logistics and recycling services at 21 locations nationwide. They specialize in circular logistics, offering services ranging from the collection and transportation of electronic waste and medical equipment to the disposal of industrial waste generated from office relocations and other sources.

HAMAYA DO BRASIL

At HAMAYA DO BRASIL, PCBs and electronic devices are collected from local businesses and vendors, where they undergo sorting and disassembly. After sorting, the materials are handed over to refining companies in Japan for recycling.

HAMAYA France

At HAMAYA France, we sell antique items, folk crafts, and traditional goods collected in Japan. Even items that may be difficult to sell in Japan are often popular in France. We deliver Hamaya products to customers across various regions in France.



NPO Hamaya

NPO Hamaya operates two employment support facilities where disability employment training is provided. The disassembly and sorting of small electronic devices such as computers and game consoles, collected by HAMAYA Corporation, are entrusted to people with disabilities. The compensation for this work is paid as compensation, supporting their independence. Additionally, the manual disassembly of items contributes to improving recycling and plays a part in the realization of a recycling-oriented society.



Average Compensation

38,873 yen/month (April 2023 – March 2024)

For comparison, the average in Saitama is 15,024 yen/month (April 2022 – March 2023).

Number of Small Electronic Devices Disassembled by People with Disabilities

666,221 units (April 2023 – March 2024)



In the EC business of HAMAYA Corporation, we outsource the assembly work of delivery boxes. Additionally, we outsource various tasks such as metal sorting, providing opportunities to work in diverse roles.

This contributes to improving skills with the goal of supporting future employment in regular businesses.

Number of Individuals Employed in Regular Businesses (Actual Result):

3 individuals (April 2023 – March 2024)

Flow from Item Drop-off to Resource Recycling

1

General Households, Businesses, Government Agencies, and Corporations

Used items are received from general households, businesses, government agencies, and corporations.

2

HAMAYA Corporation

The disassembly and sorting of the collected items are outsourced to NPO Hamaya.

3

NPO Hamaya

NPO Hamaya carries out the disassembly and sorting of items to create employment and support the independence of people with disabilities.

4

Refining Companies and Trading Companies

The items are shipped to refining companies or trading companies, where they are recycled.

HAMAYA DO BRASIL

HAMAYA DO BRASIL has made significant contributions to reducing landfill waste and creating jobs in Brazilian society through its electronic equipment and PCB recycling business. Additionally, by shipping PCBs to Japan, which has advanced refining technologies, it contributes to achieving a high recycling rate and securing resources for Japan.

Recycled Materials Handled

1,111 tons

(Handling volume from October 2023 to September 2024)

HAMAYA DO BRASIL Process

1

Receiving

We receive electronic devices and PCBs from general households and local businesses.

2

Sorting and Disassembly

Items are sorted and disassembled by type to ensure better quality recycled materials.

3

Shipping and Recycling

The PCBs are shipped to Japan, where they are processed using the crushing machines at our East Japan Material Center and then shipped to refining companies for further recycling.

HAMAYA France

At HAMAYA France, we sell antique items, folk crafts, and traditional goods collected in Japan.

Even items that are hard to sell in Japan often have significant demand in France. In addition to selling at flea markets and through e-commerce platforms, we also attend major events held not only in France but also in neighboring European countries, delivering Japanese products to a wider audience.

Reused Items Handled

Approximately **66.9** tons

(Handling volume from October 2023 to September 2024)



Kokeshi Redesign Project

From June 10 to August 30, 2024, a work exhibition titled “Olympic Stadium” was held at the Le Safran Convention Theater in Amiens, France, using kokeshi dolls donated by HAMAYA France. Kokeshi dolls are traditional Japanese wooden dolls with simple cylindrical bodies and round heads, often hand-painted with floral designs. The exhibition, organized by art school teachers in France and theater officials, received support from HAMAYA France, which provided kokeshi dolls that were originally intended to be discarded as they could not be sold as merchandise.

In July, as Amiens welcomed the Japanese delegation for the Paris Olympics, the idea of adding individuality to traditional kokeshi dolls emerged.

Graphic design students from Édouard Branly High School, following last year’s wooden bear project, transformed the kokeshi dolls into cultural symbols. Through the kokeshi dolls, the cultural influence of sports, which impacts both the mind and body, is expressed.

This initiative is part of the northern Amiens educational city project and has been recognized as part of the Paris 2024 Cultural Olympiad.

←Around 300 young people gathered for the event on June 19th.



Collaboration with Other Companies

We collaborate with other companies to promote resource circulation by launching multiple new services. By leveraging each other’s strengths and working together, we expand the possibilities of reuse and recycling.



Since 2018, we have been collaborating with Ekuipp Co., Ltd., which operates a marketplace called "Ekuipp" for buying and selling used machinery and measuring instruments, and with our affiliated company Used Net Co., Ltd.. Together, we are working to liquidate used equipment and parts in factories and create a secondary distribution market.



Since 2020, we have partnered with National Red Hat Light Truck Transport Cooperative Federation, a representative organization in the transportation industry, to launch a collection service that connects used items to reuse and recycling. We have also established a system where a portion of the sales is donated to provide water purification agents to support developing countries.



On February 7, 2022, we collaborated with Style Agent.Co.,Ltd. to establish Uragami Co., Ltd.. This company repurposes used furniture into fixtures and utilizes them for space design and decoration.



On August 30, 2023, we partnered with TAU Coporation to launch a service that allows customers to sell their cars. The cars purchased through this service are exported overseas if they can be reused, and those that cannot be reused are recycled as resources.



In 2023, we partnered with OZVISION Inc. to launch the "Pollet" home pick-up purchasing service. Through the Pollet website, items sent for shipping are assessed and purchased by our company.



Starting in 2024, we have partnered with SAKAI Moving Center Co., Ltd. to initiate a program where used items generated during moving are donated. Together with SAKAI Moving Center Co., Ltd., we are promoting resource circulation on a global scale.



We are participating in the "TEAMEXPO 2025 Program" Co-Creation Challenge, MOTTAINAI OSEKKAI CO-CREATION PROJECT and working alongside other participating companies to utilize the resources around us more effectively and efficiently. Through this collaboration, we aim to realize a "sustainable recycling-oriented society" that enables sustained growth.



Through the reuse of secondhand items generated during moving, we are promoting the circulation and effective use of goods. Many of the items people typically discard when moving are still reusable or may hold value for others. To address this, we offer customers the option to donate and repurpose used items instead of discarding. Going forward, we will continue to expand our efforts to connect value across communities and contribute to the creation of a recycling-oriented society.

Flow of Goods Circulation

1

Customer

Customers gather reusable donation items during the move and label the boxes.

2

SAKAI Moving Center Co., Ltd.

On the moving day, SAKAI Moving Center Co., Ltd.'s staff collects the items and delivers them to HAMAYA Corporation.

3

HAMAYA Corporation

We receive the items and sells them domestically and internationally.

4

Sales Destination

Items are reused domestically and internationally.

Collaboration with Private Companies and Government Agencies

We collect used items from both private companies and government agencies, in addition to households, and promote resource circulation through reuse and recycling. By expanding collection beyond individual households, we are able to significantly reduce waste. Furthermore, we have signed a disaster agreement with Higashimatsuyama City, where our headquarters are located, to purchase reusable and recyclable items generated during emergencies.

Waste Reduction through Collection of Used Items from Private Companies
We also collect used items from businesses and universities, contributing to reuse and recycling, thus promoting waste reduction.



Railway Companies
Lost items / Wheels / Cables



Food Service Industry
Tableware / Cutlery / Cooking equipment



Accommodation Facilities
Televisions / Air conditioners



Retailers and Wholesale Stores
Overstock / Trade-in items



Government Agencies and Universities
PCs / Abandoned bicycles



Manufacturers
Prototypes / Production waste



E-commerce and Delivery
Transit-damaged item /
Returned or exchanged items



IT Equipment
PCs / Communication devices /
On-site data erasure

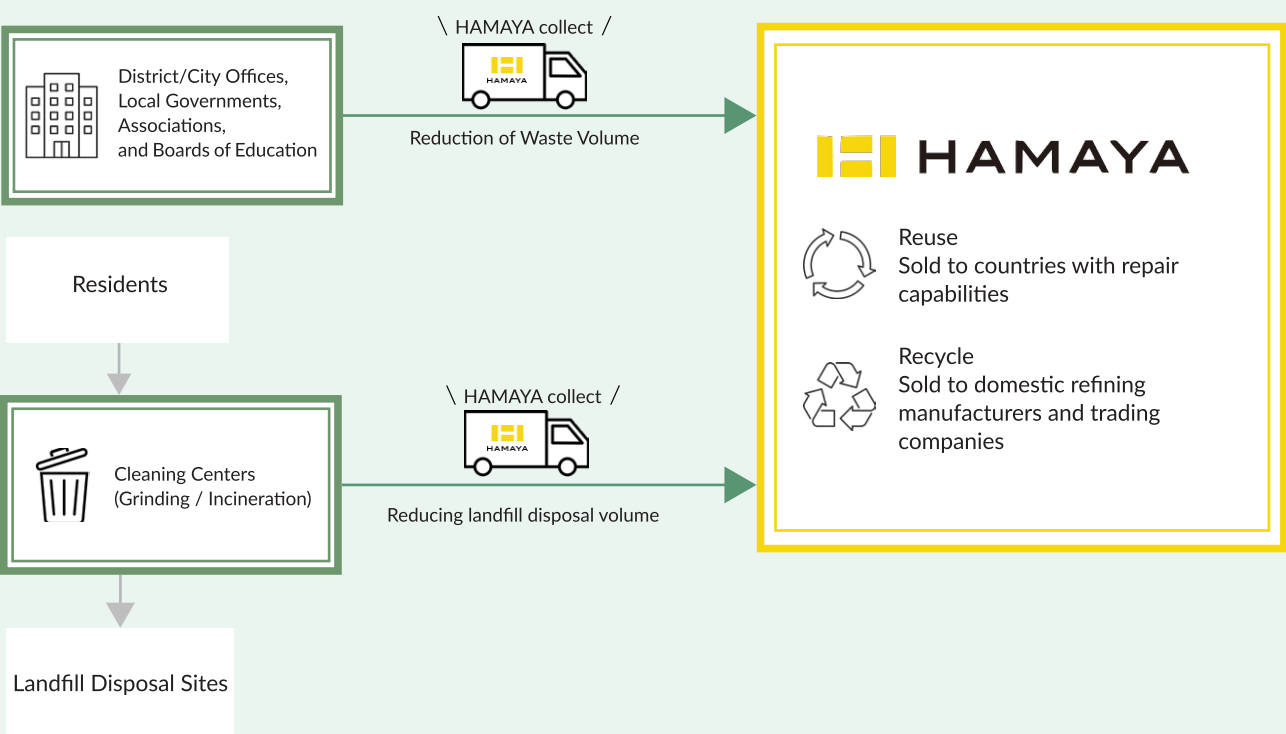
Contributing to the Reuse and Recycling of Bulky Waste Collected from Local Government Agencies

We purchase reusable items such as electronics, household goods, and bicycles generated from bulky waste brought to the cleaning centers, helping to reduce landfill disposal and increase revenue simultaneously.

Transaction Records (Handling volume from October 2023 to September 2024)

Contracted Government Entities	Reused Items Handled	Reused and Recycling Items Handled
37 municipalities and associations	60,845 items/year	643,107 kg/year

Flow of Government Transactions



Disaster Agreement with Higashimatsuyama City

The Ethos Cooperative Union, of which our company is a member, has signed an agreement with Higashimatsuyama City to contribute to regional recovery in the event of an emergency. By purchasing reusable and recyclable items that can no longer be used due to flooding or other disasters, we will continue to contribute to the local community.



Internal Sustainability Promotion

We are implementing various initiatives to deepen employees' understanding of sustainability. Our goal is to make the SDGs more relatable and personal for as many employees as possible and to integrate them into our corporate culture.

01 Information Dissemination through Internal Newsletters and Portals

To promote awareness of the SDGs within the company, we feature topics related to sustainability and the SDGs in our internal newsletters and on the company portal. This helps deepen understanding of the 17 SDGs, illustrates how our business connects with the SDGs, and communicates how promoting sustainability leads to tangible outcomes. Our goal is to spread the significance and values of sustainable management across the company.

02 Submission of CoP to the United Nations Global Compact

Our company is a member of the United Nations Global Compact, and we submit an annual Communication on Progress (CoP) report outlining our practices and achievements in the four areas of human rights, labor, environment, anti-corruption, and governance. The Representative Director reaffirms the company's continuous support for the Global Compact through a declaration, and we respond to questions regarding our actions. Going forward, we will continue to review our efforts each year and strengthen our initiatives in these four areas and governance.

03 Initiatives to Reduce Environmental Impact

In pursuit of a decarbonized society, we are transitioning to energy-efficient equipment and machinery to reduce power consumption and greenhouse gas emissions. By upgrading our facilities, we have not only reduced energy-related CO2 emissions and running costs, but also improved operations, streamlined workflows, and enhanced the working environment.

● Forklifts

97% of the forklifts we use are battery-powered, eliminating the generation of exhaust gases. This helps reduce both emissions and noise, contributing to a safer working environment by lowering the risk of health issues for employees working in the warehouse.

● Multifunction Printers

We use multifunction printers across the company that have low power consumption and require fewer cartridge replacements.

● Cloth Towels

At each location, we provide cloth towels for customers, partnering with a leasing service for cloth towels to reduce waste.

● LED Lighting

Across the company, we have switched to LED lighting, which has a longer lifespan and consumes less power compared to fluorescent lights.

● Renewable Energy

We have installed solar panels to contribute to the use of renewable energy.

Awareness and Education Activities to Raise Environmental Consciousness

As a company engaged in the reuse and recycling business, we actively promote awareness and educational activities related to environmental issues. We work to raise the interest and awareness of many people, including our business partners, toward environmental matters and encourage greater consciousness about reuse and recycling.



ecotopia: A Web Media Platform for Recycling and Environmental Issues

We operate an owned media platform, ecotopia, which shares the latest news on environmental issues, recycling tips, and more. Through this platform, we conduct awareness and educational activities to raise interest and awareness about the environment. By informing more people about environmental issues and raising consciousness about reuse and recycling, we aim to leave a better environment and resources for the next generation, contributing to the advancement of humanity and the planet.

Ecotopia is a term that combines “ecology” and “utopia,” referring to an ideal country or region that is environmentally friendly. The term was popularized in the 1975 novel Ecotopia, where the fictional society is depicted as a nation that prioritizes coexistence with nature and practices extensive recycling. Inspired by this ideal society, we use the name ecotopia to share various information on environmental issues and recycling, working toward creating a better, sustainable future.



Collaboration with Japan Reuse Recycle Collection Association(JRRC)

We collaborate with JRRC to conduct training and seminars aimed at improving compliance. Additionally, in waste collection, we work with Second-hand goods collector and local government agencies to ensure compliance and proper execution.

First Exhibition at the 2024 New Environmental Exposition

We exhibited at the Environmental Exhibition held at Tokyo Big Sight from May 22 to 24, 2024. This was our first time participating in the environmental exhibition, and we had the opportunity to introduce our entire business to those who visited our booth. It was a chance to showcase our comprehensive capabilities, utilizing our strength in the wide range of products we handle, and to explain our efforts to achieve circularity while reducing waste.



SOCIAL

Social Policy

The Hamaya Group is committed to addressing social issues through five key pillars: Human Rights, Human Resources, Occupational Health and Safety, Health Management, and Social Contribution Activities in order to realize a sustainable society. We aim to provide a safe and secure working environment for all employees. In addition, we are committed to strengthening our ties with both the international and local communities, striving to be a company that contributes to the development of society as a whole, both domestically and internationally.



01. Ensuring Appropriate Working Hours and Providing Fair Wages

We comply with applicable laws and regulations to properly manage employee working hours, holidays, leave, and wages.

02. Occupational Health and Safety, Health Management, and Security and Disaster Prevention

We comply with applicable laws and regulations to create a workplace where employees can work healthily, safely, and with peace of mind. We also establish systems to prevent accidents and disasters.

03. Creating an Open and Transparent Workplace Culture

We strive to foster a workplace culture where all employees can express their opinions and take action openly, while respecting each other’s perspectives and positions.

04. Respect for Diversity

We do not tolerate any form of discrimination based on race, birth, nationality, religion, gender, sexual orientation, disability, or ideology. We respect the individuality and diversity of each employee and strive to create an environment where diverse talent can maximize their potential and thrive authentically.

05. Prohibition of Harassment and Inhumane Treatment

We do not tolerate any form of harassment, including power harassment and sexual harassment. We comply with workplace harassment prevention regulations and faithfully implement our anti-harassment policy, continuing our efforts to create a work environment where all employees are treated with respect.

06. Elimination of Forced and Child Labor

We do not tolerate forced labor, child labor, or any other unfair labor practices in any of our business activities.

07. Contribution to and Consideration for Local Communities

We protect the safety and health of local communities and respect human rights. Additionally, we actively work to address social issues across different countries and regions.

Human Rights

Based on our Sustainability Policy, the Hamaya Group promotes initiatives to respect the human rights of all individuals involved in our business activities. This policy applies to all executives and employees (including non-regular employees) within the group. We also aim to work with a wide range of stakeholders, including business partners, to promote respect for human rights. Furthermore, we support and respect international standards on human rights, including the International Bill of Human Rights and the 10 Principles of the United Nations Global Compact.

Creating a Comfortable and Fulfilling Work Environment

We strive to create an organization where all employees of the Hamaya Group can work comfortably and with a sense of fulfillment by implementing various initiatives.

Suggestion System

Our Improvement Proposal System allows employees to submit ideas for business improvements and new initiatives, including company-wide and cross-departmental suggestions. Proposals are reviewed monthly by department representatives. Anonymous submissions are accepted, and all proposals are shared on our internal social media for employees to view. Accepted proposals receive a reward, with the amount based on the proposal’s content and impact.

Number of Accepted Proposals

Accepted: **29** proposals
Submitted: **194** proposals

Examples of Accepted Proposals:

- Digital signage distribution to promote the use of the community site
- Measures to improve system efficiency
- Change in product standards
- Implementation of lifesaving training
- Preparation of emergency backpacks

Project Proposal System “My Pro”

We have established a cross-departmental “My Pro Support Team” as a platform for proposing new businesses and projects. In the 2022 internal competition, about 30 new business proposals were submitted by employees. After internal selection, two projects — “Fluorocarbon Recovery Service” and “Estate and Pre-Departure Organizing Services” — were launched and are now in operation. The proposers themselves lead the projects with support from the office staff to ensure smooth progress.

Harassment Prevention Measures

Following the introduction of the Power Harassment Prevention Act in June 2020, and its expansion to small and medium-sized enterprises in April 2022, we made harassment training mandatory for all employees. Section managers and above must complete online training on handling harassment cases and their responsibilities as leaders. We also created a Customer Harassment Response Manual and conduct training for managers and office staff to ensure consistent understanding and action.

Establishment of a Harassment Response Hotline

We have established a dedicated harassment consultation hotline where employees can seek advice at any time. The system is designed to protect privacy and ensure that consultations are handled confidentially.



Engagement Survey

We conduct an external survey twice a year to visualize and quantify the engagement levels of the organization and employees. The survey helps analyze the strengths and challenges of each department, leading to targeted improvement initiatives. The survey is conducted anonymously to ensure confidentiality, allowing all employees to freely express their opinions about the company and their supervisors.



Shizuoka Branch received Team Award!

The Shizuoka Branch won the Excellence Award at the Motivation Team Award 2024 (hosted by Link and Motivation Co., Ltd.) for outstanding efforts in improving employee engagement. The award recognized not only the high engagement score but also the positive changes observed in the business and organization as a result of the actions taken to improve the work environment.

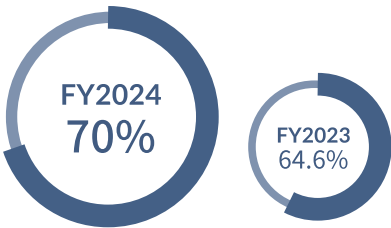
Support for Work-Life Balance

We support employees in achieving a balanced work style to help them continue working with energy and motivation.

Promotion of Taking Paid Leave

We are creating an environment where all employees can actively take paid leave. To support employees at understaffed locations, we have established a system to hire and dispatch support staff to each site. This initiative has led to a steady increase in the paid leave utilization rate each year.

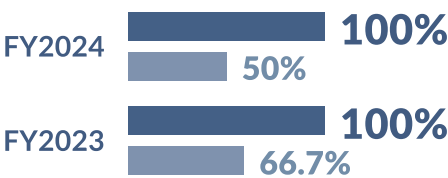
Paid Leave Utilization Rate



Promotion of taking Parental Leave

We are committed to creating an environment where both male and female employees can take parental leave. We provide follow-up support to employees during their leave and conduct return-to-work consultations to assist with the timing of their return to work. We strive to create a supportive environment where employees can focus on childbirth and childcare when needed and return to work with confidence.

Parental Leave Utilization Rate (Male and Female)



Two male employees are not eligible for parental leave as they have been with the company for less than one year. Excluding these two employees, the parental leave utilization rate among male employees is 60%.



Operation of Company-Led Childcare Facility

In 2018, we opened the company-led childcare facility “Morea Nursery School” near the company premises. This makes it easier for parents to respond to sudden illnesses and other emergencies involving their children. Employees’ children are given priority admission to the nursery, allowing female employees to return to work at a time that suits them.

“Morea” is the name of a flower native to South Africa, and its flower language means “sensitivity.” The nursery was named “Morea Nursery School” with the hope of raising children with rich sensitivity. The nursery follows a childcare policy focused on nurturing self-esteem and building a foundation for life skills by respecting each child’s independence and encouraging their autonomy.

Creating a Safe and Secure Work Environment

Managers have been actively implementing initiatives each year to create a more comfortable work environment. This year, in response to the increasingly high summer temperatures in recent years, we addressed the issue of heatstroke prevention to ensure the health and safety of our employees. Since the risk of heatstroke was particularly high for employees working outdoors or in high-temperature environments, urgent action was necessary. As a solution, we distributed the following items to all employees and made their use mandatory, contributing to the creation of a safe and secure work environment:

- **Air-Conditioned Workwear**
Upgraded to a more functional design with built-in fans to circulate air and prevent body temperature from rising.
- **Neck Cooler**
Used to cool the neck area, effectively dispersing heat and assisting in body temperature regulation.
- **Cooling Innerwear**
Made from breathable and cooling materials to promote sweat evaporation and lower the apparent temperature.

Additionally, we have implemented measures such as installing spot coolers and distributing cooling sprays to create a more comfortable working environment. When the weather forecast predicts temperatures of 35°C or higher, an automatic email is sent to all employees, urging them to stay hydrated and take in salt to prevent heatstroke. Furthermore, for employees working at outdoor facilities, we provide a heat allowance during the summer months to support them in coping with extreme heat.

Progress and Results of the Initiatives

- The risk of heatstroke has been significantly reduced.
- Many employees have reported that the comfortable working environment has led to improved work efficiency.
- Workplace safety has improved, helping to prevent health issues.



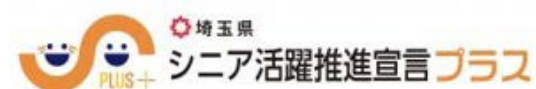


Advancing Diverse Talent

We promote an inclusive work environment where every employee, regardless of their background or attributes, is valued and empowered to thrive and succeed in their own way.

Employment of Senior Workers

In April 2022, we were certified by Saitama Prefecture as a “Senior Activity Promotion Declaration Enterprise Plus”. We have been recognized as a “Senior Activity Promotion Declaration Company” for our efforts to create opportunities for seniors to work according to their preferences, such as extending the retirement age, abolishing mandatory retirement, and creating jobs for seniors. As we have abolished the retirement age and set the maximum age for continued employment at 70 years or older, we received the “Senior Activity Promotion Declaration Enterprise Plus” certification.



Creation of Employment Opportunities and Support for People with Disabilities

Outsource the disassembly and sorting of some small electronic devices

We outsource the disassembly and sorting of some small electronic devices collected by our company to employment support facilities for people with disabilities. This initiative helps create job opportunities and supports their employment by providing wages for the work, contributing to their independence.

Book Donation

We donated a total of 2,344 books, collected from both our business partners and employees, to the NPO Hamaya. The NPO handles the assessment, inspection, cleaning, listing, and shipping of these books, being involved in the entire process from evaluation to sale. In addition to the small furniture disassembly work previously carried out, the addition of book inspection and cleaning has expanded the scope and possibilities of the work.

Collection boxes were also placed at our offices and group locations (such as Curves gyms), helping raise awareness and encourage participation among employees.



Human Resources

At the Hamaya Group, our management philosophy is centered around “WIN-WIN”, and our guiding principles are “Always act with the customer’s happiness in mind” and “Always treat others with gratitude, equality, and fairness.” We also aim to contribute to the creation of a recycling-oriented society through our business activities. To achieve these goals, we strive to build a highly engaged organization where every employee embodies the corporate philosophy, finds fulfillment in their work, and can thrive by utilizing their unique qualities. To remain a company that is valued by society, it is essential for us to remain flexible in adapting to societal changes, while ensuring sustainable and innovative growth in both our business and organization. To achieve this, the growth of each employee and the presence of individuals equipped with specialized knowledge and skills are essential. Employees’ learning and growth contribute not only to the success of the organization, but also to their own self-actualization.

Ideal Employee Profile

The Hamaya Group aims to cultivate employees who possess the following qualities:

Corporate Philosophy

Individuals who embody and practice our corporate philosophy in their daily work and decision-making.

Autonomy

Employees who take ownership of the company’s challenges, think and act proactively to contribute to building a better organization.

Flexibility and a Challenging Spirit

Employees who possess the flexibility to adapt to societal changes, and who are unafraid to face transformation, continuously challenging themselves with new and difficult tasks.

Commitment to Self-Growth

Employees who continuously learn and develop their strengths autonomously to achieve goals.

Purpose-Driven Mindset

Individuals who act with a clear sense of purpose and consistently take the necessary steps to achieve it.

Fair and Effective Performance Evaluation and Its Implementation

At our company, the performance evaluation system is positioned as a key mechanism to support the autonomous growth of our employees. We fairly assess the competencies and achievements demonstrated by each individual, fostering their continuous development. In fiscal year 2024, we revised our evaluation system to clarify the roles and expectations associated with each position through updated evaluation criteria. Under the new system, “Commitment to Self-Growth” has been established as a common evaluation item across all positions, aiming to cultivate a culture of continuous learning and self-improvement. Supervisors conduct regular one-on-one meetings with their team members to reflect on performance and specific behaviors. Through constructive feedback, they aim to enhance employee motivation and support their autonomous growth.



Optimizing Talent Allocation

At the Hamaya Group, we assign the right people to the right positions by considering each employee’s abilities, strengths, and potential. Our goal is to maximize individual performance while ensuring optimal staffing for business growth. Talent placement is carried out based on the company’s vision and growth strategy, with the aim of fostering both individual and organizational development.

Improving Employee Engagement

Through internal events and the use of social media, we aim to activate internal communication, foster a positive organizational culture, and enhance employee engagement. By clearly communicating Hamaya Group’s vision and policies, we strengthen the sense of unity within the organization, ensuring that all employees can act toward common goals.

Promoting the Corporate Philosophy

To become a company loved for 100 years, we are committed to preserving and conveying our management philosophy and core values. Through various initiatives led by the Hamaya Library Team, we ensure that each employee can apply these principles in their daily work, promoting the integration of our corporate philosophy throughout the organization.

The Hamaya Way

We collect stories and episodes that deepen understanding of our company’s history, the values upheld by our founder, and their experiences. These episodes are compiled into an original electronic booklet called “The Hamaya Way” Through these stories that embody our management philosophy, we promote a deeper understanding of our corporate philosophy.

Initiatives to Cultivate Human Qualities

To foster personal growth and character development, we distribute the monthly magazine Chichi—which focuses on the study of human philosophy—to all employees. Each month, we hold “Mokkei Kai (Meetings)” at each business site, where participants share their impressions of selected articles. Through this exchange of thoughts, employees are exposed to diverse values and perspectives, helping to broaden their horizons. These meetings also serve as a valuable opportunity for cross-hierarchical communication beyond job titles.



Diverse Range of Training Programs

We consider talent development one of our key management priorities. To support the growth of each employee alongside the company, we offer a diverse range of training programs that help individuals leverage their strengths. We combine OJT (On-the-Job Training) and Off-JT (Off-the-Job Training) and actively utilize both internal and external training opportunities. In fiscal year 2024, our company invested approximately 62,000 yen per employee in direct training costs (excluding travel and transportation expenses).

- Total Education Investment 26,180,000 yen¹
- Education Investment per Employee 62,000 yen¹

Notes
¹This figure is approximate and has been rounded for reporting purposes.

Positions:		By Position:	By Job Function:
General Mgr.	Training upon Appointment	Management knowledge / Management / Strategy thinking Communication/ Leadership	Domestic Sales
Deputy General Mgr.			International Sales
Section Mgr.			Human Resources
Section Chief		Leadership / Followership / Team building	Accounting
Chief Staff		Teamwork / Interpersonal skills / Leadership / Followership	Systems
Mid-level (4+ years)		Teamwork / Business execution skills	Administration
Junior (2-3 years)			Store Operations
New Employees		Business understanding / Communication	
Company-Wide Programs	Management philosophy / Compliance / Harassment / Sustainability		
By Purpose:	Business basics / Thinking methods / Career development / IT skills		

Implementation of Online Learning Systems

To support the development of the necessary competencies and skills tailored to each employee's position and role, we have introduced external online learning platforms. These systems are designed to foster a self-directed learning environment, enabling employees to plan their own development and access training at the right time.

Implemented Systems:

- Online Learning System: Schoo
- Job Learning App: Growth College

Tiered Training

We provide tiered training to ensure that employees acquire the necessary skills and knowledge based on their job positions. The training is tailored to each level, supporting the development of abilities suited to the specific roles.

Selected Training Programs Conducted in the 34th Fiscal Year

Target Participants	Main Themes
New graduate employees (Headquarters)	Business etiquette / Communication / Task execution ability
Mid-career employees (Headquarters & Stores)	Management philosophy / Business content / Safety
2nd and 3rd year employees (Headquarters)	Business presentations / Leadership
2nd and 3rd year employees (Stores)	Human skills / Task execution ability / Teamwork
Chief staffs & Section Chiefs (Headquarters)	Leadership
Section Chief (Stores)	Leadership / Followership / Safety
Section Managers & Deputy General Managers (Stores)	Team building / Communication / Safety / Customer satisfaction improvement / Product knowledge / Store vision formulation
Section Managers (Headquarters & Stores)	Management
Deputy General Managers (Headquarters & Stores)	Management philosophy / Management

2023 October – 2024 September
Includes external training

Job-Specific Training

We provide job-specific training to ensure that employees can perform at a high level in their respective areas of expertise. By actively utilizing external training programs, we aim to enhance the specialization of each job role.

Training Programs Conductd in the 34th Fiscal Year Job-Specific Training Names

Job-Specific Training Names	Training Names
Store Clerks	Office Clerk Training
Sales	Sales Master Training
Overseas Sales	Trade Practice Training
HR and Labor	Talent Development / Recruitment / Labor Training

2023 October – 2024 September

Occupational Health and Safety

The Hamaya Group strives to enhance safety and health management activities by clearly defining the essential elements needed to prevent workplace accidents and ensure the safety and health of employees. Additionally, we promote the creation of a comfortable work environment that supports the smooth execution of tasks while aiming to improve business activities.

Accident Prevention

Accident Reduction Project Implementation

In 2022, we launched the Accident Reduction Project to reduce accidents at our business sites. Headquarters managers and area business leaders participate in the project, and we hold monthly meetings where project members discuss improvement measures to reduce accidents. We emphasize the importance of reporting all accidents, regardless of their severity or scale, and focus on identifying the causes of accidents and implementing measures to prevent recurrence.

Additionally, headquarters managers visit locations with frequent accidents as needed, participate in accident reduction meetings, and strengthen improvement activities aimed at preventing future incidents.

Thorough Reporting, Improvement, and Sharing of Near Miss Incidents

At each site, we ensure that employees share near miss incidents during morning, noon, and evening briefings. Employees are encouraged to report near misses at any time, and a system is in place to share all reports from every site at the end of each month.

Each month, we review and discuss improvements and countermeasures for near miss incidents at each location, implement improvement activities, and compile these efforts into Improvement Activity Reports.

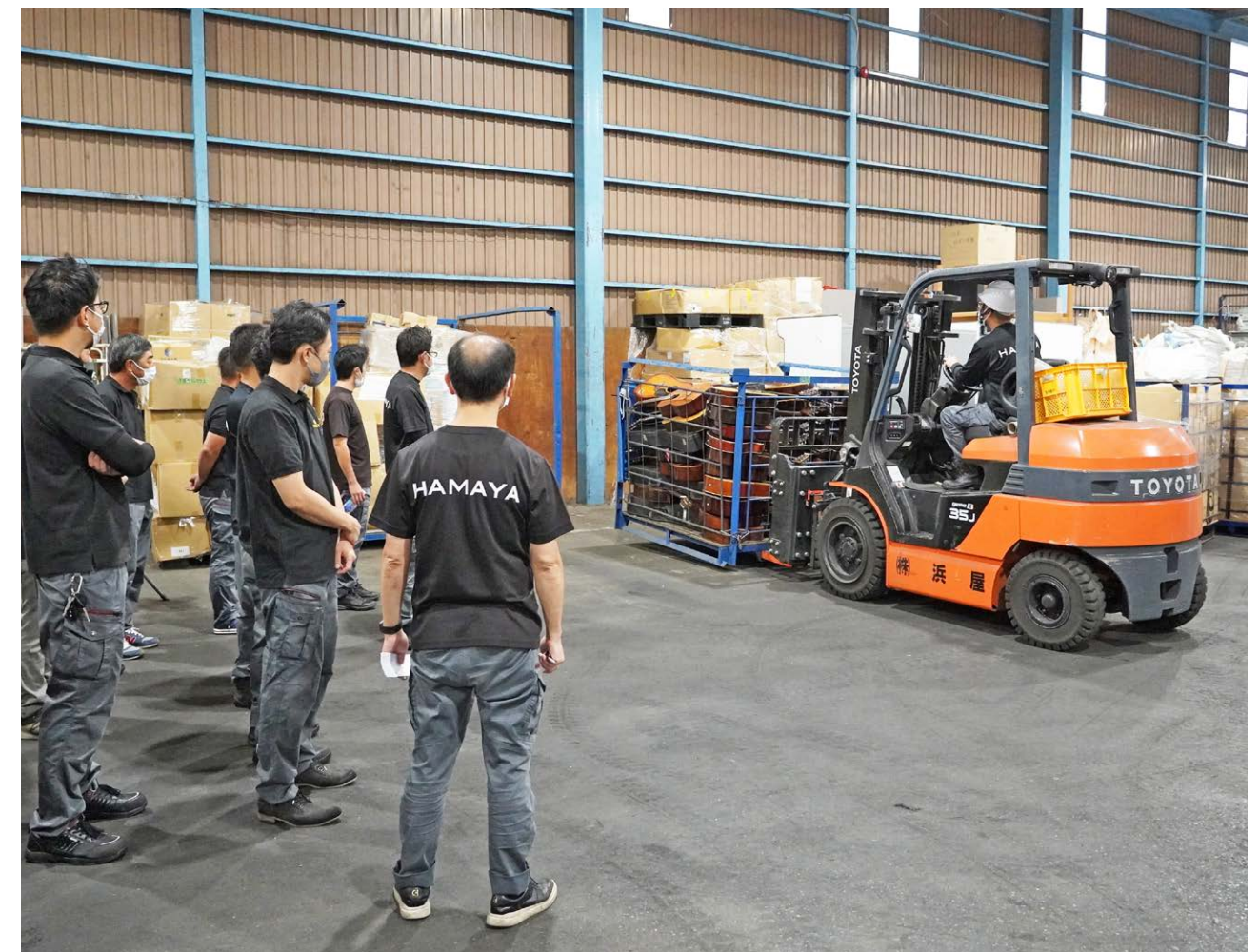
Area business leaders review the improvement reports and provide guidance to each site to ensure continuous safety improvements.

Awareness Reform through Internal Social media

By using the internal social media, we have visualized the number of accidents each month and issued safety reminders, helping to raise awareness among employees and improve their consciousness toward accident prevention.

Introduction of Patlite (Signal Towers)

Patlite (signal towers) has been introduced at all our locations to enhance forklift safety and prevent collisions by making their presence more visible to surrounding workers and vehicles.



Safety Training

To reduce accidents, we conduct safety training for managers and new employees, and promote safety education that involves all employees in our organization.

Managers

We regularly conduct workshops to identify the causes of accidents and develop methods to prevent recurrence. Managers collaborate and share ideas to strengthen efforts toward achieving zero accidents.

Regular employees

When employees obtain forklift certifications, managers conduct tests and evaluations at each business site to enhance forklift operators' skills before they begin practical work on-site.

All Employees

Through the Hazard Prediction Training (KTY Training) conducted at each site, all employees work together to identify potential hazards, predict risks, and develop preventive measures.

New Employees

Upon joining, we provide a thorough explanation of the hazardous areas and risk factors within the premises, ensuring strict adherence to basic safety rules. We also provide comprehensive training on the proper handling of equipment such as cutters and blades.

During the mid-career orientation training held between six months to one year after joining, new employees learn about situations prone to accidents and the characteristics of forklift movement, as well as the fundamental concepts of accident prevention.

Health Management

The Hamaya Group aims to create an organization where each employee can work with vitality, feeling both mentally and physically healthy, and finding fulfillment in their work. To achieve this, we are committed to initiatives that raise awareness about health among employees and promote the creation of a workplace environment where everyone can work comfortably.

Promoting Health Management

Health Check-ups and health counseling

We conduct health check-ups for all employees, achieving a 100% participation rate. Based on the results of the check-ups, we provide health guidance from specialists, offering necessary information to support improvements and actively assisting employees in maintaining their health.

Establishment of a Counseling service

We have introduced a counseling program provided by an external partner, offering employees access to expert consultation for personal or work-related concerns. The counseling service is available through various channels, including phone, in-person meetings, and LINE, allowing employees to choose the most convenient option for them. All consultations are treated as confidential information, ensuring that employees can seek advice with peace of mind.

Collaboration with Specialized Institutions

We work in collaboration with external experts, ensuring that occupational physicians and public health nurses regularly visit our offices and are available to provide support as needed.

Subsidy for Medical Examinations and Vaccinations

To promote early detection of diseases and prevention, the company covers the costs of the following medical examinations and vaccinations:

- Comprehensive Health Check-up / High-Precision Health Check-up (Partial Coverage)
- Special Health Check-ups
- Helicobacter pylori testing
- Influenza Vaccination Costs (Vaccinations encouraged during working hours)
- Vaccination Costs for Overseas Travel (Business trips)

Subject to company regulations.

Provision of Meals

We support a rich and healthy lifestyle by providing meals to employees. Through the offering balanced meals, we aim to enhance employees' health awareness, contribute to improving their lifestyle habits, and boost work performance.



Since 2020, our company has continuously been recognized as a 2024 Health and Productivity Management Outstanding Organizations. The Health and Productivity Management Organization system certifies companies that have implemented particularly excellent health management practices based on initiatives addressing regional health issues and promoting health enhancement, as advocated by the Japan Health Conference. Additionally, we have been certified as Saitama Public health management practice business establishment and are registered as a Saitama Public health declaration business establishment.

Health Maintenance and Promotion

Mental Health Care

We conduct stress checks for all employees based on the 57 items outlined by the Ministry of Health, Labour and Welfare and the 15 items in the “Mental Health Check-up”. Employees can view their results anytime through their personal pages. For employees identified as having high stress levels, we offer individual consultations with health nurses and occupational physicians to provide tailored support. For employees identified as having high stress levels, we offer individual consultations with health nurses and occupational physicians to provide tailored support.

Improving Health Literacy

We have introduced an external system that provides a library and videos offering foundational knowledge on mental health, stress self-management, and mental toughness. This system allows employees to access relevant information on mental health whenever necessary, ensuring they have the resources to improve their well-being.

Passive Smoking and Smoking Cessation Measures

To prevent passive smoking, we ensure strict separation of smoking areas. We also encourage employees who wish to quit smoking by providing support and promoting smoking cessation.



Injury Prevention

To prevent injuries and aid in fatigue recovery, we offer massage treatments free of charge to employees. Additionally, to prevent lower back pain and other injuries, we provide support belts and insoles to all employees at each location.

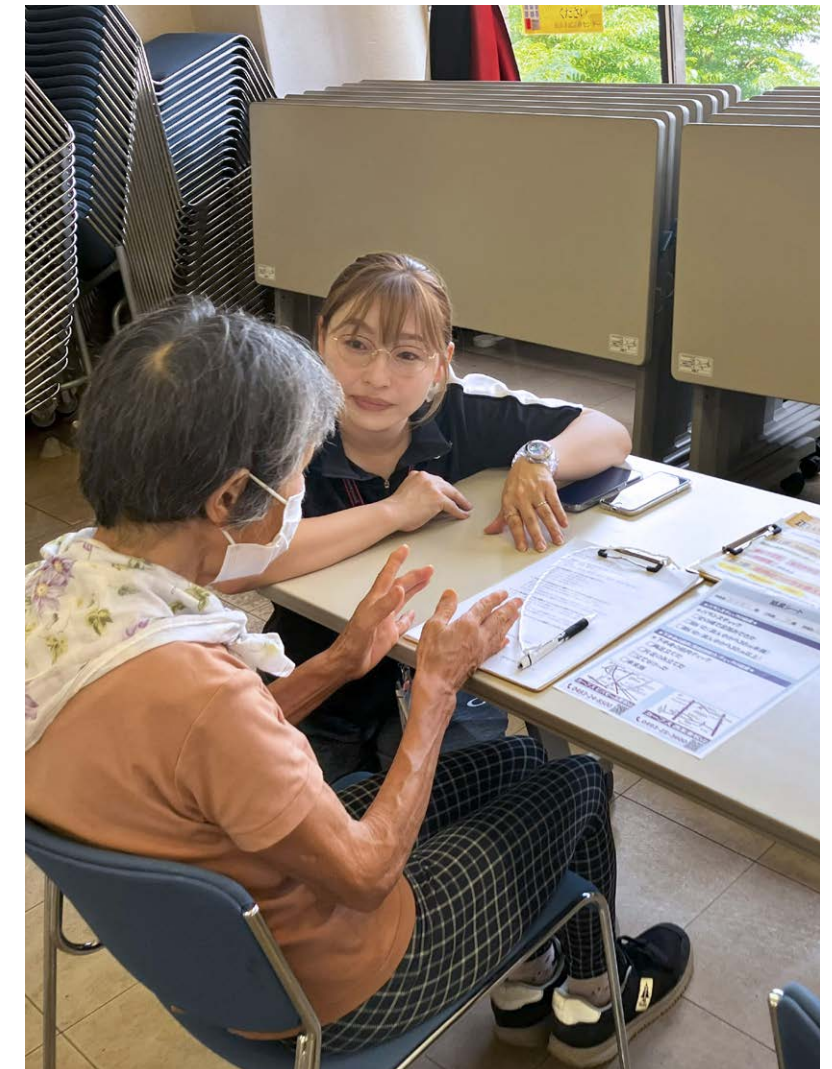
Promoting Physical Activity

To support the health and well-being of employees and their families, we provide subsidies for fitness gym usage fees.

- For employees attending Curves operated by Hamaya:
Employee: ¥4,000/month
Spouse: ¥2,000/month
Enrollment fee: Full amount, limited to one time
- For employees attending gyms operated by other companies:
Employee: ¥3,000/month
Spouse: ¥1,500/month



The Hamaya Group operates five fitness clubs called Curves within Saitama Prefecture. Our mission is to create a community-centered health infrastructure that contributes to solving societal challenges. We aim to build a society where people do not have to live in fear of illness, caregiving or loneliness, a society where vibrant, energetic living is the norm. Through promoting proper exercise habits, we strive to enrich both our customers' and our own lives while working toward solving social issues.



Collaboration with Local Governments

As part of our community-centered health infrastructure initiative, we collaborate with local governments to support the health and wellness of community residents. This includes hosting health events aimed at raising health awareness among local residents.

In June 2020, we signed a “Partnership Agreement on Community, People, and Work Revitalization” with Higashimatsuyama City, Saitama Prefecture. We work with local governments to sponsor regular health events and plan and implement initiatives to promote the health of citizens.

Event Sponsorship Achievements in the 34th Fiscal Year

- The biggest walking event in Japan: THE JAPAN 3-DAY MARCH (November 3-5, 2023)
- Ranzan Summer Festival (September 21, 2024)
- Body Health Check-up (Regularly held)
- Brain and Body Health Class “Nabana” (Once a year)

Social Contribution Activities

The Hamaya Group holds the belief that “since companies are public entities, they should give back to society as much as possible. ” Whenever there are individuals, both domestically and internationally, who need support, we actively provide assistance, transcending organizational, regional, and national boundaries to help those in need.

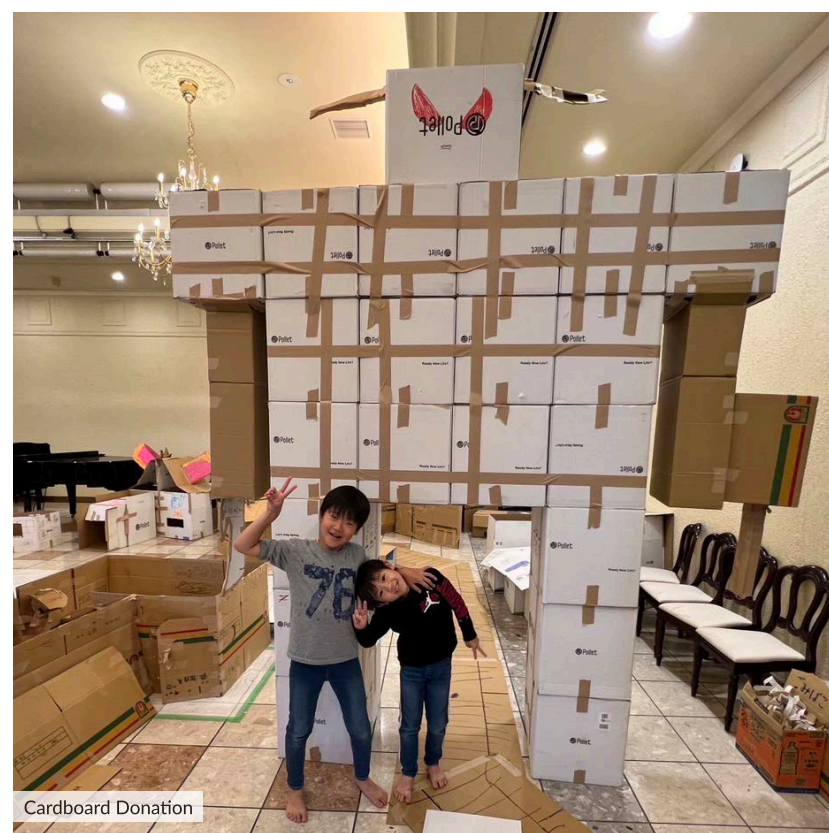
Key Focus Areas

Based on our management philosophy and code of conduct, the Hamaya Group collaborates with stakeholders as a member of both the local and international communities, engaging in activities that align with the specific needs of each country and region. We have identified the following key focus areas: “Environmental Conservation,” “Community Contribution,” and “Disaster and Humanitarian Support”. We actively work on social contribution activities in these areas. Additionally, we create systems and environments to support employees voluntary social contribution activities.

Implementation Decision Criteria

Social contribution activities will be carried out by comprehensively considering the following perspectives:

- Societal needs
- Relevance to business activities
- Connection to global issues
- Connection to the local community



Cardboard Donation



Volunteer Activities



Donations of Relief Funds

Donation History

Cardboard Donation

We donated 560 cardboard boxes, which were used by customers for sending used items in our e-commerce business, to an event organized by the educational institution “amazing college.” The event aimed to provide a platform where children and adults could learn together, create collectively, and connect with society. The donated cardboard boxes were used as materials for creating cardboard art by parents and children.

Donation of Used Home Appliances and Furniture

We donated used home appliances and furniture—including microwaves, televisions, stuffed animals, and tableware—to the educational institution “amazing college” for their Bousai Resort Joy Life initiative, a disaster-prevention base where the items are now being actively used.

Donations to Children’s Cafeterias

We make modest contributions to support local community cafeterias for children near our headquarters by providing operational assistance funds.

- Kirari Children’s Cafeteria Operational Support Contribution
- Children’s Cafeteria Support Project – Higashimatsuyama Egao

Donation to the “Greenery Donation Funds”

Through our donation to the “Greenery Donation Funds” managed by the Public Interest Incorporated Association of the National Land Afforestation Promotion Organization, we support activities such as tree planting, thinning, and forest management within Japan. These donations also help provide support for those affected by disasters, environmental education for children, and greening efforts overseas. Additionally, we sponsor local festivals and high school cultural festivals held near our headquarters.

Disaster Relief

Donations of Relief Funds

In response to natural disasters, we have donated relief funds to various organizations, hoping for the swift recovery of the affected regions and their residents.

- Embassy of Morocco – Morocco Earthquake Relief Fund: ¥300,000
- Hawaii Community Foundation – Maui Strong Hawaii Fund: ¥300,000
- Japanese Red Cross Society – Libya Flood Relief Fund: ¥300,000
- 2024 Noto Peninsula Earthquake Relief Fund: ¥813,790
(including donations from employees and customers)
- NPO Japan–Papua New Guinea Association – Landslide Disaster Relief: ¥300,000
- Embassy of Ukraine in Japan – Ukraine Humanitarian Crisis Fund: ¥300,000

Volunteer Activities

Following the 2024 Noto Peninsula Earthquake, we called for internal volunteers and five employees who expressed interest participated in on-site recovery efforts. Under the guidance of local municipalities, they assisted with tasks such as debris removal and sandbag transportation.

GOVERNANCE

Governance Policy

To achieve sustainable growth and enhance long-term corporate value, we comply with business ethics and various laws, thoroughly manage risks, and ensure efficiency and transparency in management. We aim to build a sound and strong corporate structure by strengthening supervisory functions and establishing systems to expedite decision-making processes. The Hamaya Group uses the CCS (Corporate Culture Standard), a written expression of our corporate culture, to clarify the standards for thinking, behavior, and decision-making, aligning the direction of the company. By visualizing our code of conduct, we unify employees' understanding and promote responsible actions by each individual employee.



01. Corporate Governance

The Hamaya Group operates under the management philosophy of “WIN-WIN — always acting with the happiness of our customers in mind, and treating everyone with equality and fairness, driven by gratitude.” We uphold the slogan “Let’s Promote ‘Mottainai’” (a feeling of regret over wastefulness) and aim to contribute to the realization of a recycling-oriented society. To achieve this, we focus on building fair and positive relationships with various stakeholders and continually strive to establish the most effective governance structure. We aim to make fair and swift decisions in response to changes in the business environment, always pursuing the optimal governance framework for our company.

02. Compliance

We comply with the laws and societal rules, including regulations, and aim to practice corporate ethics in our business activities, executing tasks with fairness and integrity. In response to changes in laws and regulations, we raise awareness through training and other initiatives, ensuring that compliance is continually monitored and upheld across the organization.

03. Risk Management

We recognize and assess the various risks related to our business activities and have established measures for risk management and response in case of emergencies. We implement and continuously improve necessary countermeasures to mitigate risks. To ensure sustainable business operations, we regularly evaluate risks based on changing circumstances, enhance our sensitivity to potential risks, and focus on improving our ability to respond effectively.

04. Business Continuity Plan (BCP)

The Hamaya Group considers the development and operation of a Business Continuity Plan (BCP) a key pillar to ensure the sustainability of our business and strengthen preventive measures against disasters. By using the Hamaya Group BCP, we enhance disaster preparedness on a daily basis and establish clear response guidelines for both the company and employees in the event of an unforeseen disaster.

Compliance

Efforts to Ensure Compliance Among Second-hand goods collector

In collaboration with the Japan Reuse Recycle Collection Association (JRRC), we conduct study sessions and training programs aimed at enhancing the compliance awareness of second-hand goods collector. These training sessions provide information on legal changes that have occurred over the past year, helping deepen the understanding of legal compliance among contractors.

Utilization of the Motorcycle Theft Inquiry System

We use the Motorcycle Theft Inquiry System to check the vehicles we trade, preventing stolen vehicles from entering the used market and helping to detect crimes at an early stage. We are actively working to suppress and eliminate unfair transactions through these efforts.

Thorough Quality Control

At our company, we provide a product manual for each item we handle, and buying is conducted in accordance with standardized criteria across all locations, maintaining thorough quality control. We have established clear buying standards to ensure consistency and fairness in all reused and recycled product transactions. We regularly review and update the standards governing product buying to reflect both domestic and international demand. The product manuals are also revised as necessary, with relevant sections shared with suppliers to promote collaboration. Additionally, we have created the “Ten Principles of Hamaya Quality” to set clear rules for maintaining high-quality used products, aiming to improve quality with the collective effort of all employees.



Ten Principles of Hamaya Quality



Product Manual

Handling of E-Waste and Other Specific Hazardous Waste

For the import transactions involving e-waste and other specific hazardous waste, we ensure proper handling in compliance with relevant regulations, including the Basel Convention and other applicable laws (treaties).

Handling of Reused Products

We only establish reuse product trade agreements with companies that have the technical capabilities to properly repair products and have submitted a repair flowchart.

In addition to regularly reporting the status of unrepairable products and repair activities to the Ministry of the Environment, we also visit overseas trading partners to verify that repairs and sales are conducted appropriately. We maintain close communication with our overseas partners on a daily basis, adjusting product selection, the standards for reusable goods, and product quantities in response to changes in the local living conditions and demand. This ensures that defective products do not arise in the local market.

Moreover, we actively cooperate when the Ministry of the Environment conducts on-site investigations in the countries where we trade.



Risk Management

BCP (Business Continuity Plan) Development

At the Hamaya Group, we have developed the Hamaya Group BCP to ensure business continuity in the event of emergencies such as disasters, accidents, or system failures. Each manager develops a BCP for their respective locations, strengthening the risk management and crisis management systems. We are committed to ensuring that the entire organization is prepared for emergencies, and we rigorously implement efforts to maintain business continuity.

Acquisition of Disaster Prevention Training Certification

To lead the organization and take the initiative in first aid and recovery efforts during a disaster, our managers have obtained certification in disaster prevention training from the Japan Association of Disaster Preparedness Trainers.

We have organized study sessions to deepen our knowledge of disaster prevention and have worked to improve our response capabilities through actual training exercises.

Disaster Prevention Training

To ensure that employees can act quickly and accurately during a disaster, we conducted disaster prevention training at each site with the cooperation of the local fire department. In addition to learning cardiopulmonary resuscitation (CPR), wound control techniques, and how to use AEDs, we also carried out firefighting training to enhance preparedness and response skills.



Communication with Customers

Customer Survey

We conduct surveys for customers who bring in products to our stores. The surveys are available through questionnaire postcards placed at each location or via an online survey form, allowing customers to provide feedback and suggestions at any time. The feedback we receive is addressed individually by the Representative Director and store managers. Based on customer input, we work on rapid improvements and solutions to better meet their needs.



Customer Survey

Ten Principles for Hamaya Service

At our company, we have created the “Ten Principles for Hamaya Service” to ensure that all employees prioritize communication with customers. These principles guide our daily interactions to ensure that we consistently earn high evaluations and trust from our customers. The principles emphasize the importance of customer service and define the standards for creating positive and meaningful connections with every customer.



Ten Principles for Hamaya Service

Community Site “Hamanavi”

We operate an exclusive membership site called We operate an exclusive membership site called “Hamanavi”, abbreviation for Hamaya Navigation. Through Hamanavi, customers can access product manuals, product prices, and real-time information on store congestion at their convenience. Our goal with Hamanavi is to enhance customer success and customer satisfaction for those visiting our stores, providing them with a seamless and informative experience.

What You Can Do on “Hamanavi”

- Check product manuals
- Check product prices
- View real-time store congestion status
- Review transaction history
- Check accumulated points
- Receive higher buying prices for eligible products

Number of Members (as of September 2024):

4,408 members

Promotion of DX (Digital Transformation)

Development of In-house Applications

As part of our efforts to promote DX, we are actively working on paperless operations and reviewing business processes. By strengthening our internal IT department, we are developing customized applications that align with our company’s needs.

Our goal is to create more flexible systems that contribute to increased productivity and reduced environmental impact.

Track Record of In-house Application Development Achievements

- Expense Report
- Employee Performance Evaluation App
- Equipment Inspection App
- Product Manual App
- Inventory Transfer Processing App

