Sustainability Report
2025



HAMAYA Corporation

Sustainability Report

A Message from Our Representative

Under the motto of “turning the world’s mottainai (a feeling of regret over wastefulness) into value,” HAMAYA Corporation has dedicated itself to reuse and recycling since our establishment. These efforts have borne fruit, and I am pleased to announce that our sales revenue reached 20.8 billion yen this fiscal year. This achievement was only possible thanks to the support and assistance of all our stakeholders, and I would like to express our sincere gratitude to everyone.

Society has long operated on the principles of “mass production, mass consumption, mass disposal,” but this state of affairs is rapidly approaching its limit. As we grapple with the resulting global environmental challenges, society’s demand for businesses like HAMAYA Corporation will only continue to grow. To guide us as we cope with the rising social demand, we have formulated the following six material (priority) topics:

(1) Expand and reform resource circulation, (2) Generate empathy with our values, inspiring a chain of actions (3) Develop workplaces where diverse personalities and possibilities can come to life, (4) Achieve sustainable growth through co-creation and co-growth between customers, employees and HAMAYA Corporation, (5) Build a responsible value chain, and (6) Reinforce organizational governance.

This fiscal year was also a momentous occasion for us as it marked the start of a joint venture in Mongolia with our local partners. Through this initiative, where we will recycle e-waste that was previously abandoned or consigned to landfills in Mongolia, we will help address the country’s waste problem while generating value by recycling scarce resources. Moreover, we will create jobs for persons with disabilities by entrusting them with the disassembly of electronic devices.

The Hamaya Group will continue to take on new challenges as we enhance our strengths as a hub, in other words, as an entity indispensable to society. Our goal is to become a platform for the co-creation of value that supports resource circulation worldwide. We hope you will continue to support, encourage, and assist us as you always have.

Ippei Kobayashi, Representative Director

Management Philosophy

WIN — WIN

Always act with the customer’s happiness in mind

Always treat others fairly and impartially with an attitude of gratitude

We want to grow together and share our happiness with everyone involved with HAMAYA Corporation. Therefore we always think about how we can make our customers happy as we treat everyone fairly and impartially with an attitude of gratitude. That is HAMAYA Corporation’s policy, and that is the principle governing our actions. We also remain dedicated to constantly renewing ourselves by taking on challenges in new fields.

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Company Name	HAMAYA Corporation
Location	Head Office: 1594, Shimogarako, Higashimatsuyama City, Saitama Prefecture 355-0076,
Branches	17 Purchasing Offices Reuse Center (Auction Venue) East Japan Material Center (Crushing Facility, Hydrometallurgy) EC center (E-Commerce Branch) Reuse & Recycling Center (Data Deletion)
Established	January 21, 1991
Capital	60 million yen
Sales Revenue	20.8 billion yen
Number of Employees	458
Business Activities	Reuse and Recycling Industrial Waste Collection and Transportation Auction Venue Operation, E-Commerce Childcare, Cosmetics, Nordic Furniture Insurance, Real Estate, Fitness Management of Specified Nonprofit Corporation NPO Hamaya
Domestic Group Companies	Gima Shoten Co., Ltd. Usednet Co., Ltd. Eco Logistic Systems Co., Ltd.
Overseas Subsidiaries	HAMAYA DO BRASIL HAMAYA France
Certifications and Awards	Certified as a Health and Productivity Management Outstanding Organization Certified as a Saitama Public Health Management Practice Business Establishment Registered as a Saitama Public Health Declaration Business Establishment Signatory to the United Nations Global Compact (2018) United Nations P.R.I.D.E Japan SDGs Award SDGs Best Company Award (2023)



Licenses and Permits

Secondhand Dealer License:	Saitama Prefectural Public Safety Commission: No.113A0737
Secondhand Market Operator License:	No. 431130061053
Special International Species Business Operator	Permit: No. 05933 (Ivory Products, etc.)
Liquor Sales License	

Type 1 Fluorocarbon Filling and Collection Company

Saitama Prefecture Permit	No. 12120021
Ibaraki Permit	No. 13627
Shizuoka Prefecture Permit	No. 102875
Osaka Prefecture Permit	Government Registration (First Registration) No. 4858
Fukuoka Prefecture Permit	No. 40-1-2489

Scrap Metal Ordinance

Hokkaido Prefecture	Hokkaido Prefectural Public Safety Commission (Metal) No. 101300000010
Ibaraki Prefecture	Ibaraki Prefectural Public Safety Commission (Kasahara-cho) No. 133
Chiba Prefecture (Designated Metal Dealer)	Chiba Prefectural Public Safety Commission No. 14200110
Gifu Prefecture (Used Metal Business)	Gifu Prefectural Public Safety Commission No. 531180019
Shizuoka Prefecture	Shizuoka Prefectural Public Safety Commission No. 49115K000014
Osaka Prefecture	Osaka Prefectural Public Safety Commission No. 7766
Hiroshima Prefecture	Hiroshima Prefectural Public Safety Commission No. 1324

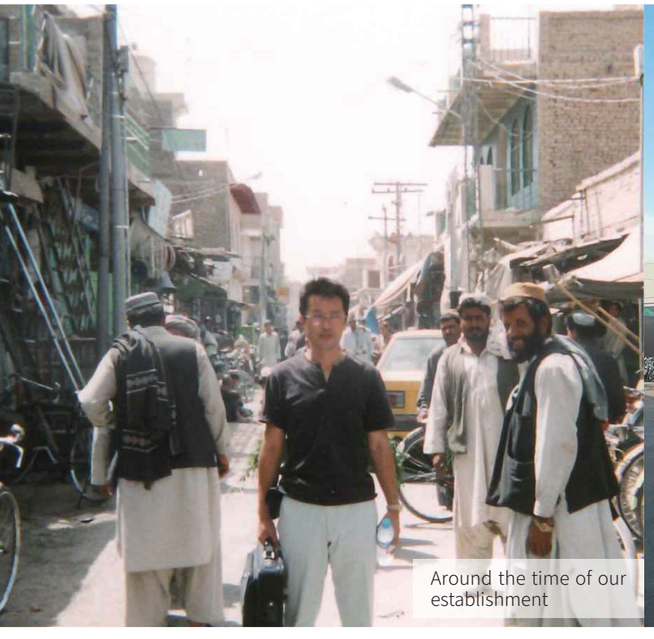
Industrial Waste Collection and Transportation Permits:

Saitama Prefecture Permit No.	01100209936
Chiba Prefecture Permit	No. 01200209936
Tokyo Metropolis Permit	No. 13-00-209936
Kanagawa Prefecture Permit No.	01400209936
Ibaraki Prefecture Permit No.	00801209936
Tochigi Prefecture Permit No.	00900209936
Gunma Prefecture Permit No.	01000209936
Yamanashi Prefecture Permit No.	01900209936
Nagano Prefecture Permit No.	2009209936

ISO Certification 9001/14001/27001
Scope of Certification: Reuse and Recycling Center

HAMAYA's Journey

Turning mottainai into value and becoming a resource-efficient society



Around the time of our establishment



Kanazawa branch



NPO Hamaya



Reuse Center

1. The Road to Our Establishment

Breathing new life into used goods

HAMAYA Corporation's history dates back to 1980, when our founder Shigeru Kobayashi started collecting scrap in Higashimatsuyama City in Saitama Prefecture. He later expanded his business from collecting to purchasing, establishing a base metal recycling business where he would buy items like motors, have his employees disassemble and sort them, and sell off the iron, copper, and other materials.

In the course of doing this, he had a chance meeting with a foreign customer who wanted to buy motors before they were disassembled. This made him realize that there was high demand for used Japanese goods overseas.

He began buying used home appliances and other goods and exporting them to Southeast Asia, and that was the start of HAMAYA Corporation's reuse business.

"What is useless to one person can be valuable to another." Putting that principle into action, he breathed new life into objects that would otherwise have been thrown away.

This mindset of finding value in unneeded items became the foundation of our current quest to create a resource-efficient society.

2. Expansion and Development

A circle of reuse expanding through a Japan-wide network

In 1991 Kobayashi founded Hamaya Ltd. After opening a branch in Kanazawa in 1996, he went on to establish branches all over Japan, from Hokkaido in the north to Kyushu in the south, building a collection and distribution network in close collaboration with local communities. This gave the company a system where we efficiently collected reusable goods from all across Japan and connected them to people in Japan and overseas who needed them.

In 1999, we switched from being a limited company and became HAMAYA Corporation. In line with the expansion of our business, we began to deal in a wider range of reused goods: not just home appliances but also furniture and lifestyle goods. This allowed us to respond to varying demands at home and abroad.

Furthermore, using the expertise we gained through the reuse business, we started an urban mine recycling business in addition to dealing in base metals like iron and copper. In this business, we retrieve the internal circuit boards from used small appliances and electronic devices and sell them to refineries.

In 2011, we established an overseas subsidiary in Brazil for circuit board recycling, building a global resource collection network that imports circuit boards from abroad.

In Japan, we opened the Analysis Center in 2015, creating a system for accurately evaluating the quantities of precious metals contained in the circuit boards.

3. Drawing Out People's Potential

HAMAYA's new mottainai

In 2015 we established NPO (non-profit organization) Hamaya and set up a system where persons with disabilities handle the disassembly of electronic devices. This has the dual benefits of raising the efficiency of the recycling process while also offering persons with disabilities more employment opportunities, fitting in with our goal of creating a society where a diverse range of human resources can flourish.

The disassembly and sorting tasks they perform also increases the quality of the recycled goods, meaning it is good for both the environment and for society.

Unlocking and making the most of human potential is another way HAMAYA Corporation expresses its commitment to the value system of mottainai.

4. Evolving into a Comprehensive Resource Circulation Business

In 2022 we established the East Japan Material Center, followed by the Reuse Center in 2023. The two facilities made our waste and resource collection more efficient and helped us establish a new distribution model for reused goods that links Japan with the rest of the world.

This improved quality and greater resource collection efficiency is accelerating the development of a new global resource circulation model. At the same time, we are also deepening our partnerships with other companies and local authorities to promote more reuse and recycling.

Many things have changed in the over 40 years since HAMAYA Corporation's founding, but our belief in "turning mottainai into value" has never wavered. We will continue to bring out the best in people, things, and resources so that we can create resource-efficient societies throughout the world.



SUSTAINABILITY

Sustainability Slogan

Turning mottainai into value, enriching the world, and shaping the future

"Throwing something away when you could still use it is a waste. It's mottainai." That is our belief, and therefore we look for fresh value in unused items by re-evaluating, collecting, reusing, and recycling them. An object one person no longer needs might still play an irreplaceable role in another person's life. As a "bridge" that links people, things, and society, HAMAYA Corporation seeks to deliver value where it is needed in order to enrich the lives of people all over the world. We feel the same way about human capabilities. Our goal is to become a company that respects the intellects and individual personalities of all employees and provides them with an environment where they can perform to their full potential. At the same time, we also want to be a company that grows together with our customers and partners. We will spread the concept of "turning mottainai into value" throughout the world and inspire a chain of actions. That is our mission, and that is how we believe we can best contribute to a sustainable world and society. Mottainai is the starting point from which we will create value that will shape the future we desire. HAMAYA Corporation will remain at the forefront, spearheading this cycle of value creation.

Basic Policy on Sustainability

Based on our sustainability slogan of "Turning mottainai into value, enriching the world, and shaping the future," the Hamaya Group engages in sustainable management centered around the environment, society, and governance (ESG). We aim to fully integrate sustainability into our business and maximize our corporate value to achieve a sustainable future.
Furthermore, guided by our "WIN-WIN" management philosophy, we intend to create resource-efficient societies globally through our reuse and recycling businesses. There is an inseparable link between our business activities and lower impacts on the environment, so by expanding sustainably in tandem with various stakeholders, we will bring about a resource-efficient society while increasing the Hamaya Group's corporate value. To become a company trusted by society, to grow together with everyone involved with HAMAYA Corporation, and to make everyone happy, we will act guided by three basic policies. We will ensure that all employees are thoroughly familiar with these policies, which we will also share with the world at large. We will continuously update these policies by reviewing the progress towards achieving our targets every year and using the Plan-Do-Check-Act (PDCA) cycle on them.

1 Achieving a Resource-Efficient Society Through a Chain of Empathy and Actions

Through our reuse and recycling businesses, we aim to encourage resource circulation and address environmental issues across regional and national boundaries. Empathy with the value system of "turning mottainai into value" will inspire a chain of actions. As both of these spread throughout society, they will lead to both environmental sustainability and economic development. This, in turn, will create rich and prosperous lives for everyone everywhere.

2 Fulfilling Workplaces Where Individuals are Respected

We will develop workplaces where diverse personalities and value systems are respected, and where employees can work with a sense of pride and fulfillment. Our end goal is to achieve co-creation and co-growth by establishing a health- and safety-conscious working environments and fostering an open corporate culture that connects the company with its employees and customers.

3 Responsible Corporate Management and Enhanced Governance

We will follow all applicable laws and regulations, behave ethically, be fair and honest in all of our business dealings, and run an upstanding business that shows consideration for the environment, human rights, laws, and the final disposal of goods. We will promote highly transparent and trustworthy sustainable management with a clear internal structure.

Sustainability Promotion Structure

The Hamaya Group has strengthened its sustainability promotion structure in stages to improve corporate value from a sustainability standpoint.
At present, we have launched a Sustainability Promotion Project Team made up of members from various departments. By working closely with other departments, they are boosting company-wide momentum and establishing a structure that enables sustainable growth from an ESG perspective.



Material Topics

The Hamaya Group has identified a number of material topics from an ESG perspective to help us address social issues through our core reuse and recycling businesses and achieve sustainable growth. These topics are based on the expectations of society and our stakeholders and on the unique characteristics of our business. We expect them to contribute to both increasing our corporate value and creating a sustainable society. We will base our activities the six identified material topics in order to bring about a resource-efficient society across borders.

The Material Topic Identification Process

Step 1

Understand and Organize Expectations and Demands from Society

We gathered information from inside and outside the company and listed the social issues that were relevant to the Hamaya Group.

Step 2

Evaluate Issues and Arrange Them by Priority

We evaluated and prioritized the issues on both their significance to society and their significance to our company.

Step 3

Discussions with Managers

We brainstormed with management to decide the direction of our material topics.

Step 4

Approval at the Management Meeting

We settled on the final material topics after deliberations at the management meeting.



Material Topics	Explanation
Expand and Reform Resource Circulation	To turn mottainai into value and circulate every item as many times as possible, we must nurture discernment in employees and develop a culture that encourages them to maximize the value of resources. Those skills and that culture must also lead to concrete action. We will establish a circulation society that is flexible, creative and advanced in all aspects, namely goods, regions, structures, and partners. By achieving a broad, diverse recycling of value, we hope to ensure that the Earth's environment survives to be enjoyed by the next generation and beyond.
Generate Empathy with Our Values, Inspiring a Chain of Actions	We want to elevate the value system of "turning mottainai into value" from one held by the Hamaya Group into a value that is shared by society as a whole. Through the reuse and recycling businesses, we will make that value clear to all, which will expand the circle of empathy worldwide and inspire a chain of actions that will help us achieve our goals.
Develop Workplaces Where Diverse Personalities and Possibilities Can Come to Life	We will foster an organizational culture where everyone has a role, and where they can turn mutual differences into strengths while respecting each others' ideas. By creating working environment where everyone feels confident and fulfilled because they believe their work makes others happy and makes society more sustainable, we will maximize the potential of individuals and the business.
Achieve Sustainable Growth through Co-Creation and Co-Growth Between Customers, Employees, and HAMAYA Corporation	Through dialogue among three parties—customers, employees and the company—we will build positive relationships that enable us to build the future together. We will establish an open corporate culture and nurture co-creative relationships. This means we will use feedback from customers to improve our businesses and services, and turn employee insights into organizational change so that we can all develop together.
Build a Responsible Value Chain	We will adopt a responsible approach to easily overlooked issues like environmental impacts and human rights risks. We want to be able to say with pride that HAMAYA Corporation's efforts are having a positive effect on these issues. We will treat the final disposal of products, consideration for the environment and human rights, and compliance with laws and regulations both in Japan and overseas as three parts of a single whole as we endeavor to create a sustainable, highly transparent circulation-based business.
Reinforce Organizational Governance	We will elevate the transparency and consistency of the whole organization and establish a healthy and reliable corporate foundation.



ENVIRONMENT

Environmental Policy

The Hamaya Group has developed an environmental policy to guide all Group employees so we can work together to build a sustainable future. We aim not only to follow laws and regulations, but also to live in harmony with the environment through a wide range of approaches, including minimizing our impact, promoting resource circulation, and educating and increasing awareness among the next generation.

1 Reducing Waste Emissions and Promoting Resource Circulation

By giving unused goods from around Japan new lives as reused and recycled goods and recirculating them worldwide, we turn mottainai into value, reduce waste, and encourage resource circulation across borders. We practice what we preach as well: HAMAYA Corporation follows clear separation rules and reuse systems for the waste we generate, and we strive to limit that waste to the barest minimum.

2 Complying with Environmental Laws and Regulations

We obey and respond properly to domestic and international environmental laws and regional regulations and agreements. The Hamaya Group also strives to manage our companies according to international environmental standards.

3 Considering Our Impact on the Environment

Throughout our business processes, we do our best to use energy efficiently and encourage ongoing energy savings. We also carefully consider sustainability and the effect on the environment when choosing the equipment and materials to use as a company, and we try to minimize our impact on the environment in our business activities.

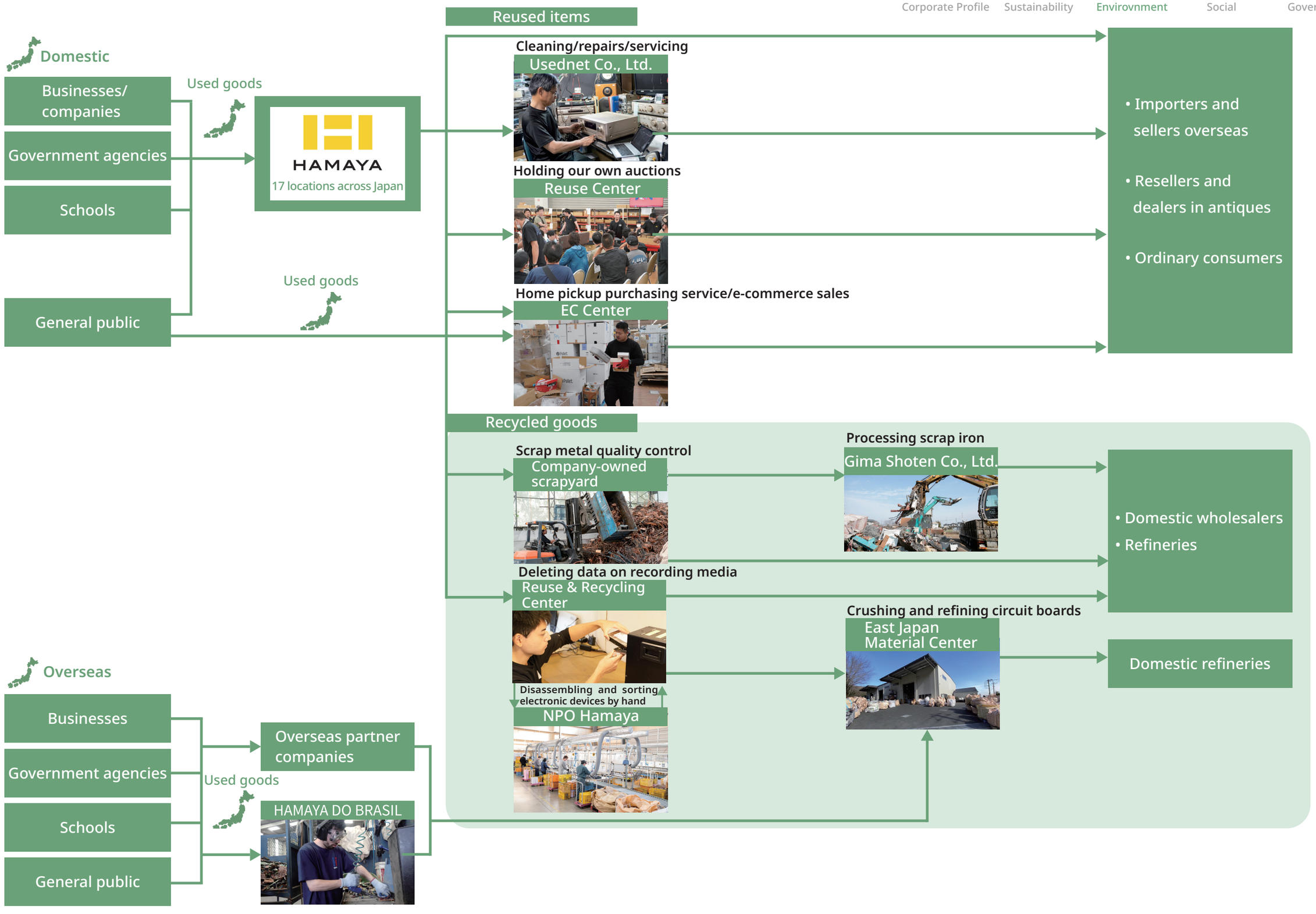
4 Environmental Education and Raising Awareness

In addition to increasing our employees' awareness of environmental issues through education and training, we have put systems in place to praise and share proactive actions and support voluntary changes in behavior.
We also hold environmental education and awareness-raising events for the younger generation in local communities to deepen their understanding of environmental conservation.

5 Partnering with Local Communities

By communicating the value created from reuse and recycling in clear and simple terms, we hope to expand the circle of people who empathize with our mindset of turning mottainai into value.
Together with our business partners, government agencies, and the local communities we work in, we will create a chain of actions that lead to the creation of a sustainable society.

Overall Flow of the Reuse and Recycling Businesses





Reuse Business

At HAMAYA Corporation, we don't have to try very hard to be sustainable: through our reuse business, we naturally contribute extensively to resource circulation on a global level, enriching lives and saving the environment. We buy used goods that would have otherwise been disposed of and export them for sale overseas. In addition to handling steadily increasing volumes of the products we traditionally focused on such as household appliances and bicycles, we have expanded our range to currently deal in furniture, lifestyle goods and other daily necessities as well as secondhand items, folk crafts and antiques.

Reducing Environmental Impacts and Creating Resource-Efficient Societies

The reuse business plays an incomparable role in reducing waste generated by delivering a truly stunning range of used Japanese goods, from household appliance to furniture and lifestyle goods, to new users who need them.

On average, HAMAYA Corporation keeps over 10.5 million[1] items out of landfills and other disposal sites every year through our handling of reused goods, ensuring that used household appliances, bicycles, furniture, and lifestyle goods find homes with people who will benefit from them.

Less waste generated means fewer CO2 emissions, which reduces pressure on the environment and plays a major role in addressing climate change.

By distributing reused goods to roughly 71 countries[2], we contribute greatly to building resource-efficient societies on a global scale.

Note 1: Transaction volumes in Japan and overseas between October 2024 and September 2025

Note 2: Number of countries traded with to date

Improving the Quality of Life for People Worldwide

The reused goods that HAMAYA Corporation supplies also create local employment when they are individually serviced and sold in around the world, mainly in developing countries. The ability to purchase second-hand Japanese goods at reasonable prices also makes a great difference in the quality of life for people who cannot afford to buy new products.

Building a Collection Network

We have built a used goods collection network through working relationships with approximately 81,000[3] business partners (including business operators, the general public, companies, and government agencies). We collect used goods from various sources through our well-placed sites across Japan.

Note 3: From October 2024 to September 2025



Reuse (Overseas)

The items we receive are exported overseas as reused goods, ready to serve people again. At their destinations, they undergo repairs and maintenance to make sure they are fit for use before resale. Through this process, we connect reusable resources to people who need them, helping create a resource-efficient society at the global level.

71 countries traded with to date

The Hamaya Group's used goods have gone as far afield as the United States of America, Cambodia, Cameroon, Guatemala, Singapore, Tanzania, Chile, the United Arab Emirates, the Philippines and Bulgaria, among many others.

Containers shipped

2,015 a year[1]

Products exported

8.25 million a year[1]

Note 1: From October 2024 to September 2025

Flow of sales of Reused Goods overseas

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

2. Sorting and packaging
We sort and package the items as needed.

3. Loading
We load them into containers according to the orders received.

4. Exporting
We export the containers to the countries where they will be sold.

5. Resale
When they arrive, they are repaired, serviced, and



Reuse (Domestic)

Some of the items we received are cleaned, repaired, and serviced by our Group companies and sold in Japan as reused goods. Each one is painstakingly refurbished by a skilled technician before being delivered to the next user.

Domestic distribution

2.25 million a year[1]

Note 1: From October 2024 to September 2025

Flow of sales of Reused Goods in Japan

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

2. Sorting
We sort them and send some to our Group companies.

3. Repair and servicing
The Group companies clean, repair and service the goods.

4. Resale
The goods are resold in Japan.



Beloved furniture
TANUKI

We also refurbish interesting vintage furniture from Denmark, England and other places and resell them domestically after dismantling and thoroughly cleaning and fixing each piece.

Homepage Instagram

Transferring the E-Commerce Business to the Newly Established EC Center



In July 2025, we moved the EC (e-commerce) business from the Reuse Center to the newly established EC Center. The EC Center is a dedicated space for handling goods sent through express home delivery services and other means. Having a place just for these allows us to centralize tasks and operate more efficiently. The auction business, which remains at the Reuse Center, continues to grow steadily. Using the space freed up by the transfer to increase the number of auction days and improve systems for customers to receive goods is a boost to our quest to achieve a resource-efficient society.



EC Business

Thanks to a business tie-up with OZVISION Inc., we receive high-quality products directly through the "Pollet" home pickup purchasing service for used products and sell them through e-commerce. This method has the added bonus of expanding the range and number of reused goods by allowing us to receive items from customers who could not sell to our traditional stores for various reasons.

Customers who purchased reused goods

36,625[1]

Note 1: From October 2024 to September

Reuse Center

The Reuse Center is home to the antiques business, the designer goods reuse business, and the auction business, all of which endeavor to sell reused goods at maximized value.

Antiques Business

This is where we look through old appliances, Japanese furniture, and lifestyle goods to find vintage pieces and items with value as antiques and export them to Asia and Europe. We also list them in our company-run auctions, where we can sell them for higher prices than we would get with regular exports. Our goal for the future is to encourage greater reuse by boosting sales to Europe and carrying a wider selection of products which are in higher demand there compared to Japan.



Designer Goods Reuse Business

We source, evaluate and reintroduce luxury designer goods to the market. HAMAYA Corporation's expert evaluators pore over every piece to guarantee its authenticity so that we can sell them at prices that reflect their true value. Since December 2023, we have been listing them in our company auctions as an additional sales channel. This, along with clearly defined assessment rules and improved bidding, is leading to more purchases and higher-value sales.



Auction Business

Our aim in holding auctions is to stimulate the domestic and international reuse market by creating a marketplace with a virtuous cycle where both buyers and sellers benefit. In August 2025 we expanded our systems for receiving goods. Starting in September we increased the frequency of auctions for home appliances, furniture and lifestyle goods from twice to three times a month, boosting our monthly capacity to receive items by roughly 50%.



Total lots traded[1]	Total participants
Approx. 85,9022[2]	**5,690[2]**

Note 1: Number of lots = number of auction trades made. The volume of each lot has increased compared to last year.
Note 2: From October 2024 to September 2025

Kifu-Colle: A Used Item Donation Service キフコレ

Homepage

Kifu-Colle is a service that makes helping society easy: users simply ship their used items to us in a cardboard box and we handle the rest. We send reusable items to developing countries and repurpose those that cannot be reused as resources. It is the perfect service for people who wish to help someone, somewhere in the world with items they no longer need instead of throwing them away.



The donations help the world in the following four ways.

1. Protecting the environment
2. Creating jobs for persons with disabilities
3. Improving the quality of life for people in developing countries
4. Improving water quality through the donation of water purification agents

Water purification agents donated[1]

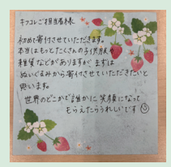
Water purification agents
Approx. 4 million liters

Drinking water
One day's worth for 1.6 million people

Note 1: As of September 2025 Total donation records include figures for Mottainai Unsou.

Letters from donors

Many donors send letters with their packages to express their desire to help others with their donations.

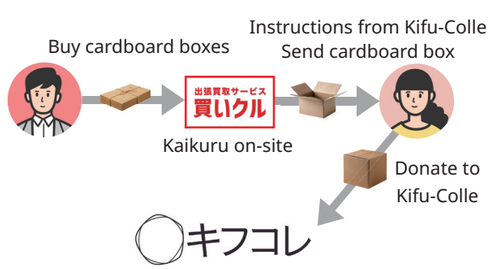


Donation of wedding dresses to NPO

We received a donation of 15 wedding dresses and donated them in turn to NPO DEAR ME, a non-profit organization which aims to solve social issues through fashion and education. They made the dresses into outfits for a fashion show for underprivileged children in the Philippines. The outfits were designed by the children and brought to life with stunning accuracy by a team of Japanese volunteers.

Launching a project to save the Earth with cardboard

In August 2025, in collaboration with Takushoku University, RC Inc. (operators of the Kaikuru on-site purchasing service), and Shinryokusha, Kifu-Colle launched an industry-academic partnership project for solving social issues with used cardboard boxes. They buy cardboard boxes lying around households and distribute them to customers for free as dedicated "Kifu-Colle boxes." The used items people pack into these boxes and donate go a long way towards supporting people overseas. Thanks to the cooperation of Takushoku University, students, and corporations, we are helping to achieve SDGs 12, 13, and 17 by promoting resource circulation, reducing CO2 emissions, and encouraging people to donate to others.





Recycling Business

HAMAYA Corporation runs a base metal business at 17 stores across Japan where we collect, sort and process base metals such as iron, copper and aluminum to promote the recycling and recirculation of metal resources. Through the urban mine recycling business, we play a key role in the series of recycling processes by having an environment for analyzing the quantities of precious metal contained in waste electronic circuit boards and other products in-house and managing a factory for processes such as disassembly, crushing, and refinement. This increases our competitiveness and allows us to purchase items at a suitably high unit cost, resulting in recycled goods of consistently high quality.

Reducing Environmental Impacts and Creating Resource-Efficient Societies

By collecting metal resources and scrapped circuit boards and acting as a bridge to Japanese refineries, we greatly reduce the amount of waste generated. On average, we handle about 70,220 tons[1] of such recycled metal goods every year.
The Hamaya Group's resource circulation structure extends beyond Japan to the rest of the globe, as we collect waste electronic circuit boards through overseas trading partners including our Group company in Brazil.
Recycling these kinds of materials has the added benefit of lowering CO2 emissions, easing the burden on the environment, and addressing climate change.

Note 1: Transaction volumes in Japan and overseas between October 2024 and September 2025.

Helping Persons with Disabilities Find Work

We outsource the disassembly and sorting of small electrical appliances such as game consoles and laptops collected by the company to facilities dedicated to providing employment for persons with disabilities, thus creating jobs for them and supporting their employment.

Building a Collection Network

We have built a used goods collection network through working relationships with approximately 81,000[2] business partners (including businesses, the general public, companies, and government agencies). We collect used goods from various sources through HAMAYA Corporation locations across Japan.

Note 2: From October 2024 to September 2025

Base Metal Recycling Business

Through our base metal business, we collect, sort and process base metals such as iron, copper and aluminum to promote the recycling and recirculation of metal resources. In Japan, this involves a variety of recycling systems and technologies for using metal resources efficiently. To recycle metal resources reliably, it is essential to build a collection network and sort and process metals so that they are recyclable. HAMAYA Corporation achieves both with ease thanks to our 17 locations across Japan which serve as stable collection points. Once collected, the metals go through the recycling systems best suited to their type and emerge anew as fresh resources, ready to be used again.

Flow of the Base Metal Recycling Business

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

2. Sorting and storage
We sort the goods received by the type of metal and store them until they reach a certain amount.

3. Shipping and recycling
We ship them to domestic refineries and trading companies for recycling.





Countries we have traded with to date
South Korea, India

Base metal products handled
Target: 61,200 tons a year
Actual: 64,800 tons a year[1]

Tires with aluminum wheels, catalytic converters, and other products handled
Target: 134,000 a year
Actual: 104,000 a year[1]

Note 1: From October 2024 to September 2025



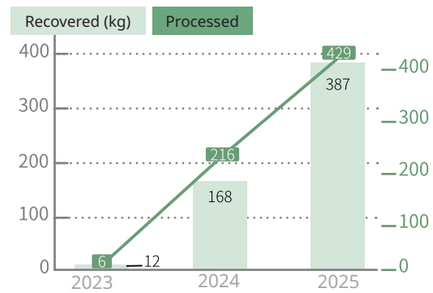
Base metals handled
Iron, stainless steel, aluminum, gas regulators and meters, copper, brass, nickel silver, copper pipes with tubing, power cables, water heaters, transformers, motors, radiators, heat sinks, breakers, solder, lead, batteries, UPS, etc.

Fluorocarbon recovery service

We offer a service where we use legally regulated methods to correctly recover the fluorocarbon from commercial equipment such as air conditioners and refrigerators that contain them. We hand the recovered refrigerants to fluorocarbon recycling and disposal companies, preventing them from polluting the environment. This fiscal year, we increased the number of stores that offer the service to eight and deployed four fluorocarbon recovery technicians. We are skilled at recovering not only currently mainstream refrigerants (HFC) but also banned and abolished ones (HCFC, CFC). Such services are indispensable for protecting the environment, so we fully intend to continue expanding this business, which sprang from the “My Pro”[1] project proposal system, in the future.

Note 1: See page 45 for more information about My Pro.

Fluorocarbon recovered



Installing wire strippers

We have installed wire strippers to show our appreciation to our customers by increasing the value we add to resources. Wire strippers generate more value, and since we reflect the gains made in the purchase price, both we and our customers come away satisfied with each transaction.



Urban Mine Recycling Business

The urban mine recycling business collects waste electronic circuit boards and devices from Japan and elsewhere and sends them to domestic refineries so that the gold, silver, palladium, copper, and other precious metals in PCs and mobile phones can be recycled. We have locations in western and eastern Japan where waste goods are collected and held. These locations handle quality control, sorting, shipping, and other processes, allowing us to build a stable recycling structure and circulate resources efficiently. Furthermore, although it takes expert technical skill to accurately analyze the quantity of precious metal contained in scrapped circuits boards, we are able to do that in-house in HAMAYA Corporation's Analysis Center. We also play a major role in the series of recycling processes by performing processes such as dismantling, crushing and refining at our own factory.

Urban mine recycling transaction volumes

Target: 5,419 tons a year

Actual: 5,342 tons a year[1]

Note 1: From October 2024 to September 2025

Countries and regions we have traded with to date

The Philippines, Brunei, Hong Kong, Singapore, Brazil, Indonesia, Nigeria, Kazakhstan

Waste electronics handled

Electronic and power supply circuit boards, CPUs, memory cards, mobile phones, smartphones, tablets, portable WiFi devices, PC servers, internal and external hard drives, power supply boxes, optical drives, PC cards, networking devices, memory cassettes, cable connectors, gold-plated products, etc.

Installing an X-ray Fluorescence Analyzer

We installed a new device known as an X-ray fluorescence analyzer. It quickly analyzes the surface of metal so that we can make speedy on-site decisions. For more detailed analysis, we use an ICP (inductively coupled plasma) atomic emission spectrometer instead. Switching between different analysis devices depending on the needs of the task lets us run operations more efficiently.

Analysis Center

This is where we use the ICP atomic emission spectrometer to accurately measure the precious metals in waste circuit boards and other devices. An accurate assessment of this quantity means we can buy the goods at a suitable price, a win-win result for both HAMAYA Corporation and our customers.







East Japan Material Center

This is where we store, perform quality control, crush, and sell waste circuit boards and other goods. It is a highly efficient recycling environment due to the high-performance crushers we use. The Center also sorts and disassembles small home appliances.



Launched Hydrometallurgy Business

We launched a new hydrometallurgy business at the East Japan Material Center in April 2025. Hydrometallurgy is a refinement method that uses acids and alkalis to dissolve the metals contained in electronic parts and circuit boards, and it is highly efficient for separating and purifying precious metals.
Adding this method to our already robust precious metal collection and processing structure has improved our ability to serve a wide range of customers.



Raku-Raku Purchase Service [Mail-In Purchase]

Since 2019, we have offered a mail-in purchase service where customers can sell us their circuit boards, electronic parts and devices and other waste products by mailing them in a cardboard box. The service is available to everyone, both individual and corporate, no matter where they are located in Japan.



Flow of the Urban Mine Recycling Business

1. Receiving

We receive scrap from the households, businesses, government agencies and other sources. We also collect scrapped electronic circuit boards from overseas.

2. Sorting and storage

We disassemble, sort, crush and refine the goods to produce higher-quality recycled material.

3. Shipping and recycling

We ship them to refineries for recycling.



The Urban Mine Recycling Business's Initiatives in Mongolia

Building a Circulation Model that Addresses Social Issues

In June 2025, the urban mine recycling business expanded into Mongolia with the establishment of a warehouse on a roughly 660m^2 plot in the capital, Ulan Bator, for dismantling collected electronic devices and storing and shipping collected circuit boards.

The business is an initiative brought about through as a joint effort with local partner companies.

The initiative was selected for the Japan International Cooperation Agency (JICA)'s SDGs Business Supporting Survey program in recognition of its future business potential. The financial support from the JICA program will allow us to reinforce the business's foundations and build a stable management structure, which will contribute significantly to reducing waste and promoting resource circulation overseas.



↑The warehouse opening ceremony



↑The new warehouse



↑Visiting a support facility for persons with disabilities



↑Visiting an educational institution

Creating Jobs for Local Persons with Disabilities

As is our custom at HAMAYA Corporation, our efforts do not stop at resource circulation but extend to creating social value as well. Together with NPO Hamaya, we are creating new employment opportunities for persons in Mongolia with disabilities by having them disassemble the collected electronic devices. HAMAYA Corporation will continue to pursue both resource circulation and the employment of persons with disabilities as part of our effort to create a sustainable future where no one is left behind. We will deploy more initiatives like these in Japan and beyond to help build inclusive and sustainable societies.



↑Visiting a household with persons with disabilities in the Ger district



Partnerships

We have many ambitions and lofty goals at HAMAYA Corporation, but we know we can't achieve them alone. That's why we believe in forming partnerships that allow all parties to leverage their strengths to achieve results and impacts they could not manage on their own.
To that end, we cooperate with a wide range of sectors, including Group companies in Japan and overseas, government agencies and private companies to build resource circulation networks. We will build and treasure the relationships of mutual trust that these sustainable partnerships represent, and we will work to deepen them going forward so that we can create resource-efficient societies together.

Promoting Resource-Efficient Societies through Partnerships

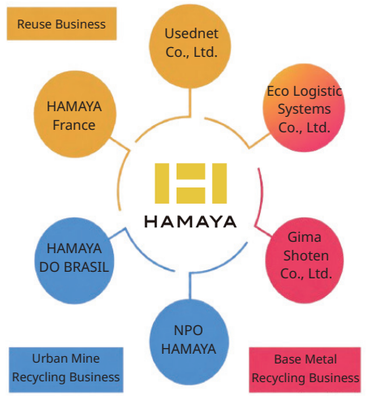
Collaborating with domestic and global Hamaya Group companies and a diverse range of partners means that we can leverage the expertise and networks of each party to carry out initiatives that would have been difficult for us alone. Such cooperative structures will help us circulate even more resources, which will improve the environment and lead to a sustainable society.

Creating Employment

We outsource the disassembly and sorting of small electrical appliance such as game consoles and laptops collected by the company to facilities dedicated to providing employment for persons with disabilities, thus creating jobs for them and supporting their employment. Since we manage companies overseas, we also create jobs in local communities around the world.

Maximizing Product Value

Working together with Group companies in Japan and overseas, HAMAYA Corporation ensures that every product we receive is reused and recycled in the most suitable way. The whole Group works together to maximize product value, because that leads directly to the creation of a resource-efficient society.



Usednet Co., Ltd.

Usednet Co., Ltd. is in charge of cleaning, repairing and servicing products received by HAMAYA Corporation that are in high demand for reuse in Japan. Their expert technicians carefully fix and clean up every item so they can be delivered to the next user in Japan in the best condition.

Gima Shoten Co., Ltd.

Gima Shoten Co., Ltd. specializes in industrial waste disposal for ferrous and non-ferrous metals. They handle the cutting, compression and processing of some of the metals collected by HAMAYA Corporation. The metals are sent to domestic refineries for recycling after these processes.

NPO Hamaya's Tsurugashima Workplace and Miyako Workplace

As a work support facility that provides continuous support for employment services (Type B), NPO Hamaya offers work training for persons with disabilities or with hard-to-treat diseases that make it hard for them to work at regular companies. This training equips them to handle the dismantling and sorting of small electronic devices such as PCs and game consoles collected by HAMAYA Corporation.

Eco Logistic Systems Co., Ltd.

They provide a comprehensive logistics and recycling system with 21 branches across Japan. Their specialty is integrated circular logistics that covers everything from transportation to the disposal of industrial waste. This includes collecting and transporting recycled home appliances, disposing of heavy items like medical equipment, and moving whole offices.

HAMAYA DO BRASIL

Our Group company in Brazil collects circuit boards from local companies and businesses and disassembles and sorts them. They then send the boards to refineries in Japan to be properly recycled.

HAMAYA France

They sell secondhand items, folk crafts, and antiques gathered from across Japan in France. Their goal is to skillfully leverage the difference in cultures and values to find goods with high demand in France and distribute them in ways that unearth new value.

NPO Hamaya

NPO Hamaya runs two employment support facilities where persons with disabilities receive training in employable skills. Small household appliances like PCs and game consoles collected by HAMAYA Corporation are entrusted to these persons for disassembly and sorting. The compensation for these tasks is paid to them as wages, helping them become independent. The resources recovered through their manual disassembly also improves recycling rates, bringing us closer to a resource-efficient society.
Additionally, NPO Hamaya provides employment support to those interested in finding regular employment. NPO Hamaya's support and training allows a number of them to secure jobs at regular companies every year.



Small home appliances disassembled by persons with disabilities

670,327[1]

(For items measured by weight, 1 kg is counted as one item)

Average wage

40,560 yen a month[1]

(Reference) Average wage in Saitama Prefecture for persons receiving Type B employment support: 20,287 yen a month (April 2023 to March 2024)

Persons employed in regular companies

2

Note 1: From April 2024 to March 2025

Assisting with Practical Lessons at Special Needs Schools

Every term, NPO Hamaya provides electronic devices to the high school divisions of local special needs schools to enable 15-20 students in their first year to learn about work by experiencing the disassembly process. This initiative not only helps them better understand work but also serves as an opportunity for thinking about sustainability as they gain hands-on experience with one of the processes required to turn disused products back into resources. For students in their second and third years of high school, NPO Hamaya provides a location for practical training and offers support to help them function in society after they graduate.



Flow from Receiving Goods to Recycling

1. Households, businesses, government agencies, companies, etc.	2. HAMAYA Corporation	3. NPO Hamaya	4. Recycling
We receive used goods from households, businesses, government agencies, and companies.	We outsource the goods to NPO Hamaya for disassembly and sorting.	Persons with disabilities disassemble and sort the goods.	We ship the goods to refineries and trading companies for recycling.

HAMAYA DO BRASIL

HAMAYA DO BRASIL contributes greatly to creating jobs and reducing the amount of waste disposed of in landfills in Brazil by running a recycling business for electronic devices and circuit boards. By shipping circuit boards to Japan, the home of high-level refinement technology, they achieve a high recycling rate while also helping Japan secure resources.



Recycling transaction volumes

526 tons[1]

Note 1: From October 2024 to September 2025

Flow of Work at HAMAYA DO BRASIL

1. Receiving	2. Categorizing and disassembling	3. Shipping and recycling
They receive electronic devices from households and local companies.	They categorize and disassemble the items received to produce higher quality recycled material.	They ship the circuit boards to Japan, where the East Japan Material Center's crushers pulverize them and ship them to refineries.

HAMAYA France

HAMAYA France sells products like secondhand items, folk crafts, and antiques gathered from across Japan in France. There are many goods that have no clear value in Japan but are highly sought after in France. In addition to sales through online platforms and flea markets, HAMAYA France shares Japanese products with the rest of the world by attending major events in neighboring European countries.



Collaborating with Other Companies

HAMAYA Corporation partners with other companies to roll out a wide range of services in order to encourage greater resource circulation and increase the potential of reuse and recycling. Through these tie-ups with our partner companies, we are able to create new value by leveraging our respective strengths.

Since 2018, we have been working with Ekuipp Co., Ltd., managers of “Ekuipp,” a marketplace for secondhand machine tools and measuring instruments, and our affiliate Usednet Co., Ltd. to liquidate second-hand factory machinery and parts and create a secondary distribution market for them.

In 2020, we began partnering with The National Red Hat Light Truck Transport Cooperative Federation, one of the biggest players in the transportation industry in Japan, to offer a collection service leading to the reuse and recycling of used items. As part of the partnership structure, some of the proceeds are used for donating water purification agents to make water safe to use, supporting people in developing countries as well.

On February 7, 2022, we established Uragami Co., Ltd. together with Style Agent.Co., Ltd. Uragami revives furniture and other used items as fixtures for decorating and enhancing spaces.

Together with TAU Corporation, on August 30, 2023 we launched a service for customers to sell us their cars. Reusable cars are exported overseas while those with no reusable value are repurposed as resources.

We launched the Pollet home pickup purchasing service in 2023 in collaboration with OZVISION Inc. HAMAYA Corporation inspects, buys and sells items that customers send to us through the Pollet purchasing site.

Working with SAKAI Moving Center Co., Ltd., we started an initiative in 2024 where users can donate any used items they find when moving. Through this, we are driving reuse at all levels and occasions in society.

We participate in the MOTTAINAI OSEKKAI Co-Creation Project, a TEAM EXPO 2025 Program co-creation challenge. Together with other participating companies, we aim to bring about a “happiness circulating society” that achieves sustainable growth by using overlooked resources around us effectively and efficiently.

The Uragami Initiative

“Don’t discard. Decorate.” That’s the guiding principle behind Uragami Co., Ltd., a company that turns furniture and other objects destined for the scrapheap into fixtures and decor. In addition to leasing and selling antique furniture and remade fixtures, they explore ways to find new value for products through various projects so they can be used again.



Refashioning paulownia cabinets

Uragami worked with Moririn Co., Ltd., a dealer in textiles, and Rin Inc., which breathes life into discarded flowers, to refashion furniture. This furniture consists of three combined elements: paulownia cabinets, which have currently low reuse demand, “lost flowers” which would have been discarded, and PANECO® boards, which are made from recycled fibers. Paulownia furniture was once a staple in Japanese households, and through this project, we hope that as many of these classic pieces as possible will receive fresh value so they can continue to be useful.



The Re Re Re Kokeshi Restoration Project

Homepage Instagram

The Re Re Re Project is based on three themes beginning with “re:” rediscovery, redefinition, and rebirth. It is about reusing resources by finding mottainai materials (rediscovery), having artists and designers review their value (redefinition), and then remaking them into new products (rebirth). The mottainai materials from wooden traditional Japanese kokeshi dolls were beautifully restored by the users of Yuai Gakuen, a social welfare service corporation that works with persons with disabilities in Ome City, Tokyo. The resulting pieces were sold at Mainichi Nominoichi (daily flea market), a pop-up store located on the first floor of the Machida Modi building in Machida City, Tokyo, from October 19 to November 30, 2024.

In a world where many unused materials end up incinerated, we hope to foster more people interested in continuing to reuse materials like these. In that way, by expanding the circle of people who understand and follow the concept of mottainai, we will save the environment and make people's lives better.

Collaboration with Private Companies and Government Agencies

HAMAYA Corporation collects used goods from private companies and government agencies and circulates their resources again through the reuse and recycling process. Adding the used goods from those organizations to those collected from households lets us reduce waste even further. Furthermore, the Ethos Cooperative Union, which we are a member of, has signed an agreement with the city of Higashimatsuyama in our home prefecture of Saitama to contribute to reconstruction in times of regional crisis. We will help the local community by buying items that are no longer usable after floods and other disasters.

Reducing Waste by Collecting Used Goods from Private Companies

We collect used goods from companies and universities and reuse and recycle them.

Some goods we handle



Railway companies:
lost and found items, wheels, cables



Food service industry:
tableware, cutlery, cookware

Helping reuse and recycle oversized garbage collected from government agencies

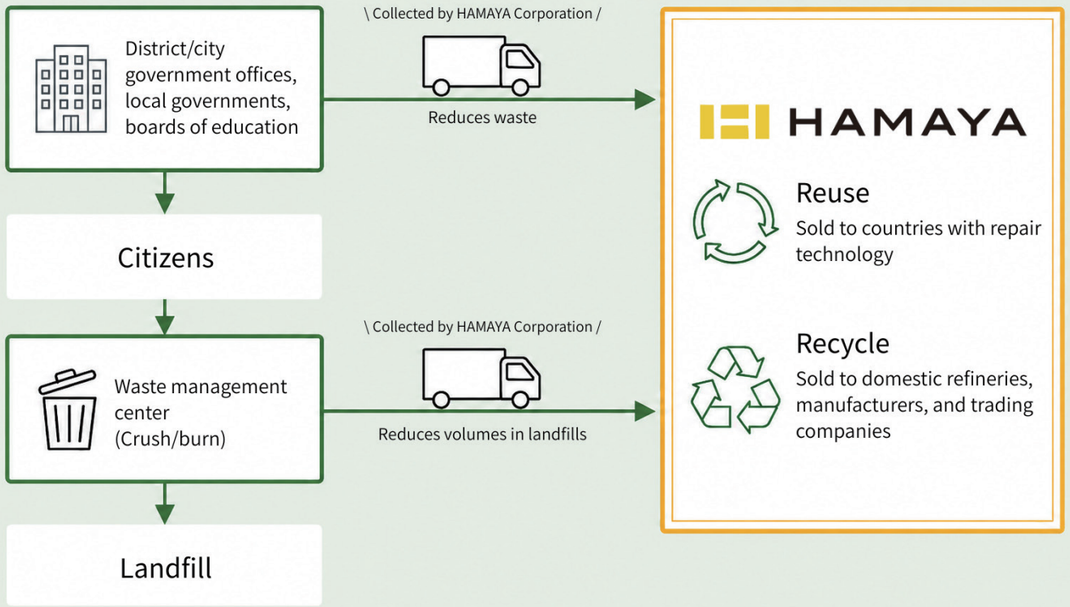
We buy reusable items such as household appliances, lifestyle goods and bicycles from the oversized garbage that people drop off at waste management centers. This keeps them out of landfills while also increasing the government's annual revenue.

Transaction history

Contracted government agencies	Reused goods	Reused goods (kg)	Recycled goods (kg)
35 local governments and associations[1]	**57,517[1]**	**7,904 kg[1]**	**682,723 kg[1]**

Note 1: From October 2024 to September

Flow of Transactions with Government Agencies





Exporting Mottainai Worldwide Report on a Presentation at Expo 2025 in Osaka, Kansai

Ippei Kobayashi, HAMAYA Corporation's representative, mounted the stage at Expo 2025 held in Osaka, Kansai to explain the spirit of mottainai and HAMAYA Corporation's grand ambitions to the world through the MOTTAINAI OSEKKAI project, a project that breathes new life into communities while reusing goods.

HAMAYA Corporation's Role of "Reuse

Through his speech, he introduced the world to the MOTTAINAI OSEKKAI regional revitalization project based in Kagawa Prefecture. The project is a partnership between us and companies such as Toyota Corolla Kagawa Co., Ltd., ReMoLiHu Co., Ltd., and Future, Inc. It features a circular model of reinvesting the income earned from reusing items in supporting tourism and mobility in local communities. Osekkai in Japanese is the idea of stepping in or interfering in something. HAMAYA Corporation and our partner companies care too much about communities and the environment languish without stepping up to help. Our role in this project is "Reuse osekkai," reusing neglected resources in communities to create a virtuous cycle between the economy and the environment. This system reduces waste, provides community members with means of transportation, and encourages tourism, all of which address pressing social issues. We consider this opportunity to take the stage at Expo 2025 as a sign that HAMAYA Corporation's reuse business is seen as a potential solution to future societal issues. Being able to share our message on such a grand international stage was a highly meaningful occasion for us. We will remain guided by the HAMAYA Corporation spirit of mottainai as we continue to pursue resource-efficient societies that connect local communities to the world at large.

Project accomplishments

Companies and government agencies participating
72[1]

Tourism mobility equipment installed
63[1]

Note 1: As of September 2025



Promoting Sustainability within HAMAYA Corporation

True transformation starts from within. Therefore we use various means to help all our employees better understand sustainability. Our goal is to fully integrate sustainability into the company and make the topic feel personal and relatable to everyone working here.

Sharing Information through Company Newsletters, Social Media Accounts and Portal Websites

We regularly share information on the SDGs and sustainability-related issues through company newsletters, social media accounts and portal websites. It covers a broad range of topics, including the inseparable relationship between our business and sustainability, some achievements we have made while promoting it, reports on activities we are engaged in, and eco-friendly actions readers can take in their everyday lives.

Submitting a CoP to the United Nations Global Compact

As a member of the UN Global Compact, HAMAYA Corporation submits an annual Communication on Progress (CoP) on the status of our initiatives and accomplishments in four areas—human rights, labor, the environment, and corruption prevention—as well as on governance. We will continue to use the CoP as an opportunity to reflect on the state of our initiatives in those areas and further strengthen them.

Visualizing CO2 Reduction Volumes

We are currently working to calculate the CO2 reduction effects of our reuse and recycling businesses. Along with holding in-house study sessions in preparation for the calculation, we are organizing the state of work processes and logistics at each of our locations, gathering accurate data, and holding frank discussions with consultants.
We will press on with such efforts to help us clearly see how much CO2 we are reducing, which will give customers the added value of knowing they are helping save the environment by bringing their used goods to HAMAYA Corporation.

Initiatives to Reduce Environmental Impact

As part of our drive to achieve a carbon-free society, we are switching to more eco-friendly equipment and facilities in an effort to lower electricity consumption and gas emissions. As a result of updating our facilities, we have reduced energy-derived CO2 emissions and running costs, enhanced operations, streamlined workflows, and improved the working environment. In the most recent fiscal year, we also improved our in-house PET bottle sorting activities. The Sustainability Promotion Project Team toured a recycling plant and learned about correct sorting methods as well as the negative effects of insufficient sorting. They shared their findings on the company's internal social media to make every employee aware of proper sorting and spur them to take action.

Internal Training

We organized two training sessions for managers on the theme of sustainability. In the first session, we shared the basic concept of sustainability, the importance of the company engaging with it, and the direction the company is headed in that regard. The session also involved a group discussion where managers spoke about what activities they would like to do. They responded with ideas and opinions such as "We should do more activities to help our hometown," "I want employees to enjoy working here even more." The second training session was about "Material (priority) topics." To ensure that our managers properly understand the material issues the company has set, we held a workshop where we thought through the risks of not tackling those material topics and the transformation that will be triggered by doing so. The training session was a valuable opportunity for re-confirming the significance of working together as one body to tackle material topics.

Educational Activities to Increase Environmental Awareness

As an organization involved in the reuse and recycling business, HAMAYA Corporation enthusiastically participates in activities aimed at educating people and raising awareness of environmental issues. We endeavor to make our business partners and other stakeholders interested in and concerned about the environment, and increase their understanding of reusing and recycling items.

Ecotopia, an Online Resource for Recycling and Environmental Issues

As part of a multi-pronged approach to increasing environmental awareness, HAMAYA Corporation operates Ecotopia, our own online resource for carrying out activities and sharing information such as the latest news on environmental issues and recycling tips. We hope online resources like this one will boost understanding of environmental issues and spread awareness of reusing and recycling to a wider audience.

Sharing Information about the Use and Social Value of Reused Items

We send our customers what we call "Hamaya News." These are messages where we explain how the items we bought from them are being used in local communities and what other needs they have. Hamaya News also covers the role reused items play locally, as well as how they contribute to waste reduction, resource circulation and other sustainability-related matters. This lets our customers personally experience how using goods through HAMAYA Corporation affects society.

Partnership with the Japan Reuse Recycle Collection Association (JRRC)

In partnership with the JRRC, we organize short courses and training sessions aimed at improving compliance. These activities serve as opportunities for ensuring thorough compliance with the law and also for learning about the importance of environmental conservation and resource circulation.

SOCIAL

Social Policy

In our effort to achieve a sustainable society, the Hamaya Group engages with social issues based on the five pillars of Human Rights, Occupational Health and Safety, Health Management, and Social Contribution Activities. Along with providing safe, anxiety-free environments for our employees, we are committed to strengthening our ties to regional and international societies, striving to remain a company that contribute to the development of societies worldwide.





1 Respect for Human Rights

We respect the fundamental human rights of all employees and executives (including non-fulltime employees), and all stakeholders including business partners. We support the principles of the International Bill of Human Rights and the United Nations Global Compact, and we take a serious approach to human rights issues such as preventing harassment and discrimination, eliminating forced labor and child labor, and guaranteeing fair working conditions.

2 Human Resource Development and Empowerment

Based on our WIN-WIN management philosophy, we are committed to creating work environments where all employees can display their strengths and individual personalities and work with a sense of pride and fulfillment. We place great emphasis on the relationship of co-growth, where employee growth leads to the company's development, and the company's development supports employee growth in turn.

3 Ensuring Occupational Health and Safety

We strive to prevent work-related injuries and create pleasant working environments to protect employee health and safety.
We are also developing healthy work cultures so they can work in peace of mind.

4 Encouraging Health Management

We made a Health Management Declaration that the whole company follows as we try to promote better health.
<Health Declaration>
The Hamaya Group seeks to achieve a harmony between three types of health—physical, mental, and workplace health—and make employees and their families happy. Therefore, under the WIN-WIN management philosophy, we maintain and improve employees' mental and physical health and provide safe and comfortable workplaces so that they can enjoy their time at work.
Our employees are truly irreplaceable, and we firmly believe that ensuring that they and their families live enriched and prosperous lives is the key to the company's growth and development.
The three types of health will make employees happy, which will spur corporate growth, making employees feel even more fulfilled and creating a WIN-WIN virtuous cycle.
We hereby declare our commitment to fostering an organization in which both the company and its employees grow together, while promoting health management and improvement and creating safe and comfortable workplaces.

5 Facilitating Social Contribution Activities

We believe that companies are social institutions. Therefore we are committed to contributing to local communities and helping people in need around the world. This involves not only physical support but also elevating the value system of "turning mottainai into value" to the global level. Our goal is to make vital social contributions that transform people's very beliefs and actions.
We are working on three priority areas based on this goal, namely Environmental Conservation, Community Support, and Disaster/Humanitarian Aid, as we strive to build a sustainable future together with society. Moreover, we have developed systems and environments where we support employees' self-driven social contribution efforts as a company-wide activity.
The Hamaya Group, together with our employees and other diverse stakeholders such as local communities, business partners, government agencies, and NPOs, will develop and nurture the value system of "turning mottainai into value" in order to have a ripple effect on the broader societies we live in.

Helping a Diverse Body of Employees to Flourish

Employment Opportunities and Support for Persons with Disabilities

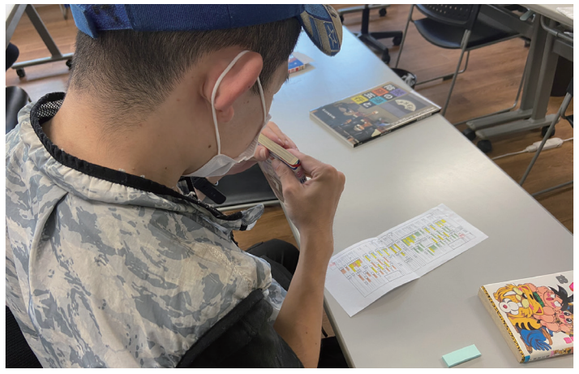
Outsourcing the Disassembly and Sorting of Home Appliances

HAMAYA helps persons with disabilities obtain and keep jobs by outsourcing the disassembly and sorting of some of the small home appliances we collect to employment support facilities for persons with disabilities. The pay they receive for their work also contributes to their independence.

Donating Old Books

We donated 18,810 old books from our employees and business partners to NPO Hamaya. This has expanded the scope of NPO Hamaya's work because in addition to their original duties of disassembling and sorting small home appliances, they also inspect and clean the books, evaluate and list them for sale, and ship them so they can be used again.

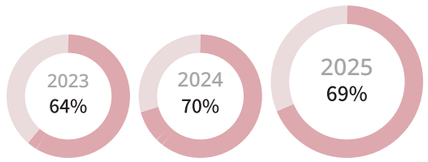
We have also placed collection boxes within the company and at Group business locations (such as Curves gyms) to make it easy for all employees to participate.

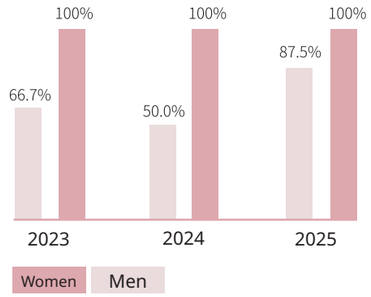


Employing Senior Citizens

In April 2022, HAMAYA Corporation was certified as a Senior Activity Promotion Declaration Enterprise Plus in Saitama Prefecture. We had been previously certified as a Senior Activity Promotion Declaration Enterprise for our measures allowing healthy senior citizens to continue working if they wished. These included extending the ages for retirement and continued employment, eliminating retirement entirely, and creating new opportunities for senior employment. However we went a step further and introduced systems such as raising the retirement age and the upper limit for continued employment to 70 or more. This earned us the higher-level designation of a Senior Activity Promotion Declaration Enterprise Plus.







Work-Life Balance Support

We encourage our employees to stay energetic and motivated by offering various working styles and options for balancing work with their home lives.

Encouraging Taking Paid Leave

At HAMAYA Corporation, we try to make it easy for all employees to actively take paid leave. We have a system of hiring support staff and dispatching them to various branches so that employees at locations with fewer staff members can take paid breaks too. The percentage of employees taking paid leave increases every year.

Promoting Use of the Childcare Leave System

We are making ongoing efforts to create an environment where employees of both genders can freely use the childcare leave system. We offer support in a number of ways such as checking in on those who are on leave and discussing the best time to resume work with them. We want to be a workplace where they can focus on childbirth and childcare when they need to and then return to work without worry.

Company-Run Nursery School

In 2018 we opened Morea Nursery School, a childcare facility run by HAMAYA Corporation. Since it is located near the company, employees can respond quickly to sudden illnesses and other emergencies involving their children. Their children are guaranteed placement and are prioritized for admission. This makes it easier for female employees to resume work at a time that works best for them.

"Moraea" is the name of a South African flower. It means "sensitivity" in flower language. We named the school Morea Nursery School to represent our hope that the children will grow up to be sensitive to the needs around them.
The school's educational policy is to nurture self-esteem and give children a foundation for resilient lives, and the childcare provided focuses on respecting each child's autonomy.





Preventing Harassment

Anti-Harassment Training

We have put in place the anti-harassment measures that became mandatory for small and medium-sized businesses in Japan from April 1, 2022 based on the Act on Comprehensively Advancing Labor Measures, and Stabilizing the Employment of Workers, and Enriching Workers' Vocational Lives (Power Harassment Prevention Act) of June 1, 2020. Through training, we work to give every employee a thorough and accurate understanding of harassment and its related issues. For section managers and higher ranked personnel, we provide focused training on how to relate to their subordinates and how to respond if harassment occurs. This gives them the chance to review their own behavior and helps us develop a system where harassment is prevented before it starts or speedily handled if it happens.

Harassment Response Manual

We have drawn up a response manual covering a variety of possible incidents, including harassment from customers. It contains specific response methods for managers, employees in the field and office staff. By applying it to our operations, we hope to create consistency in our mindsets and behavior going forward.

Consultation Service

We have established a dedicated consultation service for harassment issues to help employees work with greater peace of mind. Their privacy is assured during consultations so that they can discuss matters freely with the person in charge at any time.

Instilling Our Management Philosophy in the Organization

With over forty years of history under our belt, the HAMAYA Corporation is well on its way to achieving our goal of becoming a company that is loved and treasured for 100 years. One way we plan to achieve that is by having the Hamaya Library Team spread our management philosophy throughout the company by documenting it and the ideas we value so that employees can refer to them in their everyday work.

The Hamaya Way

The Hamaya Way is an original e-book that captures our history and anecdotes about the founder's important beliefs and experiences. We aim to deepen our employees' understanding of our management philosophy through these stories that embody it. HAMAYA DO BRASIL currently uses The Hamaya Way as well, and we are working to share and practice it throughout the Group.

Tear Off Daily Calendar

To help the values and guidelines for action that we hold dear spread more easily within HAMAYA Corporation, we have printed them on a tear off daily calendar. In addition to the message, the calendar also features photos of employees, making it feel more personal and relatable. It is designed to naturally increase employees' awareness of our values during their daily tasks.



Creating Well-Rounded Individuals

We distribute Chichi, a monthly magazine about philosophical anthropology, to all employees and hold monthly "Mokkei Kai" discussion sessions at each office so they can share their thoughts on the articles. As exchange opinions, participants come into contact with many different value systems, which broadens their minds and perspectives. The discussions also serve as an opportunity for them to communicate with each other regardless of their job descriptions, and that deepens their understanding and trust in each other.

Proposal System

We have an Improvement Proposal System in place where employees can freely suggest new ideas and make suggestions for improving their work. There are no limits to the suggestions: anything that makes the organization better is fair game, even if it is outside their department or Group company. Suggestions can be made anonymously, and all of them are posted on the company's internal social media so every employee can read them.

Department heads meet once a month at Proposal Meetings to discuss whether to adopt or shelve employee proposals. If a proposal is adopted, the employee who made it receives a cash bonus based on the details of the proposal.

Some proposals adopted:

- Changes to product standards
- Measures to stop people from bringing in stolen goods
- Installing donation boxes
- Providing wudu (Muslim washing) and prayer spaces
- Improving systems in general

Proposals adopted

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Proposals made

Engagement Survey

Twice a year HAMAYA Corporation administers an external survey to enable us to clearly see and quantify organization and employee engagement levels. Based on the results, we analyze the organization's strengths and weaknesses and make sure every department takes the necessary steps to improve. The survey is completely anonymous, and we take confidentiality extremely seriously. Making sure that employees can frankly share their thoughts about the company and their superiors helps us create open workplaces and continuously improve the company.

"My Pro" Project Proposal System

We put the My Pro system in place to encourage and support employees as they undertake self-driven challenges. This year, we focused on enhancing our organizational and execution abilities under the direction of the Management Strategy Office. By providing a fertile environment to nurture the seeds of employees' ideas, we foster individual growth and engagement and create a wellspring of sustained innovation.

Developing Human Resources

A Wide Range of Training Programs

At Hamaya, we consider employee development to be one of management's priority tasks. Employee growth is the fuel that powers sustained development for the company, so supporting them as they learn and take on new challenges will contribute greatly to higher corporate value for HAMAYA Corporation.

That is why we do our best to create an environment where the company and our employees can grow together while leveraging their respective strengths. We combine both on-the-job and off-the-job training (OJT and Off-JT) and provide a range of training programs both inside and outside the company. Additionally, this fiscal year we started offering in-house study sessions on using IT tools such as ChatGPT and Office 365. We also organize study sessions to allow departments to learn from each other depending on their needs and the nature of their operations, creating a culture where we all learn and grow together.

In FY2025, we invested around 67,000 yen per head in direct costs for training employees. This amount did not include travel or transportation expenses.

Position	By position		By job type
General Manager	Orientation	Management Knowledge, Management, Strategic Thinking, Communication,	Domestic sales International sales Human resources Accounting Systems Administration Branch management
Deputy General Manager			
Section Manager		Leadership, Followership, Teambuilding	
Supervisor			
Senior Staff		Teamwork, Interpersonal Skills, Leadership, Followership	
Mid-level			
Junior staff		Teamwork, Task Execution Skills	
New employees		Understanding the Business, Communication	
Company-wide, by purpose	Management Philosophy, Compliance, Harassment, Sustainability		
	Business Fundamentals, Thinking Skills, Career Development, IT Skills		

Tiered Training

We offer tiered training to help employees gain the skills and knowledge they need for their positions. Each tier provides specialized training to develop skills suited to the role.

Target	Main topics
New graduate employees (Head Office)	Business Etiquette, Communication, Task Execution Skills
Mid-career employees (Head Office/Branches)	Management Philosophy, Business Knowledge, Safety
2nd & 3rd year graduate employees (Head Office)	Autonomy, Career Development
2nd & 3rd year employees (Branches)	Interpersonal Skills, Task Execution Skills, Teamwork
Mid-level hires	Career Self-Assessment, Understanding the Business
Supervisors & Senior Staff (Head Office)	Leadership
Supervisors (Branches)	Leadership, Governance, Safety
Section Managers & Deputy General Managers (Branches)	Governance, 1-on-1 Meetings, Product Knowledge, IT, Accident Reduction
Section Managers (Head Office/Branches)	Management, Governance, IT, 1-on-1 Meetings, Coaching
Deputy General Managers & General Managers	Management, Vision Formulation

Training by Job Type

We want employees to perform at their best in their areas of expertise, so we give them training based on their job type so they can gain the necessary skills. We actively use external training in our effort to improve the expertise of each job type.

Job type	Main topics
Administration (Branches)	Communication, Governance, IT
Sales	Negotiation, Communication, Target Management, PDCA
International sales	International Trade, English Conversation
Human resources and labor affairs	Human Resource Development, Recruitment, Labor-Specific Knowledge



Online Learning System

We have introduced an external online learning system as another way to help employees gain the skills and qualities they need to excel in their jobs and positions. This allows them to take classes more conveniently.

■ Systems introduced

• Schoo, an online learning system

• Growth College, a job learning app

Inter-Branch Training

Our latest initiative, starting this fiscal year, is inter-branch training. This is where interested personnel can work at other branches to learn about topics they are interested in. It works on a self-nomination basis and is open to everyone from branch managers to regular employees and admin staff, allowing them to apply the lessons learned to their own branches when they return. It also serves as a useful opportunity for branches to learn about each others' strengths and advantages.

■ Some topics learned

• The role of a team leader

• How to maintain container quality

• Workplace communication: verbal coordination, contacting, reporting, and consultation (the horenso approach)

• Promoting purchased and popular products

Personnel Evaluation System

The personnel evaluation system at HAMAYA Corporation is one of the ways we encourage employees to direct their own growth. We revised the system in FY2024 to clarify the role of every job position. Under the new system, "Initiatives for self-growth" has been set as an evaluation item for all positions to foster a culture where everyone continues to learn.

Supervisors also hold regular meetings with their subordinates to review their actions and achievements and give them feedback. Such dialogue opportunities improve employee motivation and support independent growth.

One-on-One Meeting System

To improve trust between those in supervisory positions and those they manage, and to boost the growth of all employees, we officially adopted the long-recommended One-on-one meeting system in August 2025. These meetings are regular one-on-one discussions between supervisors and their subordinates. Their purpose is not for evaluation or reporting on duties but rather to nurture employees' independence and growth and help make their work easier. We have prepared guidelines for the process for both sides with a priority on mental safety, and we are determined to create workplaces where people feel free to speak their minds.

Occupational Health and Safety

Preventing Accidents

Updated the Accident Reduction Project System

HAMAYA Corporation launched the Accident Reduction Project in FY2022 to make our working environments physically and mentally safe. In FY2025 we updated the system and relaunched it with the cooperation of the various departments. We set the following as priority measures that the whole company will work on to reduce accidents.

• Discovering additional risks and continuing to develop improvement measures
• Speedily developing systems and plans
• Rebuilding training systems

Initiatives to Reduce Accidents

Thoroughly Reporting, Improving on, and Sharing Near Misses

The foundation of accident prevention is fully reporting, sharing, and improving on near misses at every business location.

■ Sharing Structure

• Employees share near misses during morning, midday and closing briefings. There is a system in place to allow them to report near misses as needed.
• Near misses from all locations are shared with company-wide at the end of every month.

■ Improvement Activities

• Every location considers improvement measures based on reported near misses. They take the necessary steps to improve. They also document the details in an Improvement Activity Report.
• Business managers in each area check the report and give any necessary instructions or guidance.

Changing Awareness through Internal Social Media

The Management Department uses internal social media to change employees' attitudes to accident prevention. This initiative informs employees about accident tendencies and prevention measures in real time, helping to develop a company-wide safety culture. Some of the means used include:

• Sharing the number of accidents that occurred every month along with how to prevent them
• Visualizing the situations where accidents occur so employees have a shared awareness of danger
• Encouraging greater employee safety awareness by sharing information

Branch Initiatives

Individual branches undertake various measures to prevent accidents in addition to the company-wide policies. These include:

• Holding regular safety meetings, checking, improving and studying the rules
• Discovering danger zones and planning ways to fix them
• Sharing improvement measures and success cases
• Ensuring that branch rules are followed or revised as needed



Safety Training

To reduce accidents, we provide safety training for managers and new employees. We also educate all employees on safety-related matters.

Managers

We regularly hold workshops explaining causes of accidents and ways to prevent recurrence. Managers share ideas at these events, boosting our efforts to reach a state of zero accidents.

New Employees

When new employees join, we show them the dangerous places and hazardous elements at their workplaces and teach them rigorously comply with basic safety rules. We also coach them extensively on handling cutters, blades, and other potentially dangerous equipment. During the orientation for mid-career hires held between six months to a year after they join, we explain situations where accidents can easily occur and teach them the characteristics of a forklift's movement, instilling them with the fundamental mindset for accident prevention.

Regular Employees

When employees obtain forklift qualifications, managers visit the various business locations to test and evaluate them. Our aim is to improve the skills of forklift users before they are allowed to put those skills into practice.

All Employees

Every business location conducts hazard prediction training (KTY training) so that employees can anticipate and identify discover danger, and think about and consolidate preventive measures.

Preventing Heatstroke

In line with the enforcement of the Revision to the Ordinance on Industrial Safety and Health on June 1, 2025, HAMAYA Corporation further reinforced the measures we take every year to prevent heatstroke. We formulated Hamaya's Heatstroke Prevention Measures and informed all employees of them. They are displayed at all our locations together with a flowchart for treatment and a safety bulletin board.
We also drew up a Checklist for Confirming Implementation of Anti-Heatstroke Measures to make compliance thorough and habitual. This structure allows us to check health management, countermeasures and preparations, and work task items by category.

In addition to these, we also take the following anti-heatstroke measures.

• Installing spot coolers
• Automatically issuing e-mails warning employees to take measure to prevent heatstroke (i.e. getting enough salt and water). These messages are sent when the temperature is expected to be over 35°C that day.
• Distributing cooling sprays, neck coolers, and cooling innerwear
• Distributing functional air conditioned clothes which prevent increased body temperature by circulating air with built-in fans

Health Management

HAMAYA Corporation has been recognized as a Certified Health & Productivity Management Outstanding Organization every year since 2020. The Certified Health & Productivity Management Outstanding Organizations Recognition Program is a system run by the Nippon Kenko Kaigi (Japan Health Council) to acknowledge companies that are carrying out particularly excellent health management initiatives when it comes to local health issues and promoting better health. We are also certified as a Saitama Public Health Management Practice Business Establishment and also registered as a Saitama Public Health Declaration Business Establishment, proof of our dedication to actively improving our employees' health and work environments.

Promoting Healthcare

Enhancing Healthcare and Support Structures

100% of HAMAYA Corporation employees receive health checkups and health guidance based on the results. We have also worked with an external partner to set up a consulting service where employees can easily consult an expert over the phone, face-to-face, or through LINE social media. Occupational health physicians and public health nurses make regular visits as well to provide appropriate assistance as necessary. All of this contributes positively to employees' mental and physical health and to creating more comfortable working environments.

Subsidizing Checkups and Vaccinations

To diagnose diseases early or prevent them entirely, HAMAYA Corporation bears the costs for the following checkups and vaccinations.

- Comprehensive medical checkups/Partial coverage for high-precision comprehensive medical checkups[1]
- Specialist health checkups
- Helicobacter pylori tests
- Flu shots[1] (to encourage getting vaccinated during working hours)
- Vaccines necessary for traveling overseas (work trips)

Note 1: Company regulations apply

Maintaining and Improving Health

Boosting Mental Healthcare and Literacy

We administer a stress check based on the 57 items in the Ministry of Health, Labour and Welfare's guidelines and the 15 items of their "Mental Health Checkup" to all employees. The results are made available for them to check on their personal online pages. Employees judged to be highly stressed are individually interviewed by an occupational health physician or public health nurse so that early remedies can be made.

We have also introduced an external system that provides videos and educational content about mental health, stress management, and mental resilience that employees can study as needed. Through such efforts, we are promoting sound mental health and health literacy in an integrated manner.

On top of all this, we organized a Diet Review Week this fiscal year. It gave everyone in the company a chance to rethink their dietary lifestyles through internal social media quizzes and surveys.

Stopping Passive Smoke and Helping Quit Smoking

We have clearly separated smoking and non-smoking areas to prevent people from inhaling passive smoke. We encourage persons who wish to stop smoking to do so. This fiscal year, in line with World No Tobacco Day on May 31, we held a month-long Quit Smoking Challenge.

Preventing Injuries

We offer free massage treatments to employees to prevent injuries and help them recover from exhaustion. We also supply the employees at all locations with Guardner support belts and insoles to prevent back pain and injuries.

Increasing Exercise Opportunities

We subsidize fitness gym user fees for employees to help them and their families become healthier.

■ If they visit a Curves gym run by HAMAYA Corporation
- Employee: 4,000 yen a month
- Spouse: 2,000 yen a month
- Registration fee: Full (one time only)

■ If they visit a gym run by another company
- Employee: 3,000 yen a month
- Spouse: 1,500 yen a month

Fitness Business

HAMAYA Corporation manages five fitness clubs called Curves in Saitama Prefecture. As part of our basic policy of becoming community-based health infrastructure and addressing social issues, we have made it our mission to create an society where people are filled with the energy to live, free from the anxiety and loneliness of illness and long-term care by popularizing proper exercise habits. In this way, we hope to live full and healthy lives with our customers and find solutions to society's challenges.

Partnering with Local Authorities

One part of being community-based health infrastructure involves partnering with local authorities to improve the health of local citizens through means such as organizing events to raise their health awareness.

In June 2020, HAMAYA Corporation signed a Partnership Agreement on Community, People, and Work Revitalization with Higashimatsuyama City in Saitama Prefecture. Working together with local authorities, we sponsor regular health events, and plan and carry out initiatives to make the people of the city healthier.

Events we sponsored in FY2025

■ Higashimatsuyama City
- Japan 3-Day March (November 2-4, 2024), the biggest walking event in Japan
- Higashimatsuyama Physical Health Check (June 11, September 9, 2025)
- "Nabana" Brain and Body Health Class (July 22, 2025)
- Koko Pro Festa (May 16, May 21, June 10, 2025)

■ Ranzan Town
- Long-term care prevention project: Health checkups at Easy Ran Training event (May 16, May 21, June 10, 2025)
- Sports Festa (October 6, 2024)









Social Contribution Activities

Focus Areas for Social Contribution Activities

Based on our management philosophy and guidelines for action, and as a member of regional and international society, the Hamaya Group collaborates with stakeholders in activities tailored to the needs of various countries and regions. We actively engage in social contribution activities in the three focus areas we have set below.

Environmental Conservation | **Community Support** | **Disaster/ Humanitarian Aid**

Criteria for Participation

We comprehensively consider the following perspectives before participating in a particular social contribution activity.

- Whether society needs it
- Its relevance to our business activities
- Its relevance to international issues
- Its relevance to the community

System for Supporting Social Contribution Activities

HAMAYA Corporation makes it easy for employees to participate voluntarily in the local community and take the initiative to solve social issues. We do this by giving special days off and assisting with transportation and participation fees. By supporting both activities spearheaded by the company and those with voluntary participation, we give employees opportunities to contribute to society outside the framework of their daily duties.

Cleanup Activities

All HAMAYA Corporation locations engage in cleanup activities to give back to the local community and raise the employees' environmental awareness.
Employees of the head office participate in the Zero Waste Exercise run by Higashimatsuyama City. It is a cleanup activity involving cleaning local roads and surrounding facilities. They and their families participate in teams formed across department lines, which helps them bond with their colleagues while also assisting the community support effort.
Apart from this, we have set the month of May as Hamaya Clean Month. Our branches and business locations around Japan clean their communities and engage with the community as much as possible.

Food Drive

The head office carried out a food drive in July. We donated 19 food items and two daily necessities collected with the cooperation of employees to people in need through food banks and children's cafeterias. We will treasure and continue this activity as our own modest way of bettering the lives of people in the community.



Environmental Education

Considering the Future of Reuse and Recycling with High School Students

Students from Oita Prefectural Beppu Tsurumigaoka High School interviewed HAMAYA Corporation about our reuse and recycling businesses as part of their research studies. They posed questions about the significance of our work and its connection to developing nations, and shared their opinions as well. It was an excellent opportunity to think about sustainability, reuse, and recycling together with the leaders of the future, and we hope to create many more such chances going forward.



Collaborative Project with Hiroshima Sakuragaoka High School

In September 2025, we launched a project with Hiroshima Sakuragaoka High School where the students collect used goods from schools, homes and the community and sell them to us. The project ran for four months from September to December and was designed to cultivate the students' inventiveness, imagination, cooperativeness and decisiveness. It also taught them that there is demand overseas for goods with no more use in Japan and that those goods support the lives of people there. On September 26, we connected the buyers to the students online so they could see how the goods they had collected were being used abroad. The students announced their results in December 2025.

Game Console Dismantling Workshop

On Sunday, September 14, we organized a PS1 (PlayStation 1) disassembly workshop during the Joy Life community event in Saitama. The main participants were children in elementary school. It was a highly educational event for them, as they learned a valuable lesson that broken objects may still contain usable parts. They also got the chance to handle normally invisible internal machine parts. Through the disassembly process, they learned the different parts inside the machine, and also understood that these would be reborn as metal, plastic and other material and then recycled so they could be used again by society. For the company, the event also served as a new contact point with the community, as a number of them made comments such as, "This is the first time I'm hearing of Hamaya," and "I had no idea there was a company like this in this area." Through such activities, we will continue to expand the scope of our "turning mottainai into value" initiatives.



Donations Made

Providing Clothes for the Entertainment Truck Project

HAMAYA Corporation donated old clothes, accessories, instruments and other clothing material to the Entertainment Truck Project, a show organized by Orbit Company. Professional designers remade the donated items into stage clothes.

Donating Mourning Clothes

Family can donate unneeded mourning clothes to HAMAYA Corporation so they can be reused instead of being discarded. We donate the clothes to the Japan Fiber-recycle Solidarity Association, a non-profit organization that helps children from slums in Pakistan become independent.
We will continue these kinds of initiatives that reduce waste while generating new value going forward.



Entertainment Truck Project


Donating mourning clothes


Financial support for the Noto Heavy Rain Disaster

Sponsoring Clothes for a Fashion Show

On November 16 and 17, HAMAYA Corporation participated in the Miyaki Marche event held in Miyaki, a town in Saga Prefecture. Along with running a free used goods collection booth, we also supported an ethical fashion show with clothing. We did so as an endorsement of the “recycling town” concept that Miyaki is promoting, and it was a positive move that spread the word around the community about recycling and about HAMAYA Corporation’s initiatives.

Donating to Children’s Cafeterias

The head office donates funds children’s cafeterias nearby as their modest way of supporting their operations. They donate to the following organizations:
• Kirari Children's Cafeteria
• Children's Cafeteria Support Project – Higashimatsuyama Egao

Donating to Ishigaki City

Hometown tax is a unique Japanese system where taxpayers can pay tax to a city other than their own and receive gifts in return. Under the corporate version of the hometown tax, HAMAYA Corporation donated 10 million yen to Ishigaki City in Okinawa Prefecture. The money is to support the filming of a movie that will widely share the truth about the Senkaku Islands.

Donating to the Greenery Donation Funds

Through donations to the Greenery Donation Funds of the National Land Afforestation Promotion Organization, we support a variety of causes. These include tree-planting, periodic forest thinning and other forest maintenance activities in Japan, natural disaster relief, forest environmental education for children, and greening activities in other countries.

Installing Permanent Donation Boxes

We have installed permanent donation boxes to achieve two purposes. Firstly, to make it simple and convenient for everyone to help society, and secondly so that we can keep contributing to environmental conservation and local communities through regular fundraising. The funds are donated to the National Land Afforestation Promotion Organization, which uses them for forestry and environmental activities as previously mentioned.
This arrangement enables employees to make social contributions on a day-to-day basis, bringing us closer to the creation of a sustainable society.



Disaster Support

Volunteering

Apart from financial donations, we also donate our time and energy whenever needed. Twelve employees stepped up and traveled to the area to participate in recovery activities when we called for volunteers internally to assist after the Noto Peninsula Heavy Rain Disaster in 2024. Their efforts included draining mud and refuse accumulated in the basement of a Wajima lacquerware workshop (the Noto Peninsula is famous for its lacquerware), cleaning damaged Wajima lacquerware household goods, helping residents move from shelters to temporary housing, and bailing out mud from under the floors of water-damaged homes.
Local officials spoke about how the waters had risen to waist level during the flood, showing just how serious the disaster had been. The activities were a powerful reminder that although there are limits to what we can do on our own, we can join forces with colleagues and stakeholders to make a meaningful contribution to recovery. We fully intend to keep helping society in this way in the future.



Donating Contributions and Relief Funds

We donate contributions and relief funds from the company after a natural disaster to support the people and areas affected and express our wish for a speedy recovery. Our most recent donation:
• 300,000 yen as financial support for the Noto Heavy Rain Disaster

Sponsoring Community Activities

HAMAYA Corporation is always looking to give back to the communities we work in, and one of the ways we do this is by sponsoring local activities such as clean up exercises, traffic safety events, cultural, and artistic events. Some events and organizations we have sponsored include:
• The end of year mutual aid fundraising for Misono district held by the Saitama Prefecture Community Chest
• Friendly tournament held by the Higashimatsuyama City Baseball Junior Sports Club Association
• Road cleanup in June 2025, Bessho District, Tokigawa Town
• The Karako branch of the Higashimatsuyama Traffic Safety Association
• Finn Juhl Art Museum Club, a specified non-profit organization
• A firework display at the Tokigawa noryo summer festival



GOVERNANCE

Governance Policy

To support sustainable growth and increase medium- to long-term corporate value, we operate in accordance with high ethical standards and comply with all applicable laws and regulations. We also strengthen risk management, improve management efficiency, and maintain transparency. We have developed structures for enhancing supervisory functions and accelerating decision-making to help us develop a sound and stable corporate culture. The Hamaya Group uses a Corporate Culture Standard (CCS), which defines corporate culture, to state our standards for thoughts, actions and decisions so that we can all head in the same direction as a company. By clearly communicating our code of conduct, we align employees' mindsets and encourage them all to behave responsibly.

1 Corporate Governance

The Hamaya Group is striving to establish a governance structure that focuses on fair, sound, and transparent management. We will build a resilient corporate culture by speeding up decision-making while improving management oversight.

2 Risk Management

We endeavor to accurately understand and assess the risks inherent in all of our business activities and to manage them through both prevention and proper responses. We have also developed systems for responding quickly and flexibly to a range of risks including changing social conditions and legal systems, natural disasters, cyberattacks, and data breaches. We also work hard to increase all our employees' ability to recognize, judge, and respond to risks.

3 Compliance

The Hamaya Group conducts fair and sincere business activities based on corporate ethics that follow legal and social norms, internal regulations and codes of conduct. Moreover, through the CCS, we unify the direction of the organization by clarifying how we think, our standards for behavior, and the values we hold dear so that every employee can act responsibly.

4 Dialogue with Internal and External Parties

The Hamaya Group values dialogue with our customers, employees, business partners, local communities, and other stakeholders, and we do our best to build relationships of trust with all parties. By fulfilling our duty of accountability by disclosing information in an accurate and timely manner, we will manage the company transparently and earn trust from society.

5 Building a Responsible Value Chain

We will conduct responsible business operations throughout our value chain, from collection to final disposal, and strive to achieve a sustainable, highly transparent, circulation-based business.

Corporate Governance

Building Systems to Entrench Governance

To the Hamaya Group, governance is more than a simple governing framework. Our priority is developing and improving an organization and an environment with a corporate culture where all employees act honestly as a matter of course. To strengthen our existing structures, we launched two new initiatives this fiscal year: the Management Strategy Office and the Governance Enhancement Project.

The Role of the Management Strategy Office

The Management Strategy Office was established to enhance HAMAYA Corporation's medium-to long-term growth and ensure that we remain competitive. It is in charge of drafting and executing management strategies for the entire organization. The Office cooperates with all departments to support quick and optimal decision-making, encourage risk management, marketing, and new business development, and help maximize the company's corporate value.

Summary of the Governance Enhancement Project

This project, led by a team made up of the heads of various departments, was launched to improve task transparency and prevent illegality. The project team partners with all departments to build systems for standardizing task processes, reducing risks, and increasing the effectiveness of governance structures. They also assist with the operation of these structures.

Training to Entrench Governance

We train various members of the company to ensure that our approach to governance is firmly entrenched in the entire organization. We raised the topic of governance during manager training, assistant store manager training, and office staff training this fiscal year. We used the opportunity to teach them why fair decision-making and actions are important to the organization, how to tackle risks correctly, and the basics of compliance. During the training, in addition to re-emphasizing the link between their day-to-day duties and governance, we used case studies and question-and-answer sessions to deepen their understanding of the topic. We will continue to use various means to make all employees feel a sense of personal responsibility for governance, thereby empowering them to support the running of a sound and highly transparent organization.

Defining the Company's Direction and Code of Conduct with the CCS

The Hamaya Group has formulated a Corporate Culture Standard (CCS) with the aim of creating an organization where all employees share a common sense of values and standard of behavior and are headed in the same direction. The CCS is a guiding principle designed to clarify ways of thinking and judging, and standards for behavior in day-to-day work while also sharing the values we hold dear and aligning everyone's directions in the organization. By having all our employees understand and follow the CCS, we will develop an organizational culture that is unified across all departments and job descriptions.









Risk Management

Formulating BCPs

We have formulated the Hamaya Group Business Continuity Plan (BCP) to ensure that our businesses can keep running during disasters, accidents, system outages, and other emergencies. Managers have also formulated BCPs for each location to reinforce our risk and hazard management structure. Having BCPs makes the whole Group thoroughly prepared for emergencies. This will help minimize their effect on customers and other stakeholders while enable us to restore the business quickly afterwards.

Information Security

We have rolled out company-wide information security measures to guard against risks like cyberattacks and data breaches. We endeavor to practice safe and reliable information management through a combination of technologies, systems and training measures.

Disaster Training

Another way we work to ensure speedy and suitable responses to disasters is by holding disaster training sessions at all of our locations. The goal of the training is to improving every employee's ability to respond to the unexpected, and it mainly covers practical topics such as CPR, stopping bleeding, firefighting, and using an Automated External Defibrillator (AED). For the Shizuoka branch in particular, we provided a lecture on preparing for Nankai megathrust earthquakes, which are massive earthquakes that occur every 90-200 years and have a high likelihood of triggering tsunamis. Due to the characteristics of the region, it is predicted that a tsunami would reach them in only six minutes. Therefore, with the guidance of Japan Association of Disaster Preparedness Trainers, they learned about reading hazard maps, emergency contact systems, shelters, and how to prepare emergency rations. Furthermore, we urge managers to obtain the Association's Disaster Preparedness Trainer certification. Through this we are equipping them to take charge during disasters and play a leadership role in taking emergency measures and recovery actions.

Compliance

Legal Compliance Initiatives

HAMAYA Corporation's business operations are grounded in obeying applicable laws and agreements such as the Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and their Disposal, and the Secondhand Goods Business Act. We make every effort to prevent or quickly discover any trades in stolen goods and conduct sound and reasonable trades in secondhand goods. We have clearly written internal regulations based on relevant laws and regulations that we use as a standard in all our transactions and business processes.

Using the Motorcycle Theft Inquiry System

We use the Motorcycle Theft Inquiry System to check the motorcycles we handle. This has the dual benefit of preventing stolen motorcycles from entering the used goods market while helping us stop illegal transactions and discover crime as quickly as possible.

Handling E-Waste and Other Specified Hazardous Waste

When importing e-waste (waste electronic circuit boards) and other specified hazardous waste, we follow the Basel Convention and all other applicable Japanese and international laws to ensure we do so correctly.

The 10 Articles of Hamaya Customer Service

The 10 Articles of Hamaya Customer Service are written guidelines that state our basic approach to customer service. They guide our actions and decisions every day at work. They also serve as a compliance tool to prevent poor responses and inappropriate behavior when facing customers. By standardizing employee behavior, they greatly enhance our internal controls and promote risk management.



The 10 Articles of Hamaya Customer Service

Dialogue with Customers

Conducting Surveys

We regard the opinions of the customers who visit our branches as valuable sources of information for making management decisions and improving our services. That's why we are always soliciting feedback and requests from customers through online forms and through survey postcards placed in each branch. The information gathered in this way is regularly reported to the head office. Senior management and branch managers directly check the feedback received and make corrections or improvements as needed.


Example of actual survey

Customer Payback System

If an item brought to us sells for a higher price than expected at an auction or other venue, HAMAYA Corporation has a system where we return part of the profits to the customer who brought it in. Not only does this increase customer satisfaction, but it also builds a relationship of trust that makes them want to use us again. We are not content to stop here but will keep searching for ways to provide our customers, who are valuable partners in our quest to achieve a sustainable, resource-efficient society, with more heartfelt and value-added services.

The Hamanavi Community Site

Hamanavi, short for Hamaya Navigation, is our members-only online platform where we share information such as product manuals, pricing information, transaction histories and branch congestion statuses in real-time. Through this platform, we ensure accountability and transparency in our information to customers while deepening their trust and understanding of our business activities.

■ What can be checked on the platform
- Product manuals
- Product prices
- Branch congestion statuses in real-time
- Transaction histories
- Points held

Members
5,485[1]

Note 1: As of the end of September 2025

Building a Responsible Value Chain

Establishing Appropriate Distribution Systems for Reused Goods

To ensure the suitability of our distribution systems, HAMAYA Corporation only signs contracts for transactions in reused goods with companies that have the proper repair technology and which submit documents showing the flow of their repair processes.
We also submit regular reports to the Ministry of the Environment about repair records and goods that were returned because they could not be repaired. Additionally, we make regular visits to business partners overseas to check that goods are being properly repaired and sold.
Moreover, by staying in close contact with those companies overseas day by day, we are able to flexibly adjust the products we handle and our standards based on changing needs and living circumstances in that locality. This keeps inferior goods out of those countries, creating a sustainable cycle of reuse.
In addition to all this, we cooperate fully and actively whenever the Ministry of the Environment conducts an on-the-ground inspection in the countries we deal with.

Thorough Quality Control

We have prepared product manuals for all the goods we handle to help us trade with all customers in a fair, appropriate and legal manner. These manuals state our internal standards for the sale, assessment and display of reused and recycled goods, and they enable us to unify operations at all our locations in Japan. Additionally, because they follow applicable laws such as the Secondhand Goods Business Act and the Act on Waste Management and Public Cleaning, they assist in ensuring compliance and fulfilling our duty of accountability to consumers.
Apart from the manuals, we have also formulated the 10 Articles of Hamaya Quality, which contain rules for maintaining the quality of purchased products so that all employees can work to improve quality.

Ensuring Compliance from Secondhand Goods Collectors

In partnership with JRRC, we conduct training and study sessions for secondhand goods collectors to raise their awareness and deepen their understanding of legal compliance issues. The training covers information about applicable laws and systems that have been passed or revised in the preceding year.



Turning mottainai into value,

enriching the world,

and shaping the future


HAMAYA