Press Related Material

May 1, 2023
Isetan Mitsukoshi Holdings Ltd.

Establishing the “Isetan Mitsukoshi Group Corporate Philosophy”

Isetan Mitsukoshi Holdings Ltd. (Head office: Shinjuku-ku, Tokyo, President and CEO: Toshiyuki Hosoya) has reorganized its group philosophy and established a new “Isetan Mitsukoshi Group Corporate Philosophy.”



Our mission, **“Touching people’s hearts with human-driven experiences.”** carries the connotation of “moving the hearts of **our stakeholders** through the power of **each and every one of us**.

Purpose behind the “Isetan Mitsukoshi Group Corporate Philosophy” reorganization

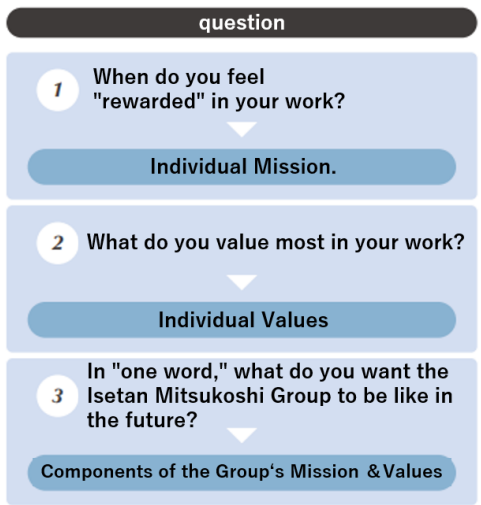
The Isetan Mitsukoshi Group has grown together with society through its four goodwill stores, Mitsukoshi, Isetan, Iwataya, and Marui Imai, each repeating a history of challenges, and has continued to provide new value through a variety of businesses, mainly the department store business in Japan and overseas.
In our medium-term management plan announced in 2021, we set our vision as “We are a retail group centered on extraordinary department stores working toward improving the lives of our customers.” In order to achieve this vision, we have clarified our mission and our values, reorganizing our corporate philosophy based on the belief that all Group employees need to reconsider their own purpose for working and the raison d’etre of the company.
Under the “Isetan Mitsukoshi Group Corporate Philosophy”, the entire Isetan Mitsukoshi Group will work as one to promote ongoing dialogue with stakeholders as we strive to achieve our vision.

“Isetan Mitsukoshi Group Corporate Philosophy” reorganization process

In reorganizing the “Isetan Mitsukoshi Group Corporate Philosophy”, a survey was administered to all 14,000 employees of the Isetan Mitsukoshi Group, including Isetan Mitsukoshi Ltd. and its regional operating companies and affiliated companies, regarding their satisfaction at work, what they value, and the raison d’etre of the Isetan Mitsukoshi Group. In total, we have held more than 1,600 dialogue sessions as a group, and everyone has been able to discuss their own thoughts.

Survey for all employees

We conducted a survey for all employees as an opportunity for everyone reconsider their thoughts about themselves and the Isetan Mitsukoshi Group. We asked about past and present thoughts, as well as those looking toward the future, so that a story could be created, asking them why they chose to work for the Isetan Mitsukoshi Group, what they value in their work, and what they want the Isetan Mitsukoshi Group to be like.
As a result, the passionate responses from all of the Group’s approximately 14,000 employees showed that the thoughts that we cherish are the same regardless of our age or the company to which we belong.



Dialogue sessions

In addition to repeated dialogues between company colleagues who do not normally interact in the course of everyday work, such as dialogues transcending companies, departments, and affiliations, dialogues with people seconded outside the Group, and dialogues between management and employees, dialogue sessions between those in management positions were also held, accumulating discussions on both sides and combining them into a series of workshops led by management.



Management-led workshops

As the core of the reorganization process, 28 members of management, including the presidents of regional operating companies and affiliated companies, conducted multiple workshops. Based on the employee survey results and the opinions raised during the dialogue sessions with employees, participating management worked together to find “our shared thoughts.”



Spread of the “Isetan Mitsukoshi Group Corporate Philosophy”

In addition to introducing the reorganization process on our website, we created a slideshow movie that shows what the Isetan Mitsukoshi Group intends to become through the “Isetan Mitsukoshi Group Corporate Philosophy”. We hope that we can express our thoughts on our mission of “Touching people’s hearts with human-driven experiences.” through this video.

■“Isetan Mitsukoshi Group Corporate Philosophy” website

https://www.imhds.co.jp/en/company/philosophy.html

■“Isetan Mitsukoshi Group Corporate Philosophy” movie

This is an image movie showing the process of reorganization leading to the creation of the "Isetan Mitsukoshi Group Corporate Philosophy" and how the Isetan Mitsukoshi Group aims to become what it is through its corporate philosophy.





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