



T-Gaia

INTEGRATED REPORT 2020



Corporate Philosophy



TG Vision — T-Gaia's Corporate Vision —

- T-Gaia will propose new ways of communication to provide our customers with excitement, delight, and safety.

TG Mission — T-Gaia's Corporate Mission —

- We pledge to care for our employees and their families to ensure that everyone finds joy in work.
- We pledge to establish strong relationships of trust with our business partners, communities, and shareholders to strive for sustainable development together.
- As an industry leader, we pledge to stay ahead of changes and continuously take on new business opportunities.

TG Action — T-Gaia's Code of Conduct —

- We pursue services that go above and beyond earning customers' appreciation.
- We take on new challenges proactively through our passion and with a sense of speed.
- We value communications to build a culture of openness and trust in the workplace.
- We respect our employees' diversity to foster the best teamwork.
- We strive for constant self-improvement as a team of professionals.
- We always act with high ethical standards and strengthen our compliance structure.

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Message from the President & CEO

The Dawn of 5G and Overcoming the COVID-19

When I was a child, the 21st Century was a world of science fiction. In 2020, we have already seen one-fifth of it pass by.

IT has served as an engine of development across the world for the past 20 years. The rapid growth and integration of the Internet and wireless technology have created a great number of new business models and drastically changed the world, and T-Gaia has significantly transformed its businesses in response to this change.

This year, 5G, the long-awaited new wireless network technology, has begun to spread. Its outstanding speed and low latency will create new businesses.

T-Gaia will make the most of this opportunity and catch the 5G wave firmly in the consumer mobile business, enterprise solutions business and payment services business.

On the other hand, the COVID-19 spreading globally has a great impact on our business this year.

These circumstances have a positive effect on the solution and payment service businesses, which T-Gaia has expanded in recent years. The more people have quickly begun to work remotely, the more demand for devices and services related to smartphone and PCs are increasing. As people stay at home because of the self-quarantine request, sales of gift cards and prepaid code(PIN) in the payment service business have increased, especially game-related content.

However, T-Gaia needs to employ new methods in the consumer mobile business, such as how we operate our mobile carrier shops, which accounts for more than half of our revenue.

At the start of this year, I declared to our employees that T-Gaia will make 2020 the year of resilience. Resilience is the force that pushes back pressure, and the force for making flexible change.

T-Gaia will overcome the head wind from the COVID-19, promptly make the most out of the big social changes caused by it, and further transform and develop itself.

We look forward to your continued support.

President & CEO (Chief Executive Officer)

Nobutaka Kanaji





Delivering People's Ideas

Humans have been creating new information technologies over time, to deliver more feelings and messages, faster, anytime and anywhere.

And this is never going to change.

As ICT continues to advance, both business and people's lives are going to change dramatically.

T-Gaia Corporation will pioneer a new era of communication, in order to achieve a society that is full of excitement and delight, where all people can enjoy living with peace of mind.

As a comprehensive provider for the ICT-related domain, T-Gaia is developing three areas of business to support the new era. It will propose new solutions for delivering ideas, while also strengthening cooperation with group companies in terms of C-to-B and B-to-B communication as well as C-to-C communication.

Major Group Companies (Japan)



WAMNET Japan K.K.



Career Design Academy (CDA) Co., Ltd.



PC Technology, Inc.



V-Growth Co., Ltd.



QUO CARD Co., Ltd.



TG Power Inc.



Popular-Soft Co., Ltd.



Infinity Communication Co., Ltd.



B to C

Mobile Telecommunication Business

[Sales and distribution of mobile phones, etc. and sales agency business]

The environment of mobile communication continues to change over time. As the largest primary agent for telecommunication operators in Japan, T-Gaia will support the ideal "smart life" for the individual customer's needs through its diverse sales channels covering a nationwide area.

No.1 Distributer

T-Gaia's market share in the sales of mobile phones, etc. in Japan (according to investigation by MM Research Institute, Ltd.) (FY 2019)

B to B

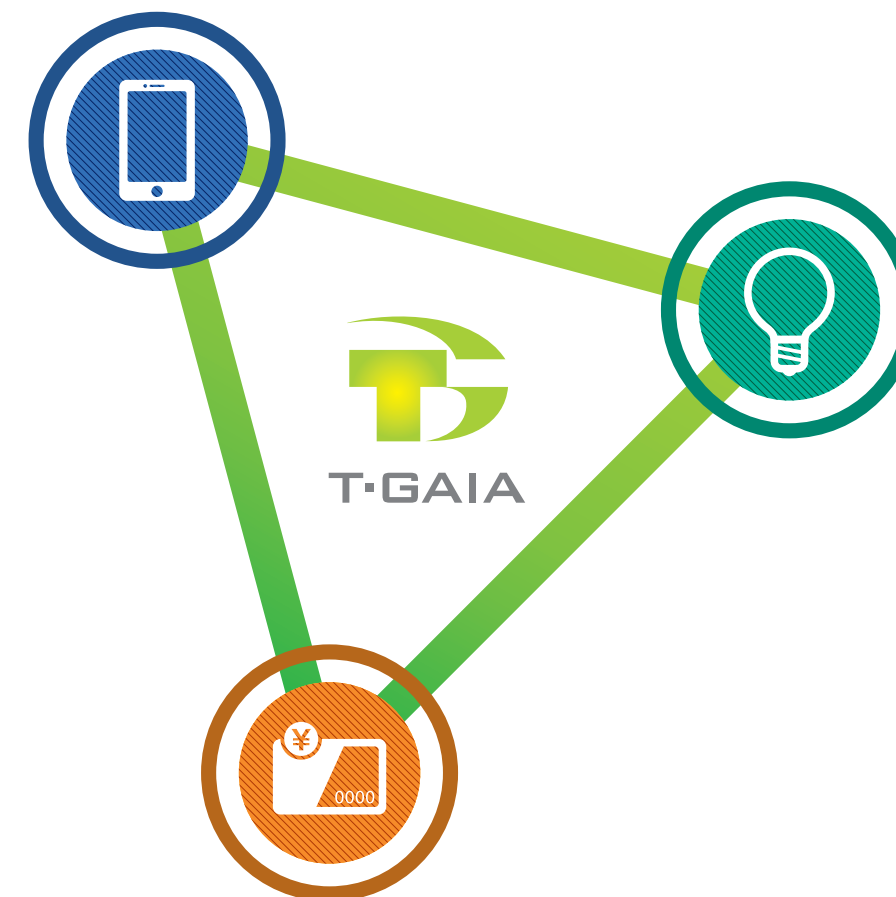
Enterprise Solution Business

[Sales of mobile phones, etc., provision of solution services, sales agency business of fixed communication services, and provision of broadband, for corporate customers]

How companies manage and operate smartphones and tablets as they adopt ICT, under the work style innovation such as telework and formulate BCP, become big challenges. T-Gaia will provide one-stop support for smart devices from procurement and planning to replacement, through Life Cycle Management (LCM). It will support the adoption of ICT by providing telecommunication solutions that meet customers' needs in line with the new era.

8,500 companies

Approx. number of corporate clients (FY 2019)



B to B to C

Payment Service Business and Other Business

[Payment services, overseas business, and other new lines of business]

The scale of business on prepaid services, including prepaid cards and prepaid codes (PINs), is ever expanding through sales mainly via convenience stores nationwide. While keeping up with the ever-evolving settlement service market and aiming to improve convenience for customers, T-Gaia will create new business opportunities, including expansion overseas.

58,800 stores

Approx. number of stores handling PINs and gift cards (As of April 2020)

Bases for Business & Sales Operations

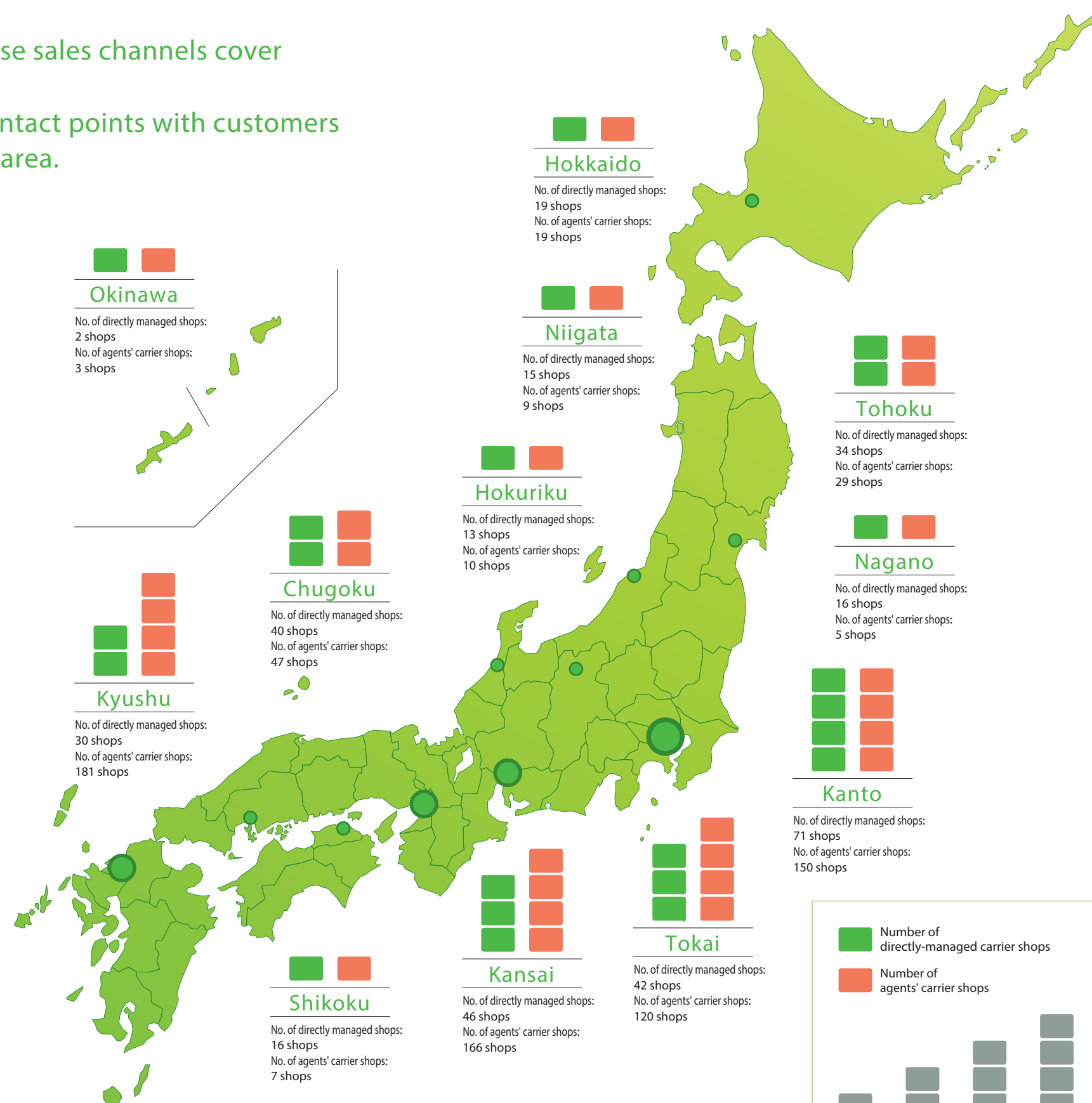
T-Gaia's bases for business and the diverse sales channels cover a nationwide area are its strengths.

T-Gaia strives to develop various new contact points with customers to adjusting to the environment in each area.

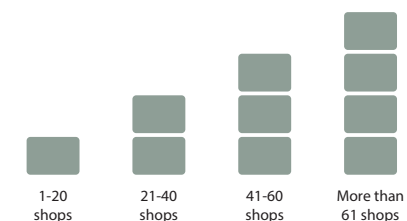
T-Gaia's base for business and sales networks cover a nationwide area. Its diverse sales channels consist of more than 1800 shops, ranging from its directly managed carrier shops to shops run by partner agents and shops by its business partners, such as large retail stores and general merchandising stores (GMS). T-Gaia also focuses on developing new contact points with customers, especially in places and facilities convenient for them. While its collective strengths and economy of scale are competitive advantages, T-Gaia attaches great importance to smooth communication with customers. T-Gaia highly values each of the shops and regional offices, as they serve as a forefront for ensuring and maintaining good communication with local customers, and is committed to provide high-quality attentive services to each customer at all times.

Head Office, Regional Headquarters and Branch Offices

Head Office	Ebisu Neonato 14-18F, 4-1-18 Ebisu, Shibuya-ku, Tokyo 150-8575 TEL: 03-6409-1111
West Japan Regional Headquarters	Dojima Avanza 15F, 1-6-20 Dojima, Kita-ku, Osaka City, Osaka Prefecture 530-0003 TEL: 06-4560-6600
Tokai Regional Headquarters	Nagoya Intercity 6F, 1-11-11 Nishiki, Naka-ku, Nagoya City, Aichi Prefecture 460-0003 TEL: 052-223-8700
Kyushu Regional Headquarters	Hakata Gion Center Place 10F, 7-20 Gionmachi, Hakata-ku, Fukuoka City, Fukuoka Prefecture 812-0038 TEL: 092-283-7600
Hokkaido Branch	Sumitomo Corp. Fukamiya Odori Bldg. 8F, 8-2 Odori-nishi, Chuo-ku, Sapporo City, Hokkaido 060-0042 TEL: 011-241-2525
Tohoku Branch	Renart Sendai 13F, 2-15-1 Honcho, Aoba-ku, Sendai City, Miyagi Prefecture 980-0014 TEL: 022-713-6001
Niigata Branch	N-Bldg. 3F, 1-1-24 Kamitokoro, Chuo-ku, Niigata City, Niigata Prefecture 950-0994 TEL: 025-247-7077
Nagano Branch	Eastgate Nagano Bldg. 6F, 991-1 Kurita, Nagano City, Nagano Prefecture 380-0921 TEL: 026-267-7220
Hokuriku Branch	Kanazawa Park Bldg. 3F, 3-1-1 Hirooka, Kanazawa City, Ishikawa Prefecture 920-0031 TEL: 076-222-3300
Chugoku Branch	Hiroshima Green Bldg. 8F, 8-12 Nakamachi, Naka-ku, Hiroshima City, Hiroshima Prefecture 730-0037 TEL: 082-546-2811
Shikoku Branch	Nissei Takamatsu Bldg. 9F, 1-1-5 Bancho Takamatsu City, Kagawa Prefecture 760-0017 TEL: 087-811-2361



Number of directly-managed carrier shops
Number of agents' carrier shops





Mobile Telecommunication Business

Creating new values through sales
in the front line of mobile communication.

T-Gaia, as the largest primary distributor in Japan for telecommunications carriers, sells mobile phones, tablets and various smart device-related products / services, etc. through its diversified sales channels across Japan. Aiming to provide more enriched experiences through mobile communication to customers, T-Gaia will continue to make efforts to meet what it is expected.



T-Gaia caters to the changing needs of its customers with the help of good partnerships.

Having been building good business partnerships with major telecommunications carriers in Japan, T-Gaia actively promotes flexible and creative sales strategies based on the trust of its business partners. Under strong partnerships with its agents, T-Gaia is catering to ever changing client's needs by promptly capturing market trends including the full-scale penetration of smartphones and tablets, etc.



Developing and creating various contact points with customers, including shops that are appealing.

T-Gaia's corporate head office, regional headquarters and branch offices across Japan handle every step, from the proposal of plans to operations to fit its local marketing strategies and in accordance with telecommunications carriers' regional strategies. T-Gaia's sales channels including its directly managed carrier shops consist of more than 1800 shops and cover a nationwide area. The shop operation know-how which is cultivated in its bases for sales operations is shared among all branches. T-Gaia is focused to create a retail environment that allows it to propose new customer value by replacement, renovation and expansion of its shops. Development in human resources and various initiatives to improve shop proactivity will also play a role in promoting retail strategies. All of these will help each of its shops to be "the more attractive partner of choice for its customers" than ever.



T-Gaia supports customers' smart life by proposing a wide range of products and its services with added value.

In the shops run by T-Gaia, the staff will not only explain plans and contracts or functions of each handset, but also show how the products will change customers' lifestyles to enhance their smart life experience. In addition, T-Gaia will comprehensively support its customers to fulfill their smart life through accessories for smartphones and proposals of value-added services such as the original smartphone content "Minna no Kurashi Labo".

In SmartLabo, the shops specializing in smartphone accessories / peripheral equipment, T-Gaia provides a wealth of fashionable products including iPhone and Android smartphone cases. T-Gaia is also working to expand the product range of the SmartLabo original brand to provide customers with a more fashionable smart life. Furthermore, by taking advantage of T-Gaia's strengths of having both mobile terminals and smartphone accessories on offer, it is possible to launch shops in joint collaboration with Smart Labo and Rakuten Mobile. Having these shops open in fashion tenant buildings, etc., the number of contact points for customers is growing.



Smart Labo

Store specializing in
smartphone accessories
/ peripheral equipment.



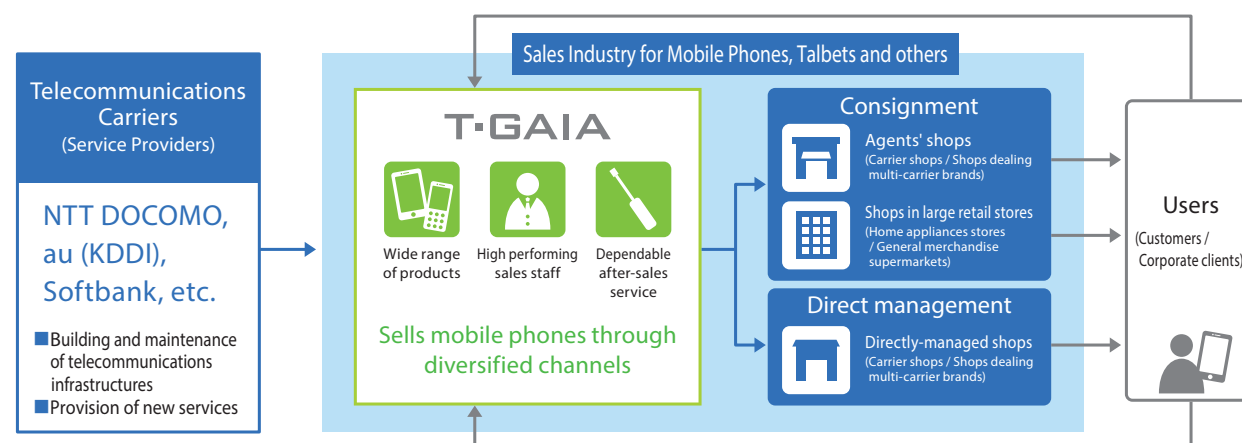
Étincese
T-Gaia's original brand (Fashion Line)



Bellezza Calma
T-Gaia's original brand (Simple Line)



Mobile Telecommunication Business in Japan





Enterprise Solution Business

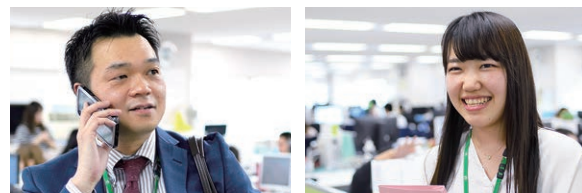
Providing solutions and support on adaptation of ICT to companies by a one-stop service platform centering on services for smartphones.

Smart devices such as smartphones and tablets have become extremely important assets that contain information for companies. Though they are useful, companies often face difficulties on managing these devices. T-Gaia has built a platform for efficient device operation and management to provide solutions that meet the needs of each customer.

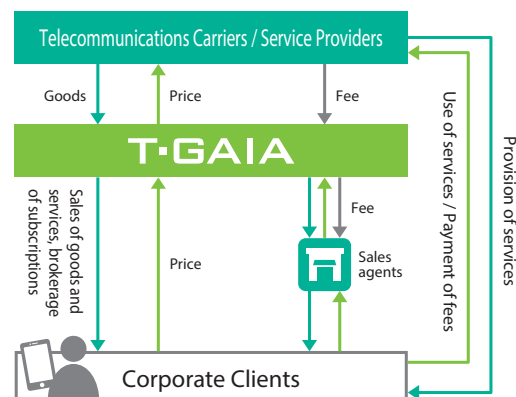


Aiming to become an industry leader in the market of Life-Cycle Management (LCM) for mobile devices.

With the rapid popularization of smart devices such as smartphones and tablets and adoption of companies' ICT, proper operation and management of these devices have become a major challenge for companies. T-Gaia provides one-stop solutions using LCM (Life-Cycle Management) that meets customers' needs and company environments. T-Gaia provides comprehensive support which includes the enhancement of operational efficiency by unifying management, from proposing optimal operation plans, to procurement / adoption of devices, and also from operation and management to replacement of terminals. T-Gaia supports the promotion of ICT adoption by customers in response to the full-scale arrival of IoT, etc.



Enterprise Solution Business



Mobile LCM [Life Cycle Management]

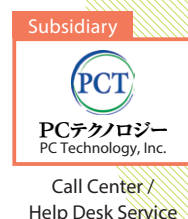
- Proposal for new terminals
- Transfer / deletion of data
- Purchasing of used terminals
- Recycling of terminals

T-Gaia responds flexibly from proposing new terminals to recycling.



- Help desk: operation guidance, responding to failures and theft / loss

T-Gaia's helpdesk handles repairs relating to failures. It also provides remote terminal locking services 24 hours a day, 365 days a year for clients who have had their device stolen or lost.



- Management service for communication lines/devices, and Centralized the procedure of payment putting payment
- Fee analysis / cost reduction
- Remote monitoring of network equipment

T-Gaia's original service, movino star, helps its corporate clients to comprehensively manage employees' terminal information and payments to telecommunication carriers. Furthermore, T-Gaia's helpdesk provides guidance for terminal operation, and manages operation work on behalf of each client.



- Smart device / terminal rental service
- SIM equipped PC procurement / proposal
- Telework-related services and a wide variety of solutions
- File transfer / sharing between corporate clients

For more details, please refer to the website below regarding the products of Enterprise Solution Business.
<https://www.t-gaia.co.jp/bbs/>

T-Gaia will offer not only smart devices such as smartphones, tablets and mobile PCs, but also various tools (Applications / Cloud services, etc.) to use on the terminals. It can also provide a rental service with an exclusive help desk and replacement service if the device fails, as one package.

Update

Sourcing / Proposal

Ability of Technology Development

- Software system development



Supporting Adoption

- Kitting, ID setting
- Security setting
- Installing applications
- Creating manuals
- Holding a briefing for adoption

In order to enable a smooth start-up, T-Gaia will setup delivered terminals and install applications in advance on behalf of each client, in accordance to the devices operation policies.

Maintenance

Operation

Building an Environment

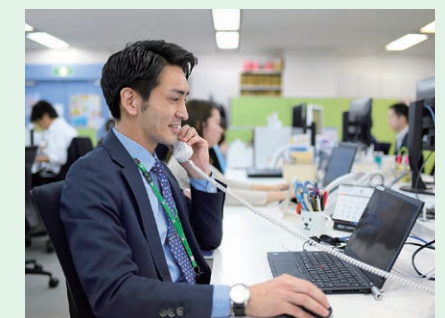
- Building Wi-Fi environment

Building an optimum Wi-Fi environment is also on offer.



Contributing to building companies' network environments as a telecommunications carrier.

In response to the launch of the wholesale business of FLET'S Hikari, a fiber-optic network service by NTT, T-Gaia offers TG Hikari, a fiber-optic network service for corporate clients, as a telecommunications carrier. The high-quality broadband lines and a wide range of other services will allow T-Gaia's clients to build a convenient infrastructure and improve their operation efficiency. T-Gaia also provides active support to companies entering their fiber-optic access service businesses with a special support plan, the TG Hikari Support Package. The number of partner companies has exceeded 280 companies.



TG Hikari
(NTT Hikari Collaboration Model)

Please refer to the TG Hikari Website for details.

<https://www.tghikari.com/>
(in Japanese)

280 companies

No.1 in the wholesale industry for the number of partner companies*
(As of end of March 2020) *Based on internal investigation

8,500 companies

Number of corporate clients (FY 2019)

1,800 companies

movino star subscription status (As of end of March 2020)



Payment Service Business & Other Business

As a service provider,
T-Gaia seeks for further expansion
of the settlement market.

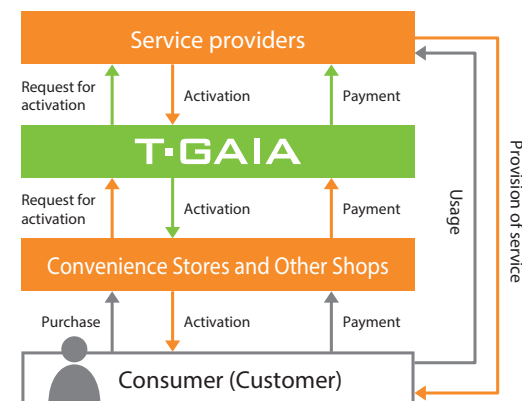
T-Gaia's payment service business has been growing, with the prepaid settlement-related business at its center. It foresees a further expansion of market share as a content provider, with the Card Mall Business of gift cards at the core and the services from QUO CARD Co., Ltd., which T-Gaia acquired complete ownership of. In addition, the number of business bases overseas is growing as T-Gaia does not limit its business fields only to Japan.



The prepaid business rapidly expands with the Card Mall Business at its core.

T-Gaia's prepaid settlement-related business has initiated with the sale of prepaid mobile phones. Its Card Mall Business has been established mainly by the sale of prepaid cards and codes (PIN) as well as plastic gift cards through its sales channels of convenience stores nationwide. This business continues to expand in the ever-evolving settlement-related market. The Card Mall Business, which is now growing in popularity in Japan, is at the core of T-Gaia's prepaid settlement-related business. The steady growth in the number of sales channels and the variety of gift cards in T-Gaia's product range are achieved by the fine-tuned services, from the design of point-of-sale displays and the delivery of gift cards, to promotions and operation of the call center, all cultivated through the sales of mobile phones and PINs. T-Gaia is creating new values not only in the prepaid type gift card market, but also in settlement-related markets.

Business Model of Gift Card Sales



The Major Stores Handling T-Gaia's PINs and Gift Cards

Convenience stores including Seven-Eleven, LAWSON, FamilyMart, MINISTOP, Daily YAMAZAKI, Seicomart, NEWDAYS, and some of T-Gaia's directly managed shops, etc.



PIN Personal Identification Number



Sample of prepaid card
(back side /
after being scratched off)

It is an identification number to which the information regarding the amount value is attached by using a string of letters comprising a combination of alphanumeric characters. It is a generic name, for prepaid online money used in payment for online shopping, online games, music distribution services, and the charges for international phone calls and calls via prepaid mobile phone.

58,800 stores

Number of stores handling PINs and gift cards (As of April 2020)



Increasing its presence as a card issuer rather than a prepaid card distributor.

In December 2017, T-Gaia acquired 100% ownership of QUO CARD Co., Ltd. With QUO CARD Co., T-Gaia will further enhance its presence in the market of prepaid cards for gift-giving as an issuer of QUO Card, which is acknowledged by the majority of people in Japan and can be securely used regardless of place and time in member stores all over Japan. Such stores include convenience store chains, book stores, drug store chains, and some restaurant chains. Additionally, the company announced the launch of QUO Card Pay service in March 2019. While keeping the convenience of QUO Card and at the same time making a clear distinction from other cashless settlement systems, the company will strive to promote this leading-edge service of digital gift giving and receiving via smartphone.



QUO Pay
クオ・カード ペイ



50 million cards

Annually issued amount of QUO Cards (FY 2019)

New Business

e-Sports business

T-Gaia started an e-Sports business in November 2019 by forming a capital tie-up with BlueStack Systems, Inc., which operates Game.tv, a platform for mobile e-Sports competitions. Through this partnership, Game.tv was made available in Japan. The goal is to broaden the market base for Japanese e-Sports, and to contribute to further market expansion.

game.tv

ICT education business for children

T-Gaia started an ICT education business for kindergartens, pre-school, and care centers in 2019. In addition to operating ICT classes and dispatching lecturers, it has also branched out to hold events with non-education industries. T-Gaia is expanding the ICT education business aimed at children, who shape the future, through providing them with information ethics education, helping develop their skills to take advantage of ICT and information.

ICT SCHOOL N.E.L.
New Education & Learning

[Extracurricular classes]



[Within the section classes]

Business Development in Overseas

In November 2013, T-GAIA Asia Pacific Pte. Ltd. an overseas subsidiary in Singapore was established. It sells gift cards throughout Singapore.



Other Business Developments in Southeast Asia

Business expanding also in Thailand, Malaysia, and Vietnam.

Diversity & Inclusion

Building a diversified workforce, where various employees play an active part.

T-Gaia's Strategy for Promoting Diversity & Inclusion

In order to "respect our employees' diversity to foster the best teamwork" which is stated in its corporate philosophy "TG Action – T-Gaia's Code of Conduct," T-Gaia positions the promotion of diversity & inclusion as an important management strategy, which includes promotion of women's empowerment. Through this, T-Gaia is actively taking initiatives.

- T-Gaia will not judge people by age, gender, nationality, handicap, sexual orientation, gender identity, work style, and other factors, and will respect people with different opinions and senses of values, make the most of each individual's ability, and create innovation.
- T-Gaia will foster mutual support, let each employee demonstrate their strengths for actively taking on challenges, and maximize the company-wide performance as a unified team.
- T-Gaia will build a rewarding workplace environment, in which all employees with various backgrounds and diverse working styles can play an active role while achieving a work-life balance.

Supporting Different Workstyles Respecting Diversity

Promotion of the Empowerment of Women

- Carrier Design Training Program for female employees

Child Care Support

- Information exchange sessions for those taking maternity and childcare leave
- Choices of five work hours for the Reduced Work Hour system (5/5.5/6/6.5/7 hours)
- Support funds for full-time workers and for early-returning-to-work employees
- Partnership with "Nichii Kids", a company-led nursery
- Ikumen-support leave (Paternity leave for male employees)
- Child nursing care leave

Childbirth Support

- Leave or administrative leave system to balance work and infertility treatment

T-Gaia was certified the third level (the highest) "Eruboshi" from the Minister of Health, Labour and Welfare in September 2017, being appreciated for its initiatives for the promotion of female employees to further succeed, etc., placing importance on diversity and inclusion.



Career Development Support

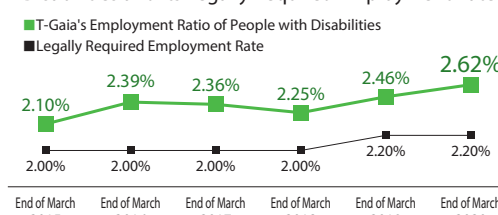
- Job Return Program
- Regional-based regular employee system
- Work-at-home / telework work system

LGBT Support

- Establishment of an external consultation service
- Internal group training / e-learning
- One of the restroom in the head office building has been renovated as gender-neutral toilet.

Job Opportunities for People with Disabilities

Trend of T-Gaia's Employment Ratio of People with Disabilities and Its Legally Required Employment Rate



- Provided a work experience program at T-Gaia's directly-managed carrier shops for students from a special-needs school.

- Allowing the guide dog of the health keeper, who has a visual impairment, into the head office building.



Directly-managed carrier shops



Health-keeper's guide dog

Achieving Productivity Improvement by Creating a Better Workplace Environment

- Improving operational efficiency through advancing online meetings



Online meeting using



Rooms for private one-on-one meetings

- Installed designated rooms for private one-on-one meetings

Health Care / Human Resource Development

Promoting employees' wellness of physical and mental health, for them to further develop as professionals

Being Serious on Employees' Health Care and Management

T-Gaia Health Manifesto

— Health Manifesto —

T-Gaia "pledges to care for its employees and their families to ensure that everyone finds joy in work." T-Gaia sets this as its most important mission, and believes that for its business to develop, it is essential for employees and their families to be healthy and full of energy. To stay as a company that "proposes new ways of communication to provide customers with excitement, delight, and safety" throughout the future, the company, starting with its HR officers, will actively support the maintenance and promotion of employees' health.

— Conduct Policies —

- The company "respects diversification" of human resources, and with the understanding that "health is also diverse," the company supports workstyles that produce the best performance. T-Gaia builds a culture of openness and trust in the workplace where all employees can work in a safe, hygienic, and healthy manner.
- All employees shall be sufficiently aware that their health is the company's source of energy. Employees shall accurately understand the latest health maintenance and promotion related information, systems both inside and outside the company, and actively convey information that is necessary for staying healthy to colleagues and the company. Employees shall act to achieve health goals, with the support from one another and the workplace.

TG-Support Lounge

TG-Support Lounge is "a place of relief to support employees, "offering face-to-face counselling with the company counselor.

TG Massage Room

Employees can get massages by a full-time physiotherapist

Health Consultation Helpline

The exclusive consultation service outside the company, which all employees have access to, with the purpose of maintaining and promoting employees' physical and mental health.



The Ministry of Economy, Trade and Industry (METI) and Nippon Kenko Kaigi have been awarding companies for the "Certified Health & Productivity Management Outstanding Organizations Recognition Program." T-Gaia was certified as one of the "2020 Certified Health & Productivity Management Outstanding Organizations," in recognition of the active approach to maintain and promote employees' physical and mental health for 2 consecutive years. T-Gaia was also certified as a "2019 Sports Yell Company" by the Japan Sports Agency of Ministry of Education, Culture, Sports, Science and Technology as a company that is implementing efforts to support and promote sports activities conducted by employees.



TG-Support Lounge



TG Massage Room

Human Resource Development through a Variety of Training Programs

Appropriate training for each role

T-Gaia values employees who are eager to make progress required and willing to take up new challenges. Acquiring knowledge and skills, and understanding their roles through the TG training program is an essential part of its strategies.

Dispatching to business schools

To train next generation leaders
To introduce management skills and a holistic perspective through systematized methods

Trainings for sales clerk

TG Academy trains T-Gaia's staff to improve the quality of sales and customer satisfaction. Strengthening shop operation skills by acquiring superior sales and support skills.

Overseas Training Program (Silicon Valley)

The aim of the program is to promote communication with the partner companies and collect the latest information on ICT.



Conducting a wide range of business activities for sustainable growth of companies and society

The details of T-Gaia's CSR activities are on its website.

CSR website URL: <https://www.t-gaia.co.jp/company/csr.html> (in Japanese)



Environmental Initiatives

■ **Installment of solar panels at T-Gaia's directly-managed carrier shops and logistics warehouses**
Deployment of V2H (Vehicle to Home) systems in some bases

■ **Operation of a renewable energy business by TG Power Inc., T-Gaia's consolidated subsidiary**

In FY 2018, TG Power Inc., T-Gaia's consolidated subsidiary company, started a renewable energy business, utilizing spaces on rooftops of mainly mobile phone shops nationwide.



Solar panels on T-Gaia's logistics warehouse rooftops

■ **Activities with Employee Participation**

Participation in the "Eye City Eco Project," an activity that promotes collecting empty cases of disposable contact lens.



Cleaning activities in the neighborhood area of head office of Ebisu.



Social Initiatives

■ **e-Net Caravan Activities - What T-Gaia can do as a mobile phone distributor**

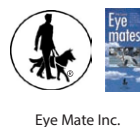
To fulfill the responsibilities of a mobile phone distributor, T-Gaia takes active participation in enlightenment activities, the e-Net Caravan, to promote the safe and secure use of the Internet and smartphones. T-Gaia has 465 e-Net Caravan certified instructors (as of March 2020) within the company. Most of these instructors are mobile phone shop staff, and they offer seminars nationwide for guardians, teachers, and elementary school children. One of the shop managers of our directly-managed shop went on stage as the instructor for "Celebrating the e-Net Caravan Twenty Thousandth Seminar" held in April 2019.



The details on T-Gaia's actions can be checked on the special "e-NET Caravan website."
https://www.t-gaia.co.jp/e-net_caravan/ (in Japanese)



Organizations supported by T-Gaia



Governance Initiatives

Smooth relationships with all stakeholders under a solid governance system

T-Gaia website Corporate Governance

URL: <https://www.t-gaia.co.jp/company/governance.html>

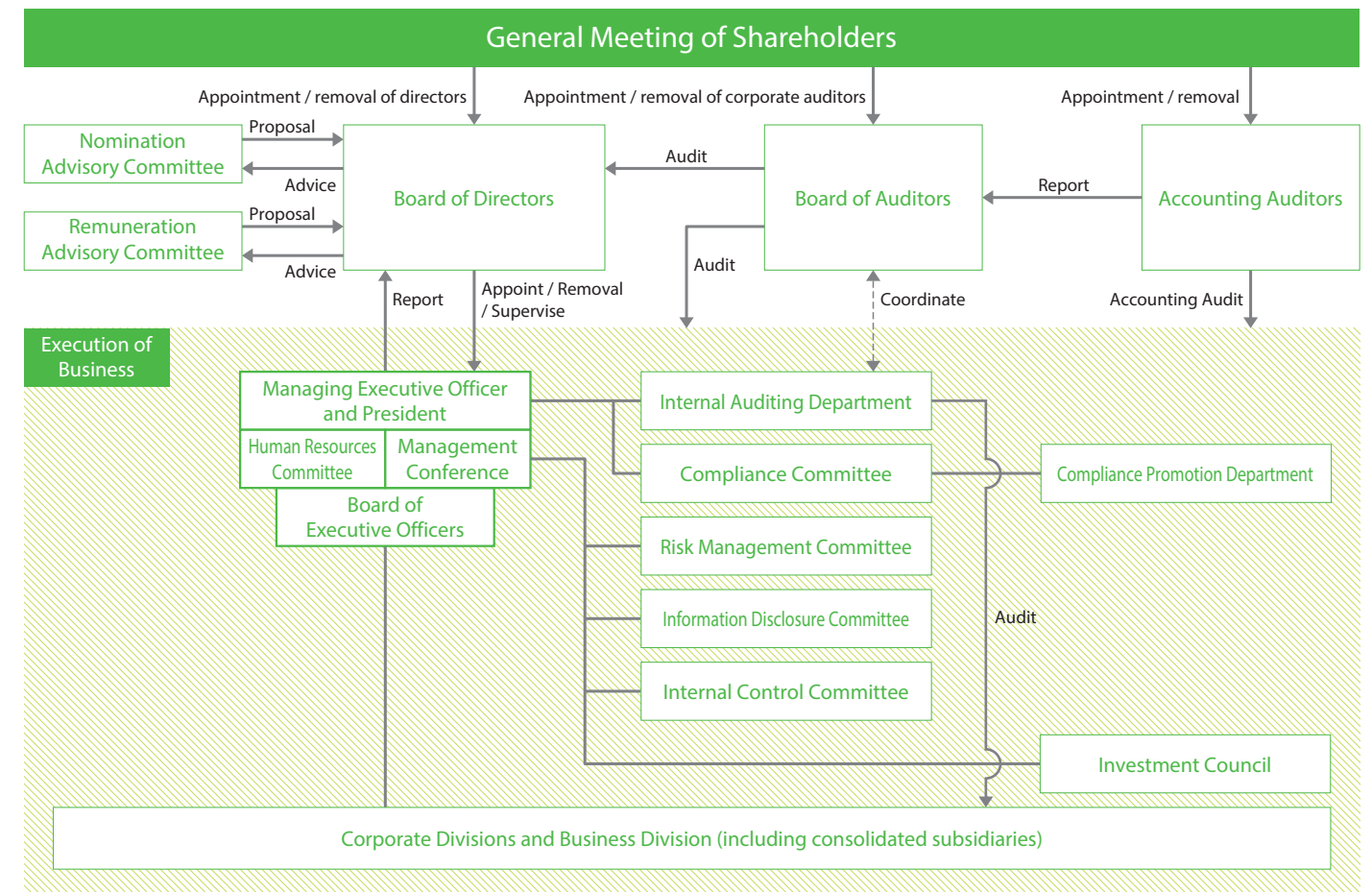
(in Japanese)



Corporate Governance

T-Gaia deems Corporate Governance as a framework to control its business activities. It is convinced that it is essential to build smooth relationships with not only the shareholders, but also with customers, business partners, employees, and local communities. It also believes that it is essential to respect their rights and interests. T-Gaia promotes everyday activities from

two sides, "ensuring transparency in management" and "improving corporate value," based on the understanding that a company's mission is to perform business activities while also establishing and maintaining a better governance system. The Basic Policy and Reports regarding Corporate Governance are also on the company website.



Compliance

T-Gaia Corporation positions "compliance" as one of the top priorities in business management and it is set in the Code of Conduct of its Corporate Philosophy. It has a system organized for the company to respond promptly to compliance related issues, and it is continuously making efforts to maintain and improve its employees' compliance awareness.

The compliance organization and rules are also on the company's website.

T-Gaia website Corporate Governance

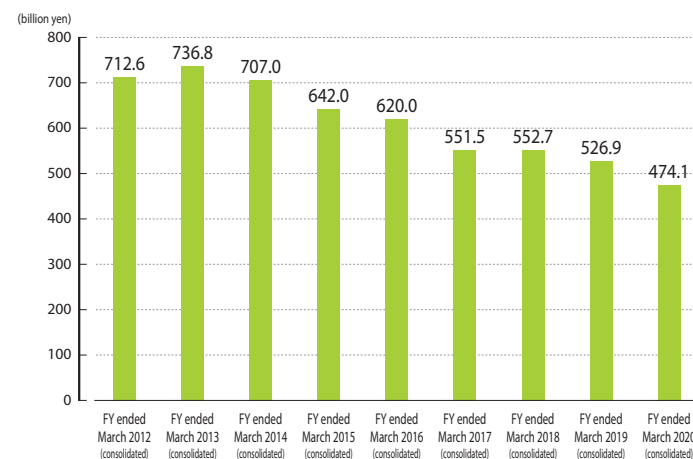
URL: <https://www.t-gaia.co.jp/company/compliance/index.html>

(in Japanese)

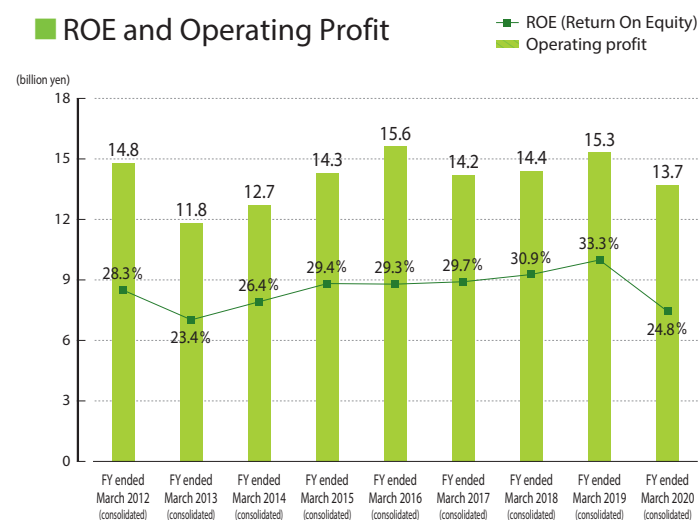


Financial Information

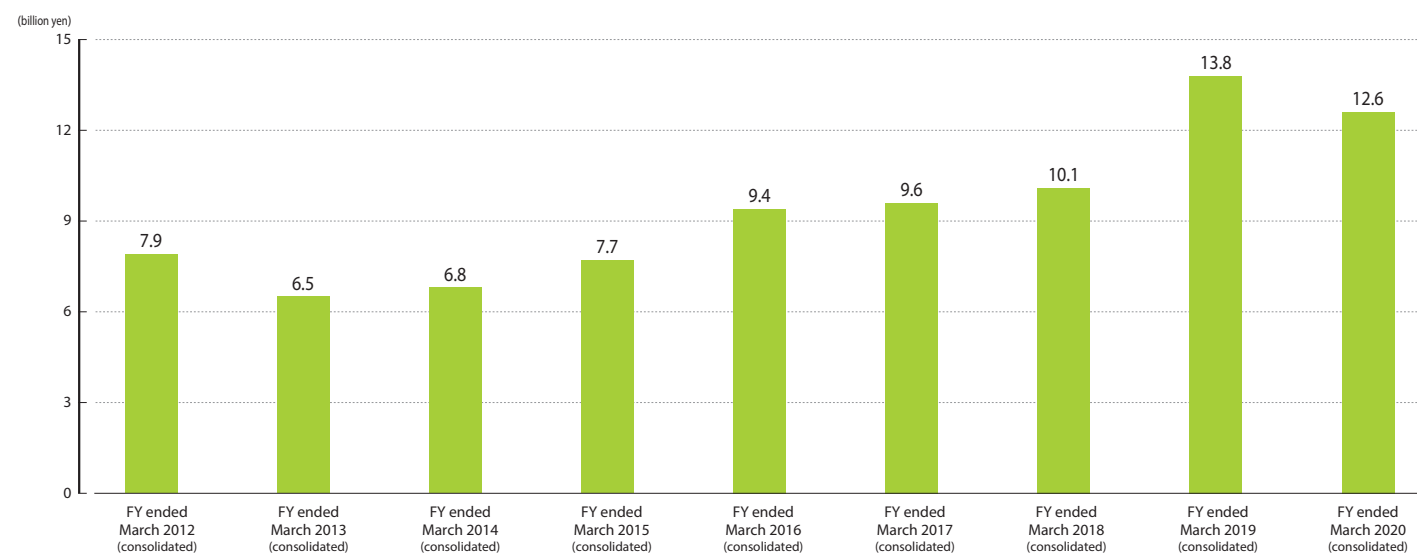
Net Sales



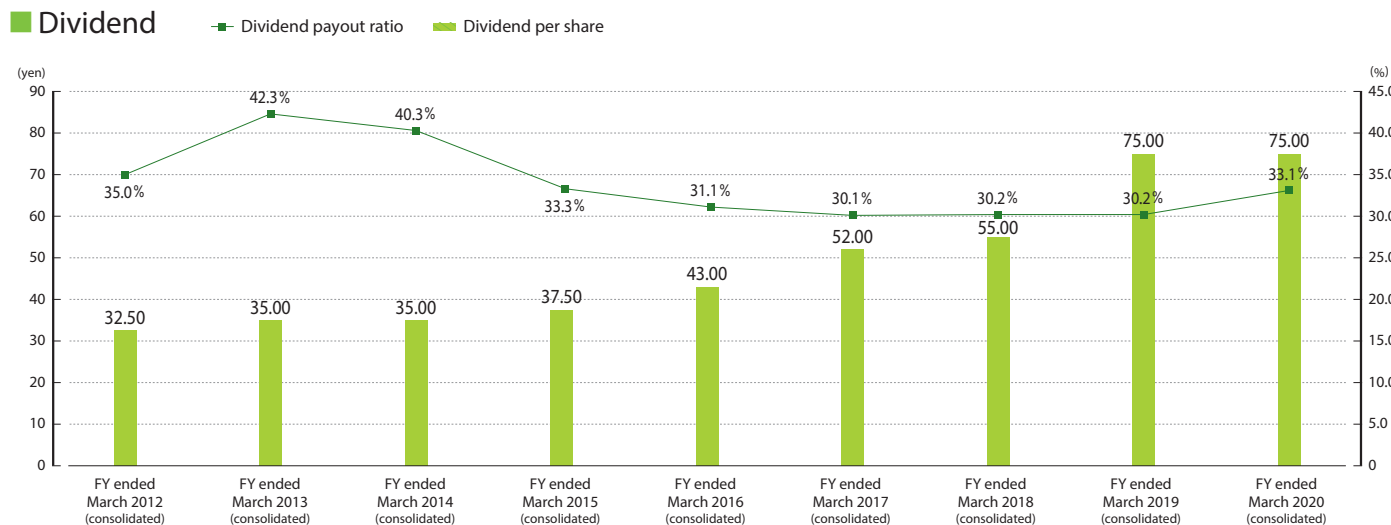
ROE and Operating Profit



Profit Attributable to Owners of Parent



Dividend



Corporate Profile

Company name	T-Gaia Corporation Listed on the First Section of the Tokyo Stock Exchange (securities code: 3738)	
Location	[Head office] Ebisu Neonato 14-18F, 4-1-18 Ebisu, Shibuya-ku, Tokyo 150-8575 Japan	
Capital Stock	3,154 million yen	
Date of Establishment	February 1992	
Major Shareholders	Sumitomo Corporation	
Board Members	President & Chief Executive Officer	Nobutaka Kanaji
	Director, Executive Vice President CFO	Soichiro Tada
	Director, Executive Vice President	Tsuyoshi Konda
	Director, Executive Vice President CSO	Masato Ishida
	Director	Katsuya Kashiki
	(Outside) Director	Toshiya Asaba
		Kyoko Deguchi
		Junichi Kamata
		Naoya Okutani
		Ryo Hashimoto
	Corporate Auditor	Toshiro Kaba
	(Outside) Corporate Auditor	Tetsuo Kitagawa
Description of Business	(1) Sales and distribution of mobile phones, etc. and sales agency business (2) Provision of solution services and broadband, sales agency business of telecommunication services, etc. (3) Payment service and other new businesses, overseas business	
Countries of Sales	Japan (nationwide), Singapore	
Number of Employees	4,512 (as of the end of March 2020)	
Main Financing Banks	Mizuho Bank, Ltd., MUFG Bank, Ltd., Sumitomo Mitsui Banking Corporation, Sumitomo Mitsui Trust Bank Limited (*In the order of bank code) (as of June 29, 2020)	



Nobutaka Kanaji



Soichiro Tada



Tsuyoshi Konda



Masato Ishida

Corporate History

October 1, 2008	Inauguration of T-Gaia Corporation
January 2009	Moved the Head Office to Ebisu, Shibuya-ku, Tokyo
June 2011	Started Card Mall Business utilizing gift cards
November 2012	Started deployment of "Smart Labo," specialty shops for smartphone accessories and peripheral equipment
November 2013	Established T-GAIA Asia Pacific Pte. Ltd. a subsidiary, in Singapore
March 2014	Acquired WAMNET Japan K.K. as a consolidated subsidiary. (Holds 97.5% of shares outstanding as of February 2017)
April 2015	Established Career Design Academy Co., Ltd.
December 2017	QUO CARD Co., Ltd., became a consolidated subsidiary
March 2020	Acquired TG Power Inc. as a consolidated subsidiary



T-Gaia Corporation

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<https://www.t-gaia.co.jp>

