



Make you smile with MIRAITS: Mirai (future) + IT



The MIRAITS Group  
CSR Report 2013

MIRAITS Holdings Corporation  
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**List of Group Companies (as of the end of August 2013)**

**MIRAIT Holdings Corporation**

MIRAIT Corporation	IP TECHNO SERVICE CORP.	MIRAIT Technologies Corporation	KATAKURA CONSTRUCTION Co.,Ltd.
DAIMEI NEXT CO.,LTD.	Todentsu Technos Corp.	Renat Kansai Co., Ltd.	K-SOFT Corp.
DAIMEI TECHNO CO.,LTD.	Todentsu Access Corp.	Comlead Co., Ltd.	Sumiden Communication Engineering Ground
KOKKO SYSTEMS CO.,LTD.	TODENTSU Network Corp.	Renat Tokyo Co., Ltd.	Nara Kensetsu Co., Ltd.
Tohoken System Engineering Corp.	Todentsu Engineering West Japan Corp.	Fucom Corp.	Kinki Denki Corp.
Meisei Correspondence Co.,Ltd.	Nissetsu Co. Ltd.	COTONET ENGINEERING Co., Ltd.	ACTIS Corporation
IP Nisshin Tsuko Co.,Ltd.	Okisokou. Co. Ltd	Ligare Co., Ltd.	Acronet Co., Ltd.
DAIMEI ENGINEERING CORP.	Libnet Corporation	Ground Create Co., Ltd.	Kinki Tushin Sangyo Co., Ltd.
DAIMEI NETWORK CO.,LTD	Nihon Sangyo Co., Ltd.	Agility RISE Co., Ltd.	MIRAIT PHILIPPINES INC.
DAIMEI TSUSAN CORP.	Hopenet Co., Ltd	Lapisnet Co., Ltd.	Relative MIRAIT Services Pty Ltd
SINKO ELECTRIC CORP.	DAIMEI SLK (PVT) LIMITED	MIRAIT Information Systems Co.,Ltd	MIRAIT Information Systems Myanmar Co., Ltd.
DAIMEI BUSINESSMATE CORP.			

**Global locations—overseas offices**



**Global locations—major offices in Japan**



**Editorial policy**

The MIRAIT Group CSR Report 2013 provides an overview of the MIRAIT Group's policies and activities to help create a sustainable society. The Report describes how the MIRAIT Group, including MIRAIT Corporation and MIRAIT Technologies Corporations, works to contribute to creating a sustainable society through its business activities and other non-business activities conducted with stakeholders. The Report broadly consists of two parts: the Special Feature section, which describes how our business impacts on society under the theme of "Creation and Safeguarding" and the reporting section, which outlines our related policies, activities, and quantitative data according to activity categories.

**Reporting period**

April 1, 2012 to March 31, 2013  
(Part of the Report includes activities conducted in and after April 2013.)

**Date of publication**

September 2013

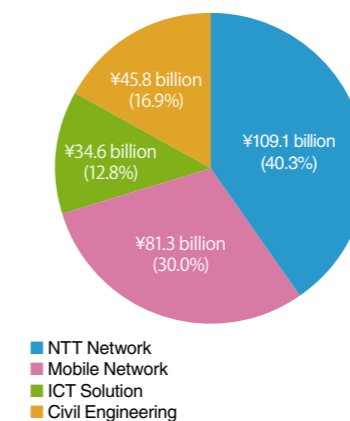
**About the MIRAIT Group**

- **Establishment**  
October 1, 2010
- **Capital**  
7,000 million yen
- **President and CEO**  
Masatoshi Suzuki
- **Shares**  
Shares outstanding: 85,381,866 shares  
Unit share: 100 shares
- **Stock exchange listing**  
The First Section of the Tokyo Stock Exchange (Code: 1417)
- **Credit rating**  
Rating and Investment Information (R&I): A-  
Japan Credit Rating Agency (JCR): A-
- **Head Office**  
5-6-36, Toyosu, Koto-ku, Tokyo
- **Major offices**  
[Japan] 32 locations  
\* The total number of MIRAIT Corporation and MIRAIT Technologies Corporation's offices  
[Overseas] 5 locations  
(the Philippines, Australia, Sri Lanka, Myanmar, and Thailand)
- **Employees (as of March 31, 2013)**  
Group Total: 7,454  
MIRAIT Holdings: 116  
MIRAIT: 4,343 (consolidated), 2,650 (nonconsolidated)  
MIRAIT Technologies: 2,995 (consolidated), 964 (nonconsolidated)
- **Fiscal year end**  
March 31

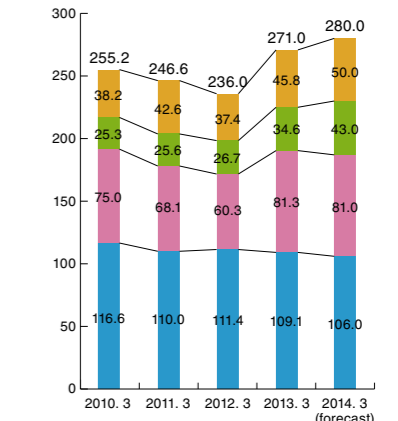
**Business overview**

- **Business segments**
  - (1) **NTT Network**  
Design, installation, operation, and maintenance of fixed-line telecommunications facilities
  - (2) **Mobile Network**  
Design, installation, operation, and maintenance of mobile phone carriers' wireless base stations and key networks
  - (3) **ICT Solution**  
Design, installation, operation, and maintenance of information and telecommunications facilities as well as development of related systems and software
  - (4) **Civil Engineering**  
Design, installation, operation, and maintenance of social infrastructure, including facilities related to power supply, air-conditioning facilities, environmental conservation, alternative energy, and general civil engineering

**Composition of consolidated net sales by segment (for the year ended March 2013)**



**Net sales trends by segment (in billions of yen)**



Message from the President and CEO

# CSR is inherent in everything we do, from our overall business operations to the daily activities of individual employees

**Masatoshi Suzuki**  
President and Chief Executive Officer  
MIRAIT Holdings Corporation



## Group reorganization opens the door to a new stage

Fiscal year 2012 was a milestone year for the MIRAIT Group, as we succeeded in launching a new organizational structure. In October 2012, Daimei Telecom Engineering Corporation and TODENTSU Corporation were merged to create MIRAIT Corporation, while Commutere Corporation was renamed MIRAIT Technologies Corporation. Furthermore, unrelated to the reorganization, the Group achieved both higher sales and higher profits. The year was therefore marked by the successful transition to a new structure as well as successful business operations.

Going forward, we anticipate limited growth opportunities in the very mature market of fixed-line telecommunications if we stick to conventional approaches. Meanwhile, the mobile communication market, in which the number of subscribers is expected to plateau soon, is expected to present solid opportunities for the MIRAIT Group because of the expanding functions of mobile phones, with an ever-increasing number of apps and services coming on-stream. We are also aggressively pursuing and making great progress in the expansion of our ICT Solutions and Civil Engineering businesses.

In fiscal 2013, the final year of the current medium-term management plan, we are focused on expanding business, aiming to achieve ambitious net sales and operating income targets of 280 billion yen and 12 billion yen, respectively. At the same time, we are working to nurture seeds of growth and prepare the next medium-term management plan for and after fiscal 2014. We are also steadily and diligently implementing post-reorganization processes, such as consolidating offices and re-arranging human resources. We recognize fiscal 2013 is another important year for the MIRAIT Group.

## Look 10 years ahead and allocate resources and develop human resources accordingly

Meeting the expectations of society is an important business objective of the MIRAIT Group. Most of Japan's social infrastructure-related industries, including our own ICT sector, date back to the time when the country was in ruins following World War II. Over the years since then, numerous infrastructure facilities have been developed and upgraded, some of which are already in need of repair or replacement due to age-related deterioration. Today, firms like ours, operating within the social infrastructure sectors, are also expected to address anticipated demographic changes in Japan (that is, the increasing age-related population imbalance) by utilizing their various technologies and knowledge.

To this end, we need to make even more efforts to build the kinds of systems, resources, and financial stamina that will allow us to meet greater construction demand across Japan in the future. To further expand our business to include not only telecommunications but also electric power facilities and civil engineering, we will also need to have at our command an extensive pool of specialists and technologies in related fields. Our reorganization last year was designed to achieve the optimal reallocation of resources and thereby drive the MIRAIT Group's further progress as a "comprehensive engineering and services company."

Companies engaged in providing social infrastructure-related services cannot focus solely on current or short-term operations. That is why our current operations by our main and peripheral businesses target growth in three years and current business expansion efforts are aimed at building a foundation for growth in five years. We are also looking 10 years ahead and allocating resources and developing human resources accordingly.

## Competence derived from the awareness of individual employees

It is worth noting that few standardized processes or methodologies can be applied to projects undertaken by the MIRAIT Group, because different buildings and communities require different operational processes. It should also be noted that even minor errors are unacceptable in our business, which involves the use of telecommunications and electronic technologies. This is because such errors have the potential to cause a nationwide outage of communications or computer networks. Given this, all of our employees are required to fully take stock of their current situation, maintain high operational quality, and conduct their operations in a safe manner. It is thanks to this kind of discipline that the MIRAIT Group has been able to establish a reputation as a company with a high level of competence.

The greatest key to our success in continuing to do a great job is our human resources. In the design phase, our employees are expected to deliver better quality by combining various functions and services in productive ways. In the construction phase, our personnel must have the ability to work closely and effectively with various partner companies. To offer proposals to customers on how we can utilize the latest available technologies to deliver superior benefits, our employees also need to have strong technical knowledge and keep up with the latest technological developments. This means that each and every one of our employees must constantly strive to achieve his or her own professional growth through acquiring strong coordination skills and technological understanding to thereby deliver the kind of excellent performance that helps us earn the trust of customers.

To encourage our employees to share such values

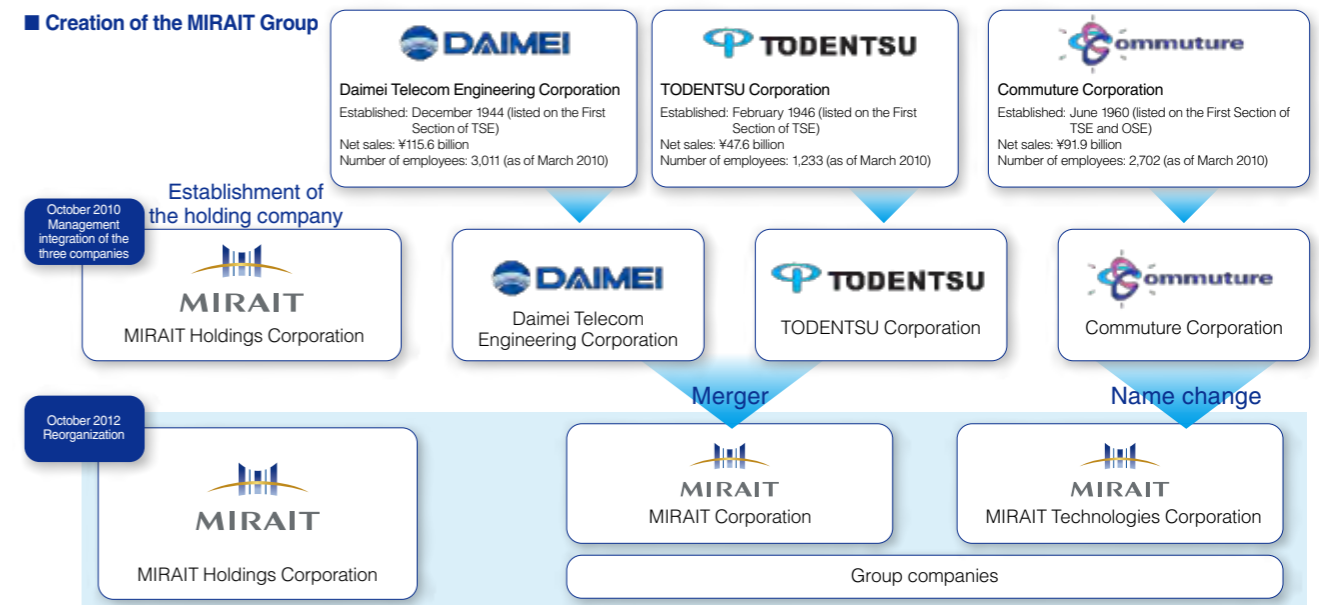
and work together to build a new Group culture, we formulated the MIRAIT Way in October 2012. This overarching document, which consists of our Basic Management Philosophy, Code of Conduct, and the Charter of Corporate Ethics of the MIRAIT Group, is intended to guide the awareness, attitudes, and actions of MIRAIT Group employees. Despite its simple wording, the MIRAIT Way is challenging to put into practice, requiring a high level of professionalism as well as a daily commitment. I am confident, however, that all personnel are making steady efforts to live up to the principles contained in the MIRAIT Way.

## With CSR inherent in our business, implementing related activities in a well-balanced manner

As a builder of social infrastructure, for the MIRAIT Group the very operation of our business constitutes the performance of CSR activities. With this in mind, we strive to conduct our everyday operations diligently and thoroughly, while maintaining good communications. No social infrastructure project can be implemented by a single company alone. Rather, considerable collaboration with governmental organizations and other private sector companies is involved. Small daily operations add up to the construction of large social facilities. To ensure great teamwork for great performance, my goal is to make the MIRAIT Group even more open and communicative.

At the same time, I recognize the personal activities of employees, including their participation in community contribution programs, are also important, although they may not directly contribute to the company's interests or profitability. Everything we do, whether conducted as a corporate initiative or a personal undertaking by an employee, forms part of our CSR activities.

Against the background of a society experiencing dynamic change, as we move forward we will continue probing to find the optimal balance between our current and future activities and between our main and peripheral activities. I hope all of our readers will join me in looking forward to the future success of the MIRAIT Group as it opens the door to a new era in its history.



Special

Feature

# Creation

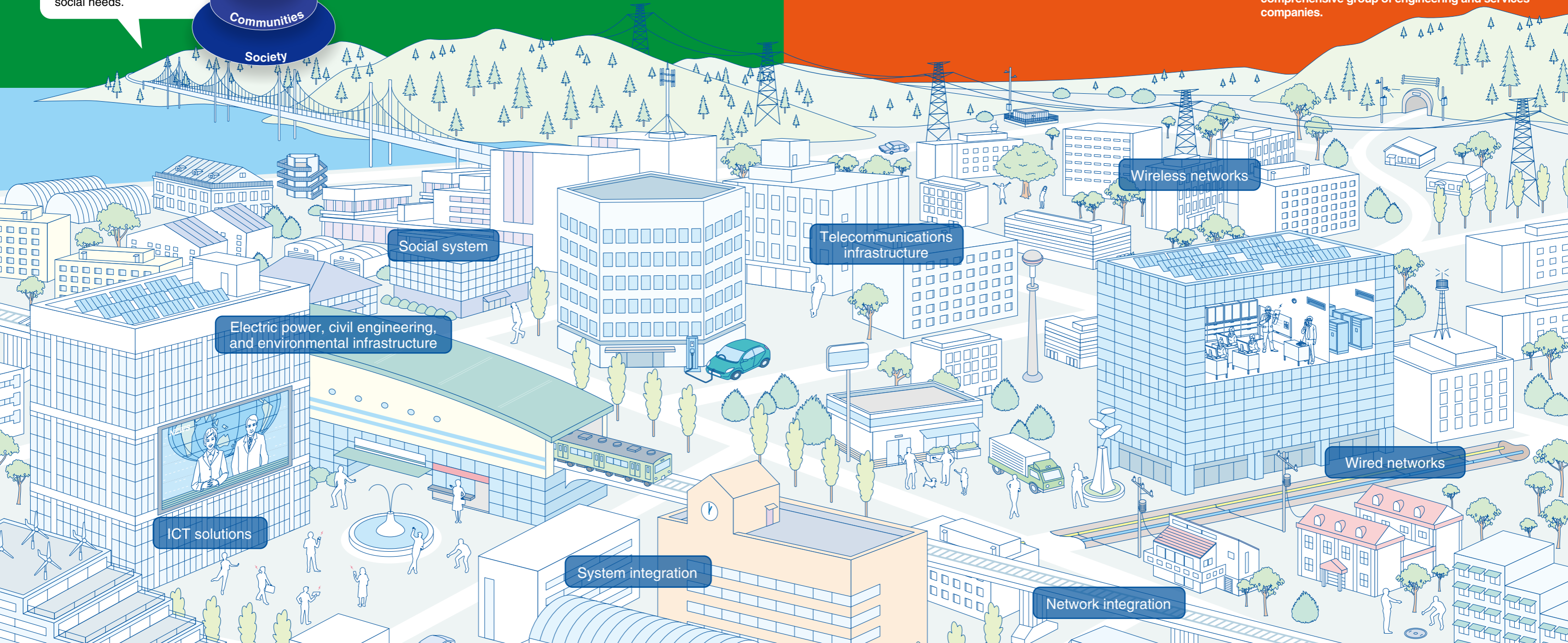
## The MIRAIT Group's activities

# Safeguarding

and social responsibilities

We at the MIRAIT Group are proud of our extensive experience and technological excellence developed through our telecommunications infrastructure business. Using these strengths to (1) create systems and facilities that make daily life more convenient and fulfill social needs, (2) ensure the stable availability of key social infrastructure, and (3) develop systems to protect the well-being of society and individuals forms part of the social responsibilities of the MIRAIT Group, a comprehensive group of engineering and services companies.

The MIRAIT Group operates various businesses, ranging from those contributing to the well-being of society as a whole to those related to the everyday life of individual members of society. This section provides examples of what we do for society, communities, and individuals and how we strive to meet social needs.



### Society

- Construction of LANs, WANs, and wireless LANs
- Installation of mobile phone base stations
- Roads, railroads, telecommunications facilities
- Installation of lighting, air-conditioning and purifying, and power receiving and transforming facilities
- Consultation on and installation of facilities for underground utility poles
- Traffic systems
- Solar power generation systems
- Sales and installation of LED lighting

### Communities

- Wi-Fi locations
- Fuel cells, EV battery charging systems
- Development of network servers
- Visual communications systems
- Web-based conference systems, video conference systems
- Development of call centers
- Workforce management
- Development of data centers
- Development of on-demand systems
- Electricity monitoring systems
- Building electricity management systems
- Small-scale wind power generation

### Individuals

- Library systems
- School administration support systems, class attendance management systems
- Map information systems
- Remote concierge services, distance learning systems ("cyber campus" systems)
- Development of broadcasting and signage systems
- RF signage, area broadcasting

### Society

- Disaster recovery
- IT monitoring
- Telecommunications sales agency, installation arrangements, (maintenance of telecommunications networks)
- Construction of water supply and sewerage systems
- Development of security systems
- Anti-DDoS attack solutions
- On-site monitoring and maintenance services

### Communities

- Surveillance camera systems for neighborhood associations
- Unauthorized access monitoring services
- Unauthorized access prevention systems
- Communication history management systems
- Phone recording systems
- Development of authentication systems
- Building energy management systems
- Customer system support centers

### Individuals

- Construction of quake-resistant/quake-absorbing facilities
- Rockfall monitoring systems
- Disaster damage assessment systems for buildings
- Earthquake early warning systems
- Lightning strike suppression systems
- Installation of quake-resistant/quake-absorbing equipment for network devices and server racks
- Installation of tsunami evacuation towers

# Creation



## Creation of tomorrow's social infrastructure

Information networks have become a major component of social infrastructure and are expected to become increasingly important in tomorrow's society. At the same time, needs for a mechanism to reduce environmental impact across society as a whole are growing rapidly. Responding to such trends and needs through its business operations is part of the mission of the MIRAIT Group.

### What society needs

Reliable, high-speed information networks throughout Japan

### What the MIRAIT Group can do

## Construction of optical networks

In today's society, an environment where people can receive or send information on a real-time basis is indispensable for convenience and for overall economic and social activities. The expansion of high-speed information and telecommunication infrastructure will enable people to communicate without travelling, contributing to the reduction of environmental impact.

The MIRAIT Group offers integrated services for telecommunication infrastructure development, such as optical fiber installation, covering all processes from design to construction and maintenance.



### What society needs

Access to convenient networks anytime, anywhere

### What the MIRAIT Group can do

## Construction of mobile networks

Widespread use of smartphones and tablets requires additional development of mobile infrastructure. The MIRAIT Group offers comprehensive mobile infrastructure services across Japan. With our advanced technologies, we are engaged in the installation of mobile phone base stations for all carriers in Japan, offering integrated high-quality services, including site selection, negotiation for land acquisition, and the construction, operation and maintenance of base stations.

In regions with poor mobile reception, residents are constantly asking when their mobile phone service will get better. They sometimes ask us when they can get a good access to mobile phone service. To meet such strong needs, we operate our business diligently and with a sense of pride.

Toru Tanaka  
Docomo Business Division  
MIRAIT Corporation



### What society needs

Energy-efficient and environmentally friendly social infrastructure

### What the MIRAIT Group can do

## Installation of environmentally friendly facilities and systems

To solve global issues such as climate change and energy resources, it is important to reduce society's overall energy consumption and promote an energy shift to new energy resources. The MIRAIT Group helps solve those issues by offering various environmental and energy-saving solutions.

#### Solar power generation systems

We offer a full range of support for home and building owners, including proposals for installation and maintenance of solar generation systems, help with applications for related government subsidies and co-ordination with power companies.

#### Fuel cells

We support the introduction, installation, maintenance and other processes related to fuel cells, which are garnering attention worldwide as an energy source in smart houses and smart buildings.

#### Air-conditioning and purifying facilities

Leveraging our advanced technologies and knowhow, we support more efficient operation of air-conditioning and purifying systems in buildings by installing necessary facilities and controlling systems.



#### LED lighting

LED lights have a longer life and consume about 60% less electricity than conventional fluorescent lighting. Its benefits also include the ability to control power consumption through the use of power control systems. The MIRAIT Group supports the introduction of LED lighting at public facilities, such as Rainbow Bridge and the tunnels of the Chuo Expressway Shinagawa Line in Tokyo.

## Continue to create tomorrow's basic infrastructure and technologies

While daily use of the Internet and mobile phones are almost taken for granted today, no one expected their use would be so widespread when they first appeared on the market.

In a changing society, needs for infrastructure will also keep changing, and this requires changes in technologies and facilities.

We at the MIRAIT Group strive to identify future needs for technologies and infrastructure and take proactive action leveraging our experience and technical expertise.



## Creation of a mechanism for smooth business and social activities

Network infrastructure has become indispensable in places where many people gather such as offices, schools, and stadiums. For companies, whether or not they use it efficiently affects their levels of service quality as well as business performance. Based on our technical and technological excellence, we at the MIRAIT Group develop various information telecommunication systems to suit users' needs.

### What society needs

Comfortable access to the Internet anytime, anywhere

### What the MIRAIT Group can do

## Construction of wireless LANs

Today, a world without the Internet is almost unimaginable. The MIRAIT Group provides comprehensive support for networks of various sizes and purposes in Japan and abroad, ranging from the development of networks including selection, purchase, installation of devices and wiring to the operation and maintenance of the installed system.

For major convenience store chains, stadiums and various other places where many people gather, we construct Wi-Fi wireless LANs to offer comfortable access to the Internet.



#### Stadium Wi-Fi solution

A Wi-Fi environment with higher access point density has been built in the Seibu Dome baseball stadium to ensure spectators can enjoy consistent data communications even in large crowds.

### What society needs

Incorporating many users' feedback into business operations

### What the MIRAIT Group can do

## Development of call centers

Call centers, which answer customer calls and respond to service requests, are an important contact point between businesses and consumers. To promote their smooth and efficient operation, the MIRAIT Group offers one-stop services ranging from consulting to system integration, to platform construction and maintenance.

We also offer services to improve the productivity of call centers, such as "workforce management," which enables optimum staff allocation through highly accurate forecasts of inbound call volumes.



### What society needs

Improving operational efficiency by using the most appropriate software

### What the MIRAIT Group can do

## Development of software

Different sectors and organization require different systems and software, such as public systems and enterprise systems as well as those for day-to-day operation management and web-based content release. The MIRAIT Group develops systems with open-source software, the mainstream system development method in the future, and develops and offers many mobile apps. We also offer many systems designed to solve the various problems that customers may face.

#### Image processing, analysis and distribution solutions

Video-based systems featuring one of the world's fastest image processing technologies, people traffic measurement system with no need for relay devices or PCs, etc.

#### Elderly care service support system

Comprehensive support systems for elderly care service operators, regardless of service formats, whether home visits, service in day-care facilities, or in residential facilities.

#### Improvement of security and compliance

User management solutions, virtual desktop/thin client solutions, cloud-enabled ECM, etc.



## Creation of mechanisms for better and more convenient lifestyles

Sharing information and knowledge and conducting smooth communications help make life easier and more enjoyable. Information and telecommunications systems can create new value in interpersonal relationships—we at the MIRAIT Group continue striving to make this belief a reality.

### What society needs

Receiving local information via various media devices

### What the MIRAIT Group can do

## Solutions to revitalize regional communities

To help rural areas solve issues such as declining populations and lackluster shopping arcades, the MIRAIT Group offers solutions to revitalize regional communications. These are designed to send local information via various media. Through TV, PC, mobile devices, and other communication tools, local residents can access various types of local information, for instance, on public administration, disaster preparedness, crime prevention, stores and businesses.



### What society needs

Smooth information and advice provision for international tourists

### What the MIRAIT Group can do

## Development of remote concierge service systems

Many international tourists visit Japan, a country aiming to become a major tourism nation. However, most shops and information centers do not have sufficient resources to offer information and other services in foreign languages. To address this situation, the MIRAIT Group offers a system where dedicated interpreters at call centers can be called up via tablets and other devices.

This language assistance system helps staff in need of effective communication between shop/call center staff and tourists, who then will be able to gain better understanding of Japanese culture.



Sample screen image

### What society needs

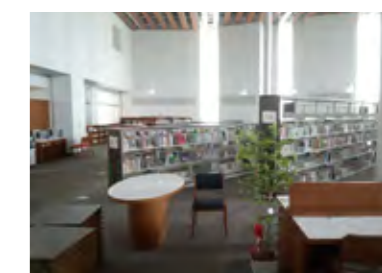
Digitizing libraries to improve their attractiveness and meet users' expectations

### What the MIRAIT Group can do

## Provision of library service

Library operation and management is going through a sea change, due to the growing penetration of electronic books and digital content services, anticipated introduction of cloud computing to schools, and other ongoing and expected changes. Libraries are expected to evolve by, for instance, offering more advanced intellectual information services.

Libnet Corporation, a member of the MIRAIT Group, offers TOPNET, a library information system that uses state-of-the-art technologies. The company also offers libraries BPO (business process outsourcing) services with high customer satisfaction, which include the sharing of know-how on improving the attractiveness of libraries and the allocation of specialist staff who have received IT training programs.



New public library in Manno Town, Kagawa, opened in June 1, 2013

# Safeguarding



## Offer maintenance and management service to build a safer, more comfortable and more efficient society

Accessibility to information and telecommunication infrastructure has become an indispensable element of today's business and personal activities. However, a catastrophic event such as a natural disaster or an accident which would disrupt such social infrastructure could happen at any time. It should also be noted that maintaining the safety and efficiency of infrastructure by human operations alone has its limitations. To contribute to building a society that people can live in comfortably without concern, the MIRAIT Group uses technologies to prevent disaster-related damage and to offer systems to support human-based job activities and manage operational safety and efficiency.



## Safeguarding information and telecommunications and other social infrastructure

Accessibility to telephone and other information and telecommunication networks is taken for granted today. Maintaining those "things taken for granted" as they are, even in the event of a serious accident or natural disaster, is an unspectacular but important responsibility of the MIRAIT Group.

### What society needs

Immediate recovery of network outages in the event of a disaster

### What the MIRAIT Group can do

## Disaster recovery of telecommunications networks

Even telecommunication networks with thorough disaster-resistant specifications could be disrupted by natural disasters such as floods, tornadoes and earthquakes or unexpected accidents. Given that demand for telecommunications services is higher in times of a major disaster, our Group will make all-out efforts to recover disrupted network facilities as soon as possible.



Natural disasters such as typhoons and earthquakes often cause damage to telecommunication networks. We have a system and resources in place to conduct recovery work immediately to prevent or minimize network outages.



To restore networks from damage by tornadoes in May 2012, we conducted repair work for 26 utility poles and telecommunication cables at 137 locations in Tsukuba City, Ibaraki.



In December 2012, some ceiling panels of Chuo Express Way's Sasago Tunnel collapsed. We repaired cables of emergency telephone lines.

### What society needs

Consistent and reliable access to existing telecommunications networks

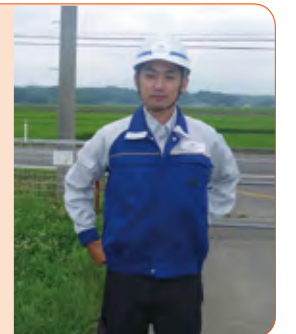
### What the MIRAIT Group can do

## Maintenance of telecommunications networks

The completion of facility installation does not mean the completion of our telecommunications network engagements. We conduct periodical maintenance at various locations ranging from high places such as utility poles and wireless base stations to underground to ensure smooth network access. To prevent a network problem, which may cause a major telecommunications outage, we conduct our maintenance work with utmost attention to safety and continue improving our technologies and skills.

I am very relieved and delighted when people tell me that they use telephone and Internet services as "things taken for granted." Last year, my team visited temporary shelters in the quake and tsunami-hit areas of Kesennuma City, Miyagi to install optical cables. I will never forget the smiles of the customers for the rest of my life. With a sense of pride in our work, we will continue making our best efforts to bring smiles to customers' faces.

Shouhei Matsushita  
NTT Network Division  
MIRAIT Technologies Corporation



### What society needs

Appropriate maintenance of basic infrastructure, which normally attract little public attention

### What the MIRAIT Group can do

## Maintenance of sewerage systems

There are many aged sewerage pipes in Japan which require systematic maintenance and management for earthquake and other safety concerns. With various rehabilitation methods for various pipe sizes, including those which do not involve road excavation and enable wastewater to continue flowing, the MIRAIT Group is engaged in the maintenance of these important facilities for the betterment of people's everyday lives.





## Safeguarding local community and business operations

While everyone wants stable operations of business and local community activities, it is difficult to keep such activities under human control at all times. Offering safe and efficient management systems to protect safety and security is part of the MIRAIT Group's operations.

### What society needs

Ability to respond to customer inquiries 24/7

### What the MIRAIT Group can do

## Customer System Support Center

The Customer System Support Center (CSSC) in the MIRAIT Group offers a wide range of technical support service to address customers' problems relating to network facilities and others. Customers can access the call center 24/7 and receive necessary service from 120 CSSC sites across Japan within two hours of contact.



### What society needs

Total environmental impact management for buildings and facilities

### What the MIRAIT Group can do

## Offering building energy management systems

In response to growing awareness of energy issues after the Great East Japan Earthquake, the Ministry of Economy, Trade and Industry (METI) has launched a Building and Energy Management System (BEMS) program, which provide subsidies to businesses to cover part of the installation costs of their energy management systems.

The MIRAIT Group has become a BEMS Aggregator\* as a member of a consortium led by the NTT Data Customer Service Corporation. Serving as the consortium's contact point, we are mainly in charge of sales, construction, ASP provision, and fee collection.

#### \* BEMS Aggregators

Businesses registered by the Sustainable open Innovation Initiative (SII) as those which can install BEMSs in small- and medium-sized buildings and other facilities and manage and support efficient energy consumption in the buildings and facilities through their own cloud-based or other central management systems.

#### Benefits of installing BEMSs

- By measuring the temperatures and CO<sub>2</sub> concentration levels in the building, the system can automatically control operation of the air-conditioning system.
- The temperature settings of the air-conditioning system can be adjusted automatically to maintain room temperature.
- Through the reduction of electricity consumption, both cost reduction and CO<sub>2</sub> emissions reduction can be achieved.

### What society needs

Availability of tools to keep local communities safe

### What the MIRAIT Group can do

## Network camera solutions

The MIRAIT Group offers surveillance camera systems and other network camera solutions, which enable remote monitoring via IP network systems. In addition to supporting crime prevention efforts by neighborhood associations, our systems are used by retail chains, unmanned warehouses, manufacturers, and other businesses which need to manage multiple sites at the same time. They are also used as a marketing survey tool.

At the request of a neighborhood association in Meguro-ku, Tokyo, we have installed 53 surveillance cameras on utility poles and in parks in the area. The installation of the cameras, which can store images captured, led to the identification and arrest of a crime suspect, and we were commended by the local police.



Surveillance camera in Meguro-ku, Tokyo



## Safeguarding everyday lives from emergencies

Emergency preparedness is important because it is impossible to predict when a natural disaster or major accident will occur. Based on advanced technologies developed through the information and telecommunications business, the MIRAIT Group offers integrated support services regarding disaster damage minimization facilities and systems, ranging from proposal to installation and to maintenance.

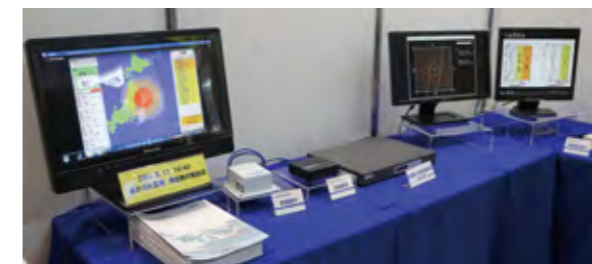
## Experimental mobile satellite communications systems for times of disaster

In the event of a major disaster, telecommunications traffic surges due to the necessity of emergency calls and other contact, often making connection to telecommunications systems difficult. A mobile satellite communications system, which is currently under joint experiment by the National Institute of Information and Communications Technology (NICT) and private-sector organizations, aims to ensure information (image, data, etc.) and telecommunications service in disaster-hit areas can cope with the high volume. The vehicles also can function as a Wi-Fi-based mobile base station. The MIRAIT Group participates in this joint project, developing the vehicle-mounted system.



Mobile satellite communications systems

## Earthquake early warning system



When receiving an earthquake early warning from the Japan Meteorological Agency, the system provides early announcement of the estimated arrival time and seismic intensity of an anticipated earthquake through voice announcements, dedicated display panels, signs, PCs, and other means. On the device's screen, the current status of a P-wave and S-wave can be displayed on the map of Japan. The system can be linked with existing PA systems and the controllers of elevators, automatic doors, factory production lines, and other facilities.

## Construction of quake-resistant/quake-absorbing facilities

Loss of data stored in information systems due to hardware failure or damage caused by a sudden earthquake will have an immeasurable negative impact on business and personal activities. To prevent the fall of lockers, furniture, office documentation equipment, network devices, server racks and other facilities, we offer appropriate quake-resistant and quake-absorbing solutions.

## Disaster damage assessment systems for buildings

In the event of a major earthquake, people related to buildings and facilities, such as disaster response managers, emergency task forces and residents, have to make decisions immediately whether or not they should stay in the buildings or evacuate elsewhere. Our disaster damage assessment systems can support such decision-making with quantitative information. They make immediate assessment and analysis of the earthquake based on data collected by accelerometers installed in the buildings. The systems are useful for effective business continuity management (BCM) and other risk management.

## Rockfall monitoring systems

A rockfall on a steep slope area could severely affect traffic or telecommunications systems. Our rockfall monitoring systems help minimize damage from such unexpected incidents. If the occurrence of a rockfall or rock avalanche is detected with the wire sensors installed in risky sloped areas, warning signals will be sent to the monitoring centers via network. Visual checks and confirmation through the monitoring cameras and the receipt of warning signals with mobile phones are also possible.

## Lightning strike suppression systems

Conventional lightning rods are essentially designed to have lightning travel to a safe place. However, there are some places which do not cope with lightning strikes and must be protected from them. We offer "electrostatic charge deionizing lightning rod" systems designed to prevent lightning from striking. The systems are adopted for steel towers and utility poles in Japan, as well as on steel towers in Indonesia.

## Installation of tsunami evacuation towers

In the event of a large tsunami, a tall evacuation structure could save many lives. We constructed a three-story evacuation tower (evacuation floor: 8.0 m high above the ground) in Asahi City, Chiba. The top floor has an evacuation space of 50 m<sup>2</sup>, which can accommodate about 100 people. For structure calculation purposes, the space can withstand a weight load equivalent to about 400 people.





## Offering service with reliable quality based on our excellent technical capabilities

As a “comprehensive engineering & services company,” we strive to earn customer satisfaction and trust. To this end, we are committed to safety and quality and strive to deliver the best service to customers.

### Quality management system

We have acquired ISO 9001 certification for our quality management system, a part of our integrated management system. Based on the recognition that safety, reliability and trust constitute the foundation of our business, we formulated our Policy on Quality and strive to deliver high-quality construction work and other services.

#### Policy on Quality

We will efficiently conduct standardized production and service activities to provide customers with high-quality

products and services that meet their expectations and earn their trust.

- We will promptly respond to customer requests and adopt applicable legislation and regulations.
- We will seek to enhance product and service quality as well as construction quality under the “customer first” principle for greater customer satisfaction and more efficient production and service operations.
- We will reduce quality risk to maintain and improve QCD (quality, cost and delivery).

### Efforts to achieve greater technical excellence that upholds high quality

#### Developing advanced IP certification holders

To keep up with increasing sophistication of information and telecommunications technologies and expand our business into new areas around ICT solutions, we focus on nurturing advanced IP-NW engineers and server engineers.

To meet growing demand for virtual servers and virtual networks, we are implementing a medium-term training program to develop IP engineers who are experts on both network and server technologies.

Currently, the MIRAIT Group has the following numbers of major certification holders: 44 CCIEs, 86 CCNPs, 207 CCNAs, 28 LPIC3 holders, 63 LPIC2 holders, 293 Fundamental Information Technology Engineers, and 24 PMPs.

Key strengths of our ICT professionals are not merely having those certifications but also fully utilizing their advanced skills and meeting the needs of telecommunications carrier customers and other corporate customers. Their abundant knowhow and practical skills and experiences are appreciated by our new and existing customers.

#### Unified skill review exam

We conduct a unified skill review exam for all technical workers of the MIRAIT Group to ensure the consistency of safety and quality standards across the Group, which allows mutual operational assistance among Group companies. The exam functions as a common passport for our technical workers.



#### Technical training centers

We have training centers in Ichikawa City, Chiba (East Japan) and Kobe City, Hyogo (West Japan) to provide effective training to develop employees with necessary qualifications and skills. Offering

technical training, courses for specific qualifications, safety training, training for new employees, and other training programs, we help employees improve their frontline capabilities, and ensure safe and reliable operations while also earning customers’ trust.



Ichikawa Training Center

#### Improving the industry’s overall technical quality

##### Participating in trade fairs

Aiming to contribute to boosting industry-wide technical capabilities, we participate in various trade shows to introduce our R&D achievements and new products.

At the Tsukuba Forum, which was held on October 18–19, under the theme, “Access network: a bridge that connects us to tomorrow,” we exhibited examples of our technologies for safety and operational efficiency, which intend to expand possibilities of access network construction works.

We also participated in the West Japan ICT Forum held in Osaka on September 12–13 with exhibits on lighting strike suppression



Tsukuba Forum

systems, construction instruction systems, efforts for greater efficiency in photo data sorting, multi-functional terminal clamps, and 2-meter light-weight separable work platforms, among other things.

##### Participation in technical skill competitions

Our engineers participate in technical skill competitions to upgrade their skills together with their peers from other companies.

On July 25, 2012, the Information & Telecommunications Engineering Association of Japan (ITEA) held a skill competition for its member companies. Among 67 contestants from 19 companies, 12 MIRAIT Group employees participated in three categories and three of them won prizes.

In addition, three representatives from the MIRAIT Group participated in the 50th National Skills Competition, a competition for young engineers held on October 26–29.



ITEA competition

### Efforts to achieve greater customer satisfaction

#### Customer satisfaction survey

We conduct customer satisfaction surveys to listen to customers and improve our services. Questionnaire surveys are one of the important tools for us to learn how our customers evaluate our products and services, including whether or not our offerings meet their requirements.

#### Digital watermarking to protect customer information

To allow real-time access to technical information, we use Genba InfoNet, our propriety technical information access system. To prevent technical and other secret information from being leaked, management codes are attached to technical and other confidential documents. The codes enable identification of anybody accessing the documents. The system also features a digital watermarking function to prevent unauthorized photocopies and protect customer information.

#### KAIZEN Convention

To value and improve frontline competence, the starting point of our production and service provision, we implement TQM\* activities and encourage frontline employees to express their ideas and comments on necessary operational changes and improvements.

The KAIZEN Convention of the MIRAIT Group is another major initiative for this purpose. Before the management integration, internal conventions were held by individual companies for various objectives such as the improvement of safety and quality, productivity, and marketing and sales capabilities. The current conference is held jointly for the entire Group, utilizing a video conference system to connect the venues in Tokyo and Osaka.

In the latest convention on September 20, 2012, a total of 18 teams made presentations before an audience of 245 people in Tokyo and 136 in Osaka.



\* TQM: total quality management

## Creating an inclusive workplace where employees with various backgrounds can realize their full potential

We are committed to creating a safe and comfortable workplace with respect for employees' individuality. We also work to expand job categories and workplaces for employees with various backgrounds.

### Occupational safety and health management systems

Recognizing that safety, reliability and trust form the foundation of our business, we acquired OHSAS 18001 certification for our occupational safety and health management systems. Toward the goal of zero accidents, we have formulated the Policy on Occupational Safety and Health to create a safe and comfortable work environment.

#### Policy on Occupational Safety and Health

We will place top priority on safety while seeking to secure the safety and health of all MIRAIT Group employees and providing a comfortable work environment.

- We will comply with applicable legislation and regulations regarding occupational safety and health.
- We will promptly reduce or eliminate occupational safety and health risks in our business operations by effectively assessing current risks and anticipating potential risks.
- All MIRAIT Group employees will strive to learn about occupational safety and health from each other and work in concert to ensure workplace safety and security.

#### Safety Convention

The MIRAIT Group holds its Safety Convention in Tokyo and Osaka in July during National Safety Week,

a national initiative mainly promoted by the Ministry of Health, Labour and Welfare. Aiming to raise safety awareness of employees, the annual event include the CEO's explanations on the safety policy of the Group, lectures from external speakers on safety management, employees presentations on their safety management activities, and other information-sharing programs.

We also hold an annual meeting to promote communication on safety and quality management with our partner companies.



#### Frontline-centric safety management

Our safety management efforts take a "frontline-centric" approach. We designate a day to conduct thorough safety inspections, when presidents of group companies and other senior executives conduct on-site visits and inspections, interviews with workers, and other necessary actions.

We also offer simulation-based hands-on training which is designed to remind employees of the importance of safety. Participating employees can see and feel safety hazards associated with work on rooftops and other high-risk operations, and reaffirm the necessity of safety equipment.

### Employee development and recruiting

Understanding that individual employees' professional development will lead to our growth as a corporation, we have various systems and training programs to help employees and the company grow further.

#### Employee diversity

We promote an inclusive, vibrant corporate culture where employees—regardless of their disabilities, nationality, age, gender or other attributes—can be who they are, respect and accept each other, and work vigorously to realize their full potential. As part of our efforts toward this end, we are building a safe and comfortable workplace for employees with disabilities

and working to expand workplace or job category options for them.

Note: Employees with disabilities represent 1.82 % of our workforce (as of March 2013).

#### Promoting women's participation in broader job fields

We actively recruit and develop female employees and encourage those with appropriate aptitudes to shift their career paths to technical or sales fields. We also offer a range of professional development opportunities for women, including temporary assignments to external organizations.

With seven years' experience in the company, I am currently a project leader of a mobile business. In an industry with few women, I sometimes need to make more efforts than my peers to win customers' trust. By addressing every assignment in earnest, I have earned the trust of many customers, which gives me a sense of joy and reward. I often tell junior female employees about the importance of taking on new assignments with confidence.

Sayaka Nakagawa  
Mobile Network Division  
MIRAIT Technologies Corporation



#### Training programs

The MIRAIT Group offers two types of employee training: job level-specific programs and programs

on technical and engineering subjects. In the former, various programs are offered for various job levels, from new entrants to executives, to learn necessary skills and knowledge. In the latter, a wide variety of programs are available, such as skill improvement seminars run by the Information & Telecommunications Engineering Association of Japan and commercial professional training providers, seminars for specific licenses and certifications, and personal development lectures and seminars. We also have a mentoring program in place where new employees receive guidance and advice from "mentors," senior employees who are not their supervisors in the division or the organization.



Training for new employees

#### Training for overseas local employees

As an operator of information and telecommunications survey, planning, design, installation, and maintenance services in various areas around the world, we focus on employee development in our overseas units.

Last year, our engineers were sent to an Australian subsidiary to teach techniques to connect optical fibers. Through continuous provision of such training, we contribute to building information infrastructures around the world.



Engineer training at a local subsidiary in Australia

### Creating an employee-friendly workplace

#### Work-life balance

We promote work-life balance by allowing employees to select their employment format from a range of possible choices to make their lives more comfortable. To support pregnant employees and employees with young children or with other family duties, we have established and improved our parental leave, family-care leave, shorter work hours, and other programs, which are used by many employees.

To support employees' mental health management, we offer a consultation service with our occupational medicine doctors for the prevention and early detection of mental health problems. We also collaborate with EAP (employee assistant program) providers to offer counseling, in which employees can talk with professional counselors about both work-related and personal issues.

#### MIRAIT Forum

At the MIRAIT Forum, its members, core employees of the MIRAIT Group companies, discuss, plan and implement a range of initiatives to create an open and communicative culture. Under major themes, which include branding strategy, inter-employee communication, and social contribution and environmental activities, the forum has succeeded in establishing a new code of conduct, the MIRAIT Way, and generating other tangible results.

#### Human rights training

The MIRAIT Group is committed to respecting human rights and building a corporate culture free of discrimination and harassment. To this end, we conduct various awareness-raising programs, including human rights training for new employees.

## Operating businesses that contribute to reducing environmental impact and creating a better global environment

To preserve a healthy, sound planet for future generations, we promote effective use of resources and conservation of the natural environment through our various businesses which support energy use reduction and promote recycling.

### Environmental management system

Our Group companies have acquired ISO 14001 certification for their environmental management systems. Under those systems, we conduct business activities in an environmentally friendly manner and take measures to reduce our environmental impact.

#### Policy on the Environment

As an upstanding corporate citizen, we will pursue activities for protecting the global environment through our daily operations and contribute to the creation of a more affluent and comfortable society.

- We will comply with legislation and regulations regarding environmental protection, such as the Energy Saving Law and the Waste Disposal Law, and work to reduce our impact on the environment and prevent pollution.
- We will implement appropriate risk assessment measures to reduce environmental risk and conduct effective environmental activities.
- All MIRAIT Group employees will seek to increase their awareness of environmental protection and actively endeavor to pass on a healthy global environment to future generations.

### Promoting greater energy efficiency

We focus on reducing consumption of natural resources to mitigate global warming and promoting effective use of resources. To reduce greenhouse gas emissions, the major cause of global warming, we work to reduce energy consumption, promote recycling and green purchasing, and conduct many other related activities.

#### Reducing electricity consumption

To reduce electricity consumption, which accounts for a majority of energy consumption in offices, we take various measures across the Group.

#### Power-saving measures in the office

- Use fewer printers and copiers
- All PCs utilize power saving settings
- Maintain appropriate room temperatures
- Limit lighting to a minimum and keep unnecessary lights off
- Practice the “3 up 4 down” rule: i.e., no use of elevators unless visiting an upper floor three or more stories above, or a lower floor four or more stories below.

#### Power demand monitors

To reduce electricity consumption and promote environmental awareness, power demand monitors are installed in our major offices (11 buildings of MIRAIT Technologies: Head Office Building and its annex, Osaka Technology Center, Kobe Technology Center, Kobe West Construction Office, Esaka Building, Kyoto Technology Center, Nara Technology Center, Gotanda Building, Saitama Branch Office, and Yokohama Technology Center).



#### Introduction of electric and hybrid vehicles

To reduce our greenhouse gas emissions, we have started to use battery-powered vehicles with an aerial platform and other electric vehicles, as well as hybrid vehicles.



## Promoting effective use of resources and building a recycling-based society

### Reducing and recycling waste generated

Most waste generated by the MIRAIT Group comes from our civil engineering operations. We recycle asphalt and concrete chunks, which make up a large percentage of waste. We also work to increase the recycling rates of waste plastics and other materials.

In collaboration with our suppliers, we also work to reduce the consumption of cardboard boxes for packaging construction materials, change packaging materials, recycle cable drums, and take other measures to reduce waste generation. We also work to reduce resource consumption in our offices through simplifying meeting materials, promoting paperless meetings with the use of projectors, promoting duplex printing, printing multiple pages on one sheet, and taking other measures.

### Environmentally friendly buildings

MIRAIT Edagawa Building in Koto-ku, Tokyo introduced energy-saving and power-saving features in fiscal 2012, when the then 23-year-old building underwent necessary major renovations.

On the rooftop of this eco-friendly “green” building, small-scale wind power generation and solar power generation systems are installed to produce 8,000 kWh of electricity per year. The systems not only generate



Wind power generator on the rooftop



Osaka Technology Center

electricity for the building but also help us build and improve knowhow on the technologies for new energy. The renovated building is also equipped with energy-saving equipment, such as lithium-ion rechargeable batteries and the latest LED lighting.



Kyoto Technology Center

### Green procurement

We promote green procurement to incorporate environmental considerations into our purchase decisions. In addition, we switched to simple packaging of construction materials and promote reuse and other environmentally friendly practices.

## New energy and environmental businesses

### Solar power generation systems

Solar power generation is considered one of the most promising renewable energy solutions. We constructed solar power generation facilities in Sakura City, Chiba. By the end of fiscal 2012, the facilities had generated 6 MW of electricity.

To improve our energy management technologies, we are currently constructing our own facilities with estimated generation capacity of 1,200 MWh; this is scheduled for completion around March 2014.



Solar power generation facilities in Sakura City, Chiba

and reduces the power consumption of the device by 20 to 30%. When outdoor air temperature becomes higher than a designated level, the product sprays pure water onto the heat exchanger of the external unit of the air conditioner. When the water sprayed evaporates, it removes heat in the external unit, resulting in lower power consumption.



### Water-sprinkler system for power consumption reduction

We sell the Eco Net system, a product that sprinkles water on the external unit of an air conditioner

### EV battery charging systems

To help create an eco-friendly, low-carbon society, the MIRAIT Group is engaged in the installation of EV battery charging stations mainly along highways.



EV battery charging station on a highway

## Working together with society to build a safe, secure, and bright future

The MIRAIT Group places top priority on safety and quality and thereby aims to offer the best services. Through such operations, we contribute to advancing social progress and well-being and fulfill our social responsibility. As a corporation that respects humanity, we aim to maintain harmonious relationships and achieve mutual prosperity with other people and broader society.

### Social contribution activity

#### Volunteer activity after the Great East Japan Earthquake

The MIRAIT Group is a member of the Miyagi Electrical Construction Association, which offers various volunteer activities with its member corporations. To support victims of the Great East Japan Earthquake, we joined the association's activities, which included removing debris from farmland and the creation of flowerbeds and so-called "green curtains" at temporary shelters.



#### Vending machines with a donation function

To support employees' social contribution activities, 30 vending machines with a 10-yen donation button or other donation functions have been installed in our offices. Part of drink sales are donated to the Green Donation Program (the National Land Afforestation Promotion Organization), through which our donations are used to support volunteer organizations involved in forest conservation.



Vending machine with a donation function

#### Installation of AEDs

Automated external defibrillators (AEDs) are installed in the entrance halls or other locations of our offices so that they can be used not only by our customers and employees but also by local residents. We also offer a workshop for employees every year to learn how to use an AED and give emergency first-aid.



AED workshop

#### Forest conservation

##### Donation activities

We conduct Green Donation campaigns twice a year to support forest conservation activities and local communities' tree and plant planting activities. Donations collected are sent to the National Land Afforestation Promotion Organization, Osaka Green Trust and other green organizations. We also donate used telephone cards and stamps to the Defense of Green Earth Foundation to support its tree planting activities, mainly in China and Tanzania.

##### Tree planting activities

We participate in "satoyama" forest conservation programs organized by the Osaka Green Trust, encouraging volunteers from various departments of our Group and from our partner companies. In 2012, we received a certificate of appreciation from the trust, which honored our activities over many years.



Sobura no Mori Forest Conservation Program in November 2012

#### Donations to give vaccines for children

At our Chiba Branch Office, part of the prize money from its Branch Manager Award, which twice a year recognizes an employee with the best sales performance, is donated together with the branch manager's personal contribution to the Japan Committee Vaccines for the World's Children (JCV). In fiscal 2012, we made our fourth donation to this non-profit organization, providing enough to vaccinate 500 children against polio.



Japan Committee Vaccines for the World's Children (JCV)

### Community contribution

#### Community clean-up activities

We actively participate in local clean-up activities to maintain harmonious relationships with local communities and contribute to conserving the global environment.

Examples of recent participation in local clean-up activities

- The Eighth Cleanup Day in Shinkiba, March 2012
- NTT Chiba Group's local beach cleanup event, June 2012
- Kuzumo roadside cleanup event in Yonago City, December 2012



Monthly cleanup event in Koto-ku, Tokyo



Cleaning the road in front of MIRAIT Technologies' Head Office

- Rokko Island community cleanup event, October 2012
- Kinokawa River cleanup event in Wakayama, July 2012
- Cleanup activities around our Osaka Head Office and Technology Center (throughout the year)

#### Toyosu Festa

Our Head Office relocated to the Toyosu area of Koto-ku, Tokyo in 2010. To interact and build friendships with local residents, many employees of the MIRAIT Group join the Toyosu Festa, an annual local community festival hosted by the Koto municipal government.



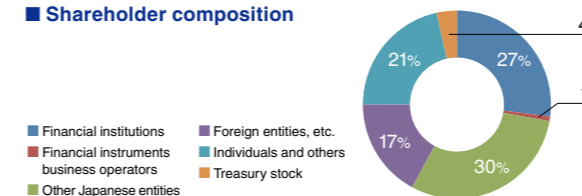
Our participants in Toyosu Festa

### Communication with shareholders and investor relations activities

#### Overview of shareholders

As a result of the management integration of the MIRAIT Group in October 2010, MIRAIT Holdings Corporation was listed on the First Section of the Tokyo Stock Exchange. As of March 31, 2013, shareholders of MIRAIT Holdings consist of approximately 18,000 people (including shareholders of fractional shares).

#### Shareholder composition



#### Annual shareholders' meeting

MIRAIT Holdings Corporation held its third annual shareholders' meeting at the Head Office building in Koto-ku, Tokyo on June 26, 2013 with the attendance of about 200 shareholders. We paid special consideration to ensure explanations on our proposals and our Group's businesses were easy to understand.

To ensure our shareholders take sufficient time to consider our proposals, we work to improve the content

of our notice to shareholders of annual meeting, send the notice as early as possible and also disclose it on our website.

#### Investor relations activities

We hold a results presentation meeting for institutional investors twice a year, in which top management explains the financial condition, business strategy and other key issues of the MIRAIT Group.

On our website, a range of information about the MIRAIT Group, such as presentation materials used in those meetings, earnings reports and other financial information, press releases, and CSR-related information, is disclosed on a timely basis.

We also issue the "MIRAIT Report," which describes our business activities and gives an overview of the financial results of our Group. The publication is sent to shareholders immediately after the annual shareholders' meeting and the announcement of the second quarter results.



Results presentation meeting

## For sound and transparent management based on high ethical standards

To continue our sound and sustainable development, we at the MIRAIT Group strive to implement effective corporate governance, conduct rigorous compliance management, and operate the various risk management systems that we have in place.

### Corporate governance

MIRAIT Holdings (“the Company”) has established and continues to improve its management systems to implement effective corporate governance so that the companies of the MIRAIT Group will consistently be able to meet the expectations of customers and society while achieving their own growth.

#### The Board of Directors and the Board of Corporate Auditors

The Company has a Board of Directors consisting of 10 directors including two outside directors. At the board meeting held every month, in principle, important management decisions are made and related reports are presented. The Company has also introduced a corporate auditor system with a Board of Corporate Auditors consisting of four corporate auditors including three outside members.

#### Executive Committee and other committees

In principle, the Company makes important corporate decisions after deliberation by the Executive Committee, which consists of the president and CEO, the executive vice president, directors, and other appropriate members. Under the Executive Committee, which meets roughly twice a month, various committees are established to discuss management issues of the MIRAIT Group.

### Compliance

The MIRAIT Group is engaged in social infrastructure-related business, including the construction of information and communications networks. This being the case, we are mindful of our social responsibility and the public nature of our mission and comply with applicable laws, regulations, and other requirements. We also conduct our corporate activities fairly and with integrity and avoid violating social norms.

#### Internal control system

Aiming to establish a system to ensure appropriate business operations by its group companies, the Company has formulated a Basic Policy for the Internal Control System as per the resolution of the Board of Directors. It has also formulated the MIRAIT Group Management Rules to specify how the Group shall be managed and defines which matters should be discussed with, and which matters should be reported to, the holding company.

#### Auditing by corporate auditors

The corporate auditors of the Company perform audits to review the execution of business operations by directors. Corporate auditors strive to strengthen the audit system by, for example, exchanging information periodically with the independent auditor and others regarding audit plans and results.

#### Internal auditing

Primarily through the Audit Office, the Company reviews the status of unified audits and internal audits to evaluate the development and operation of internal control systems across the entire Group. The Company also promotes the improvement of operational processes.

#### Compliance promotion system

To ensure strict compliance with laws and regulations, the MIRAIT Group formulated its Compliance Regulations in March 2011. The Compliance Committee, chaired by the president and CEO, discusses specific related issues and supervises the progress of compliance promotion activities. To ensure

full awareness of and commitment to good corporate ethics among employees, the Compliance Manual is distributed across the Group.

#### Compliance helplines

To prevent fraud and irregularities, the MIRAIT Group companies each operate their own reporting and consulting helplines based on the Whistleblower

Protection Act of April 2006 and other applicable regulations. MIRAIT Holdings also offers internal and external compliance helplines for all group companies.

### Risk management

We are committed to risk management and conduct risk preparation and prevention activities to ensure that we are well prepared for a variety of possible risks and thus able to minimize the impact of such risks should they materialize.

#### Basic risk management policy

The MIRAIT Group takes appropriate actions against a variety of identified risks that may result in economic loss or loss of credibility and brand image and/or prevent the achievement of its management philosophy, goals, and strategies. Through such risk management measures, we aim to ensure the continuity and stable development of our business.

Matters involving risks or potential risks of significant loss or damage to the MIRAIT Group

- |   |                           |
|---|---------------------------|
| 1. Effectiveness and efficiency of operations | 3. Compliance             |
| 2. Financial reporting                        | 4. Safeguarding of assets |

#### Risk management system

We manage various risks in an appropriate manner by following our Risk Management Regulations document, which specifies the basic policy and procedures for risk management for the holding company. The Risk Management Committee, chaired by the president and CEO, discusses specific related issues and takes other necessary actions.

### Information security management system

Our MIRAIT Group companies have acquired ISO/IEC 27001 certifications for their information security management systems. All our employees strive to protect customer-related information and key business information assets by taking appropriate measures against information security risks and continuously improving those measures. Recognizing the importance of customer information and internal information used in our business operations, we manage associated security risks appropriately and protect our information assets.

#### Policy on Information Security

Recognizing the importance of the customer information and internal information used in our business operations, we will protect information assets by properly managing security risks.

- We will regularly assess information security risks to effectively reduce emerging risks that may accompany advances in information technology.
- All MIRAIT Group employees will respect the importance of the information they handle and deepen their awareness through training and other means.

#### Information security management system

To ensure we conduct rigorous information security management, we formulated the Information Security Management Regulations in October 2010. We have also established an organizational structure to implement information security management practices where the heads of departments’ offices are appointed as information security managers. In addition, the Information Security Management Manual is distributed across the Group.

# Toward the realization of an enriched and more comfortable society

At the time of the management integration of Daimei Telecom Engineering Corporation, TODENTSU Corporation, and Commute Corp. in October 2010, we announced our Basic Business Philosophy, stipulating that we will “continue to be an enterprise that coexists and mutually prospers with people and society as a company that fulfils its corporate social responsibility and always respects human beings.” We also declared our joint commitment to CSR activities according to that philosophy.

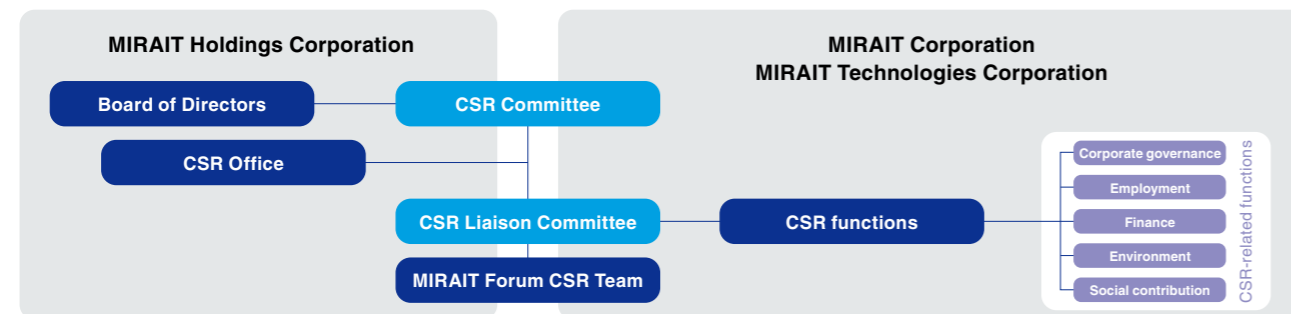
In October 2012, when the MIRAIt Group was reorganized, we formulated the MIRAIt Way by consolidating the Basic Management Philosophy, Code of Conduct, and the Charter of Corporate Ethics. The new set of documents provide action guidelines for our employees as they work together to create a new CSR-driven culture of the MIRAIt Group.

As a “comprehensive engineering & services company,” the MIRAIt Group operates various businesses, such as the installation of information and telecommunications infrastructures and systems, as well as environment- and new energy-related businesses, with our strong commitment to safety, quality, and compliance. Through those business activities, we will continue fulfilling our responsibility to society.

## Basic CSR policy

1. Continue operating our businesses in a manner that fulfills the requests and expectations of society and earns long-standing trust from stakeholders.
2. Incorporate social issue and environmental issue management into our business operations and become a company with a tremendous capacity to adapt to change.
3. Contribute to creating a sustainable society and establish a strong brand as an admired and valued company.

## CSR promotion system



## CSR promotion system

Under the newly established CSR Committee, chaired by the president and CEO of the holding company, the CSR Office of the holding company works closely with the CSR Liaison Committee, consisting of CSR managers of group companies, and the MIRAIt Forum CSR Team to build and strengthen the systems intended to promote CSR activities across the Group.

## The meaning behind our name

We aspire to become a comprehensive engineering & services company which continues to grow with customers. We hope our metaphorical light of hope will shine brightly, illuminating the way ahead, and will continue travelling toward the future. Such aspiration is expressed in a simple and straightforward way in our corporate name, MIRAIt—the combination of MIRAIt (future) and IT (information technology).

**MIRAIt > Future**  
**MIRAIt > Information Technology**  
**> Integration Technology**

## Corporate mark

The three bold lines symbolize our Three Objectives. The gold arch stretching across the lines represents the global reach of our high-quality businesses. The overall mark forms the letter “M.” The mark is a symbol that represents the direction of the MIRAIt Group, which is cultivating our “Mirai (future).”



## Three Objectives

1. **Expanding the breadth of our business**
  - > Expanding to cover upstream to downstream (planning and design, construction, maintenance and operation, etc.)
2. **Expanding the depth of our business to the greatest extent possible**
  - > Proposing a total solution covering NI, upper layers, and lower layers
3. **Developing new business fields**
  - > Contributing to the creation of future social infrastructure which integrate electricity, the environment, energy and other fields

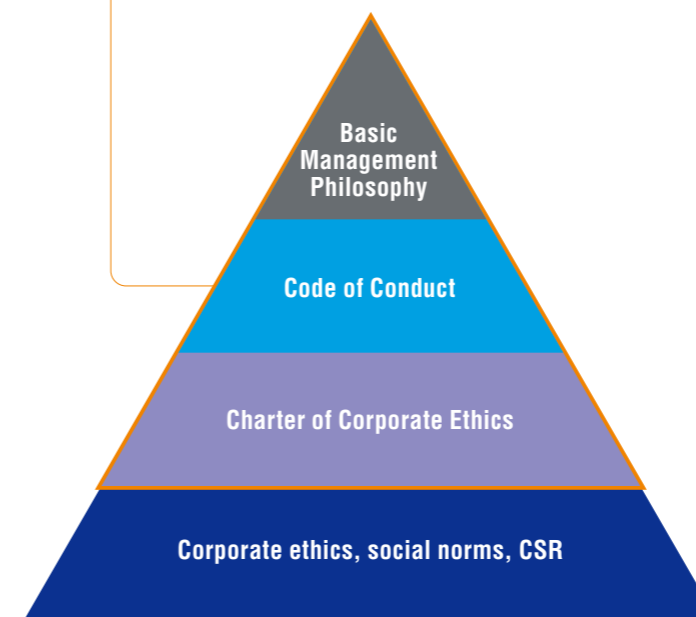
## The MIRAIt Way

The MIRAIt Way is an overarching document, which consists of the Basic Management Philosophy, Code of Conduct, and the Charter of Corporate Ethics of the MIRAIt Group

## The MIRAIt Way

### The MIRAIt Way

The principles that guide the awareness, attitudes, and actions of MIRAIt Group employees and bring their mind together



## Basic Management Philosophy

- 1>> Strive to be a leading Japanese corporation that realizes the highest levels of customer satisfaction and trust as a “comprehensive engineering & services company” that continually creates new value centered on the field of information and telecommunications
- 2>> Contribute to the realization of an enriched and comfortable society by placing value on safety and quality and offering the highest level of services
- 3>> Continue to be an enterprise that coexists and mutually prospers with people and society as a company that fulfils its corporate social responsibility and always respects human beings

## Code of Conduct

- 1>> Always deliver services that meet and exceed customers’ expectations
- 2>> Further enhance reliability and trust with our frontline capabilities
- 3>> Take a step forward with wisdom and courage
- 4>> Always follow the basic principle of integrity and fairness
- 5>> Demonstrate strong teamwork to create a bright future

## Charter of Corporate Ethics

Recognizing that thorough compliance with laws and regulations and maintenance of high ethical standards are integral to sound business activities, we formulated the Charter of Corporate Ethics of the MIRAIt Group in March 2011. The document specifies the basic policy on corporate ethics and the action guidelines for all executives and employees of the MIRAIt Group.

## Charter of Corporate Ethics of the MIRAIt Group

- 1>> Basic policy on legal and regulatory compliance
- 2>> Basic policy on customers
- 3>> Basic policy on shareholders and creditors
- 4>> Basic policy on business partners
- 5>> Basic policy on employees and workplace
- 6>> Basic policy on society and the environment
- 7>> Basic policy on the protection of personal information, customer information and intellectual property

## Corporate slogan

This is the slogan to express simply and symbolically our corporate philosophy, business activities, and visions.

Directly using the two words, mirai (future) and IT, which are the origins of the corporate name MIRAIt, the slogan expresses our desire to create an even better society with our proprietary information and telecommunication technologies.

The word “smile” in the slogan represents a better future, expressing our desire that the MIRAIt Group

will work together with customers, local communities, employees and all the other stakeholders will work together with the MIRAIt Group to create such a society in which everyone has a smile on their face.

Comprehensive engineering & services company

Make you **smile** with MIRAIt: Mirai (future) + IT