



# CSR Report 2014

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

MIRAIT Holdings Corporation  
CSR Office

5-6-36, Toyosu, Koto-ku, Tokyo, 135-8111 Japan  
Phone: 81-3-6807-3120  
Fax: 81-3-5546-2962

<http://www.mirait.co.jp/en/>



# C O N T E N T S

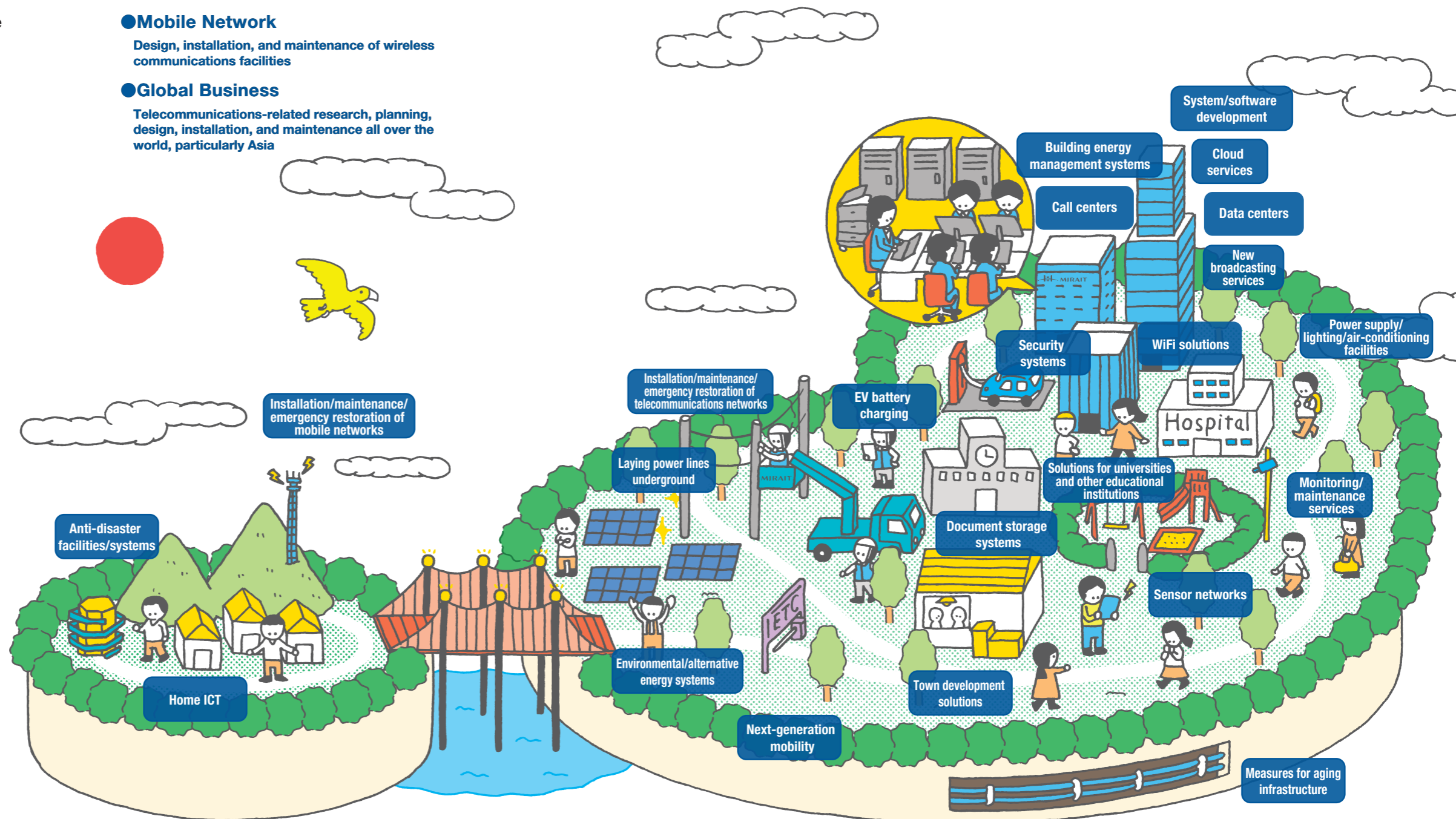
- 1 Contents/Editorial policy
- 3 Message from the President and CEO
- 5 Special Feature: The MIRAIT Group's activities and social responsibilities
- 13 CSR of the MIRAIT Group
- 15 Communication with society
- 17 Pursuit of better customer service
- 19 Creation of a vibrant workplace
- 21 Environmental initiatives
- 23 Financial data
- 25 Overview of the Group

## Comprehensive engineering & other services offered by the MIRAIT Group

- **Environmental/Social Innovation**  
Design, installation, maintenance, and operation of facilities for power supply, air-conditioning, environmental conservation, alternative energy, and social infrastructure
- **ICT Solutions**  
Development of systems and software for design, installation, maintenance, and operation of data- and voice-related facilities
- **Communications Infrastructure**  
Design, installation, maintenance, and operation of fixed-line telecommunications facilities
- **Mobile Network**  
Design, installation, and maintenance of wireless communications facilities
- **Global Business**  
Telecommunications-related research, planning, design, installation, and maintenance all over the world, particularly Asia

# Creation and Safeguarding

The MIRAIT Group's contribution to towns that are friendly to people, society and the environment



Editorial policy  
The MIRAIT Group CSR Report 2014 provides an overview of the MIRAIT Group's policies and activities to help create a sustainable society. We have selected priority themes so as to actively address various social problems. In light of these themes, the Group works to contribute to creating a sustainable society through its business activities while also engaging in non-business activities involving stakeholders. In this Report, such activities are summarized in the Special Features section under the theme of "Creation and Safeguarding," while policies and activities are detailed in the reporting section, which explains them by category.

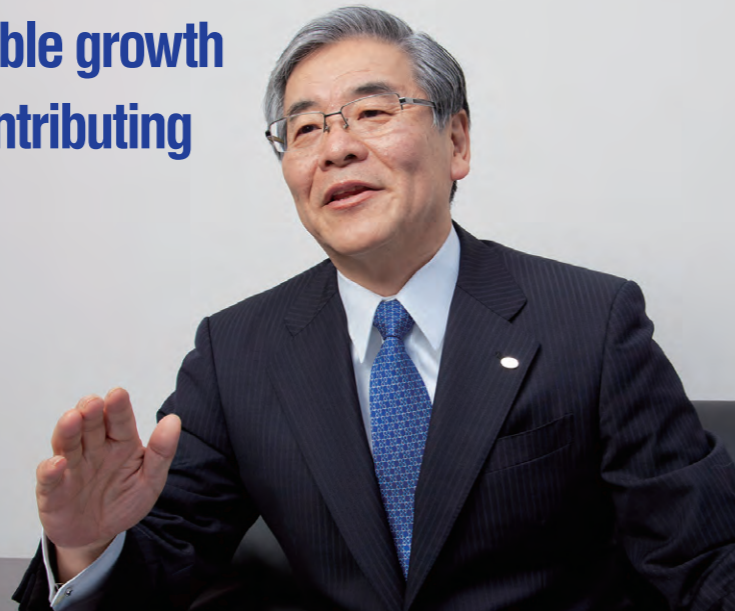
Reporting period  
April 1, 2013 to March 31, 2014  
(Part of the Report includes activities conducted in and after April 2014.)

Date of publication  
September 2014



# We will pursue sustainable growth as a corporate group contributing to social innovation

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



## Improving our corporate foundation in pursuit of further organizational efficiencies

I get the distinct impression that people nowadays are developing a more optimistic outlook as society as a whole takes on a more positive aspect, with 2020 shaping up to be something of an anticipated turning point. The Tokyo Olympic Games are just one example. There seems no doubt that we are on the verge of making significant strides in terms of both social and business developments. Such brisk changes can be observed in the telecommunications industry as well. It is expected that telecommunications will become even faster and more information rich, resulting in even more drastic transformation. Under such circumstances, capital investment is actively being made in various sectors.

The first medium-term management plan after the reorganization of the MIRAIT Group was completed in fiscal 2013. Our net sales target of 280,000 million yen and operating income target of 12,000 million yen announced in the plan seemed challenging when they were originally set. However, net sales in fiscal 2013 reached 277,720 million yen and operating income grew to 11,454 million yen, both of which were close to the targets. In the medium-term plan, we also aimed to strengthen our human resources foundations and improve the in-company systems of the reorganized Group while at the same time establishing the kind of extensive business foundations necessary for a corporate group seeking to offer comprehensive engineering services. We think this goal concerning the establishment of foundations, as well as the numerical targets, has been largely achieved.

Under the new medium-term management plan starting in fiscal 2014, the MIRAIT Group, as a comprehensive engineering and services company, aims to expand our businesses based upon established foundations as well as to enter new business domains.

Measures taken by companies for future development differ depending on how far off the "future" is. If it is three years ahead, the goal can probably be achieved by

expanding existing businesses. If it is in five years, however, it will be necessary to create a new form of business development. If it is 10 years hence, it will be essential to foster a highly flexible and adaptive workforce, particularly for a company like ours, which is heavily reliant upon human resources and technology. In light of these considerations, the new medium-term plan includes three-year milestone targets while also giving priority to planting the seeds for new businesses for five years into the future and the development of human resources for 10 years ahead.

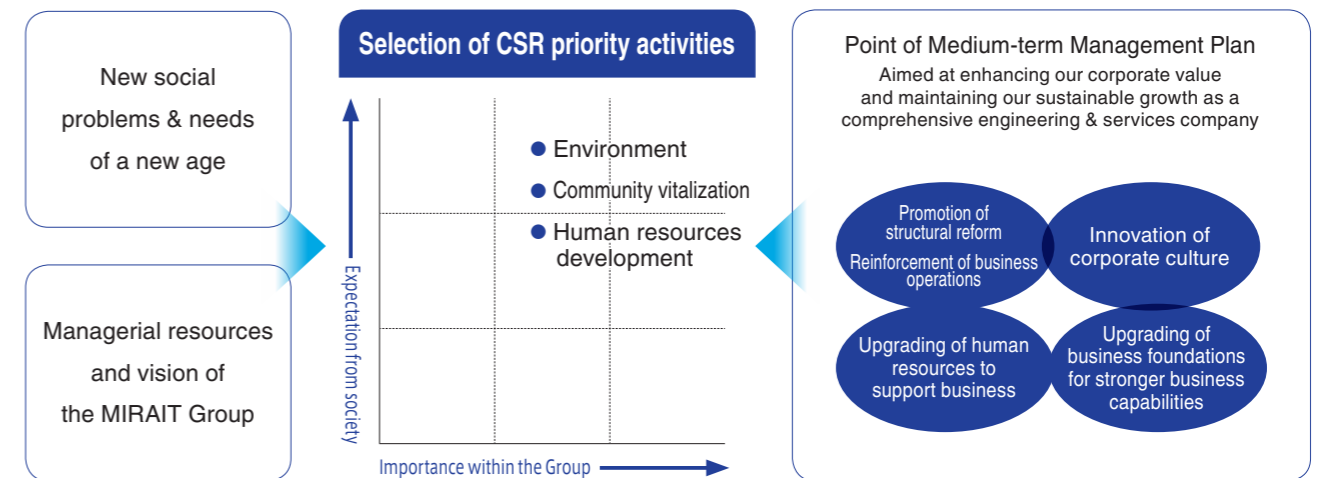
## Promotion of business and CSR together

Based upon our desire to contribute to social innovation by offering comprehensive engineering and other services, the MIRAIT Group will continue to expand our major business domains, namely, the environment, social, and ICT sectors, toward the year 2020. Just as ICT provides both organizations and individuals with a point of contact with the outside world, our workplaces serve as points of contact with the broader society. They thereby allow our Group, which is built around ICT, to keep a close eye on social developments and help us fully realize the social value of what we do.

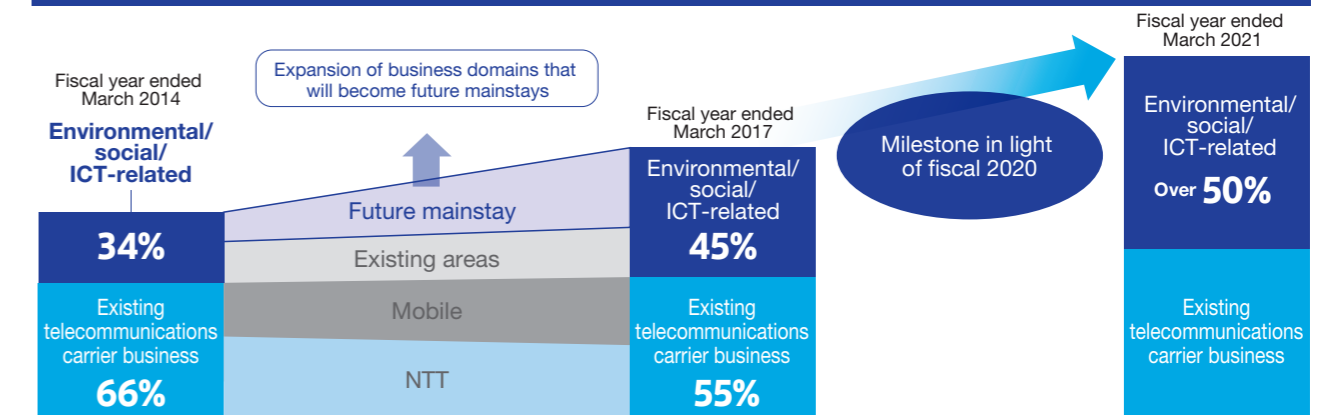
In an increasing number of competitive tender processes in recent years, questions about whether bidders can manage impacts upon the environment and local residents can become a conclusive factor in the selection of contractors. This is particularly true for construction projects undertaken by local governments and universities. To meet this standard, all that we are required to do is to simply pay more attention to the details, such as turning off construction vehicles' in-cab air-conditioning when it is not needed and picking up trash on and around the site at the end of the day. This requirement reflects a sea change in society whereby it has become difficult for businesses to remain viable unless they make a real commitment to fulfill their social obligations side-by-side with their daily business activities. In other words, CSR activities are nowadays

## CSR in the medium-term management plan

Priority items in our CSR activities have been selected in light of community expectations toward the MIRAIT Group and the importance of such activities within the Group in view of the medium-term management plan, which started in fiscal 2014.



## Depiction of structural changes envisaged in the medium-term management plan



essential, especially for businesses engaged in the pursuit of social innovation.

## Actively solve social problems by utilizing ICT

Social issues that are significantly affecting our business model include the declining birthrate and aging population together with the depopulation of rural areas, all of which are putting pressure on urban infrastructure.

Combined with the low birthrate, the aging population has increased economic and family burdens on younger generations, which is an issue that must be urgently addressed. Meanwhile, the depopulation of rural areas, which is progressing simultaneously, is only accelerated by the demographic changes as more people seek the convenience of urban living. Priority must be given to improving efficiencies within cities in order to establish systems for enhancing the productivity of current and future workforces while also allowing the elderly to maintain independent living arrangements. Backed by its ICT technology as well as its

years of accumulated experience, the MIRAIT Group has an undoubted capacity to make tremendous contributions to the improvement of such urban efficiencies. In deploying both its technology and experience, the MIRAIT Group is striving to become a group that helps solve social problems from various perspectives.

The most important thing for us in producing innovative solutions to social problems is to do what we consider to be a good job. To that end, it is necessary for us to use our own gauge to judge to quality of our work. Of course, this gauge must remain broadly consistent with that of society, particularly for the realization of sustainable development. If the gauge is constantly being adjusted in response to every new fad, however, it will be unable to fulfill its function. It is essential therefore for each employee and the Group as a whole to establish a standard for "a good job" while maintaining fundamental values and being sensitive to social needs and developments.

The most important thing for us is to contribute to social innovation in response to social demand. The MIRAIT Group is therefore aiming at sustainable development in that direction.



# Creation



## Creation of social infrastructure and various systems to enhance convenience and amenity

Telecommunications systems allow us to share knowledge and information while realizing smoother communication, thereby enriching both our personal and business lives. In addition to social infrastructure, including telecommunications networks, the MIRAIT Group offers environmentally friendly facilities including solar power generation systems and EV battery charging stations, as well as other systems to create new value in the area of connecting people to people.

## Creation of tomorrow's social infrastructure

What society needs

### Handy and accommodating Internet environment

Increases in the number of Internet users and the volume of traffic have made it necessary to upgrade telecommunications networks. To answer these demands, the Group is establishing optical networks both in Japan and abroad that will help realize high-speed stable telecommunications.

What the MIRAIT Group can do

### Installation of optical networks



Work to connect optical fiber cables

What society needs

### Dependable mobile phone communications in the mountains and on the subways

We support stable mobile phone communications by installing new facilities in areas where reception is poor, including within building premises, subway station precincts, and at points between stations (under tunnels etc.). This helps us, as a society, to cope with the rapid increase in communications volumes resulting from the popularization of smartphones.

What the MIRAIT Group can do

### Installation of mobile networks

Once when we were conducting trials at a mobile phone base station in the mountains, I met a local resident who was eagerly looking forward to the introduction of mobile phone services. It was one of those moments when I realized that by doing my job I was personally making a difference. I am currently engaged in managing the progress of work, etc. and find it rewarding to be able to respond promptly to customer requests.



Masami Tanaka  
Docomo Business Division  
MIRAIT Corporation

What society needs

### Creation of towns that are friendly to both people and the environment

To address issues of global warming and energy needs, we offer a variety of environmental and energy-saving solutions, including solar power generation systems, fuel cells, EV battery charging stations, and air-conditioning and purifying facilities. We also contribute to the creation of towns that are friendly to the environment and people through works related to expressway and subway facilities and the underground installation of power transmission cables.

What the MIRAIT Group can do

### Town development solutions



Solar power generation system

EV battery charging station



## Enriching communities

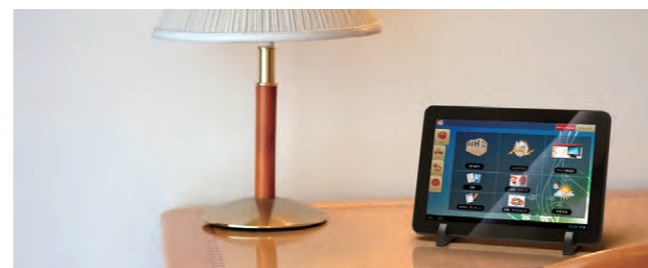
What society needs

Offering more information at hotels and event venues

We create WiFi environments at places that get a lot of foot traffic, such as event venues (stadiums, etc.), convenience stores, and hotels, to promote the sharing of necessary information. For example, our ee-TaB\* system distributes hotel news to guests via tablet devices.

What the MIRAITS Group can do

WiFi solutions



ee-TaB\*

What society needs

Offering detailed local news via various media

We offer systems for broadcasting information within particular areas utilizing a variety of networks. RF signage, for instance, a digital terrestrial information

What the MIRAITS Group can do

Broadcasting and signage solutions

distribution system for independent television broadcasting, uses existing community wiring for the distribution of original television content to residents of apartment buildings.

What society needs

Home-based higher education

With our distance learning systems ("cyber campus" systems), we have established Japan's first educational systems for taking correspondence courses at the graduate school

What the MIRAITS Group can do

Solutions for universities and other educational institutions

level via information media, including "cyber seminars" that connect students both at home and at school. We also offer a variety of systems to improve the administrative efficiency of educational institutions.

What society needs

Improvement of library and other local community services

We offer a variety of systems to improve services for local residents, including library and parking services. TOPNET offered by Libnet Corporation and Next-L Enju offered by MIRAITS Information Systems Co., Ltd., both members of the MIRAITS Group, provide operational and management know-how to libraries and support them in their data management to help libraries increase their appeal to users.

What the MIRAITS Group can do

Library solutions



## Creation of a scheme for the smooth operation of business

What society needs

Introduction of systems to improve operational efficiency

Different sectors and organizations require different systems and software, such as public systems and enterprise core systems as well as those for day-to-day operation management and

What the MIRAITS Group can do

Development of systems/software

web-based content release. The MIRAITS Group develops and offers core systems and mobile apps using open-source software. Thus we offer many systems designed to solve the various problems that customers may face.

What society needs

Improvement of service quality

We offer various solutions including telecommunications systems that help improve the service quality and performance of enterprises. Miru-Count, a pedestrian flow monitor that was released in March 2014, features a processor-equipped camera with image recognition technology that can monitor passersby for marketing and safety purposes.

What the MIRAITS Group can do

Marketing solutions



Picture taken by Miru-Count and its camera

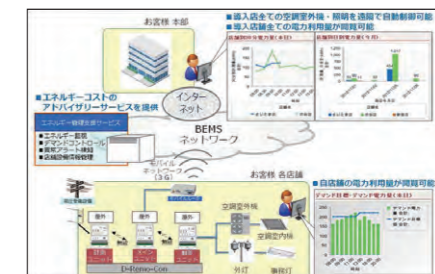
What society needs

Earnest efforts for addressing global warming and energy-related issues

We offer various solutions to address issues surrounding global warming and energy. Our building energy management system (BEMS), for example, helps save energy while maintaining an optimum living environment through the design, installation, and maintenance of energy-saving solutions based upon improved electricity use efficiency as well as automatic operational management of air-conditioning facilities.

What the MIRAITS Group can do

Energy saving & environmental solutions



What society needs

Reflecting customer feedback in the improvement of services

We have developed numerous call centers that function as a bridge between businesses and their customers. We also offer call recording systems, call log management

What the MIRAITS Group can do

Call center solutions

systems, and so forth. Based upon a "workforce management" method, our systems help realize optimum staff allocation through highly accurate forecasts of inbound call volumes.



# Safeguarding



Photo: Family day event (at Ichikawa Training Center)

## Safeguarding various networks and social infrastructure that connects people to people, individuals to the wider community, and people to businesses

Natural disasters and serious accidents that disrupt various networks often occur with no warning. The MIRAIT Group is engaged in the maintenance and management of social infrastructure, including communications networks, roads, and water supply and sewerage facilities. The Group also offers security through protective measures for various telecommunications systems as well as early earthquake warning services, disaster damage assessment systems for buildings, and so on.

## Safeguarding social infrastructure including networks

### What society needs

Prompt recovery of telephone services in the event of a disaster

It is extremely important to recover communications networks, which form a part of our social infrastructure, as soon as possible after a serious accident or disaster, such as a typhoon or earthquake. MIRAIT Group personnel at every level cooperate for the recovery of damaged network facilities.

### What the MIRAIT Group can do

Recovery of communication networks after disasters



### What society needs

Reliable and trouble-free communication networks that are consistently accessible

Most people take it for granted these days that they can be connected to anyone at anytime via a telephone or other communications network. To maintain such networks in a trouble-free and highly reliable state so that they are always accessible, we engage in daily operations including maintenance and management, taking advantage of our technological capabilities and accumulated know-how.

### What the MIRAIT Group can do

Maintenance of communications networks

A large snowfall caused a number of breakdowns in Gunma Prefecture in mid February of 2014. "The fact that we suddenly couldn't use the telephone made me realize how much I depend on it," is what one customer said to us when we went there to assist with their makeshift repair work. This reaffirmed for me that our work on the installation and maintenance of communications infrastructure has a big impact on the lives of our customers, who include both businesses and individuals. I am proud to be able to solve our customers' problems.

Shinya Watanabe  
NTT Business Division  
MIRAIT Technologies



### What society needs

Safe maintenance and management of long-term infrastructure such as roads

Infrastructure such as roads, bridges, and tunnels are expected to remain useful for many years before they are replaced, which makes it essential to maintain and manage them in a systematic way. The MIRAIT Group is engaged in various types of restoration work for various types of aging infrastructure. When working on sewerage pipes, for instance, we carry out our work in ways that don't require us to dig up the pipes so as to avoid causing service interruptions.

### What the MIRAIT Group can do

Restoration of aging infrastructure



Restoration of aging sewerage pipes (SPR method)



## Safeguarding businesses and everyday life

### What society needs

Communities where people can live with peace of mind

Remote monitoring systems using IP networks are necessary in all sorts of settings, including parks and busy streets. The MIRAIT Group offers monitoring cameras produced by Surveon, which are used in a number of countries, and G-Matrix, which offer not only security monitoring but also a variety of video distribution options. The MIRAIT Group is thus helping to keep our communities safe.

### What the MIRAIT Group can do

**Solutions for monitoring and maintenance**



### What society needs

Prompt responses in case of network breakdowns and faults

The MIRAIT Group operates a Customer System Support Center (CSSC), which offers technical support to customers experiencing problems such as breakdowns of network devices. Customers can access the call center 24/7 and receive necessary service on the spot from technicians sent by 120 CSSC sites across Japan within two hours of contact.

### What the MIRAIT Group can do

**Technical support service**



### What society needs

Protection of systems from cyber attacks

The MIRAIT Group supports customers in maintaining business continuity by offering a variety of security systems to protect computer networks from cyber attacks and the like. For example, we offer products and solutions

### What the MIRAIT Group can do

**Security systems**

by Corero as a trump card against denial-of-service (DoS) attacks. In addition, we started offering products developed by Swedish firm Clavister in March 2014, thus reinforcing our solutions business for comprehensive network security.

### What society needs

Safe management of important corporate documents

We offer systems for the management of important documents, which is key to maintaining business continuity. "i2D," a high-efficiency digital archive

### What the MIRAIT Group can do

**Document storage systems**

cloud system, processes large volumes of scanned images at high speed and centrally manages electronic and paper information assets.

## Safeguarding communities from disaster

### What society needs

Protection of life against natural disaster damage

We offer integrated services covering the proposal, installation, and maintenance of various facilities and

### What the MIRAIT Group can do

**Disaster prevention facilities and systems**

systems to prevent natural disasters from hurting local communities and interrupting business activities.

### Rockfall monitoring systems

When wire sensors detect a rockfall or rock avalanche, warning signals are sent via the network to the monitoring centers, allowing us to visually check the situation via images captured by cameras installed on-site. It is also possible to receive warning signals by email and check live stream images or operate the cameras by mobile phone.

lightning to other places to prevent lightning strikes from hitting important facilities, including steel towers and utility poles.

### Disaster damage assessment systems for buildings

In the event of an earthquake, these systems make an immediate assessment and analysis of the safety levels of buildings based upon data collected by accelerometers. Thus, they can provide facility managers and building residents with accurate recommendations as to whether or not they should stay in the buildings or evacuate elsewhere. Furthermore, the management of damage conditions of managed buildings all over Japan can be centralized by networking them.

### 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. Stable operation of the product is supported by our know-how accumulated through seismological observation and monitoring. The system can also redistribute warnings to up to 256 points through IP networks and allows the central control base to centrally monitor the conditions at the respective areas.

### Creation of community using local WIMAX

The MIRAIT Group establishes distinct wireless communications networks for individual areas without relying upon communications service providers. In the event of a disaster, such networks can be used to transmit instructions and information to residents and, when used together with a meteorological sensor, to collect information. They can also help us in our everyday life as they can be used for transmitting general information, watching over elderly people, and anti-crime monitoring. By establishing such networks the MIRAIT Group is contributing to the creation of safe and comfortable communities free from problems.

### Construction of quake-resistant/quake-absorbing facilities for telecommunications networks

Along with ensuring the safety of employees, the protection of information systems is a vitally important objective in anti-earthquake measures taken by companies. Because they act as lifelines for businesses, the breakdown of the computers and communications equipment that support such systems could lead to serious damage. The MIRAIT Group therefore offers optimum quake-resistant and quake-absorbing solutions tailored to suit the settings of various telecommunications facilities.

### Lightning strike suppression systems

Unlike conventional lightning rods that draw lightning to them, lightning strike suppression systems can guide



Local WIMAX

# 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 Commuture Corp. in October 2010, we announced our Basic Management 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.

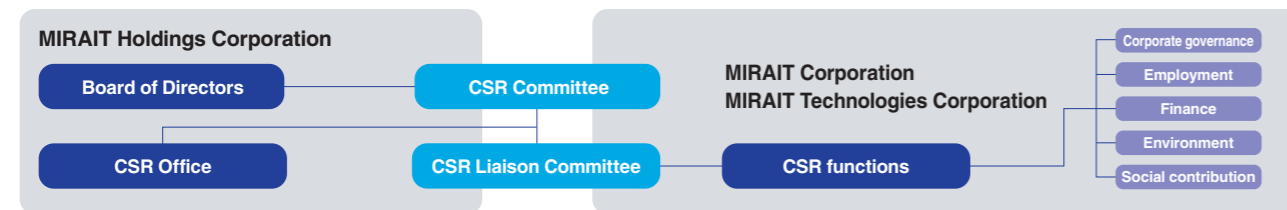
## CSR promotion system

**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.

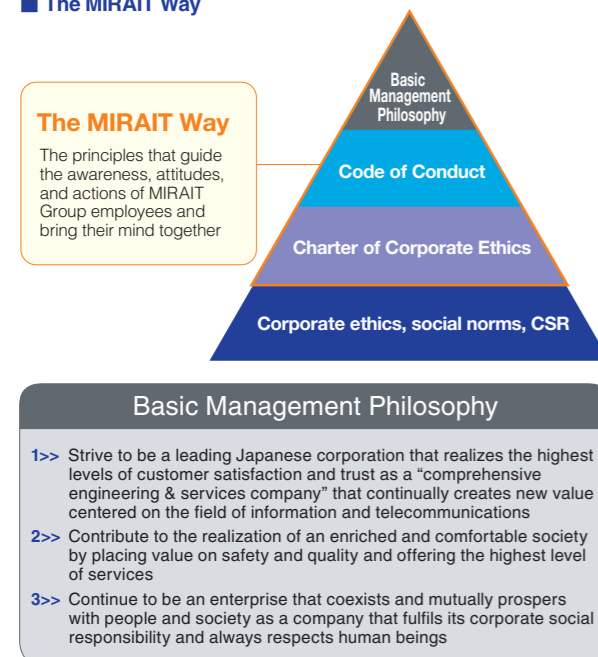
A system has been established to promote CSR activities across the Group under the CSR Committee, chaired by the president and CEO of the holding company, where the CSR Liaison Committee, consisting of CSR managers of group companies, and the CSR Office of the holding company play a leading role.

### CSR promotion system



## The MIRAIT Way

### 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.

**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**

**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

### Major efforts concerning CSR

ISO 26000 core subjects	Major themes	Results in fiscal 2013	Efforts in fiscal 2014
Organizational administration	◆ Addressing important Group issues	· Selection of priority themes in light of influence upon society and importance within our Group	· Actualization of measures for respective priority themes
Human rights	◆ Promotion of diversity	· Efforts to promote workforce diversity and expansion of business areas	· Promoting workforce diversity and expansion of business areas · Upgrading human rights education
Labor practices	◆ Development of next-generation leaders and other human resources	· Introduction of a new common assessment system for the Group · Improvement of work/life balance	· All-out efforts for human resources development · Promotion of use of child care support & nursing care leave systems
Environment	◆ Reduction of burden upon global environment ◆ Promotion of environmental business	· Promotion of energy saving by moving data centers, renewal of core servers, etc. · Starting to selling electricity generated by solar power · Promotion of BEMS business	· Further expansion of environment-related businesses · Promotion of energy saving at respective offices · Reduction of waste and improvement of recycling rates
Fair business practices	◆ Thorough risk management and compliance ◆ Reinforcement of information security	· Promotion of awareness raising and maintaining the enhanced awareness through training · Selection of priority risk items and promotion by PDCA · Actualization of BCP	· Continued promotion of awareness raising and maintaining the enhanced awareness through training · Further sophistication of BCP
Consumer issues	◆ Improvement of service quality	· Monitoring for the improvement of business and service quality	· Establishment of MIRAIT quality · Establishment of quality management systems at overseas offices
Participation in/development of community	◆ Promotion of community-based business activities ◆ Promotion of social innovation business	· Social contributions in cooperation with other companies · Participation by respective offices in local events	· Expansion of businesses related to town development and social innovation · Carrying out activities as a group contributing to communities

## 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.

### 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.

### Compliance

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.

### Risk management

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.

MIRAIT Group companies have acquired ISO/IEC 27001 certifications for their information security management systems. 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.

\* For details of corporate governance, please refer to our Corporate Governance Report, which can be found on our own and the TSE website.



# Working together with society at large to create a prosperous future

In order to maintain harmonious relationships and achieve mutual prosperity with other people and the broader society, we are committed to respecting human rights at all times and fulfilling our social responsibilities. We thereby hope to contribute to the realization of a more affluent and comfortable society.

## Social contribution activity



Koto-ku Community Cycle bicycle rental station



Vending machine for social contribution



Employees participating in the relay race

### Supporting vehicles that are friendly to people and the environment

More and more commuters and tourists are taking advantage of a new type of bicycle rental service that allows users to rent and return bicycles anytime using any bicycle station in a specified area. Major international cities including Paris, London, and New York are now expanding their service areas, which is helping to reduce both traffic jams and greenhouse gas emissions. Tokyo too aims to expand these areas ahead of the 2020 Olympic Games.

Beginning in March, the MIRAIT Group has been supporting the Koto-ku Community Cycle service, which started operation in 2010, by buying advertising space on the bicycles.

### Supporting the Philippines in the wake of Typhoon Haiyan

Early in November, Typhoon Haiyan (typhoon no. 30) hit the Philippines harder than any previous typhoon on record, causing significant damage to the country, particularly on Leyte Island. In response, MIRAIT Technologies Corporation donated emergency supplies such as foodstuffs and sanitary goods to disaster-stricken areas. As a company that has a base in the Philippines, it will continue contributing to the restoration and reconstruction of the country.

### Additional installation of vending machines for social contribution

We started installing social contribution vending machine in 2012. When a consumer buys a drink from one of these vending machines, an amount of one to three yen is automatically donated to the Green Donation Program. More vending machines of this kind are being installed, with some installed in MIRAIT Corporation's Tohoku Branch Office and Koriyama Center in October. A total of 37 have been installed so far, with donations amounting to over 1.4 million yen.

### Participation in 4th NIPPON IT Charity Relay Race

The 4th NIPPON IT Charity Relay Race was held in Shiokaze Park in the Tokyo metropolitan area and other sites on November 17. The event raises money for employment programs targeting people suffering from depression and/or an inability to leave the house. From the MIRAIT Group, 33 employees in six teams participated in the race, with our all-star team winning fifth place among a field of 663 teams.

## Community contribution

### Certificates of commendation and letters of appreciation for lifesaving efforts

An employee of Nihon Toyokomu who, while on duty, came across a burning vehicle on the road and stopped to fight the fire was presented with a letter of appreciation by the Fukagawa Police Station. In another incident, an employee of Todentsu Technos came across a person drowning while windsurfing in Chigasaki, Kanagawa Prefecture and performed lifesaving first aid. Because of his fast action, the employee was presented with a certificate of commendation by the Chigasaki Fire Department.

### Participation in a campaign to clean up the Meguro river

MIRAIT Group employees participate in a campaign to clean up the Meguro river organized by a group trying to create a healthier ecosystem around the river basin. In 2013, the campaign was carried out on December 6, with participants cleaning up roads and green spaces alongside the river.

### Volunteer activity after the Great East Japan Earthquake

We have been participating in volunteer activities organized by the Miyagi Electrical Construction Association since the Great East Japan Earthquake. Together with local residents, we have created flowerbeds at temporary shelters, removed debris from farmland, and established a forest along the seashore.

## Communication with shareholders and investor relations activities

### Annual shareholders' meeting

We ensure the successful holding of annual shareholders' meetings and exercising of voting rights by sending notices announcing the annual meeting to shareholders as early as possible, introducing online voting, and preparing English (digest) versions of notices sent to shareholders.

About 300 shareholders attended the third annual shareholders' meeting on June 26, 2013, where we provided a detailed explanation on our proposals and our Group's businesses. We also met with shareholders after the meeting to exchange opinions on a variety of issues.

### Investor relations activities

In line with our recently established disclosure policy, the MIRAIT Group is making active efforts for the appropriate disclosure of important information in a fair and timely manner in order to promote accurate understanding and evaluation of our Group by investors. (For details of our disclosure policy, please visit our website.)

For our overseas institutional investors, we strive to provide timely English translations of our financial results briefings and other important information. In addition, we carry out investor relations activities in Europe and the US several times a year.

### Major activities

#### Community clean-up activities

Tokai Branch Office, Nishinoh Branch Office, and Kanagawa Branch Office of MIRAIT Corporation (around the branches, Ayase Technology Center, Hiratsuka Center, and Fujisawa Center); Shikoku Branch Office and Chiba Branch Office of MIRAIT Corporation (around the branches, Naganuma Technology Center, and Inagehama beach in Chiba City); NTT Business Headquarters of MIRAIT Corporation (around ASC Tokyo, Access Business Division); Kyoto Branch Office, Head Office, and East Japan Business Division, NTT Business Unit of MIRAIT Technologies Corporation (Omiya Technology Center); KAIZEN Promotion Department of MIRAIT Technologies Corporation; and M's Brain Center of MIRAIT Holdings Corporation (Osaka Office)

#### Local events

- Participation and volunteer activities for local folk dancing events (Hokuriku Branch Office of MIRAIT Corporation)
- Volunteer activities for local events in Machida City (Fujisawa Center of MIRAIT Corporation)
- Participation in a folk dancing festival held at the port of Choshi (Choshi Center of MIRAIT Corporation)
- Participation and volunteer activities for a festival in Koza-no Mori Area in Narita City (Narita Technology Center of MIRAIT Corporation)
- Setting up a booth at Toyosu Festa (MIRAIT Group)
- Participation in the Takasaki Festival and Maebashi Festival (East Japan Business Division, NTT Business Unit of MIRAIT Technologies Corporation)
- Participation in a community festival in Matsubara City (West Japan Business Division, NTT Business Unit of MIRAIT Technologies Corporation)
- Inviting local residents to cherry blossom viewing events (East Japan Business Division, NTT Business Unit of MIRAIT Technologies Corporation)

#### Others

- Installation of AEDs
- Donation of money received for recycling plastic bottle caps to pay for vaccines
- Removal of snow from public roads after heavy snowfalls
- Donations to children's vaccination program



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

To earn customer satisfaction and trust, we strive to provide our customers with the best possible services as a “comprehensive engineering & services company,” giving priority to safety and quality.

## Quality management system

### Policy on Quality

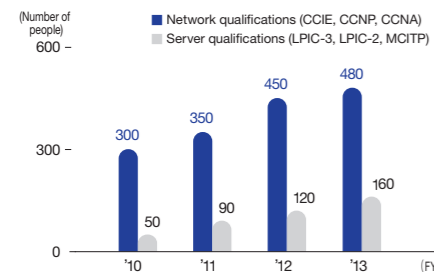
We will efficiently conduct standardized production and service activities to provide customers with high-quality products and services that meet their expectations and earn their trust.

- 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).

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.

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

### Changes in the number of IT engineers



Tsukuba Forum

### 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.

### Improving employees' skills and safety/quality standards

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. Also, we have training centers in Ichikawa City, Chiba and Kobe City, Hyogo to provide effective training to develop employees with necessary qualifications and skills. Thus we help employees improve their frontline capabilities to ensure safe and reliable operations while also earning customers' trust.

### Improving the industry's overall technical quality

Aiming to contribute to boosting industry-wide technical capabilities, we participate in various trade shows. In fiscal 2013, we participated in the West Japan ICT Forum held on September 18 and 19 with exhibits on some of our systems including our lighting strike suppression systems. At the Tsukuba Forum held on October 17 and 18, we exhibited examples of our technologies for access network construction works.

## Efforts to achieve greater customer satisfaction

### Customer satisfaction survey

We conduct customer satisfaction surveys to listen to customers and improve our services, including questionnaire surveys on our products and services.

### KAIZEN Convention

We implement TQM (total quality management) activities and encourage frontline employees to express their ideas and comments on necessary operational changes and improvements. At the KAIZEN Convention of the MIRAIT Group held on October 25, we discussed various subjects such as the improvement of safety, quality, productivity, and marketing/sales capabilities, connecting the venues in Tokyo and Osaka with a video conference system. A total of 15 teams made presentations at the convention.



KAIZEN Convention

## Evaluation of technical capabilities

### Achievement of CMMI level 3

MIRAIT Information Systems Co., Ltd. became the first company in the telecommunications construction industry to achieve level 3 of CMMI Version 1.3, which is an international standard for assessing the completeness of software development processes, in the section on the development of operational systems for the telecommunications construction industry. We will continue striving to continuously improve our processes to achieve further improvements in quality and safety.

### Honored by the Minister for Land, Infrastructure, Transport, and Tourism

In fiscal 2013, Seiji Sawada of Tohoken System Engineering Corp. was publicly honored by the Minister of Land, Infrastructure, Transport, and Tourism for excellence in construction engineering. This honor goes to construction engineers who engage directly in production at the frontline of construction sites, demonstrate remarkable skills, and contribute significantly to the fostering of younger engineers. Sawada is the eighth in the MIRAIT Group to be awarded the honor, following those honored in fiscal 2012.

### Gold and bronze medals at a skills competition held by ITEA

The Information & Telecommunications Engineering Association of Japan (ITEA) holds a skills competition for its member companies each year with the aim of building up the foundation of telecommunications skills that support Japan's ICT. At the eighth competition held in Nagoya City on July 31, 2013, the MIRAIT Group won the gold and bronze medals in the category for the construction of multipurpose facilities.

### Winning the championship at an access design contest

Two entrants representing MIRAIT Technologies Corporation won the championship at the fourth access design contest organized by the Information & Telecommunications Engineering Association of Japan (ITEA). Held on November 8, the contest required participants to compete in drawing designs and calculating processes for the installation of telephone facilities. A total of 22 teams participated in the contest from telecommunications construction companies all over Japan.



# Creating a safe workplace where all employees can work with enthusiasm

By creating safe and comfortable workplaces where individuality is respected, we are promoting the development of a corporate climate where all employees can exert their full potential.

## Occupational safety and health management systems

### 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.

We have acquired OHSAS 18001 certification for our occupational safety and health management systems. Regarding safety, reliability, and the trust of our customers as forming the foundation of our business, we have formulated the Policy on Occupational Safety and Health to create a safe and comfortable work environment.

## Efforts for safety



MIRAIT Group Safety Convention

### MIRAIT Group Safety Convention

We held the MIRAIT Group Safety Convention during National Safety Week in Tokyo on July 4 and in Osaka on July 25. Aiming to raise safety awareness of employees through the sharing of information, the annual event included the CEO's explanations on the safety policy of the Group as well as employee presentations on their safety management activities.

### Case study booklets on accident prevention

As part of its original safety measures, MIRAIT Corporation's Docomo Business Headquarters compiled a series of case study booklets to help prevent accidents. Consisting of three handy carry-size volumes, the booklets covers the areas of basic construction, core networks, and wireless IMCS. They have been placed at branch offices all over Japan as part of increased efforts for accident prevention.



Case study booklets on accident prevention

### Honored by the Minister for Health, Labour, and Welfare

Okisokou Co., Ltd. foreman Tsutomu Tamashiro was honored by the Minister of Health, Labour, and Welfare in fiscal 2013 for his outstanding skills and experience as well as his remarkable achievements in the area of operational safety.

## Human resources recruitment and development

### Employee diversity

As part of our plans to expand overseas, we have introduced a global employment system targeting foreign nationals as well as a system for recruiting international students enrolled in Japanese universities. We are also building a safe and comfortable workplace for employees with disabilities and working to expand workplace or job category options for them.

### Personnel system and training programs

In fiscal 2013, the MIRAIT Group introduced a new personnel system that is expected to serve as a driving force for the creation of a new corporate culture as well as promoting an even more vibrant workplace environment.

We have also decided to introduce new systems in fiscal 2014 for retirement allowances and the reemployment of retired employees (up to 65 years old) who would like to continue working. The new systems are expected to help realize an environment where employees can continue to contribute in an easy, stress-free manner.

With regard to training programs, the 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.



The communications infrastructure industry is overwhelmingly male. Our company, however, is employing more and more women to work on the frontline at construction sites or as SEs. I am currently in charge of design, management of works, and so on. I hope to work on various other projects in the future.

Michiko Matsudo  
Solution Business Headquarters  
MIRAIT Corporation

## Creating an employee-friendly workplace

### Improving work-life balance and raising awareness on human rights

We are striving to improve work-life balance, or the harmonization of work and private life, for our employees by establishing a system to allow employees to select their employment format from a range of possible choices. We also provide a counseling room where employees of the MIRAIT Group or its partner companies can seek advice on matters ranging from corporate ethics to sexual harassment. In addition, we have established various programs to raise awareness on human rights so as to develop a corporate culture where the human rights of all employees are respected.

### Family day

A family day for children of employees of the MIRAIT Group was held at Ichikawa Training Center on September 28 with the participation of many families. As part of the event, children got to connect optical cables and ride on an aerial platform, activities that helped them better understand what the MIRAIT Group does.



Employee families at the family day event



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

To preserve a healthy, sound planet for future generations, we are taking various measures including reducing our energy use and promoting recycling as well as engaging in new energy and environmental businesses.

## Environmental management system

### Major efforts for environmental preservation

- Volunteer activities in the Green Donation Program and "satoyama" forest conservation programs (MIRAIT Technologies Corporation)
- Introduction of eco-cars (Chiba Branch Office of MIRAIT Corporation)
- "Green curtains" at major offices (Tokai Branch Office of MIRAIT Corporation)
- Shading film on windows of major offices (Shikoku Branch Office of MIRAIT Corporation)
- Switching to LED lighting (Shikoku Branch Office of MIRAIT Corporation)
- Removal of debris from the seabed in the Tohoku area (Kanagawa Branch Office of MIRAIT Corporation)
- Participation in tree-planting activities in Beijing, China organized by the AEON Group (Chiba Branch Office of MIRAIT Corporation)

Our Group companies have acquired ISO 14001 certification for their environmental management systems.

### 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 and effective use of resources



Power demand monitor

To reduce our emissions of greenhouse gas, the major cause of global warming, we work to reduce energy consumption and promote recycling. In addition, we give priority to green purchasing on a divisional basis.

### Energy-saving efforts at respective offices

To reduce electricity consumption, which accounts for a majority of energy consumption in offices, we take various measures across the Group, including those to address the issue of peak time usage.

- Use fewer printers and copiers
- All PCs utilize power saving settings
- Maintain appropriate room temperatures at all times
- Limit lighting to a minimum and keep unnecessary lights off
- Promote limited use of elevators

### Reducing and recycling waste generated

We recycle all the asphalt and concrete chunks resulting from our civil engineering operations. We also work to increase the recycling rates of waste plastics and other materials. In addition, efforts are being made to promote paperless operations and the efficient use of paper resources.



Recycling batteries from discarded phones

## New energy and environmental businesses

### Solar power generation systems

We offer a full range of support including proposals for installation and maintenance of solar power generation systems, help with applications for related government subsidies and coordination with power companies. In fiscal 2013, solar power generation systems producing 27 MW of electricity were installed, which is an almost fourfold increase over the previous fiscal year.

Aiming to further improve its energy management technologies, the MIRAIT Group launched a new power generation business with the completion of the solar power plant in the Onodera area of Tochigi Prefecture (annual power generation volume: 1,270 MWh), with electricity sales started on March 20. We intend to further expand this business in the future.



Ceremony for the completion of the solar power plant in the Onodera area of Tochigi Prefecture

### EV battery quick-charging systems

In preparation for the full-scale popularization of electric vehicles and plug-in hybrid vehicles (PHVs), the MIRAIT Group is making active efforts toward building infrastructure for charging electric vehicle batteries. The Group offers engineering technologies in civil engineering, electricity supply, and communications, all of which are necessary for the installation of EV battery charging stations.



EV battery charging station

### Energy management systems

Building energy management systems (BEMS) help control energy use through visualization. By allowing the air-conditioning systems of buildings and other facilities to be operated and managed automatically, they help maintain an optimum living environment while reducing energy consumption. The MIRAIT Group offers a full range of services from design and installation to maintenance.

### Household electricity storage systems

We offer electricity storage systems for freestanding houses to help residents reduce their electricity bills by storing electricity at night for use during the day. Such systems can also be linked to existing public grid facilities or rooftop solar panels, or they can be used as a backup power source in the event of power failure. We also offer 24/7 status monitoring maintenance services via the online energy cloud system.



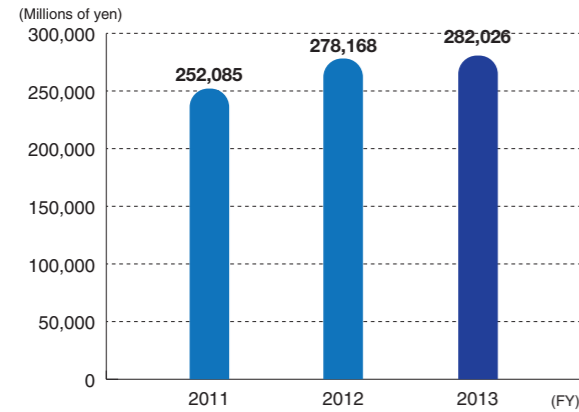
Electricity storage system for a freestanding house

# For sensible management based on a sound financial footing

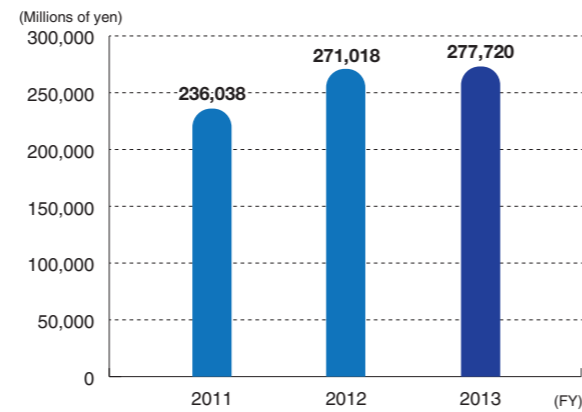
We strive to maintain our sound financial footing and make accurate financial information promptly available by various means including via our website and brochures. By doing so, we hope that our Group will continue to be a corporate organization that is supported and trusted by society.

\*For the latest information, please refer to our website (<http://www.mirait.co.jp/en/>)

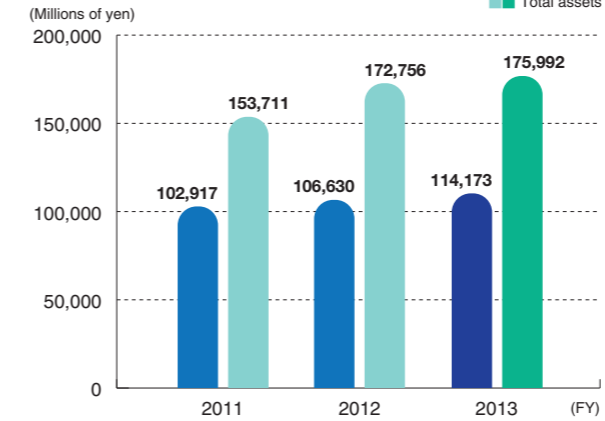
## Orders received



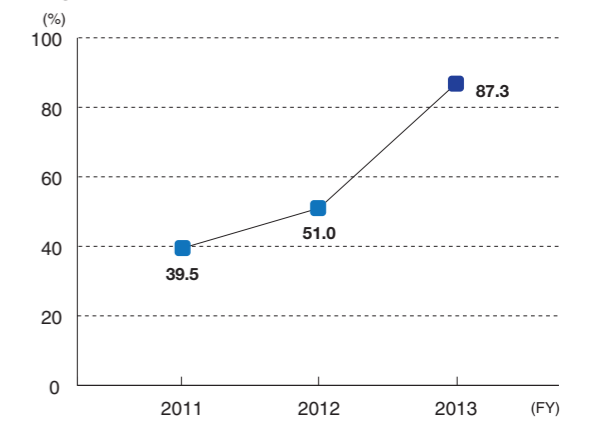
## Net sales



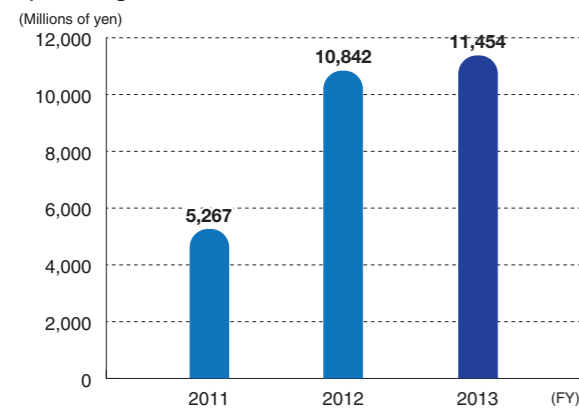
## Total assets/net assets



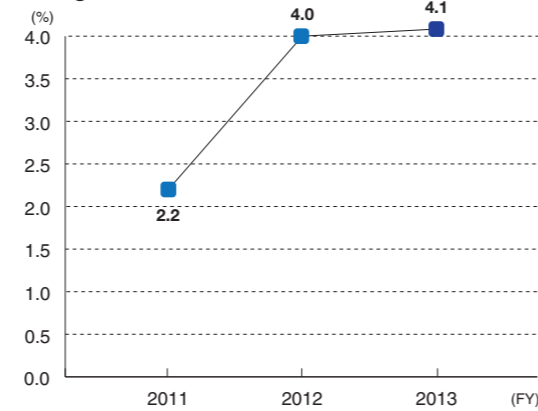
## Earnings per share (EPS)



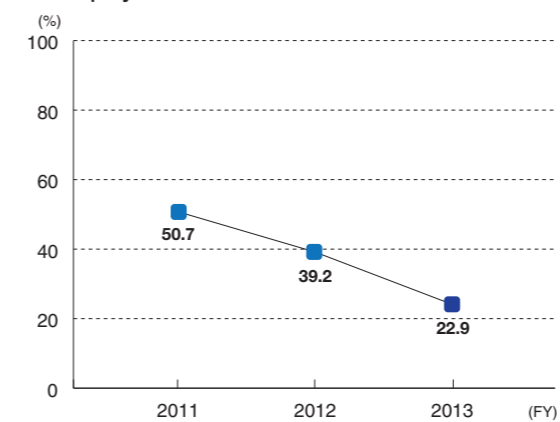
## Operating income



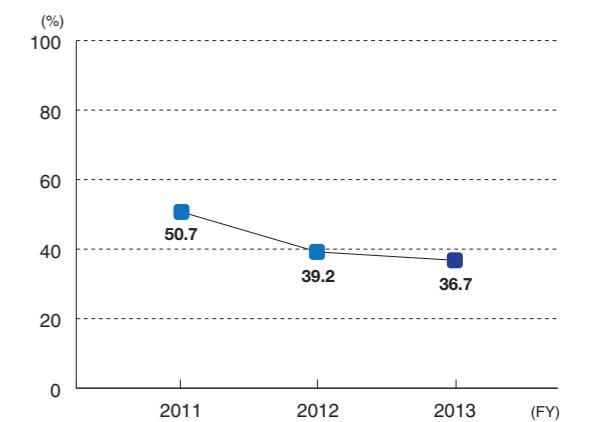
## Operating income ratio



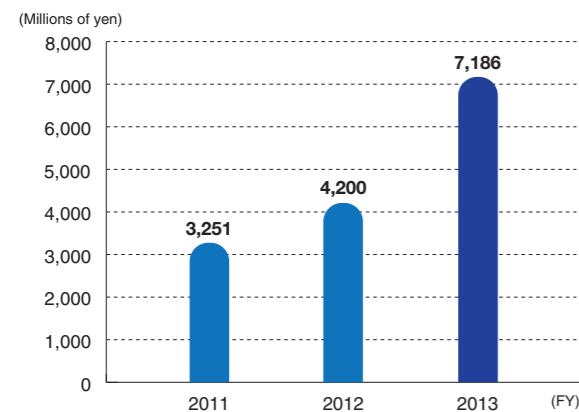
## Dividend payout ratio



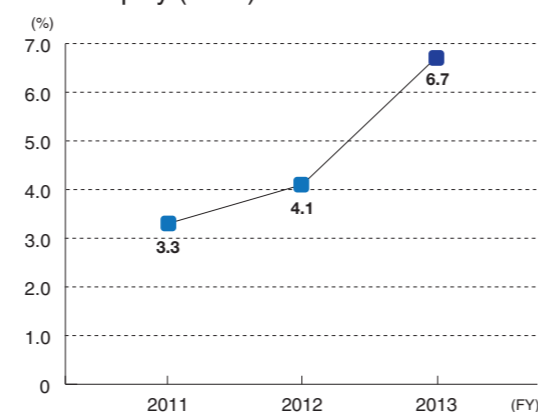
## Overall returns



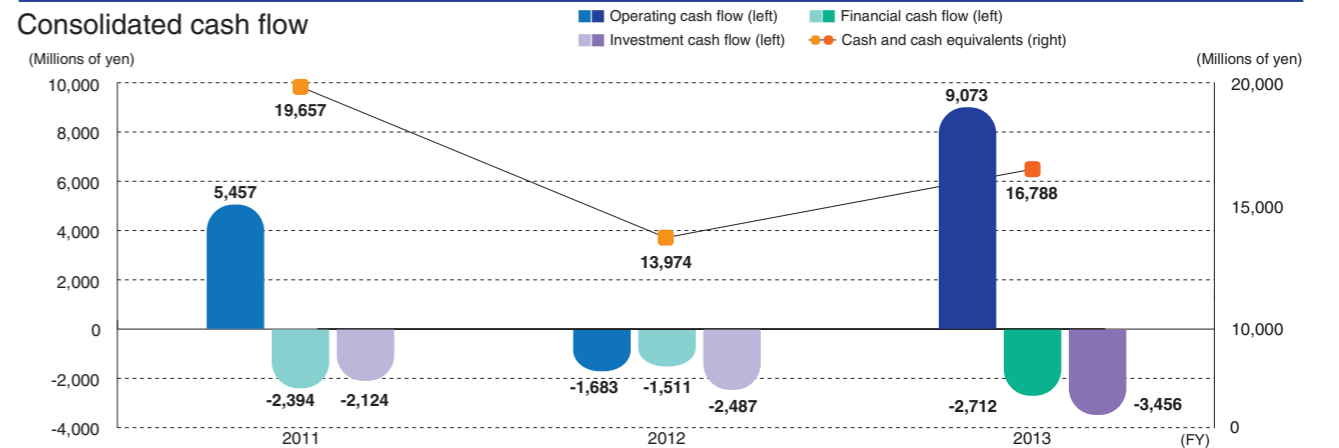
## Net income



## Return on equity (ROE)



## Consolidated cash flow

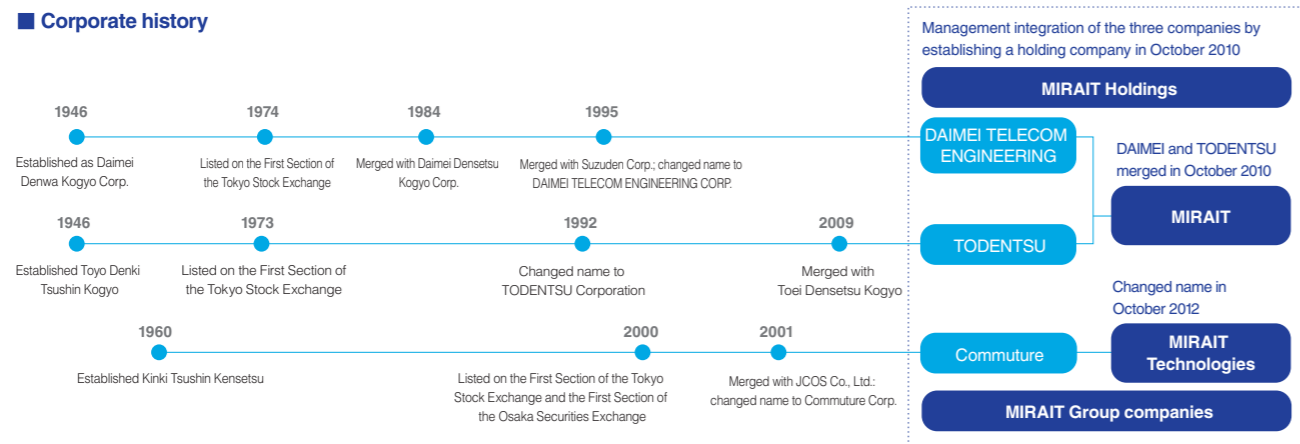




Overview of MIRAIT Holdings

Date of establishment	October 1, 2010	Business locations	Domestic: 26 locations *Total number of locations of MIRAIT Corporation and MIRAIT Technologies Corporation Overseas: 5 locations (the Philippines, Australia, Sri Lanka, Myanmar, and Thailand)
Capital	7 billion yen	Number of consolidated subsidiaries	34 (as of the end of March 2014)
President and Chief Executive Officer	Masatoshi Suzuki	Number of employees	Consolidated: 7,388 MIRAIT Holdings: 95 MIRAIT: 4,275 (consolidated), 2,615 (non-consolidated) MIRAIT Technologies: 3,018 (consolidated), 887 (non-consolidated)
Total outstanding shares	85,381,866	Term-end	March 31
Stock Listing	1st Section of Tokyo Stock Exchange (Security code: 1417)		
Ratings	Rating and Investment Information, Inc. (R&I): A- Japan Credit Rating Agency, Ltd. (JCR): A-		
Location	5-6-36, Toyosu, Koto-ku, Tokyo		

Corporate history



Major shareholders (as of the end of March 2014)

Names	Number of shares held (in thousands)	Share(%)
Sumitomo Electric Industries, Ltd.	16,236	19.0%
The Master Trust Bank of Japan, Ltd. (trust account)	4,140	4.8%
Japan Trustee Services Bank, Ltd. (trust account)	2,625	3.1%
Sumitomo Densetsu Co., Ltd.	2,488	2.9%
BBH For Fidelity Low-Priced Stock Fund (Principal All Sector Subportfolio)	1,950	2.3%
Employee's stock option plan	1,426	1.7%
Goldman Sachs International	1,244	1.5%
Mizuho Bank, Ltd.	1,229	1.4%
State Street Bank and Trust Company	1,120	1.3%
The Chase Manhattan Bank N.A. London S.L. Omnibus Account	981	1.1%

\*In addition to the above, we have 4,045,480 treasury stocks (4.7%).

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 MIRAI (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

Group companies

MIRAIT Holdings Corporation

MIRAIT Corporation	IP TECHNO SERVICE CORP.	MIRAIT Technologies Corporation	KATAKURA CONSTRUCTION Co., Ltd.
M's Frontier Corporation	DAIMEI SLK (PVT) LIMITED	AST-ENG Corp.	MIS Kyushu Corp.
DAIMEI TECHNO CO., LTD.	Todentsu Access Corp.	Comlead Co., Ltd.	Nara Kensetsu Co., Ltd.
KOKKO SYSTEMS CO., LTD.	TODENTSU Network Corp.	Fucom Corp.	Practical Solutions Inc.
Tohoken System Engineering Corp.	Nissetsu Co., Ltd.	COTONET ENGINEERING Co., Ltd.	Sumiden Communication Engineering Ground
Meisei Correspondence Co., Ltd.	Okisokou Co., Ltd.	Ligare Co., Ltd.	ACTIS Corporation
IP Nisshin Tsuko Co., Ltd.	Nihon Sangyo Co., Ltd.	Ground Create Co., Ltd.	Kinki Denki Corp.
DAIMEI NETWORK CO., LTD.	Hopenet Co., Ltd.	Agility RISE Co., Ltd.	MIRAIT PHILIPPINES INC. (Philippines)
DAIMEI TSUSAN CORP.	Nihon Toyokomu Corporation	Lapisnet Co., Ltd.	MIRAIT Technologies Australia Pty. Ltd (Australia)
SINKO ELECTRIC CORP.	Libnet Corporation	MIRAIT Information Systems Co., Ltd.	
DAIMEI BUSINESSMATE CORP.	TIMETEC Co., Ltd.		

Major business locations

