

Provision of Services through Sustainable Centers

- We designate our contact center sites that implement services and operations contributing to the resolution of environmental and social issues as “Sustainable Centers.” Under this framework, we have established concepts covering Diversity of People and Workstyles, Education and Training, Environmental Protection, and Community Contribution, and provide services through an operating model that supports the realization of a sustainable society.
- In developing Sustainable Centers, we have established environmental criteria requiring 100% renewable electricity usage and annual on-site renewable energy generation of at least 30,000 kWh.
- We aim to convert all directly-managed sites into Sustainable Centers by FY2029. As of the end of FY2024, 50% of our directly-managed sites had been converted into Sustainable Centers. Sustainable services accounted for 5% of all services provided across our centers, measured by seat capacity.

Initiatives at the Kobe Solution Center

- Through its in-house café, the center promotes diverse workstyles by providing employment opportunities for people from diverse backgrounds, including employing persons with disabilities as baristas. In addition, the LED farm installed within the center contributes to creating employment opportunities for persons with disabilities.
- The in-house café also sells QUON Chocolate products of the La Barca Group, which are produced through diverse workstyles by people from diverse backgrounds, including persons with disabilities and those facing various personal challenges.
- In addition to providing professional skills training required for contact center operations, we offer education and training programs that support the career development of all employees.
- The center utilizes renewable energy. In addition, solar power generation facilities have been installed in parking and bicycle parking areas to promote renewable energy generation initiatives.
- We promote environmentally conscious workplace operations through initiatives such as introducing vending machines that help reduce food loss and installing equipment with CO₂ absorption functions.
- To help reduce food waste generated by local producers, we provide sales opportunities for employees by utilizing space within the center, thereby promoting local production for local consumption and strengthening ties with local communities.
- We actively participate in local community activities, including volunteering at the Sanda International Marathon and exhibiting our booth at the Flower Town Festa.