

Main Questions and Answers
The Financial Results Meeting
for the second quarter of the fiscal year ending March 31, 2020
held on November 1, 2019

Q1 Please explain your initiatives geared to achieving your operating profit forecast.

- With effects of our cost controls gradually materializing, we will keep strengthening controls on costs in line with operating amount in part by reviewing development of our collection and delivery structure.
- As for TA-Q-BIN, we will work to increase delivery amount while also continuing to promote our adequate pricing initiatives.

Q2 Please explain your initiatives geared to increasing TA-Q-BIN delivery amount.

- We are taking steps that include promoting high-value-added solution sales that help reduce total costs of our corporate clients by enhancing account management. This is resulting in higher delivery amount with respect to both our existing customers and our new customers.

Q3 Please let us know about progress on your efforts to promote account management.

- We have established a structure that will promote solution sales across the Group, beginning this fiscal year. In part this involves virtually integrating corporate sales representatives within the Group, operating under the Managing Executive Officer in charge of Group Account Management Department. Going forward, we will continue promoting high-value-added solution sales geared to addressing our customers' managerial challenges.