

## BELLSYSTEM24 Holdings, Inc. Formulates Policies Aiming to Realize Carbon Neutrality by 2040

BELLSYSTEM24 Holdings, Inc. (Headquarters: Minato Ward, Tokyo; President, CEO and Representative Director: Shunsuke Noda; hereinafter, “the Company”) formulated the Policy on Climate Change, which aims to realize carbon neutrality by 2040 by promoting active actions on a step-by-step basis, considering the significant impacts of climate change on management and society while actions against it are being implemented globally.

The Company will aim to become carbon-neutral by 2040, based on the Policy on Climate Change below, and disclose its concrete measures and achievements towards it on a regular basis.

### ■ Details of the Policy on Climate Change the Company formulated

#### 1. Medium-term target 1

The goal is to make some of our facilities and all of our data centers carbon-neutral as well as reduce company-wide greenhouse gas emissions by 30% compared to 2019 by 2025.

#### 2. Medium-term target 2

The goal is to reduce company-wide greenhouse gas emissions by 50% compared to 2019 by 2030.

#### 3. Long-term target

We will be carbon-neutral by 2040.

#### 4. We will reduce greenhouse gas emissions that fall under Scope 3 of the GHG Protocol.

The goal is to reduce it as much as or more than for Scope 1 and 2.

### ■ Participation in initiatives

<p>■ Support for the Task Force on Climate-related Financial Disclosures (TCFD) Recommendations</p>	<p>The Company expressed its support for the TCFD (Task Force on Climate-related Financial Disclosures) and joined the TCFD consortium, a place where supporting companies and financial institutes have a discussion.</p>
<p>Submission of a commitment letter to "SBT Initiative"</p>	<p>The Company submitted a commitment letter to the SBT Initiative, an organization that certifies SBTs (Science Based Targets), the greenhouse gas emission reduction targets that scientifically match the targets set by the Paris Agreement.</p>
<p>Support for "COOL CHOICE**"</p>	<p>The Company expressed its support for COOL CHOICE, the national campaign for achieving the greenhouse gas reduction targets. * The "COOL CHOICE" is an initiative that aims to make all "smart selections" that contribute to prevention of global warming.</p>

The Group will continue to promote sustainability-related initiatives actively, aiming to realize a sustainable society.

**About BELLSYSTEM24: Corporate website:**<https://www.bell24.co.jp/ja/>

BELLSYSTEM24 Inc. has more than 30,000 employees across Japan and have provided various services as a point of contact between companies and consumers since starting Japan's first full-scale call center service in 1982. In 2020, we set expansion of home-based contact centers to 4,000 seats, promotion of DX including data utilization, and strengthening of strategic and other alliances as our priority measures in the Mid-Term Management Plan 2022.

As an industry leader, we will continue to perform our mission of "Supporting Social Affluence with Innovation and Communication" through the development and provision of various solutions based on the operational knowledge accumulated by multiplying People by Technology.

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#### **Media contact**

PR/IR Division, BELLSYSTEM24 Holdings, Inc.

E-mail: [pr@bell24.co.jp](mailto:pr@bell24.co.jp) / TEL : 03-6896-6199