

BELLSYSTEM24 Recognized for the First Time with a “B” Score at the Management Level in the CDP Climate Change Questionnaire

BELLSYSTEM24 HOLDINGS, INC. (Head Office: Minato-ku, Tokyo; President, CEO and Representative Director: Shunsuke Noda; hereinafter "the Company") announced that it has been recognized for the first time with a “B” score in the Climate Change 2023 Questionnaire. This is a questionnaire conducted by the CDP. The CDP is a non-governmental organization (NGO) in the United Kingdom which operates a global environmental information disclosure system.



The CDP is an international environmental NGO which was established in the United Kingdom in 2000. The organization has a worldwide system for environmental disclosures by companies and local governments. The CDP aggregates and analyzes environmental information disclosures collected from companies and local governments around the world. It then evaluates the efforts of those companies and local governments on an eight-level scale (A, A-, B, B-, C, C-, D and D-). Over 24,000 organizations around the world responded to the CDP’s questionnaire in 2023. Those organizations included over 23,000 companies, representing two-thirds of the world’s market capitalization, and more than 1,100 local governments. The “B” score received by the Company indicates that it understands and acts upon its environmental risks and impacts at the management level.

Official website: <https://cdp.net/>

The Company is aiming to realize its purpose to “sustain the prosperity of society, through innovation and communication.” Accordingly, it is carrying out business activities to both solve critical social issues including climate change and achieve sustainable growth of the Company. Moreover, the Company views the climate change problem as one of its critical management issues. It established its Climate Change Policy*¹ with the target of achieving net zero by 2040. The Company’s target of achieving net zero by 2040 based on that policy was also certified under the international Science Based Targets (SBT)*² initiative in December last year.

The Company will continue to view ESG initiatives as a critical foundation of its growth strategy going forward. By putting this vision into practice, it will accelerate the growth of the Group and develop business with an emphasis placed on providing value to all its stakeholders. At the same time, the Company will disclose the details of its initiatives by responding to the CDP and will continue to meet requests for transparency in environmental information from institutional investors, customers and other stakeholders.

*1: The Company's climate change policy:

<https://www.bell24.co.jp/en/csr/environment/climatechange-index/climatechange-policy/>

*2: SBT:

Please see the websites below for details.

- Official website: <http://sciencebasedtargets.org/>
- The Company's initiatives (press release): <https://www.bell24.co.jp/en/news/holdings/20240111/>

About BELLSYSTEM24

Corporate website: <https://www.bell24.co.jp/en/>

In 1982, BELLSYSTEM24 launched its first full-fledged call center service in Japan. Since then, we have developed a wide range of outsourcing businesses centered on contact centers that serve as points of contact between businesses and consumers, creating an industry-standard model. Based on the operational expertise we have cultivated by combining the strengths of "people" and "technology," we will realize our "sustain the prosperity of society, through innovation and communication," which is our purpose, by developing and providing various solutions.

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