

BELLSYSTEM24 to dramatically expand number of permanent employees starting this October, with approximately 22,000 staff eligible

As the first part of a new HR system to deliver more diverse work-styles

BELLSYSTEM24, Inc (Representative Director, President, CEO: Tsuge Ichiro; Headquarters: Chuo Ward, Tokyo; Referred to below as "BELLSYSTEM24") began working on work-style reforms for the next fiscal year and later with the purpose of creating workplaces where all employees can continue to do their job for a long time with a sense of ease. As part of the first of the revisions to BELLSYSTEM24's HR system, call center supervisors and staff who have been continually employed for six months can become permanent employees without waiting for the five years it would normally take under the Revised Labor Contracts Act.¹ Employees can begin to switch over starting October, 2017, with 22,000 people being eligible.²

BELLSYSTEM24 plans on introducing the new HR system in separate phases. In the second part of the new HR system, which BELLSYSTEM24 plans on rolling out next fiscal year, employees of a certain class will get new opportunities for compensation and bonuses, company training, and additional benefits. BELLSYSTEM24 will support employees with working in ways that are adjusted to their diverse lifestyles and help them progress in their career path. In addition, the current system in which only so-called "generalists" (employees who have a wide variety of skills, abilities, and experience) are promoted will be revised. In the new system, employees who don't want to become generalists can qualify for promotions to certain roles as "specialists" (name not final), establishing a system for a greater variety of career paths. At first, BELLSYSTEM24 plans on beginning the second phase of the HR system on an experimental basis, aiming to switch over fully to the second phase next fiscal year, after internal analysis and validation.

Currently, it is said hiring difficulties in the labor market are common, which is one reason that BELLSYSTEM24 believes that the number of workers with limitations due to nursing, childcare, and more has increased, with there being a gap between people who want to work and actual opportunities to work. BELLSYSTEM24 will create an HR system that responds flexibly to the needs of each employee, maintaining human resources in a stable manner by providing an optimal work environment. Long-term employment will in turn deliver higher quality services and accelerate business expansion.

BELLSYSTEM24 made approximately 300 employees of a certain class into permanent employees last year, with the key strategy of "More Advanced Human Resource Management" announced in its mid-term management plan on May 23rd, 2017. Also, BELLSYSTEM24 moved forward with a variety of work-style revisions, including: the placement of a day-care center in one of its workplaces, being recognized by the Ministry of Internal Affairs and Communications as a "Top 100 Telework Pioneer," and having introduced a local area employee system without personnel transfers to other regions. In response to government policy like the "Improvement of Inconsistent Conditions for Regular versus Non-regular Employees," BELLSYSTEM24 plans on removing these differences between so-called regular and non-regular employees.

¹ For employees with limited-term contracts who renewed their contracts with the same organization for a total exceeding five years (employees who worked for five years or more beginning on April 1st, 2018), they can switch over to a permanent labor contract based on their request.

² This includes the approximately 8,500 people who would fit the requirements under the same act.



Going forward, BELLSYSTEM24 will continue to improve its HR system to provide diverse work-styles and stable employment, creating work environments where all employees feel at ease so they can continue to work for a long time.

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