

**HR System Revised for Limited-Term Workers,  
Allowing 150 People to Become Permanent Employees**

New “Limited Location Employee” system started, promoting more opportunities for participation and diverse work styles

With the goal of retaining top talent, BELLSYSTEM24 Holdings, Inc (Representative Director, President, CEO: Tsuge Ichiro; Headquarters: Chuo Ward, Tokyo; Referred to below as “BELLSYSTEM24 HD”) revised its HR system for limited-term call center staff and other workers, making people of a certain rank into permanent employees. With this new system, 150 limited-term workers became permanent employees. Also, a new “Limited Location Employee” system began. These new systems have been in place since March 1<sup>st</sup>, 2016 for workers at BELLSYSTEM24 HD and BELLSYSTEM24, with approximately one third of the newly permanent employees choosing to become Limited Location Employees.

BELLSYSTEM24 has been proactively promoting call center staff to permanent employees, keeping experienced contact center supervisors and people in other positions. With this new system in place, it is now possible for limited-term employees to enjoy increased motivation. Also, workers can now visualize a more clearly defined career path toward permanent employment based on their abilities and ambitions.

Until now, a condition for becoming a permanent employee was the possibility of reassignment to one of BELLSYSTEM24’s sites around the country, including its 26 centers. Many employees said that they would like to become permanent employees, but they can’t be reassigned to another location because of child-care or other reasons. For these needs, BELLSYSTEM24 HD has introduced a new Limited Location Employee system, relieving opportunity loss due to the reasons above. Limited Location Employees can participate in the same training system as regular permanent employees, with career advancement adaptable to individual lifestyles.

### **1. Overview of the System**

Among the employees with limited term contracts that BELLSYSTEM24 group companies employ directly, primarily employees who work at BELLSYSTEM24 call centers and who have critical roles as operation supervisors and such may be made into permanent employees, based on a process involving interviews. Employees can also switch over to Limited Location Employees if they wish to do so.

### **2. Hiring Conditions**

Monthly wage, bonuses, retirement benefits, paid leave, and other benefits are available.

In order provide sustainable growth, BELLSYSTEM24 HD, as the leading call center company, promotes the expansion of chances to participate in society and the diversification of ways to work. This will help BELLSYSTEM24 HD retain talented human resources to provide maximum value to client companies.

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**[Inquiries Relating to this Press Release]**

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