

# Social Value

## Management Approach

### Respect the human rights of all stakeholders in our corporate activities and fill our workplaces with smiles

We respect human rights and occupational health throughout our supply chains and remain aware of our social and public missions in an effort to make society safe and secure for everyone.



#### Management Indicators



Target	Percentage of staff members scheduled to assume managerial-level roles who undergo training on human rights	100%
Results	Percentage of staff members scheduled to assume managerial-level roles who underwent the training in FY 2023	100%
Target	Annual paid leave utilization rate by 2023	60% or more
Results	FY2023: Annual paid leave utilization rate	63.2%

Note: All figures for Nippon Express Co., Ltd.

## Main Sustainability Issues

- Respect for Human Rights and Realization of Responsible Corporate Activities
- Correcting Inequality and Disparity
- Enhancement of Human Capital to Foster Innovation
- Health and Welfare
- Solidify Global Supply Chain

## Description in the Sustainability Data Book

- Ensure robust respect for human rights in our supply chains
- Secure occupational health
- Ensure occupational and social safety
- Human resources principles
- Train human resources who can work globally
- Promote diversity and inclusion
- Workstyle innovation
- Employee data
- Encourage global quality to meet expectations from customers and society
- Contribute to sustainable and tough infrastructure development

## NX GROUP's Approach

- Use the Nittsu Safety & Health Management System (NSM) to thoroughly inform all staff members of the importance of health and safety
- Provide guidance and education on health
- Provide affiliates and subcontractors with guidance and education on safety
- Encourage respect for human rights in our procurement practices
- Promote human resources management to achieve employee success and growth



Social value information on NIPPON EXPRESS HOLDINGS website

Material Issues



Social Value



Social Data



# Respect for Human Rights

## Ensure Robust Respect for Human Rights in the Supply Chains

### Our View on Respect for Human Rights in Our Supply Chains

Policies and Targets

NX GROUP advocates respect for human rights in NX GROUP Charter of Conduct and explicitly declares that it will respect human rights in its activities; will not engage in conduct that violates human rights, such as discriminatory treatment; and will reject child labor and forced labor. We have also formulated NX GROUP Human Rights Policy as a commitment to fulfilling our responsibility to respect human rights.

In addition, based on NX GROUP Human Rights Policy, we formulated NX GROUP Sustainable Procurement Policy in December 2023 as a foundation for responsible procurement activities of the Group, working to realize a supply chain in which the human rights of all stakeholders are respected. Together with our business partners, we aim to meet the expectations of society and promote business activities that contribute to international society and the global environment as the foundation of the Group's sustainability management.

Please see our website for details on NX GROUP Charter of Conduct, NX GROUP Human Rights Policy, and NX GROUP Sustainable Procurement Policy.



NX GROUP Charter of Conduct



NX GROUP Human Rights Policy



NX GROUP Sustainable Procurement Policy

### Compliance Promotion Across Our Supply Chains

Organizations and Systems

We revised NX GROUP Compliance Regulations and are working to strengthen our compliance training and education system, including respect for human rights, and to create workplaces that mutually understand and respect the diversity of races, nationalities, cultures, and genders.

With regard to child labor, Nippon Express Co., Ltd. uses part-timer management systems to prevent the registration of 15-year-old or younger workers. In terms of forced labor (long working hours), we use our attendance management system to control overtime work. By doing so, we keep up-to-date on risk. In addition to risk management to prevent child labor and forced labor, we select our suppliers based on our own criteria when starting business with new companies.

When concluding a contract, Nippon Express Co., Ltd. will confirm the approval required for the business to be entrusted by it, purchase of transportation liability insurance and voluntary automobile insurance, and whether there have been any accidents or administrative actions within the past three years, based on the Business Confirmation Statement. Nippon Express Co., Ltd. will conclude a basic agreement with the partner company based on the judgment that it will not be subject to risk by utilizing the partner company. Contract include provisions on environmental laws and regulations, education, and the exclusion of antisocial forces to ensure that we do not place orders that would violate the Subcontract Act.

After the start of transactions, we work with our suppliers to ensure security in our supply chains.

## Ensure Robust Respect for Human Rights in the Supply Chains

### Education on Human Rights Activities and Achievements

Activities and Achievements

NX GROUP positions respect for human rights as the foundation of all its business activities. In addition to conducting e-learning for all employees, through the Human Rights Week initiative, conducted in December 2023, we deepened our understanding of human rights and fostered an awareness of responsible business activities based on respect for human rights.

In addition, we distribute copies of the Compliance Handbook (in 16 languages) to staff members of NX GROUP companies in Japan and overseas. The Handbook makes clear that we prohibit the use of child labor and forced labor, prohibit transactions with companies that use such labor, and prohibit acts that violate the human rights of others and cause mental anguish through discrimination and harassment based on race, nationality, culture, or gender. NX GROUP thoroughly emphasizes the above-mentioned prohibitions in our staff training.

There were no cases of human rights violations in FY2023.

Compliance education via e-learning (harassment prevention course)

Number of participants	19,368
------------------------	--------

For sales and administrative staff members of NIPPON EXPRESS HOLDINGS, INC. and Nippon Express Co., Ltd.

Training on human rights for new employees

Number of participants	233
------------------------	-----

For general staff of Nippon Express Co., Ltd.

## Secure Occupational Health

### Health Management Promotion Structure

Organizations and Systems

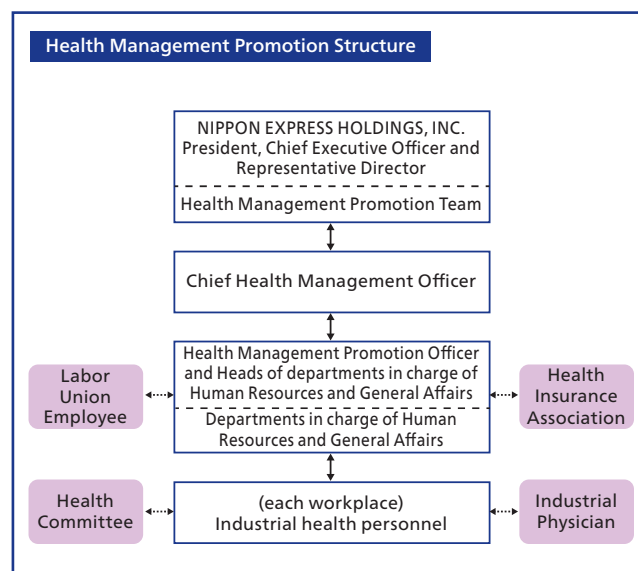
NX GROUP is committed to implementing health management that promotes employee health from a management perspective. In September 2022, we formulated NX GROUP Health Declaration and established a health management promotion structure with the aim of demonstrating this stance both internally and externally, as well as raising and fostering health awareness among employees.

#### NX GROUP Health Declaration

NX GROUP supports the physical and mental health of its employees and aims to be a company where all its employees can achieve their maximum performance and continue to grow by creating workplaces full of smiles.

In keeping with its belief that "health is one of our greatest assets", NX GROUP

- will proactively support its employees in their efforts to improve their health,
- will strive to create workplace environments in which employees can work with smiles and enthusiasm, and
- will aim to be a company where all employees can exercise their abilities and work with a sense of fulfillment.



Based on this, Nippon Express Co., Ltd. has formulated the Health Management Policy to resolve health issues within the Company. In FY 2024, we set targets for improving lifestyle habits as well as preventing mental health problems, and are implementing health measures based on these targets.

#### FY2024 Health Management Policy

##### Target

- Improve KPIs related to lifestyle habits (diet, exercise habits, and sleeping habits) by 5% or more year-on-year at each designated branch, etc.

Diet: Percentage of questionnaire respondents who skip breakfast less than three times a week

Exercise: Percentage of questionnaire respondents who exercise twice a week for at least 30 minutes at a time

Sleep: Percentage of questionnaire respondents who claim to be getting enough sleep

- 10% or greater improvement year-on-year in smoking rate at each designated branch, etc.

- Overall health risk score at each workplace: 100 or less (Group-wide target: 93 or less)

The probability of a person taking a leave of absence from work in the department being studied is scored using the national average as 100 in the group analysis of the stress check.

## Secure Occupational Health

The specific measures set forth in the Safety & Health Management Policy are as follows.

### Measures for Improving Lifestyle Habits

Education and participatory events are held for all employees on improving diet, exercise habits, and sleeping habits. In addition, we are working to prevent lifestyle-related diseases through seminars for smokers and individual guidance for those dealing with obesity.

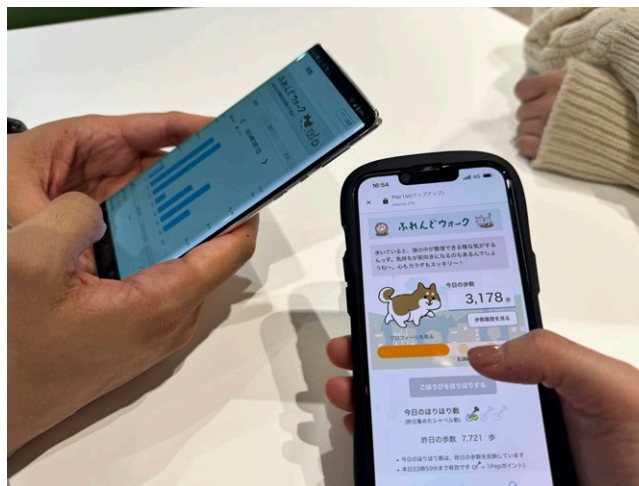
### Measures to Prevent Mental Health Problems

We direct the reliable implementation of self-checks through stress checks and are also taking concrete measures for improvement by utilizing the results of group analysis. In particular, we are focusing on creating comfortable workplaces, such as line care training for more than 2,000 managerial-levels and activities to improve the workplace environment through group work. We have posted around 160 Healthcare Instructors nationwide, consisting of qualified public health nurses and other nurses, and established a mental health consulting system. In addition, we provide training for young employees to improve their communication skills.

In order to facilitate smooth return to work for employees who have taken leave due to mental health problems, we have developed a program to support them.

### Improving Health Literacy

To ensure that all employees have access to accurate knowledge and information on health and medical care, we conduct e-learning programs and disseminate information through health applications and videos.



## 2024 Health and Productivity Management Brand

Activities and Achievements

The four NX GROUP companies NIPPON EXPRESS HOLDINGS, INC., Nippon Express Co., Ltd., NX WANBISHI ARCHIVES CO., LTD., and NX-NP Logistics Co., Ltd. were selected for 2024 Health and Productivity Management Brand (Large Enterprises) certification by the Ministry of Economy, Trade and Industry after the results for the companies from FY2022 to FY2023 were highly regarded in an inspection by a certification board. The Company has earned a reputation in society as a corporation that considers employee health management from a managerial perspective and engages in strategic initiatives.



**2023 01**

### こころと体の健康づくりに関する配信

**朝食を抜くと太りやすくなる？**  
日本経済の特定調査によると、朝食を欠食する人は、朝食を欠食しない人に比べて、BMIが1.5程度高いという結果が得られました。少しでも長く寝たい、朝食を摂ることが億劫、理由は様々だと思います。一方で、朝食を欠食した日の午前中は頭がボーッとしたり、仕事に集中できない、といったことはないでしょうか。朝食は、脳のエネルギー源であるブドウ糖を補給して脳と身体を目覚めさせます。

**朝食欠食による影響**  
次のチェックリストに当てはまる人は、朝食欠食が原因という場合があります。  
☐ 仕事に集中できない ☐ 夜ぐっすり眠れない  
☐ イライラする ☐ だるい、疲れやすい

**痩せやすい体をつくるポイント**  
朝食を摂り、夕食を摂るなど、食事にムラがある場合は、朝食をとる、1回の食事は1日食べる量を3分の1ずつ均等に食べる、といったことから改善していきましょう。

**お昼のランチメニューは、炭水化物（ごはん、パン）と、たんぱく質（納豆、卵、豆腐、焼き魚等）の組み合わせです。また、朝食は何かを食べないという方は、まずはヨーグルト、チーズ等の乳製品や果物、野菜ジュース等を口に入れることから始めてみてはいかがでしょうか。**

**みんなの健康ナビ**  
毎日の健康維持に役立つ情報をまとめたウェブサイト  
活動の健康維持の促進、健康増進が目的です。  
スマートフォンからはQRコードからアクセスしてください。

**ホームドクター24 ☎ 0120-108-044**  
心身の健康や安全に関する悩みだけでなく、育児や介護などの悩みもできる外部の健康相談窓口です。相談内容が匿名で知られることはありません。安心してください。

**タンパク質は、納豆、卵、豆腐、焼き魚などをお摂りください。**

**【インターネットでのご相談】**  
Web: <https://www.nx-health.com/>  
LINE: @nxhealth (ID: 0120-108-044)

### 食生活について見よう運動

#### NXグループの朝ごはん傾向と対策

朝ごはんを食べることが大切と分かっている、実際はどうでしょう。NXグループで働く皆さんの傾向が分かってきました。

**■朝ごはん 食べてる？**

年代	朝食を摂る	朝食を摂らない
20代	29.6%	70.4%
30代	22.5%	77.5%
40代	25.4%	74.6%
50代	26.0%	74.0%
60代	22.9%	77.1%
70代	19.1%	80.9%

若い男性に朝食抜きの人が多い傾向が分かってきました。

**■朝ごはん 食べない理由？**

理由	割合
朝食を食べない理由が多い	58.6%
朝食を食べない理由が少ない	41.4%

朝食を食べない理由が多い人は、朝食を食べない理由が少ない人に比べて、朝食を摂らない理由が多い傾向が分かってきました。

**■朝ごはん 栄養バランスとれる？**

朝食はたんぱく質、野菜、果物、乳製品、油脂をバランスよく摂ることが大切です。

**対策① 寝朝空腹にするため 夕食を見直そう**

朝食を食べない理由の一つは、夕食の食べ過ぎによる空腹感の不足です。夕食の量を減らすことで、朝食を食べやすくなる可能性があります。

**対策② カンタン朝ごはん**

朝食を食べない理由の一つは、朝食の準備が面倒です。カンタン朝ごはんのアイデアをご紹介します。

**カンタン朝ごはんのアイデア**

- ヨーグルトにバナナや果物を加える
- たまごかけごはんや納豆かけごはん
- 野菜のみそ汁
- コンビニで飲み物だけ買って、家で飲む
- 冷凍食品を活用する

**なぜ、朝食が大切なのか？**  
朝食は、一日の活動のエネルギー源です。朝食を摂ると、脳の働きがよくなり、集中力がアップします。また、朝食を摂ると、血糖値が安定し、疲労感が軽減されます。

## Secure Occupational Health

### TOPICS

#### Osaka Warehouse aims to obtain Health and Productivity Management Brand certification to maintain and improve the health of its employees

In order to communicate internally and externally its basic stance as a company that enables its employees to proactively work toward the maintenance and promotion of good health, OSAKA WAREHOUSE CO., LTD. first aims to obtain Health and Productivity Management Brand certification by the end of FY2025. As the first step to this, Osaka Warehouse participated in the Osaka Branch Health Declaration Project of the Japan Health Insurance Association and received certification as a business site that has formulated a health declaration in November 2023. In addition, health management promoters are assigned to the Head Office, Warehouse Department, Real Estate Department, and each division, and health management advisors are trained to promote company-wide efforts (at Osaka Warehouse, one employee became a health management advisor in FY2023, and there are plans for another employee to become a health management advisor in FY2024).

## Ensure Occupational and Social Safety

### Safety Policies

#### Policies and Targets

NX GROUP formulates annual safety policies and safety initiatives at each Group company, based on the Group-wide safety philosophy, annual safety targets, and safety initiatives.

#### NX GROUP Safety Philosophy:

**“Safety takes precedence over everything else.”**

#### FY2024 NX GROUP Safety Goals

Zero significant accidents and disasters

#### FY2024 NX GROUP Safety Initiatives

##### 1. Building and Strengthening a Culture of Safety (Continued)

Build a safety culture that places safety first and continue safety promotion activities

##### 2. Activate safety and quality training

Conduct intergroup exchange safety and quality training

##### 3. Utilize monitoring on safety and quality

Sharing measures to prevent recurrence of similar accidents and disasters, and improving the effectiveness of safety and quality checklists for business partners

##### 4. Promote the introduction of advanced safety technologies

In addition to technologies used to check the safety of drivers and workers, we will promote the proactive introduction of technologies that can reduce the risk of accidents.

### Commitment to Safety

Nippon Express Co., Ltd. has composed a Commitment to Safety to raise and extend safety awareness at all Group companies. The Commitment to Safety expresses a strong commitment to prevent accidents and disasters, and NX GROUP undertakes a number of efforts to put this Commitment into regular practice.

#### Commitment to Safety

- We will abide by all applicable laws and rules and prioritize safety above all else.
- We will never forget past accidents and always learn from them.
- We will undertake daily risk prevention activities.
- We will improve our expertise in order to conduct safer operations.
- We will remain conscious of safety and endeavor to prevent accidents.

### Nittsu Safety & Health Management System (NSM)

#### Activities and Achievements

In April 2010, after a thorough review of the existing safety and health management program, Nippon Express Co., Ltd. introduced the Nittsu Safety & Health Management System (NSM) built upon three programs in pursuit of a more reliable system for safety and health management.

The first program is “Open Communication in the Workplace” for effectively disseminating corporate policy and strategic direction from the top management to our front-line colleagues. The second program, “Challenge Circles (CC),” involves small group discussions on addressing problems in workplaces and ensuring safety. The third program is health and safety training/education for supervisors and managers.

NSM makes the three programs continuously function in a PDCA (plan, do, check and act) cycle, thus improving workplace environments.

### Safety Measures Taken by Subcontractors

#### Activities and Achievements

Although subcontractors are independent corporations that differ from NX GROUP, they need to implement safety measures that are on par with those implemented by NX GROUP. At Nippon Express Co., Ltd., the relevant officers at managing branches provide branch operating companies with safety education and guidance under the supervision of the Head Office and in line with Nippon Express Co., Ltd.’ practices. Partnership safety council meetings with affiliates and subcontractors are held annually at each branch office to discuss safety and quality only. The meetings are carefully designed to ensure the provision of safe and secure transport services to customers.



## Ensure Occupational and Social Safety

### Guiding and Educating Site Workers

#### Organizations and Systems

Nippon Express Co., Ltd. focuses on safety education and training for truck drivers and forklift operators in order to prevent workplace accidents.

Nippon Express Co., Ltd. has established a proficiency examination system to certify staff members' knowledge and skills and determine whether they have learned proper driving etiquette and can operate vehicles safely in the manner expected of every staff member of NX GROUP. Only after they complete this in-house training and testing can they assume driving duties.

Training for supervisors/team leaders, who are the on-site managers, is provided. Continuing from the previous year, training for supervisors to improve management is being conducted in FY2024 at NX-TEC Izu. Training is provided for team leaders to improve their communication skills through an e-learning format. In addition, we distribute mobile devices to supervisors and team leaders, and provide safety and compliance instructions through these devices. We have been terminals for educational content in the form of comics and videos since FY2023.

In addition, Head Office Mentors train branch-level instructors who play a central role in passing on high-quality skills in an effort to improve and standardize work quality and boost safety awareness and skill improvement.

### Specialist Training

#### Activities and Achievements

#### Specialist Training in Heavy Haulage and Construction Techniques

In order to safely carry out heavy haulage and construction operations, it is extremely important to have access to the latest information, knowledge and technical capabilities as well as strong communication and negotiation skills for collaborating with customers and subcontractors. Nippon Express Co., Ltd.' Heavy Haulage & Construction Business Division previously based its human resources development on OJT, and we established an educational system designed to standardize and further improve our service level. Specialist training is systematically carried out through our own unique curriculum, and we plan to provide training by job level, from beginner to instructor training, in heavy haulage and construction operations.

#### Create New Approaches to Keep the Economy Going

With regard to cash, which is the bloodstream of the economy, NX Cash Logistics Co., Ltd. is responsible for transportation services

as well as back room operations such as the storage and calculation of cash for financial institutions and retail stores and the procurement of funds for financial institutions and ATM funds.

As productivity improvement and digitalization are become major issues, we are also embarking on initiatives to improve cost aspects by fundamentally reviewing existing operation systems and promoting mechanization of "human" tasks as well. NX Cash Logistics Co., Ltd.'s Nagoya Operations Center and Osaka Operations Center are continuing to transform their operational structures, including the introduction of robots for some of their operations, and build new systems.



AMR (autonomous mobile robots) introduced at Osaka Operations Center

#### Efforts to Improve Quality

As security transport professionals, NX Cash Logistics Co., LTD. transports its customers' valuables safely and unfailingly by assigning highly-skilled security guards and using transport vehicles equipped with GPS and other sophisticated security devices. In addition, NX Cash Logistics is working to improve safety awareness and technology by providing education in line with regular practices.

In 2024, we introduced tablets for education of employees at work sites to further strengthen our efforts for efficient and effective education. In the future, we will build on our efforts to further improve quality through daily operations and training, including support of education in line with the times.

### Commitment to Safety in Logistics

#### Activities and Achievements

With "Safety takes precedence over everything else" as its Safety Philosophy, NX GROUP is committed to completely eliminating significant accidents and disasters on a group-wide basis. By disseminating messages from senior management on achieving zero

accidents and communicating the safety principles of each branch and section via workplace-wide meetings, we aim to spread safety awareness among all staff members. At workplaces, small group bottom-up activities are held to address challenges in ensuring safety and organize safety patrols by safety teams in an effort to prevent accidents. We also train technical and practical instructors to increase our staff members' skill levels and safety awareness.

#### Measures to Ensure Drivers' Safety

The Safety and Operation Quality Promotion Division of Nippon Express Co., Ltd. regularly conducts aptitude tests on drivers, who are the bedrock of our business operations, and provides safe driving guidance in accordance with the drivers' characteristics as determined by the test results. Sleep apnea syndrome (SAS) screening tests are also conducted on a regular basis. We make thorough efforts to ensure workers' safety. For example, complete checkups and medical treatment may be required and driving restrictions may be imposed as necessary.

Safety panels are established when accidents or disasters occur to prevent any recurrences through actions such as safety drills, ride-along instruction by supervisors and team leaders. In FY2024, we are working on visualization of work procedures by making videos of safety work procedures.

#### Use of an Eye Tracking System

The system visualizes the safety checks of drivers and forklift operators, and verifies the points and timing of the checks. In addition, users are able to improve their skills by comparing videos with their instructors.

#### Training Equipment for Preventing Accidents When Backing Up

By installing a device that resembles an eave at the rear of the vehicle and viewing the backward movement at the same time as the rear-view camera image from outside the vehicle, we can verify visibility and blind spots. It can be demonstrated that a rear-view camera also has blind spots (patented).

#### Introduction of Special Vehicle for Accompanied Driving Lessons

Accompanied driving lessons are provided using a special vehicle for training (W-cab truck with auxiliary brake on the passenger seat). If the instructor senses danger when instructing a new employee, the instructor will step on the brakes to avoid it. Multiple people can be provided instruction at the same time in a 2t vehicle because of the double cab.

## Ensure Occupational and Social Safety

### Initiatives to Promote Occupational Health and Safety on a Group-wide Global Basis

#### Activities and Achievements

#### Progress of Initiatives in 2023 (planned plans, details about initiatives implemented, effects of initiatives, etc.)

NX GROUP has appointed a person responsible for safety promotion and a person in charge of safety promotion at each Group company to unify safety awareness throughout the Group, and has established a safety promotion system centered on each Group company. Additionally, we continue to conduct self-inspections at each Group company using a checklist based on NX GROUP Safety and Quality Management Standard.

After the inspection, a meeting of safety promotion managers is held by region to review the results of the inspection and exchange opinions on various safety-related initiatives.

#### Issues Identified through Initiatives in 2023

Each Group company provides various safety initiatives and technical guidance. However, it is necessary to focus on measures tailored to the characteristics of local accidents and measures to prevent accidents from occurring by subcontractors.

Work is being conducted at each Group company to prevent accidents and disasters by identifying trends in accidents and disasters that occurred in the previous fiscal year and formulating safety policies and safety initiatives for FY 2024.

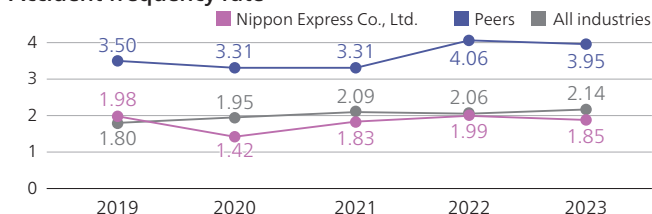
#### Plans for Future Initiatives (major milestones, achievement targets, plans, etc. for initiatives in FY2024 and beyond)

In order to further strengthen the Group's Global Safety and Quality Management System, NIPPON EXPRESS HOLDINGS, INC.'s Safety & Quality Promotion Office will support the roles of safety promotion staff at each Group company, promote the introduction of safety technology through latest equipment, and formulate safety training policies.

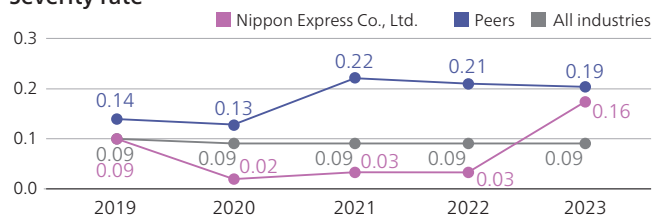
### Safety-Related Data

#### Index of labor accidents

##### Accident frequency rate\*1



##### Severity rate\*2



\*1 The frequency rate is an international indicator that indicates the incidence rate of occupational accidents.

$$\text{Number of casualties per 1,000,000} = \frac{\text{Number of casualties}}{\text{Total number of working hours}} \times 1,000,000 \text{ working hours}$$

\*2 Severity rate is an international indicator that indicates the degree of impact caused by occupational accidents.

$$\text{Days lost per 1,000} = \frac{\text{Workdays lost}}{\text{Total number of working hours}} \times 1,000$$

\*3 All results are for the period of January to December.

#### Number of accidents relating to Article 2 of the Automobile Accident Reporting Regulations

(January 2023 to December 2023)

Item	(Unit: number of accidents)
Vehicle malfunction	25
Rollover	2
Fire	2
Health-originating	2
<b>Total</b>	<b>31</b>

#### Acquisition of certification as safety excellence offices (G-Mark\*4)

(as of January 2024)

	Number of authorized offices	G-Mark Number of certified offices	Rate of certification
Number of certified offices in NX GROUP	673	658	97.8%

#### (Reference) Industry certification status (as of December 2023)

	Number of offices	Number of certified offices	Rate of certification
Nationwide	86,405	29,044	33.6%

\*4 G-Mark: A certification issued by the Japan Trucking Association to truck transport businesses that satisfy certain criteria in traffic safety efforts, etc. This system makes user selection of safer companies easier, and raises awareness about improving the safety of truck transport companies as a whole.

# Human Resources and a Workplace That Support Sustainable Growth

## Human Resources Principles

### NX GROUP Human Resource Policy

#### Policies and Targets

We have established NX GROUP Human Resource Policy, a basic policy for the sustainable growth of employees and Group companies, positioning employees as assets, based on the premise that employees and the company that they work for have an equal and respectful relationship with each other.

NX GROUP aims to become a logistics company with a strong presence in the global market by implementing human resource strategies and measures based on NX GROUP Human Resource Policy and developing human resources who will lead the next generation.

### NX GROUP Human Resource Policy

#### I People

##### Self-discipline

We seek people who can find and solve problems on their own, and who can work autonomously and continuously improve their skills.

##### Challenge and Change

We seek people who see change as an opportunity and continuously take on challenges.

##### Integrity and Empathy

We seek people who can always put themselves in the other person's shoes and act with sincerity and Honesty.

#### II Promises

##### Diversity and Inclusion

We provide the workplace where diverse human resources can work together with a sense of unity and mutual respect, to create new value.

##### Support for self-actualization

We provide opportunities for employees to grow and fulfill their talent.

##### Psychological Safety

We promote the establishment of a workplace where everyone can feel comfortable sharing their opinions and can demonstrate best of their abilities

#### III Values

##### Linkage with management

We work on human resource strategies that is closely aligned to management and business strategies.

##### Career Support

We support each employee's career so that they can feel valued, fulfilled and rewarded in their work.

##### Communication with employees

We aim to be a good partner to our employees through honest and open communication.

### Promoting Human Resources Management

#### Organizations and Systems

NIPPON EXPRESS HOLDINGS, INC. and Nippon Express Co., Ltd. introduced a talent management system for the promotion of human resource management to realize the further participation and growth of all employees through means including career development support. NX GROUP is also expanding its human capital management measures and systems that are useful for increasing the value of human capital.

### Improving Employee Engagement

#### Activities and Achievements

Since 2023, NX GROUP has been conducting an engagement survey of its major subsidiaries as part of its efforts "Enhancement of well-being," which is one of the core human resource strategies set out in NX GROUP Management Plan 2028. Collecting objective and quantitative data on engagement allows us to understand the issues facing the entire Group and each Group company. In particular, NX Core Engagement, which shows a strong sense of belonging among employees and a willingness to contribute voluntarily to the achievement of goals, is set as an indicator of performance. Moving forward, we plan to improve employee engagement through the PDCA cycle (FY2023 results: NX Core Engagement Score: 71 pts., Response rate: 78%).



## Train Human Resources Who Can Work Globally

### View on Human Resources Development

#### Policies and Targets

NX GROUP has formulated the Education Policy linked to NX GROUP Management Plan 2028 and is working to develop human resources who will contribute to the execution of management strategies. In formulating the Education Policy, based on NX GROUP Human Resources Policy, we emphasized the development of human resources that continue by helping each employee identify and solve problems on his or her own.

In addition, with regard to the development of global human resources, we dispatch about 70 overseas business training personnel annually to overseas bases in order to develop human resources who can play an active role in overseas and domestic global businesses in the future. We are working to develop global human resources in the initial stages of their careers so that they can be assigned overseas early on.

### Education Policy (FY2024–FY2028)

1. Develop human resources required by NX GROUP
2. Create a diverse educational environment for new value creation
3. Foster a culture of learning by strengthening group cooperation and expertise and through self-learning for growth

### Educational Environment (training facilities)

#### Organizations and Systems

NX GROUP has established NX-TEC Shibaura for face-to-face exchange and classroom lectures and NX-TEC Izu for practical skills training as locations for intergroup exchange and innovation, ensuring safe operation, and transmission of skills. These training facilities are also equipped with accommodation facilities and function as locations for human resource development where employees can concentrate on training.

### Leader Development Training

#### Organizations and Systems

In order to systematically develop future executive candidates, NX GROUP conducts selective training conduct leader training at the general level, supervisory level, administrative level, and management level through a long-term curriculum over several months to refine the skills of candidates.

We also actively send out employees to places where there are opportunities to interact with people from other industries to develop strong management personnel who can take a multifaceted view of things and connect them to self-transformation and business concepts.

NX GROUP will continue to provide education under a continuing education system for the development of the next generation of leaders.

### Overseas Business Trainee System

#### Organizations and Systems

In 1958, Nippon Express Co., Ltd. dispatched employees overseas for the first time. In 1964, we launched an overseas business training system for developing our future overseas representatives. More than 2,000 trainees have been sent overseas to date.

### Education & Training Performance

#### Organizations and Systems

In addition to remote training using online tools, Nippon Express Co., Ltd. provided group training for new hires and young second-, third-, and fourth-year employees in FY2023. A total of 115 classes were held by NX GROUP University, with 2,238 participants. Of these 60 classes, training linked to the personnel system was held with a of 1,338 participants.

As an initiative of our human resources development organizations to strengthen the profitability of the logistics business and enhance the functions of logistics solutions, a number of training programs were also conducted with the goal of giving participants the ability to design operations and build systems for improving logistics.

For Career Training designed to support staff members' career goals, we added more training opportunities for staff members in career-track positions and those with area-based roles. We promote the provision of training programs to many staff members by dividing opportunities into different age groups irrespective of positions and job ranks.

## Promote Diversity and Inclusion

### Our View on Diversity and Inclusion Policies and Targets

#### Policies and Targets

Based on NX GROUP Basic Policy on Diversity Promotion is striving to have employees and the Company grow together by creating an environment in which all employees based on their own values and thoughts can demonstrate their ability to the fullest with a sense of value and pride in their work while feeling happy and being actively engaged.

For this reason, we will make promotion of diversity, equity, and inclusion the main aim of our human resources strategy, consider measures to address issues based on the results of the NX Engagement Survey conducted in FY2023, and promote initiatives to realize the management plan while ensuring that the PDCA cycle is followed.

#### NX GROUP Basic Policy on Diversity Promotion

**By promoting diversity, and creating an environment where all employees respect each other's diversity and maximize the power of each employee, we will realize "self-growth and self-fulfillment for employees" and the "sustainable growth and improvement of corporate value of NX GROUP."**

#### ◆ Respect for Diversity

**There shall be mutual respect regardless of age, gender, sexual orientation, gender identity, nationality or disability.**

### Implementation System

#### Organizations and Systems

At Nippon Express Co., Ltd. the Diversity Promotion Group, part of the Human Resources Strategy Division at the Head Office and block and business office-level personnel responsible for encouraging diversity cooperate with each other in facilitating our diversity management. Regarding the promotion of diversity, by means of company-wide initiatives and by each and every employee acting with a sense of ownership, initiatives can be realized energetically and quickly.

The company's main initiatives are as follows.

#### ● E-learning

We have been implementing e-learning continuously to promote diversity and flexible work styles throughout the company. In FY2023, we implemented the following e-learning programs: Diversity Training for Managerial-Level Staff, designed to help create workplace environment with a high level of psychological safety, Supportive Management Training for Managerial-Level Staff to motivate and encourage the contribution and growth of subordinates, which was conducted in conjunction with on-line group training, and the e-learning courses Basic Knowledge Course on Balancing Work and Nursing Care, LGBTQ Basic Awareness Training, and Encouragement for Male Employees to Take Parental Leave to acquire specific methods for understanding and accepting diverse employees (Participants in e-learning training in FY2023: Diversity Training for Managerial-Level Staff: 479, Supportive Management Training for Managerial-Level Staff: 2,414,

Basic Knowledge Course on Balancing Work and Nursing Care: 18,005, LGBTQ Basic Awareness Training: 17,883, Encouragement for Male Employees to Take Parental Leave: 193).

#### ● Managerial-level Personnel Training

Supportive Management Training for Managerial-Level Staff was implemented with the objective of giving participants the required knowledge and skills was implemented with the objectives of giving participants the required knowledge and skills in connection to diversity management, including diversity management approaches that encourage diverse members to acknowledge their respective differences and turn this diversity into an organizational strength as well as inclusive workplace creation (2,414 attendees in FY2023).

#### ● Improving Female Staff Members' Career Ambitions and Strengthening Their Networking

Diversity is a source of innovation, and making the most of women's leadership has become an important management issue. Aimed at increasing the percentage of women with managerial-levels, Nippon Express Co., Ltd. implemented training in each region and business office for area-based female staff (assistant manager-level) in core roles in their workplaces, aimed at resolving issues in team management, forming career visions and providing network construction support. The training featured group work with the theme of team building and a lively exchange of opinions regarding Company strengths and leadership from a female perspective through dialogues with a female outside director.

In addition, we conducted training for managerial-level candidates to improve their management skills and strengthen their leadership skills, thereby creating mindsets for managerial-levels (390 participated in four training courses for female staff in FY2023).

Group companies in Japan achieved the target for percentage of women with managerial-levels in FY2023 (Target: 3%, Result: 3.1%, +0.3 points year-on-year). We will continue to work on these initiatives in FY2024.

#### PDCA Cycle for Promoting Diversity Management



## Promote Diversity and Inclusion

### ● Encouragement for Male Employees to Take Parental Leave

Encouragement for male employees to take parental leave is positioned as an important initiative for the Company as it helps realize a working environment where everyone can work comfortably and further promotes female empowerment. We also introduced a lump-sum payment system to support parental leave. In FY2023, we created an environment for encouraging employees to take parental leave, such as conducting video training for eligible employees and their supervisors, which has led to an increase in the rate of taking parental leave.

The rate of male employees taking parental leave in FY2023 was 34.6%, compared with the target of 40% for Group companies in Japan (rate at Nippon Express Co., Ltd. was 42.2%). In FY2024, we will continue to promote further initiatives with a target of 50% of male employees eligible for taking parental leave doing so.

### Diversity declarations by branch managers



Diversity Promotion Group portal site

### Awareness-Raising Activities

#### Activities and Achievements

To strongly encourage diversity on an organization-wide basis, Nippon Express Co., Ltd. compiles and provides diversity declarations from all General Managers to staff members via the Diversity Promotion Group portal site and other media. Branch managers exercise their individuality and clarify their visions and attitudes on encouraging diversity. This is aimed at boosting the momentum toward greater diversity and at urging staff members to reform their mindset and behavior.

### Employing Foreign Students Full-time

#### Activities and Achievements

For a Japanese company to achieve growth in global business operations, it cannot scrimp on training human resources that can function as a bridge between Japan and the rest of the world. In parallel with its efforts to train local staff, Nippon Express Co., Ltd. hires foreign students under an employment system designed to maximize their aptitudes and broaden the scope of their activities. We have high hopes that these foreign employees will serve as a driving force in fusing diverse values to create new business domains, in addition to augmenting the operations of our overseas business locations.

#### ● NIPPON EXPRESS HOLDINGS, INC.

Number of foreign nationals: 19 (as of January 2024)

#### ● Data on foreign nationals employed by Nippon Express Co., Ltd.

- Experienced and professional hires: 4 (2023)
- Employees (general staff) hires: 5 in 2023 and plans to hire 4 in 2024

### Employment of Persons with Disabilities

#### Activities and Achievements

With NIPPON EXPRESS HOLDINGS, INC. serving as the parent company, it has been certified to promote the employment of the Persons with Disabilities. Employment of the physically challenged is promoted throughout NX GROUP. Under this structure, we aim to share information with a focus on NX Heartful Co., Ltd. a special subsidiary company\* that employs persons with disabilities. NX Heartful Co., Ltd., makes business cards and other printed materials and for the Group provides internal mail services within NX GROUP Building. In addition, NX Heartful Co., Ltd. provides support for employment and retention, as well as subcontracting operations within the Group, and provide opportunities for persons with disabilities to play an active role according to their characteristics. As a result of the Group's efforts to promote the employment of persons with disabilities, we achieved the statutory employment rate in FY2023.

\* Special subsidiary company: a company whose operators give special consideration to employing persons with disabilities with the aim of encouraging and stabilizing employment of the disabled

## Promote Workstyle Innovation

### Our View on Workstyle Innovation

#### Policies and Targets

Allowing staff members to proudly and energetically assume a leading role requires the enhancement of not only their work but also their lifestyles. From a well-being perspective, workstyle innovation creates synergies by enriching both personal life and work, and creates job satisfaction. In addition to contributing to the healthy lives of individual employees, it is also essential for the growth of the business. Initiatives for behavioral change are also being implemented throughout NX GROUP, including allowing employees to wear whatever they want (NX-BIZ) and referring to employees as “san,” with the aims of creating a workplace that welcomes challenges and making a shift toward an organizational climate that creates opportunities for communication and that facilitates the expression of individuality. Furthermore, Nippon Express Co., Ltd. is working to expand the deployment of open offices and remote work for increasing productivity in order to accelerate diverse and flexible workstyle innovation.

### Helping Employees Balance Child/ Nursing Care and Work

#### Organizations and Systems

Nippon Express Co., Ltd. is promoting initiatives that allow employees to choose from a variety of work styles in order to promote the active participation of a diverse range of human resources.

It has already introduced a shortened working hour system, flextime system and remote work system. To enable employees to fulfill their work responsibilities even when they find it difficult to commute to work due to child/nursing care or other such obligations, helping individuals to continue their careers.

To support both male and female employees in balancing work and childcare, we provided video education for eligible employees and their superiors in FY2023 with the aim of encouraging male employees to take childcare leave, which was less common for men to take than women. Given that the number of employees facing nursing care responsibilities is expected to increase sharply in future, we conducted the Basic Knowledge Course on Balancing Work and Nursing Care video training program to convey correct knowledge about nursing care and the importance of balancing work and nursing care, and to foster an open workplace culture in which employees' individual circumstances can be accepted by each other (Video training program participants in FY2023: Encouragement for Male Employees to Take Parental Leave: 193, Basic Knowledge Course on Balancing Work and Nursing Care: 18,005).



Nippon Express Co., Ltd. was certified as a child care support company in the fourth General Employer Action Plan formulated in accordance with the Act on Advancement of Measures to Support Raising Next-Generation Children, and has maintained this level of certification.

### Support Career Development with a View Toward Life Events

#### Activities and Achievements

Nippon Express Co., Ltd. holds the Lifestyle Workshop for young female employees who will face life events in the future so that they can balance life events and work and develop a long-term career vision with peace of mind. These young staff members receive guidance from outside lecturers and have roundtable discussions with senior employees who serve as role models. By participating in these programs, they will be better equipped to balance work and children, and acquire related expertise.

### Work Style Reform Efforts

#### Activities and Achievements

#### ● Efforts to Eliminate Long Working Hours

NX GROUP is working to reduce overtime work because long working hours must not be allowed to damage the health of employees.

To reduce overtime work, Nippon Express Co., Ltd. is working to improve productivity through the use of RPA and mechanization of “human” tasks. Also, in order to realize a more balanced work styles, we are promoting flexible work styles for employees, such as by flexibly managing working hours and significantly easing the number of days to implement the remote work system in 2023.

#### ● Promoting Use of Annual Paid Leave

The annual paid leave utilization rate for NX GROUP companies in Japan reached 60.2%, achieving the target of 60%. At Nippon Express Co., Ltd. has seen the effect of organization-wide efforts, including raising awareness that taking leave is part of work and leave is for everyone throughout the diversity promotion period, as well as bottom-up activities in each branch. NX GROUP has set a annual paid leave utilization rate target of 64% for this fiscal year and will continue to aim at increasing the utilization rate.

#### ● Promotion of Remote Work

At Nippon Express Co., Ltd., with the aim of realizing a more flexible work style and improving productivity per hour, the telecommuting system was changed to a remote work system from November 2020, and all employees engaged in tasks that can be performed via remote work were allowed to work at home or at satellite offices to make effective use of commuting and travel time.

Currently, it is possible to work remotely for all days of the month except for four days a month. After the COVID-19 pandemic, with the exception of essential workers on the frontlines, remote work has been standard. We believe that this has led to improved motivation among employees. Moving forward, we will promote hybrid work that incorporates work site-based work appropriately for each task and job type, promote smooth communication in the workplace, and work to promote autonomous work styles and improve productivity.

#### ● Ensuring Fair Working Conditions

From April 2019, Nippon Express Co., Ltd. introduced an employee system and wage system oriented around the degree of contribution to work based on roles and duties. The working conditions of fixed-term employees who are engaged in the same duties as employees are the same as those of employees, and the system is designed to enable all employees to work in a more positive and positive manner by providing fair treatment regardless of employment status.

#### ● Relationship with the Worker's Union Activities and Achievements

The Nippon Express Worker's Union boasts 29,243 members as of December 31, 2023. Leveraging the relationship of mutual trust they have built up over the years, Nippon Express Co., Ltd. and the Nippon Express Worker's Union are committed to working together toward their shared goals of growing the Company and improving its work environment, all the while respecting each other's positions and maintaining proper labor-management order.

In addition, based on the principles of “Safety takes precedence over everything else” and “Create healthy workplaces full of smiles”, the Company has set up health and safety and other issue-based technical committees comprising experts representing labor and management toward the realization of a rewarding and disciplined workplace environment, and is cooperating and investigating current conditions and future initiatives.

## Employee Data

Number of employees (consolidated) as of December 31, 2023

		Employees	Temporary employees (average number of temporary employees per year)
Logistics	Japan	40,981	8,110
	Americas	3,356	186
	Europe	4,287	579
	East Asia	4,500	34
	South Asia and Oceania	8,392	37
Security Transportation		7,071	877
Heavy Haulage and Construction		946	81
Logistics Support		4,631	1,067
All companies (common)		274	33
Total		74,438	11,004

Employee data (Nippon Express Co., Ltd.)\*7

		FY 2021	FY 2022	FY 2023
Employees by employment status*1	Employees	33,664	33,504	27,590
	Temporary employees	1,589	1,193	751
Employees by gender*1	Men	28,752	28,150	22,041
	Women	6,501	6,547	6,300
Employees by age*1	Under age 30	4,843	4,931	4,362
	Age 30 to age 50	17,032	14,988	11,225
	Above age 50	13,378	14,778	12,754
	Average age	44.3	45.0	45.2
Employees hired - New graduates*2, *4	Men	507	354	310
	Women	454	299	300
Employees hired - Experienced employees*3	Men	6	12	20
	Women	2	2	10
Turnover*2	Men	545	602	638
	Women	262	285	362
	Men (within three years of joining the Company)	257	196	217
	Women (within three years of joining the Company)	137	94	144

		FY 2021	FY 2022	FY 2023
Turnover rate*2	Overall	2.5%	2.6%	2.8%
	Within three years of joining the company	5.3%	6.8%	6.9%
Average years with the Company*1	—	16.4	15.9	17.2
Average days of paid leave taken*2	—	11.4	15.9	17.1
Percentage of women with managerial positions	—	1.7%	2.0%	2.3%
Percentage of female assistant managers	—	13.5%	11.3%	14.0%
Gender wage gap*5	—	62.5%	63.2%	63.1%
Persons taking maternity leave	—	176	208	192
Number of employees eligible to take childcare leave	Men	460	482	446
	Women	149	168	163
Persons taking childcare leave	Men	103	172	189
	Women	132	156	149
Percentage of employees who return to work after childcare leave	Men	100%	100%	99.5%
	Women	97.0%	97.5%	99.4%
Retention rate of employees who return to work after childcare leave	Men	88.0%	90.8%	94.8%
	Women	91.0%	91.9%	92.9%
Persons taking family care leave	Men	8	6	10
	Women	0	2	4
Number of Persons with Disabilities hired*6	—	9,296	12,577	12,375
Employment rate Persons with Disabilities*6	—	2.30%	2.33%	2.34%

\*1 NIPPON EXPRESS HOLDINGS, INC. and Nippon Express Co., Ltd. (Employees (general staff), employees (global), employees (area-based staff), employees (elderly), and temporary employees under direct contract)

\*2 Nippon Express Co., Ltd. employees (general staff and area-based staff)

\*3 Nippon Express Co., Ltd. employees (general staff)

\*4 "Employees hired - New graduates" does not include those who have changed their employment category

\*5 Wage level of women compared to that of men for employees (general staff), employees (area-based staff), and temporary employees under direct contract

\*6 Totals of NIPPON EXPRESS HOLDINGS and NX GROUP companies with applicable certifications (calculated based on the Act on Employment Promotion etc. of Persons with Disabilities)

\*7 Results are from April to December for FY2021, and January to December since FY2022



# New Value for Industry

## Encourage Global Quality to Meet Expectations from Customers and Society

### Our View on Quality

Policies and Targets

NX GROUP is committed to achieving sustainable corporate growth and the maintenance and improvement of its service quality. To support the enhancement of customers' lives through logistics, we will continue to strive to offer high-quality services that satisfy customers by responding sincerely to customer feedback and always earning their trust.

### Customer Consultation System

Organizations and Systems

NX GROUP has introduced a customer consultation system (VoCS) that allows the entire company to share customers' inquiries, opinions and requests directed to its website.

The inquiry page on the website is periodically redesigned so that customers can submit inquiries more easily. These improvements have led to further inquiries from customers. We will compile the opinions and requests received from customers into a database to keep up with changes in social and economic conditions as we endeavor to develop new products and improve our service quality.

#### Inquires/Requests Received (FY2023)

Inquiries	11,736
Requests	438

### Customer Survey

Activities and Achievements

Nippon Express Co., Ltd. has been asking customers who make use of its removals services to respond to a survey about those services. The opinions we receive from this survey will be utilized in making future business improvements and developing products in the hope that these will lead to greater customer satisfaction and improved service quality.

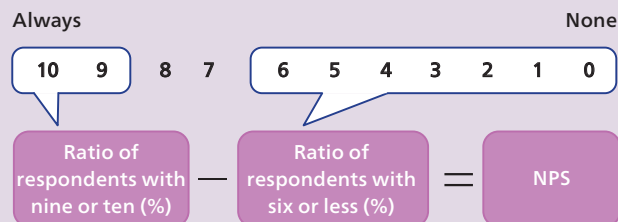
Also, NPS calculated from the survey responses is used as a KPI for moving quality. From 2019 when NPS was first introduced until now, the annual figures have risen, which means an improvement in moving quality has been made. Continuing from 2023, in 2024, we were given the top overall place among moving companies

in the Oricon® Satisfaction Survey for three consecutive years. In particular, we received a very high evaluation, ranking first in three categories: "Responsiveness of moving staff," "Work performed by the moving staff," and "Compensation," and also ranked second in the category "Responsiveness of sales staff."

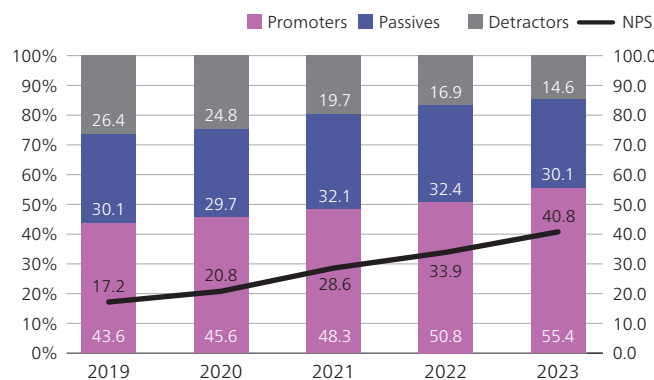
#### NPS:

Abbreviation for Net Promoter Score. An index to measure customer loyalty.

We quantify how much love or trust there is toward the company or brand and use it as an index for quality of moving.



#### Survey Results and NPS by Year



## Encourage Global Quality to Meet Expectations from Customers and Society

Activities and Achievements

### Pharmaceutical Logistics

Nippon Express Co., Ltd. offers pharmaceutical logistics services having received Good Distribution Practices (GDP) certification. In addition to stringent quality control, we are committed to ensuring compliance with the Business Action Plan (BCP), from procurement, manufacturing, and sales of pharmaceuticals, providing end-to-end support for the entire supply chain. In addition, by promoting the acquisition of GDP certification at major NX GROUP forwarding sites outside of Japan and constructing a global and safe and reliable supply network, we are contributing to the improvement of the value of pharmaceuticals and people's health through transportation.

# Stable Social Systems (uninterrupted supply chains)

## Contribute to Sustainable and Tough Infrastructure Development

### Creation of Business Models Based on the Latest Technology

Activities and Achievements

Through many different governmental working groups such as a committee that studied business models related to a national project to encourage automated truck platooning\*, Nippon Express Co., Ltd. is committed to the creation of new logistics services that support society in the future.

### Developing Cutting-Edge Logistics Technologies

Activities and Achievements

At Nippon Express Co., Ltd. while the Company actually operates NX-Auto Logistics Facilities (NX-ALFA), the Company's most advanced logistics facility, as its uniform center, it is considering the use of material handling equipment and cargo-handling robots to streamline operations and save manpower at our warehouses and distribution centers. In addition, many customers have been observing the operation status to help them consider together the construction of new solutions and sustainable distribution centers.

### Proof-of-Concept Regarding Drone Use

Based on the content of the drone use demonstration experiment conducted in Yokohama City, Kanagawa Prefecture in November 2023, Nippon Express Co., Ltd. will work on using drones in society from 2025 for actual transport and delivery.

At the same time, the company plans to expand its business outside of Kanagawa Prefecture with a view to collaborating with other companies regarding drone use.

Nippon Express Co., Ltd. will also conduct surveys and research on large-scale drones, and work on infrastructure development, including constructing drone ports, from the perspective of making effective use of its sites.

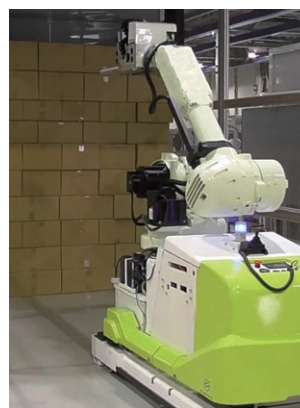
### Efforts to Digitize Receiving and Shipment Inspections

Nippon Express Co., Ltd. will promote digitization and improve the accuracy, labor saving, and efficiency of tasks by using smartphones equipped with image confirmation apps, ICT and cloud servers to perform receiving and shipment inspection tasks previously carried out in analog form.



### Efforts for Digitizing Tasks Related to Receiving and Shipping Marine Containers

Nippon Express Co., Ltd. conducted a demonstration experiment with the aim of applying image recognition technology to the shipping mark matching work carried out at container freight stations (CFS) for international maritime transportation. Additionally, the company is continuing initiatives, including joint research with vendors, to realize labor-saving and automation of manual loading and unloading work in international maritime transportation, rail container transportation, and truck-based transportation.



### Initiatives for the Automation of Logistics Sites

Nippon Express Co., Ltd. participates in various exhibitions and holds hearings with vendors with the aim of automation,

labor saving, and efficiency at logistics sites. The information and knowledge obtained are shared within the company, and activities are carried out to introduce the system, such as interviews with the person in charge and site visits.

### Providing Special Transport Services

Activities and Achievements

Fine arts transport and heavy haulage and construction are among some of NX GROUP's transport services requiring specialized skills and a wealth of experience as well as special facilities and equipment.

We regard it as an important social responsibility to maintain and improve the quality of specialized transport services that the Group is uniquely qualified to provide, and we remain committed to this principle.

### Transporting Works of Art

The Fine Arts Business Division of Nippon Express Co., Ltd. transports articles for display at exhibitions held in Japan and overseas as well as transports and stores entire collections when art galleries and museums relocate. The numerous exhibits that come from overseas as well as treasures and Buddhist statuary from temples and shrines around Japan are all culturally/historically important, and many have been designated National Treasures or Important Cultural Properties. We work closely with relevant parties when transporting goods, paying particular attention to ensure that the value of goods being handled is not diminished in any way during transport.



Please see Nippon Express Co., Ltd.'s website for details.

### Transport of Heavy Equipment and Construction of Plant Facilities

The Heavy Haulage & Construction Business Division of Nippon Express Co., Ltd. not only transports heavy goods but also installs equipment and performs construction. It plays a role in the construction and maintenance of major social infrastructure in Japan and overseas, including wind power generation and other renewable energy-related projects that have been the focus of attention in recent years, as well as the transportation and installation of plant equipment. These business operations are essential to society, ensuring a high level of compatibility between transporting and building, and adding real value to goods.



Please see Nippon Express Co., Ltd.'s website for details.

## Contribute to Sustainable and Tough Infrastructure Development

### ● Eco-friendly Temperature-controlled Transportation Using Recyclable, Passive Temperature-controlled Packaging

In collaboration with EMBALL'ISO S.A. (Head Office: St-Georges-de-Re-neins, France), NX GROUP has developed NX-SOLUTION Temperature-controlled Transport Service using Environmental-friendly Isothermal Packaging that combines recyclable, passive (non-powered) temperature-controlled packaging from EMBALL'ISO with the international air transportation of Nippon Express Co., Ltd. in an effort to expand our temperature-controlled transport service.

NX GROUP is developing temperature-controlled transportation services since it positioned the pharmaceutical industry as one of its priority industries since the previous NX GROUP Management Plan.

While NX GROUP is involved with the transportation end of the service, EMBALL'ISO develops and sells environmental-friendly Isothermal packaging for the transportation of pharmaceuticals at a constant temperature. Since more than 10 years ago, EMBALL'ISO have been working on environmental issues and have been providing a comprehensive "reverse logistics service" from container manufacturing to pre-use temperature control, to free collection and reuse after use. Currently, these packages can be collected in more than 80 countries around the world. In Japan, EMBALL'ISO have a directly managed office in Narita City, which carries out inventory storage, heating, recycling of recovered products, and the production of some package models.

This joint initiative marks the first time EMBALL'ISO has collaborated with a Japanese logistics company.

### NX-SOLUTION Temperature-controlled Transport Service using Environmental-friendly Isothermal Packaging

#### Features

- 1 The service uses packaging with high isothermal performance that satisfies the ISTA7D standard\*

\* ISTA7D standard: An international test standard developed by the International Safe Transit Association (ISTA) and widely adopted around the world for packaged cargo.

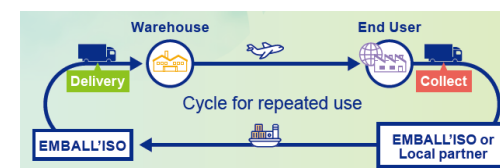
- 2 Reverse logistics service contributes to the reduction of CO<sub>2</sub> emissions in the supply chain

- The environmental-friendly isothermal packaging can be collected in 80 countries/regions around the world.
- Enables both reduction of end-user disposal costs and environmental friendliness
- After improvements are made, marine transportation will be used to reduce environmental impact

#### Lineup

Packaging for three temperature ranges (15 to 25 °C, 2 to 8 °C, and less than 0 °C) can be selected in the sizes best suited for customers' cargo volume.

#### Reverse Logistics



## TOPICS

### NX AgriGrow Participates in World-Renowned Mizu no Yama Project

NX GROUP established NX AgriGrow Co., Ltd. in 2017 as a new business to operate a solar-powered plant factory located at the foot of the Southern Alps in Hokuto City, Yamanashi Prefecture.

The factory accepts local students for tours and work experience, committed to contributing to the local community and informing students about company business, products, and employment benefits.

In November 2023, NX AgriGrow Co., Ltd. participated in the Hokuto City World-Renowned Water Mountain Project, offering work experience to local high school students to convey the appeal of water and agriculture. Students seemed to gain a deeper understanding of agriculture when they discovered that our refreshing vegetables were grown with high-quality water and sunlight from the Southern Alps and are well accepted by consumers throughout Japan. The company additionally explained the advantages of the facility gardening equipment, which allows people in their 60s and 70s to work easily and enables stable shipments in any weather condition. Students also experienced the low workload firsthand through planting the seedlings themselves. Through these efforts, NX AgriGrow Co., Ltd. will continue to improve regional appeal to inspire local children to be even more proud of their hometown.



Work experience (students shown planting seedlings)



Please see our website for details on the World-Renowned Water Mountain Project.