



KONOIKE GROUP

CORPORATE GUIDE

Konoike Transport Co., Ltd.

The KONOIKE Group is a professional organization that continually challenges itself to solve society's problems and innovate, going beyond the boundaries of logistics and expanding into manufacturing, medical, airport operations, and more.

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Website | <https://www.konoike.net/en/>



2024.7

Striving to Go Beyond Expectations

Going beyond the expectations of people and society, advancing lifestyles and create new value. At Konoike, this has been our job for over 100 years. We promise to continue to evolve, unwaveringly, over the next 100 years. At all of our locations, from where we got our start, you can find a true and unmatched dedication. People are trained, and grow in order to help other people. Our dedication is one of relationships, where we sometimes must be responsible for the lives of other individuals. We challenge ourselves to achieve what our society asks of us. Our dedication is one of innovation, where we sometimes change the lifestyles of our country. Let us exceed expectations, break through our boundaries, and defy conventional wisdom. Going beyond what you were yesterday is the first step towards becoming who you will be tomorrow.



KONOIKE 2030 VISION

Through the next-generation

Konoike spirit that involves the use of cutting-edge technologies, we will evolve concepts on how to approach on-site solutions to the problems facing our customers and society.

Form that the KONOIKE Group aims to take in 2030

People, leveraging technology to reach for new heights

Hope is something we create for ourselves.

People, leveraging technology to reach for new heights—this is the future of Konoike.

What does it mean to reach for new heights?

1

We will adopt new technologies to make further progress in on-site safety as well as in improvements and advanced techniques, in order to realize a rich style of working that fosters individual creativity.

2

We will seek to transform the tacit knowledge of experts into strengths in the form of shared group assets that everyone can use, honing the ability to respond to change that is a part of our DNA.

3

We will raise standards of safety and security, enhance our ability to create next-generation businesses, and engage in further innovations to achieve the creation of a sustainable social infrastructure.

PHILOSOPHY / BRAND

Corporate
Philosophy

Our Mission



We pursue innovation at the foundations of our society that creates unique value, driven by respect for humanity and relationships of trust.



Brand Site : <https://www.konoike.net/brand/en/>

MESSAGE



Valuing both people and relationships, innovating at the foundations of society, and creating new value

Tadahiko Konoike Representative Director, Chairman, President and Chief Executive Officer

On this path that we have been walking for over 100 years and several decades since the founding of our company, we have a continuous history of placing importance on both people and relationships, supporting customer enterprises and social foundations, and working towards innovation. As a result, we have now grown beyond the logistics business evident from the meaning of our name, and have earned the trust of many customers in a wide range of business areas.

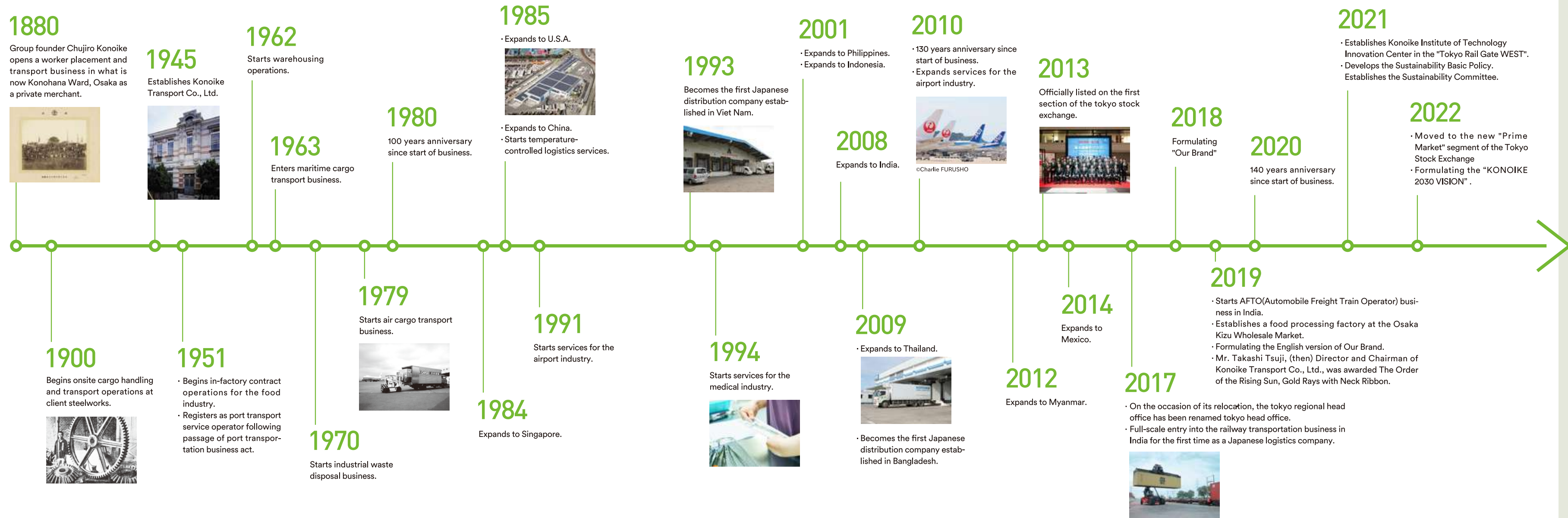
Even so, our commitment to on-site capabilities as our top priority, no matter what the business, remains unchanged. At the various sites at which we conduct our work, each person thinks of their family and friends and makes efforts to safely deliver high-quality services better than anyone else. One can observe a ceaseless effort to exceed, one step at a time, the expectations of our customers and society. At the KONOIKE Group, we aim to innovate daily and assemble individuals who perform their work with passion. “Striving to go beyond expectations.” This is the thinking behind the Group’s shared brand promise, and represents the resolve of a Group that has worked to create a new era over more than a century.

The KONOIKE Group has established our “2030 Vision”, which defines our medium- to long-term objectives for achieving the aims set forth by our “Brand Promise” and our corporate philosophy, “pursuing innovation at the foundations of our society that creates unique value, driven by respect for humanity and relationships of trust.” The primary message of the 2030 Vision is “People, leveraging technology to reach for new heights.” Our efforts to this end involve not only the adoption of the latest technologies, but also the application of the technical skills developed by our workers on-site as shared assets through the entire Group. Through these actions, we strive to offer unique services of ever higher quality based on a foundation of enhanced safety and security.

At the same time, we are working to ensure the happiness of every one of our workers, as we truly believe that realizing fulfilling ways of working is tied to the creation of a sustainable social foundation. Individual happiness leads in turn to a favorable global environment and to happiness in the future. By effectively applying technologies and the accumulated skills of our treasured personnel, both those from the past and those yet to come, we will join with like-minded people to realize a better future. Expect great things from the KONOIKE Group of the new era.

The accumulation of trust exceeds expectations and creates a new age.

It has been over 100 years and several decades since our company was founded. On this path that we have been walking, we have a continuous history of supporting companies and social foundations, and working towards innovation. The basis of what we have accomplished is the trust we have earned from our many customers. Among our customers are some we have been dealing with us for over 100 years. As we look to the future, the KONOIKE Group will continue to ponder what it means to have true partnerships, aim to create new value, and continue to exceed customer expectations.



BUSINESS CONCEPT

Integrated Innovation

We integrate accumulated knowledge to make innovation happen.

Konoike Transport, which leads the KONOIKE Group, proudly carries its name forward as a reminder of its origin as a logistics company at the time of its founding in 1880.

Through the Konoike spirit, the company now works to anticipate the needs of a society that is evolving daily, keeping an eye on the overall value chain of its customers. Through the consistent handling of not only the logistics processes but also the work to out-source production and service processes, Konoike provides unique solutions that create new, different kinds of value for society.

Our business concept, “Integrated Innovation,” seeks to provide support from the sidelines for quality manufacturing and hospitality, two proud aspects of Japan, throughout our customers’ production and

service processes. Our concept involves the goal of integrating and optimizing the full value chain that includes related logistics processes, in order to accumulate improvements and give rise to innovative services. We will discover customer needs from a view of society as a whole, creating services that are intended to address societal issues through the knowledge and technologies we have accumulated within the group.

Our purpose is to support the core operations of our customers, realize further improvements demanded by the changing times, spur innovation toward the future, and continue to serve as a trusted partner. By combining the KONOIKE Group’s strengths in Integrated Innovation with new and advanced technologies and skills, we can provide a steady foundation to meet the flow of a society that is rapidly evolving.

Strong foundation in a changing society

Integrated Innovation



Production and service processes

Logistics processes

STEEL

BUSINESS

Aiming to provide highly value-added services toward a new era, with over 100 years of contracting experience in steelworks operations

● Konoike's drone technology in use for field improvement and coexistence with local community



Using drones, we drastically shortened the time and reduced the burden of workers' extremely hard physical operation in conducting inspections for disaster prevention of belt conveyors carrying iron ore and coal scattered across large sites, which was conducted by foot and visual observation in the past. In addition, Kashima Branch in Ibaraki Prefecture has started a JUIDA-certified drone school to educate in-house pilots, while promoting initiatives to contribute to coexistence with the local community.

For more than 100 years, we have contracted comprehensive operations from raw material acceptance to manufacturing processes, examination, packaging and delivery, supporting customers' operations and Japan's economic growth. We will strive to continue to flexibly respond to changes in the steel industry and aim to resolve customer issues by utilizing our field capabilities and new technologies.

Aiming to ensure the assignment of appropriate personnel who can cope with a change in customers' production systems, we utilize cutting-edge technology to promote the digitalization of on-site operations focusing mainly on safety, quality, productivity, environment, and disaster prevention. In particular, to reduce workers' physical strain such as hot conditions and heavily loaded activities, a long-standing problem, we jointly developed some equipment with a machinery maker, resulting in a significant achievement. We are also involved in large-scale repair and maintenance of manufacturing facilities in India, meeting growing steel demand across the Asian region, striving to make continuous contributions to customers on the stage of futuristic technologies such as electronic furnace and blast furnace hydrogen reduction toward a decarbonized society.

ENGINEERING

BUSINESS

**Engineering service that can actualize what is needed with high technological quality
Addressing new needs with diversified service by leveraging Konoike's unique synergy**

● A wide variety of core solutions to a wide range of customers



A unique, integrated service composed of different solutions including various types of design, production, transportation and maintenance. Our group companies and production plants have professional engineers with high technical skills, and are the providers of non-destructive inspection and electrical instrumentation. These enable us to serve a wide range of customers outside the industry.

We provide unique engineering services based on our technological capabilities that we have cultivated for years at the work sites of a major steel manufacturer. Our services comprehensively include design, creation and processing from scratch for various types of plant equipment at our own factories, as well as installation and maintenance work. Not just providing high-quality products and services that actualize customer needs, we also help reduce total costs including maintenance costs.

In response to increasing demand for the future, such as upgrading and repairing plant equipment for decarbonization, we work to provide new value beyond the conventional framework to our customers within the Group in the chemical, gas and other industries. Taking advantage of Konoike's unique synergy that can combine the existing contracting service with an engineering service, we aim to satisfy potential needs of customers and society as a provider of more diversified services.

FOOD RELATED BUSINESS / TEMPERATURE-CONTROLLED LOGISTICS BUSINESS

**Aiming for the safety and security of foods
and a sustainable environment by contributing
in terms of personnel, technology and networks**

At a major food-related company, we undertake a wide range of operating procedures in production processes, ranging from business operations such as receiving and preparing raw materials as well as packaging, as well as conducting equipment inspections, to contribute to the optimization. Based on a mission to provide more safe and secure services, we contribute to solving customers' major issues, reorganizing logistics, in a variety of ways including logistics digitalization such as with automated guided vehicles (AGVs) and the use of AI-OCR, as well as having a modal shift.

Furthermore, with our temperature-controlled logistics we have a nationwide network. Our refrigerated warehouse with one of the best capacities in the industry allows us to take advantage of our network that provides comprehensive value through storage, transportation and delivery, distribution processing, as well as a warehouse management system (WMS) and transportation management system (TMS) that operate them. Starting as a provider of a contracting service at the Philippine plant of a U.S. major consumer appliances manufacturer, we hope to develop Konoike's business foundation to support domestic customers planning overseas expansion.

● Full-fledged reduction of CO2 emissions also utilizes Konoike's technology for solving social issues



Courtesy of Shizuoka Branch of
HAZAMA ANDO CORPORATION

The third of the artificial GHG emissions worldwide is said to be related to foods, which heavily affects environmental issues. That's why we have sincerely worked on logistics-related fuel consumption management and green purchases, replacing warehouse lighting with LED and improving the loading efficiency, among others. Placing the highest priority on CO2 emission reduction, we aim to make our refrigerated warehouses fully depend on renewable energy, with the amount of solar power generated at our own logistics facilities exceeding 5,000 MWh per year.

FOOD PRODUCTS RELATED BUSINESS

Continue delivering a service for on-site safety and security of various supply chains including production based on 70 years of a trusting partnership with a major domestic beverage manufacturer. This is our mission. We are able to undertake a wide range of operating procedures in production processes, ranging from business operations such as receiving and preparing raw materials as well as packaging. By successfully optimizing the production sector, we aim to create the ideal environment for clients to focus on their core operations. We also conduct equipment inspections and propose improvements to a manufacturing line.

In enhanced horizontal cooperation between operating bases, we leverage our strength to develop business and utilize human resources through, for example, making proactive proposals on automation, streamlining, and operational improvement both internally and externally. We help raise customers' service levels with our technical strength and mobility that allow us to respond to changes flexibly. In addition, leveraging our strength in facility maintenance skills cultivated in a group-wide effort, we work to expand the business area, for example, to maintenance operations of an equipment manufacturer and a beverage manufacturer.

**Undertaking a wide range of
operating procedures in production
processes of a major domestic
beverage manufacturer to assist in
operational optimization,
while flexibly responding to
major environmental changes**

● Using an environmental change in production and logistics as an opportunity to advance technological innovation and refine Konoike spirit



Enhancing cooperation with logistics partners, and streamlining transportation and delivery along with delivery centers, are the efforts to improve the productivity of customers. We will create new value, taking an environmental change from production to distribution as an opportunity by launching actual operation of unmanned automated truck loading and unloading with automated forklifts, reducing data posting operations by automatically reading paper-based ledgers, systematizing billing and payment operations, and applying technology to develop warehouse receiving and distribution planning systems, etc.

LIFE RELATED BUSINESS

**A wide variety of operations
that bolster people's
lives are supported by
Konoike's B-to-B experts.**

- **Generating new value that creates a sustainable society,
with a true partnership with our customers and business partners**



What is a true partnership? This is what we always ask ourselves in shaping our vision. Through the service of various B-to-B operations that are necessary in an area close to people's lives, we give shape to new value that can create the foundation of customers and society. Even amid a severe labor shortage, we will further refine the Konoike spirit by introducing AI and DX technology, while helping to establish sustainable social infrastructure by making labor-saving and streamlining efforts, consolidating logistics, sharing information and working together horizontally within the Group.

Our wide-ranging business includes contract operations of maintenance, construction and manufacturing at client plants of chemicals, gases, and housing facilities; storage and distribution of various materials, general apparel merchandise, and daily necessities; refurbishment and salt-damage coating of industrial air conditioners; provision of renewable energy services, primarily solar power generation and other PPA projects; transportation of industrial gas tank trucks and machine tools; inspection, maintenance, and mechanic support for imported automobiles; and manufacturing and sales of high-graded frozen fishery processed foodstuffs, which bolster people's lives and provide added value. We are always keen on finding customers' needs and are one step ahead in providing services.

Many experienced professionals who hold various national certificates and specialized skills (meisters, etc.) quickly actualize clients' needs as a proposal and realize convenience for the future that exceeds what customers and users imagine. This is Konoike's strength. We always make improvements in the process to achieve stable production with quality control in the processes for manufacturing fine chemical products, and refurbish air conditioners at our several in-house plants, striving to provide new value that exceeds customers' needs.

MEDICAL BUSINESS

Konoike's medical business involves services for medical institutions and those for medical-related manufacturers and wholesalers, making valuable social contributions. The services for medical institutions include cleaning and sterilization outsourcing of medical devices, contracting operations of in-hospital logistics, and operating room assistance, sales of various systems, as well as management support and other services. For medical-related manufacturers and wholesalers, we provide one-stop design through operation of logistics centers, and provide integrated logistics from transportation of specimens and regenerative medicine products and import of medical devices to product inspection, transportation and delivery, and maintenance of recycled medical devices.

For the services for medical institutions, as our superior infection management capabilities were appreciated, Konoike's external sterilization center and in-hospital full-time staff are involved in cleaning and sterilizing medical equipment used within the hospitals, while giving support in response to the needs of medical institutions. Moreover, we entered the cleaning and maintenance business of rental medical devices used in implant operations whose market has been growing under strict QMS management styles and provide safe and secure services. Konoike supports various types of logistics both inside and outside the hospital from a work site point of view. We will continue to enhance the relationships with stakeholders of the industry, contributing to the development and optimization of medical supply chains.

**Contribute to raising medical quality
and streamlining operations in
both Japan and the world by
always refining the spirit to create
“HOSPITAL LOGISTICS”**

- **Reaching for new possibilities, beyond borders, beyond walls
Bringing “HOSPITAL LOGISTICS” to the world**



Keeping an eye on India's medical industry with its highly promising growth potential, Konoike established Carina Medical Database Pvt. Ltd. in 2013 to provide medical-related services in India. In 2022, we obtained a license as a medical products wholesaler and a food wholesaler which allow us to support on-site research, export and import, sales, and operational management. On the basis of a sound relationship between India and Japan that was built through the efforts made so far, we support Japanese companies entering the medical market in India.

AIRPORT

BUSINESS

Konoike's hospitality plays an important role in maintaining and improving aeronautical quality



● Development of global “airport professionals” who can respond to new needs arising from an environmental change



Ground support services at airports, to which major advanced technology has not been applied, are rapidly advancing due to new needs arising from increased demand, labor shortage, and lessons learned from the experience of the COVID-19 pandemic, etc. While improving the development of airport professionals to become a provider of comfort travel by air, we aim to train them as global personnel who are multi-skilled and can address new needs and master DX technology.

We provide ground support services at major airports in Japan, playing an important role in maintaining and improving aeronautical quality (in terms of safety, punctuality, reliability, and comfort) in mainly two operational areas: passenger handling and ground handling. We provide highly professional services utilizing the insights, skills, and spirit of hospitality that the Group has nurtured for a long time, to two large domestic airline companies, as well as foreign airline companies, airport companies, and passengers.

We also provide high value-added services from passenger information to baggage wrapping to prevent it from damage and theft, delivery and temporary storage services, and use our reception know-how to roll out various detailed services such as etiquette training for businesses, in order to cope with expanding operational volume at airports associated with a significant increase in inbound tourists.

INTERNATIONAL LOGISTICS

BUSINESS

Supporting customers' challenges on a global scale with our profound insights and network for luggage forwarding



We provide strong support for customers' overseas expansion with our know-how nurtured through maritime and air cargo forwarding. Our business area extends to import/export cargo warehousing, high-quality transportation of all types of cargo from fresh food to precision parts, plant transportation when constructing a plant outside Japan, as well as railway transportation of containers and automobiles in India, and intra-ASEAN cross-border transportation.

The KBX cloud service to support international logistics operations digitalizes industry-specific and cumbersome analog operations and online assists in all operations related to maritime and air export/import, providing customers with far greater convenience and productivity. We capture customer needs and their background that diversify day to day, and provide services that exceed their expectations.

● High-quality, temperature-controlled logistics network developed in Viet Nam, Thailand, North America.



We operate a transportation network from our temperature-controlled warehouses located in Viet Nam (Ho Chi Minh City), Thailand (Bangkok), and one of the largest frozen and refrigerated warehouses near Los Angeles in California, USA. These warehouses are controlled at multiple temperatures, providing safe storage for foods and other items. Services provided in India and China are also tailored to fit local needs, with high quality at international levels.

INDIA

BUSINESS

We are expanding and deepening our business in the Indian market where a significant increase in demand and high growth are expected, leveraging management resources within and outside the Group in a cross-sectional manner. Since opening the operating base in India in 2008, we have enhanced our market research and agency network and been involved in international forwarding operations through which we nurtured insights and skills in a Group-wide effort. We have also been involved in engineering operations including plant relocation, as well as railway transportation of containers and automobiles.

As for the medical business, we support the development of a database of medical materials, hospitals and doctors that may provide solutions to management systems and distribution infrastructure of India's medical industry, and support Japanese companies entering the medical market in India based on a good relationship between the governments of Japan and India, as well as medical-related institutions in both countries.

Creating and providing more new services that exceed the expectations of society, in the Indian market with the world's highest growth potential

● Pursuing business in the world's growth market of India, with insights in the Group's resources shared in a cross-sectional manner



Carna Medical Database Pvt. Ltd., a Group company, collects and analyzes more than 50,000 data points of medical drugs, hospitals and doctors, and categorizes and registers them using a unique proprietary coding system. As a certified wholesaler of medical and food products, we have enhanced the menu of our own sales promotion support service. When a Japanese company enters the Indian medical market, we also help them to formulate marketing strategies based on a good understanding of the market's structure, characteristics and challenges in advance.

CORPORATE

PROFILE

Corporate Name Konoike Transport Co., Ltd.

Osaka Head Office 4-3-9 Fushimimachi, Chuo-ku, Osaka 541-0044, Japan

Tokyo Head Office 6-10-1 Ginza, Chuo-ku, Tokyo 104-0061, Japan

Founded May 1880

Incorporated May 30, 1945

Representative Tadahiko Konoike,
Representative Director, Chairman,
President and Chief Executive Officer

Capital Stock ¥1,723 million
[As of March 31, 2024]

Employees Group: Approx. 24,000
[As of March 31, 2024] Konoike Transport alone: Approx. 14,000
※Including Temporary Employees

Net Sales Group : ¥315,029 million
[April 1, 2023 ~ March 31, 2024]

No. of Bases in Japan 183

No. of Bases Overseas 33

Website <https://www.konoike.net/en/>

As of June 1, 2024

GROUP NETWORK

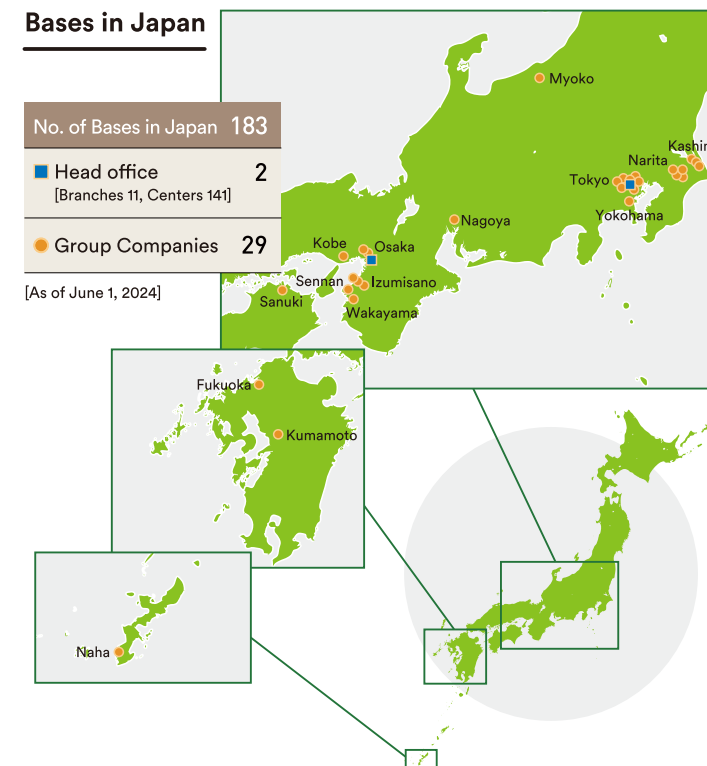
Bases in Japan

No. of Bases in Japan 183

■ Head office 2
[Branches 11, Centers 141]

● Group Companies 29

[As of June 1, 2024]



Bases Overseas

No. of Bases Overseas 33

● Affiliates 31
(■ Branches and Warehouses of Affiliates)

▲ Rep. Offices 2

[As of June 1, 2024]

