


Integrated Report

Isetan Mitsukoshi Holdings Report

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ISETAN MITSUKOSHI HOLDINGS



Touching people's  
hearts with  
human-driven  
experiences.

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Editorial Policy

The Isetan Mitsukoshi Group has been issuing the Integrated Report since fiscal year 2018, with the aim of having all of its stakeholders, including its shareholders and investors, understand the story of its value creation, in which the Group continues to grow sustainably by taking advantage of its universal values and strengths.

This Report has been compiled by integrating financial information and non-financial information and referring to materials including the Guidance for Collaborative Value Creation that was announced by the Ministry of Economy, Trade and Industry. We will issue this Report every year, refining it to make it a constructive tool for dialogues with all stakeholders.



Period Covered

FY2022 (April 1, 2022 to March 31, 2023) is the primary target period, but we have also included the latest information as of the date of publishing as much as possible.

Reporting Boundary

Isetan Mitsukoshi Holdings Ltd. and Group companies

Caution Concerning Forward-Looking Statements

Statements related to financial forecasts and future predictions in this Integrated Report are determined by the Company based on currently available information, and there are accompanying underlying potential risks, uncertainty, and other factors. Please be aware that there is the possibility that actual performance will differ greatly from these outlooks due to changes in various factors.

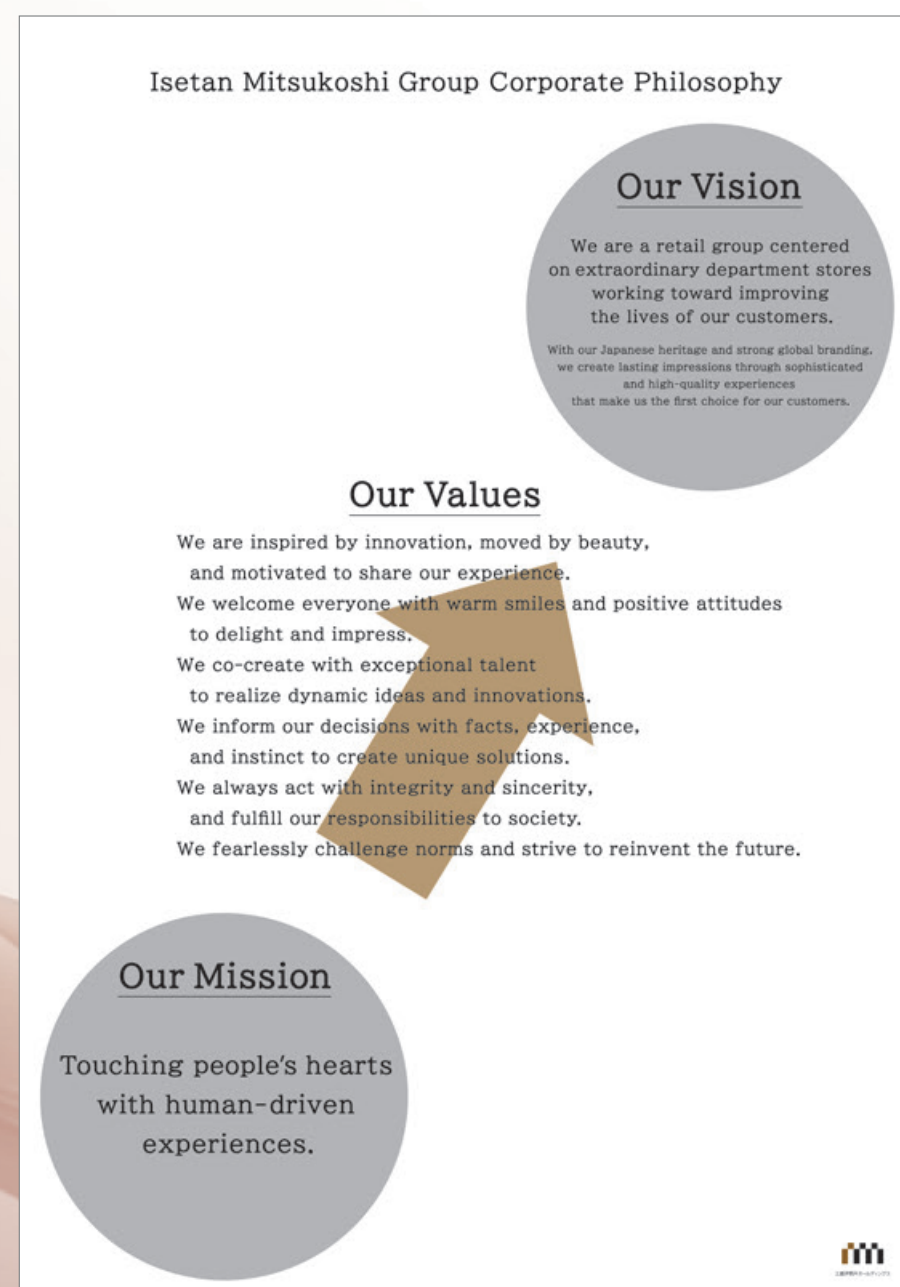




## Isetan Mitsukoshi Group Corporate Philosophy

In April 2023, we established the Isetan Mitsukoshi Group Corporate Philosophy as the most fundamental concept at the heart of all the Isetan Mitsukoshi Group's corporate activities.

The Isetan Mitsukoshi Group Corporate Philosophy expresses what kind of value the Group can contribute to society, the kind of image we aim to project, and our raison d'être.



Isetan Mitsukoshi Group Corporate Philosophy video

## Purpose of the Reorganization

The Isetan Mitsukoshi Group consists of four brands: Mitsukoshi, Isetan, Iwataya, and Marui Imai. Each of these brands has grown together with society over the course of a history in which it has faced repeated challenges, and has continued to provide new value through a variety of businesses, mainly in the department store sector, both in Japan and overseas.

To be a retail group centered on extraordinary department stores working toward improving the lives of our customers. This is the vision that we outlined in our Medium-Term Management Plan in 2021.

In order to achieve our vision, we reorganized our corporate philosophy system with the idea that it is necessary to clarify our raison d'être (mission) and the thoughts and actions we place importance on (values), as well as the recognition that everyone in the Group, both senior management and employees, must also think again about their own work purpose and the raison d'être of the Company.

Under the Isetan Mitsukoshi Group Corporate Philosophy, the entire Group will work together to realize our vision while promoting ongoing dialogue with stakeholders.

## Fundamental Spirit

The spirit of "putting customers first, anticipating changes in society and customer needs, consistently bringing affluence to customers, and striving to reform ourselves" has been cultivated throughout our long history since the founding of our four original department store brands.

Now, in order to rediscover our origins, all Group employees have been working to reorganize our corporate philosophy system, going back to the fundamental spirit and history of each of our department store brands.

 Mitsukoshi	 Isetan	 Iwataya	 Marui Imai
Social contribution and corporate prosperity	Corporate business based on integrity and service	Faithfulness and sincere service	1 Value customers, put kindness, honesty, and trust first
Innovation beyond tradition	Contributing to social prosperity, practicing morals, and serving customers		2 Treat customers as our father and wholesalers as our mother, be friendly and courteous
Sincerity and creativity			3 Businesses are people, lead with compassion