Our Vision

The Isetan Mitsukoshi Group's Value Creation Process

Our Mission

's hearts with human-driven experiences Touching people'

Management Capital Strengths

Human capital

Group employees Approx. 18,000

Intellectual capital Mitsukoshi, Isetan, Marui Imai, and Iwataya Sales and store development

expertise

Social capital

Customer base

Fixed capital

46 department stores in Japan and overseas, other real estate

Financial capital Net sales 487.4 billion

(for the fiscal year ended March 31,

Opportunities and Risks

Accelerating polarization of income and consumption

Changes in customer structure

Accelerating online presence

Rising environmental and social consciousness

Environmental changes caused by IT

Coexistence with local communities

Our Values

instinct to create unique solutions.

responsibilities to society.

our

sincerity, and fulfill

fearlessly challenge norms and strive to reinvent the future.

beauty, and motivated to share our experience.

importance

place

We

actions

and

The thoughts

attitudes to delight and impress

and positive

everyone with warm smiles

We welcome

We

We are inspired by innovation,

co-create with exceptional talent to realize dynamic ideas and innovations.

We inform our decisions with facts,

always act with integrity and

We

We

Materialities

Connecting People and Local Communities





Connecting a Sustainable Society and the Times







Improving the Satisfaction of **Employees**





Group Governance and Communication



Business strengths Department store business Credit & Finance Business Customer organization management business Real estate business

Business Activities

a department store group

of

activities harnessing the

Business Strategies

Basic strategies

Expand and dominate in high sensitivity, fine quality consumption

Providing the ultimate customer experience

Key strategies

"High sensitivity, fine quality" strategy

"CRM strategy connecting with individual customers"

"Intra-group coordination" strategy

Group platform

Management

platform

Values We Provide

Expansion of social and

Exciting solutions

for customers' concerns and problems

Innovative offerings

to meet customer needs

working toward on extraordinary department stores our customers. centered group a retail are We

create lasting impressions through our customers. us the first choice for We branding, make and strong global brity experiences that improving the lives of our With our Japanese heritage an sophisticated and high-quality

Reinvestment