



January 24, 2022

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### **Notice of problem occurred during the relocation of the new Oisix distribution center**

Oisix ra daichi inc. (hereinafter “the Company”) announces a problem that occurred during the relocation of the new distribution center "New ORD Ebina Station". As of today, our logistics operations remain unstable, and we continue to experience delivery cancellations, delays and product shortages. We are working on recovery activities in order to resume normal operations and complete the relocation as soon as possible.

#### 1. Date of occurrence

January 18, 2022 ~ January 24, 2022

\* Ongoing

#### 2. Place of occurrence

New ORD Ebina Station (Oisix distribution center)

#### 3. Outline of Occurrence

The Company planned to move into a new distribution center to expand the shipping capacity of our oisix business ahead of schedule in response to rapid growth in demand for food delivery.

Therefore, we established a new distribution center in August 2021 in order to expand the shipping capacity of the Oisix business, and began preparing to relocate since November.

However, we carried out this process for a large-scale relocation on January 18, 2022, which resulted in defects in inventory movement and subsequent delays in logistics operations. As a result, It leads that there have been delivery cancellations, delays, and product shortages for customers from January 18 to today. The impact includes non-frozen products of Oisix and EC support (ISETAN DOOR and d-meal kit) that were scheduled to be shipped from the distribution center.

As of today, our logistics operations remain unstable, and we continue to experience delivery cancellations, delays and product shortages. We are working on recovery activities in order to resume normal operations and complete the relocation as soon as possible.

#### 4. Future Outlook and Business Impact

This problem is expected to have an impact on our business performance, such as a loss of profit for the orders that were not delivered, but we are currently placing the highest priority on resuming normal deliveries, and are currently examining the impact on our consolidated business performance for the 2022/3.

The Company will promptly disclose when any matters that should be announced occurs.