

# **Summary of Financial Results**

Funai Soken Holdings Incorporated (TSE Prime, stock code 9757)

**November 8, 2022** 



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[Statement Regarding Use of These Materials]





## (1) Consolidated Income

- Sales were solid, with sales of monthly support services, project-based consulting, and online advertisement agency services up in the consulting segment, and sales of consulting and BPO also up in the logistics segment.
- Despite a rise in transport costs and consultant hiring costs resulting from the return to on-site consulting activities, we managed to sustain a high level of profitability.

	September	2021	September 2022		
	Amount (million yen)	% of total	Amount (million yen)	% of total	Change (%)
Net sales	16,606	100.0	18,655	100.0	+12.3
Operating income	4,667	28.1	5,329	28.6	+14.2
Ordinary income	4,712	28.4	5,382	28.9	+14.2
Net income attributable to owners of the parent	3,165	19.1	3,680	19.7	+16.3

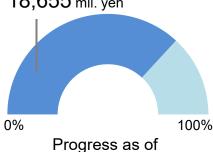


## (2) Progress in Comparison with This Year's Forecasts



2022 full-year forecast 25,300 mill. yen (+10.9% y-o-y)

September earnings 18,655 mil. yen



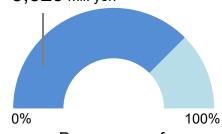
73.7%

Sep. 2022

## Operating income

2022 full-year forecast **7,100** mil. yen (+11.7% y-o-y)

September earnings 5,329 mil. yen



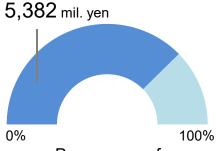
Progress as of Sep. 2022

75.1%

## Ordinary income

2022 full-year forecast **7,150** mil. yen (+10.9% y-o-y)

September earnings



Progress as of Sep. 2022

75.3%

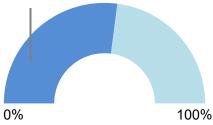
### Net income attributable to owners of the parent

2022 full-year forecast

4,800 mil. yen (+9.6% y-o-y)

September earnings





Progress as of Sep. 2022

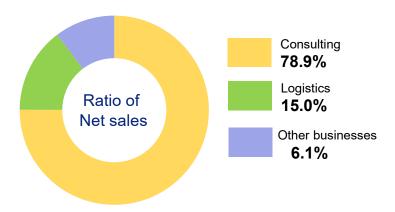
76.7%



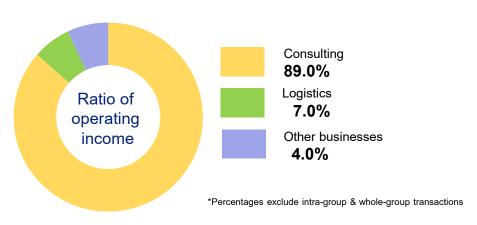
## (3) Results of Operations by Segment

- Sales and income were up in all segments.
- Among other businesses, we achieved an increase in sales and income in the direct recruiting business due to an ongoing trend in increased job openings.

N	September 2021	Septembe	er 2022
Net sales	Amount (million yen)	Amount (million yen)	Change (%)
Consulting	13,604	14,718	+8.2
Logistics	2,031	2,796	+37.6
Other businesses	954	1,128	+18.2
(Intra-group & whole-group transactions)	16	12	_
Total	16,606	18,655	+12.3

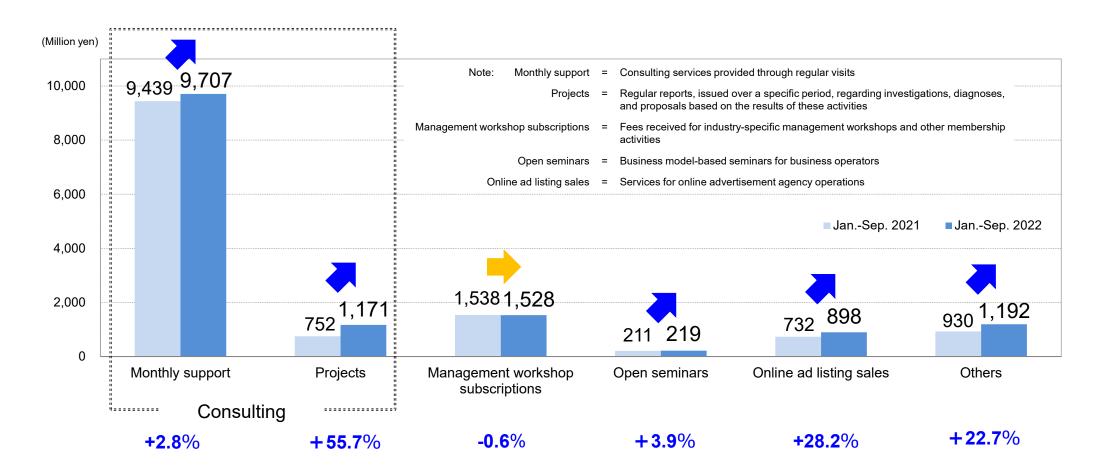


	September 2021	September 2022	
Operating income	Amount (million yen)	Amount (million yen)	Change (%)
Consulting	4,399	4,576	+4.0
Logistics	235	357	+51.9
Other businesses	-83	204	_
(Intra-group & whole-group transactions)	115	190	_
Total	4,667	5,329	+14.2



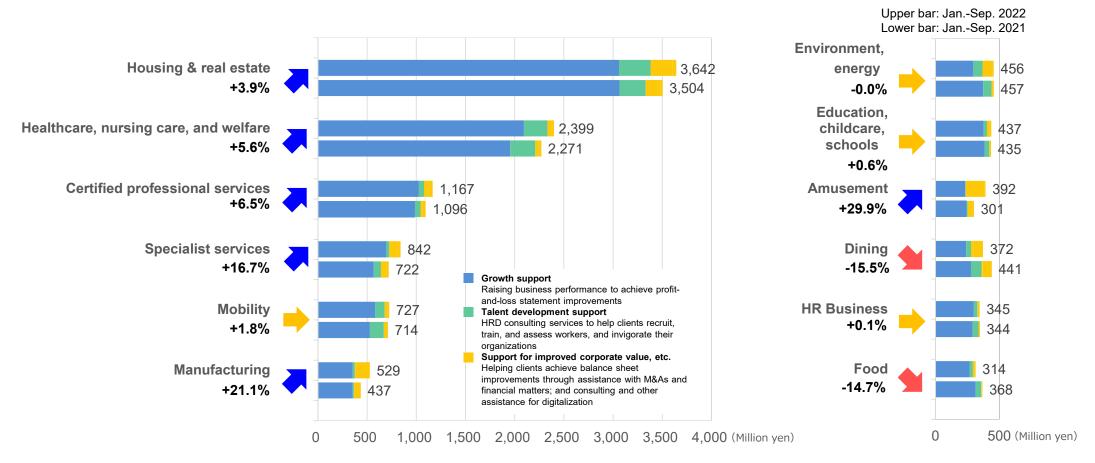


## (4) Results of Operations by Segment: Consulting—Sales by Service Category





## (4) Results of Operations by Segment: Consulting—Sales by Sector



Figures show total sales of consulting contracts, management workshop subscriptions, and open seminars, grouped in accordance with the company's industry classifications, for Jan. through Sep. 2021 and 2022.



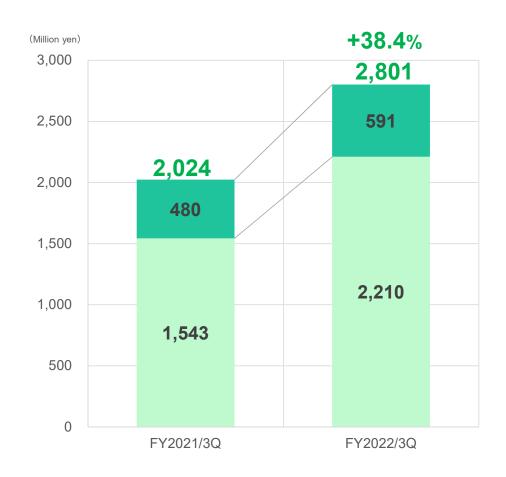
## (4) Results of Operations by Segment: Consulting—Consulting Client Numbers



<sup>\*</sup>Figures denote number of client companies (in Japan) per month in the consulting segment (excl. intra-group transactions).



## (5) Results of Operations by Segment: Logistics—Sales by Service Category



## **Logistics Consulting**

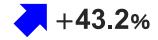
Helping clients reduce logistics costs



- Consulting for logistics companies was in line with the preceding year; management workshop memberships increased: 307 as of Sep. 30, 2022; 304 as of Sep. 30, 2021.
- Revenues from consulting services increased, buoyed by a recovery in orders.

### **Logistics BPO**

Logistics on behalf of clients
Reducing purchasing costs through joint buying

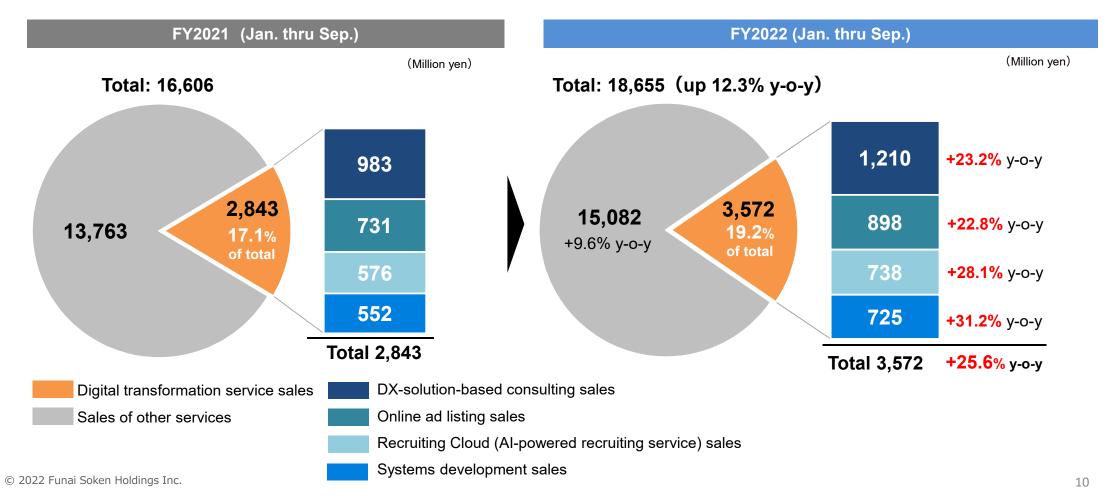


- Deep-mining of existing clients and growth in client orders resulted in an increase in sales.
- Demand for product deliveries was particularly strong among clients.
- Sales increased due to the effect of rising fuel prices on our core offering in this segment: joint purchasing of fuel.



### (6) Results of Operations in Digital Transformation Services

- The group is investing significant effort into digital transformation services, which grew 25%.
- Digital transformation services account for an increasingly large share of total sales and are helping grow the group's business overall.





## (7) Consolidated Financial Position—Balance Sheet

(Million yen)

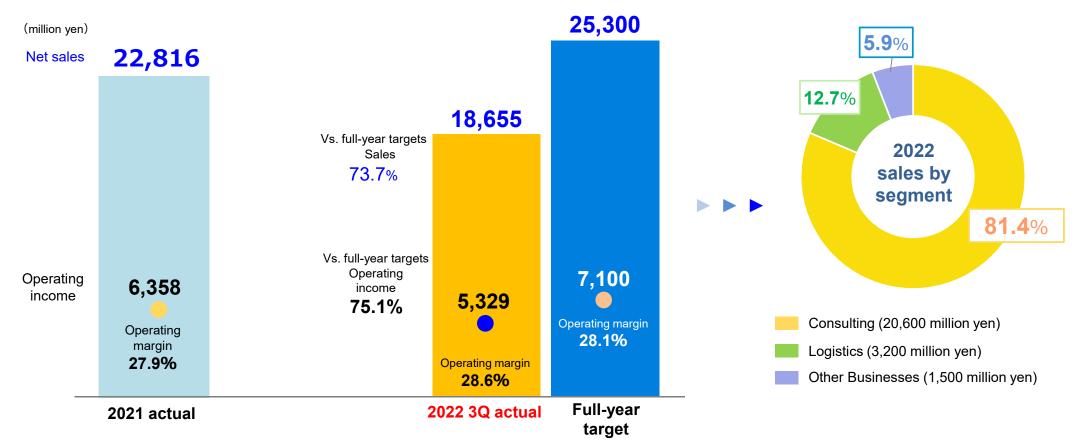
	As of Dec. 31, 2021	As of Sep. 30, 2022	Change	Major factors behind changes
Current assets	19,049	20,597	+1,547	Increase in current assets: Major factors include increases in cash, deposits, and short-term investment securities.
Property, plant, and equipment	5,917	5,894	-22	
equipment Intangible assets Investments and	705	846	+141	Decrease in noncurrent assets: Major factors include decrease in
other assets	5,256	4,572	-683	investment securities.
Total assets	30,928	31,910	+982	
Current liabilities	5,053	4,771	-281	Decrease in current liabilities: Major factors include increase in provision for bonuses, decreases in current portion of long-term loans
Noncurrent liabilities	164	266	+ 102	payable, and decreases in accrued consumption taxes and deposits received (listed under "others").  Increase in noncurrent liabilities: Major factors include increase in long-term loans payable.
Total liabilities	5,217	5,038	-178	
Total net assets	25,710	26,872	+1,161	Financial position remains sound with a high equity ratio of 82.0%.
Total liabilities & net assets	30,928	31,910	+982	





### (1) Progress toward Achieving the Mid-Range Business Plan

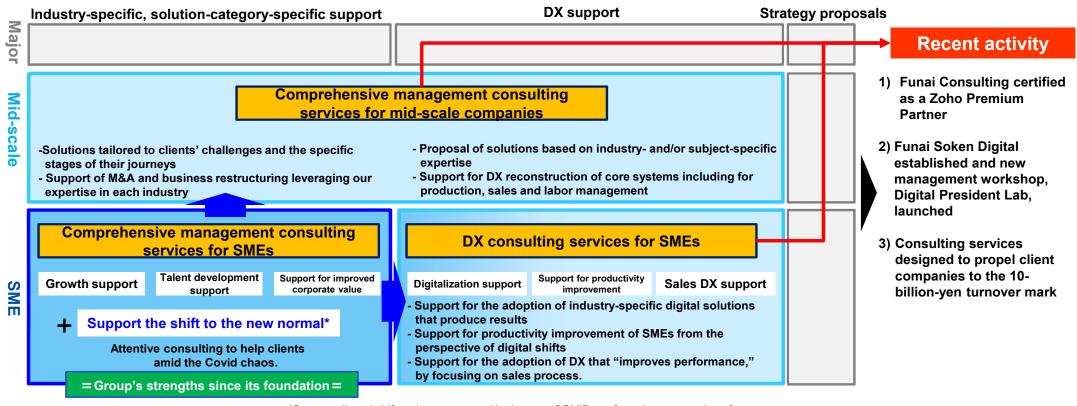
- In 2022, the final year of the current Mid-Range Business Plan, our target is sales of 25.3 billion yen.
- We are aiming for sustained double-digit growth and record operating income of 7.1 billion yen in FY2022.





### (2) Business Strategy

Our comprehensive management consulting services for SMEs, the group's core strength, are the ideal vehicle for offering clients thorough post-Covid "new normal" support to help them cope amid the related upheaval. We are also working on a series of initiatives relating to digital transformation consulting for SMEs and comprehensive management consulting services for mid-scale companies, which will help us expand into new business segments as stated in our Mid-Range Business Plan.



\*Support clients' shift to the new normal in the post-COVID era from the perspective of company management



### (2) Business Strategy: (1) Funai Consulting Certified as a Zoho Premium Partner

- Zoho is the ideal tool for our digital transformation consulting services for SMEs and mid-scale clients.
- Our partnership with Zoho has developed, and we are the only company in Japan to be certified as a Premium Partner, the highest rank of Zoho partnership.



### ■ What is a Zoho Premium Partner?

- A Zoho partner is a company that works alongside clients and uses Zoho and other methods to provide solutions to their challenges.
- A Premium Partner is a Zoho partner that achieves yearon-year growth in Zoho sales of at least \$200,000.



Zoho, the Growing Company's Preferred DX Tool (written and edited by Funai Consulting Inc.)

### **About Zoho**

Zoho is a suite of cloud-based solutions to help businesses digitalize their operations and improve efficiency. Worldwide, Zoho has more than

75 mil.

users

250,000

companies





## (2) Business Strategy: (2) Funai Soken Digital Established; New Management Workshop, Digital President Lab, Launched

- Merged two subsidiaries on July 1, 2022, into Funai Soken Digital, Inc.
- Funai Soken Digital will work together with Funai Consulting and other group companies to offer a full spectrum of digital transformation services from initial consulting to final installation.

### ■ Funai Soken Digital's Services



### (1) Cloud-based solutions development

Development and operation of Azure and other public cloud-based solutions, and technical consulting



### (2) Digital marketing BPO

Comprehensive, industry-specific and solution-category-specific digital marketing support for mid-scale and SME clients



### (3) IT consulting

Helping mid-scale and SME clients transform through back-office BPR and DX solutions



### (4) Product development

Development and popularization of vertical SaaS (industry-specific digital products)



### (5) Digital solutions staff recruiting & training

Training and reskilling services to help clients alleviate digital solutions staff shortages

### ■ New Management Workshop Launched



Major topics covered: Latest DX case studies; recruiting engineers, DX staff; M&A; trends in digital tools, etc.



Top: Funai Soken Digital directors at the company launch briefing on July 11.

Bottom: The September 29 Digital President Lab workshop hums with activity.



## (2) Business Strategy: (3) Consulting Services Designed to Propel Client Companies to the 10-billion-yen Turnover Mark (Funai Consulting)

Harnessing the wealth of expertise amassed through growth support activities to build a roadmap and provide consulting services to help SMEs progress to become mid-scale mainstays of the local community.

Creating a roadmap by backcasting from the goal (i.e., reaching 10-billion-yen turnover and becoming one of Japan's top 1% companies)





From the Funai Consulting "10 Billion Yen Business Project" website

Major support services:

- Growth strategies for existing business
- New businesses to help reach 10-bil.-yen turnover
   Building new business operations to serve as main earners
- Building a workforce to help reach 10-bil.-yen turnover Secure and train the workforce required at each stage of development
- Financial strategy aimed at reaching 10-bil.-yen turnover
   Formulating financial strategies to generate
   rapid growth
- Purpose-driven management to help reach 10-bil.-yen turnover Instilling philosophies appropriate to each growth stage

Launched in 2022; 15 clients already signed up nationwide



### (3) Human Resource Strategy

We strive to generate sustained growth by designing a positive cycle that promotes the maintenance of a working environment that empowers our diverse workforce to make full use of their skills.

### 1 Hiring



### Mid-Range Business Plan (2020-2022)

## Groupwide workforce of 1,500 by 2022 (increase by approx. 300)

- (1) Ongoing aggressive hiring of consultants (200–250 per year)
- (2) Expand hiring of digital transformation staff
- (3) Step up hiring of non-Japanese (esp. in Shanghai)
- (4) Hire more qualified professionals

### **2021 Outcomes and Plan Progress**

### **Progress**

• Employees: 1,317 (groupwide; up 108 from 2019)

### Underway

- 32 digital transformation staff hired by Funai Consulting in 2020-2021
- 58 non-Japanese hired throughout the group in 2020-2021

### 2 Development



## Rebuild accelerated development programs for an expanding workforce

- (1) Establish a Talent Development Center: Swift development of digital transformation staff, maximize consultants' employee lifetime value
- (2) Continued accelerated development of team leaders (target: promotion to team leader within 5 years). In 2019: 3 years 8 months

### Underway

- Talent Development Center opened; consultant training programs expanding
  - Instilling skills conducive to improving the bottom line
  - Digital training aimed at developing and reskilling for digital transformation staff

## Target achieved

 In 2020: Promotion to chief-level position: 4 years 1 months

#### 3 Empowerment



### A rewarding environment for a diverse workforce

- (1) Establish and embed a new assessment system based on four major career paths
  - 1. Consultant development course; 2. Business development course;
  - 3. Corporate professional course; 4. Management course
- (2) Flexible working arrangements for improved efficiency: Expand remote support services to reduce the need for consultants to travel

### Underway

- New assessment system implemented at Funai
  Consulting; establishment of systems enabling employees
  to change career courses, take up in-group job offers, or
  transit between departments has led to smoother
  placement of the right people in the right positions
- Remote delivery of support services exceeds 50% (in 2021)
- "Hybrid" delivery of services combining remote and onsite support

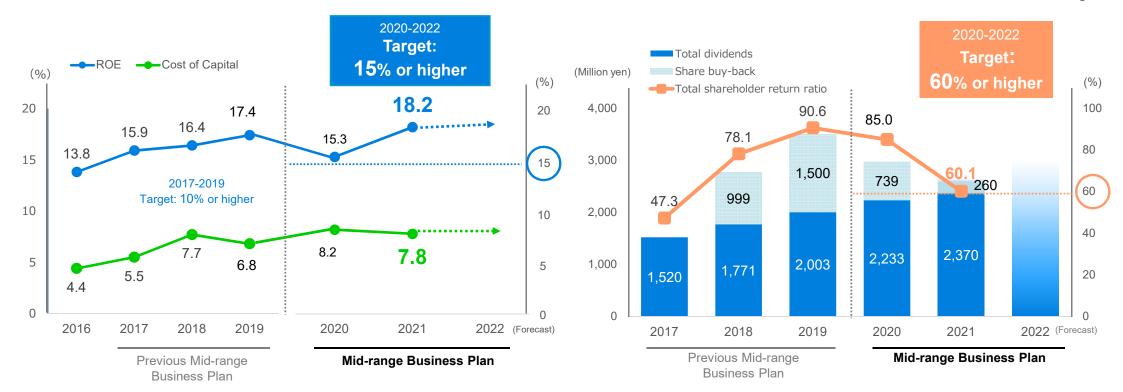


### (4) Financial Strategy: (1) Capital Policy and Shareholder Return Policy

Amid residual impact from Covid-19 in 2021, we undertook a share buy-back. By acquiring treasury shares, we aimed to improve capital efficiency to a consolidated ROE of at least 15% and raise the return-to-shareholders ratio to at least 60%. Ultimately, we achieved those goals, with a consolidated ROE of 18.2% and a return-to-shareholders ratio of 60.1%. We remain committed to achieving the targets of 2022, the final year of the current Mid-Range Business Plan.

### ■ Consolidated ROE and capital cost: Results and targets

### ■ Total dividends and total shareholder return ratio: Results and targets





(4) Financial Strategy: (2) Investment for Growth: Allocation of cashflow from operating activities over three years Increase shareholders' value by allocating cashflow from operating activities and cash reserves to investment for the next stage of growth and to appropriate shareholder returns.



### **Priority initiatives**

- Business Strategy
- M&As
- Hiring and education
- Developing talent for digital functions
- DX investment
  - Core systems
  - Develop new consulting services utilizing big data, AI, etc.

Continue investment for further growth

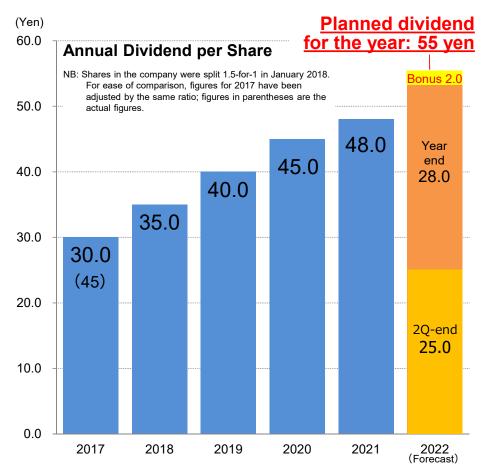
Continue to enhance shareholder returns with the aim of achieving total shareholder return ratio of 60% or higher



### (4) Financial Strategy: (3) Annual Dividends

We plan to pay a total dividend of 55 yen per share for FY2022, comprising an interim dividend of 25 yen, a year-end dividend of 28 yen, and a bonus dividend of 2 yen to commemorate the move of the company's share listing to the Tokyo Stock Exchange's new Prime Market.

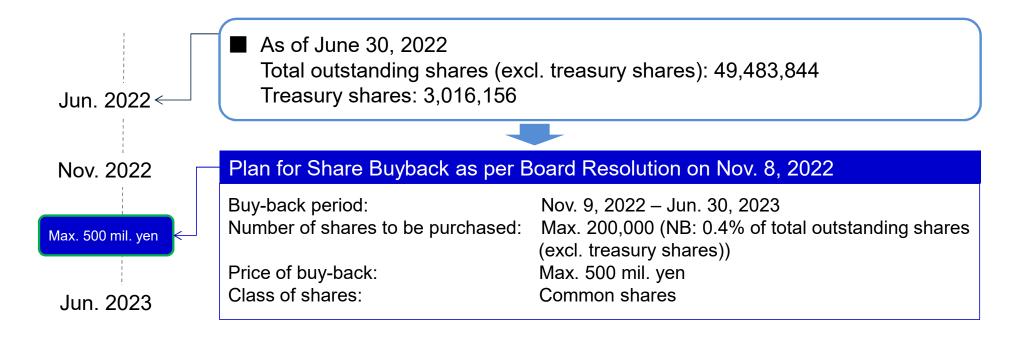
	Initial	forecast	Actual dividend		
Record date	Dividend (per share)	Details	Dividend (per sharer)	Details	
FY2017	39.0	2Q-end 15.0 Year end 24.0	45.0	2Q-end 15.0 Year end 30.0	
FY2018 1.5-for-1 share split	33.0	2Q-end 15.0 Year end 18.0	35.0	2Q-end 15.0 Year end 20.0 *including special dividend of 2.0	
FY2019	40.0	2Q-end 17.0 Year end 23.0	40.0	2Q-end 17.0 Year end 23.0 *Including a commemorative dividend of 3.0	
FY2020	45.0	2Q-end 20.0 Year end 25.0	45.0	2Q-end 20.0 Year end 25.0	
FY2021	46.0	2Q-end 21.0 Year end 25.0	48.0	2Q-end 21.0 Year end 27.0	
FY2022 (Forecast)	53.0	2Q-end 25.0 Year end 28.0	55.0	2Q-end 25.0 Year end 30.0 (incl. bonus: 2.0)	





### (4) Financial Strategy: (4) Purchase of Treasury Shares

The Board of Directors voted on November 8, 2022, to undertake a 500-million-yen buyback of shares. The buyback of shares is designed to help improve capital efficiency and boost shareholder returns by allowing for more dynamic implementation of capital policies in response to changes in the business environment.







## (1) Environment—Environmental Impact Reduction Initiatives

Consulting business initiative: New regular workshop to help clients achieve carbon-free business

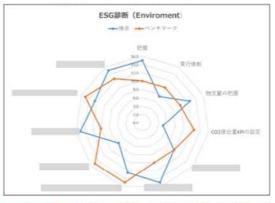




This new workshop was launched in August 2022 to help business proprietors and executives take their businesses carbon-free with specific techniques and insights from the latest case studies, including  $CO_2$  emission calculation, reduction strategies, etc. Workshops provide the latest decarbonization information from around Japan through guest speakers from the forefront of the sector, member forums, and the latest trends from expert consultants.

### Logistics business initiative: ESG Logistics Diagnosis

### An example of a diagnostic report





Companies' environmental, social and governance initiatives are rated using radar charts. Logistics consultants use the results to gauge clients' current progress, devise strategies, and provide ESG logistics support (i.e., providing effective ESG measures tailored for logistics businesses).

### **Environmental issues: Particularly relevant to logistics industry**

### **Transport initiatives**

- Eliminate cross-border transportation
- Increase lot size
- Reduce long-haul trucking
- Review freight modes, adopt RVs

### Warehousing initiatives

- Review work flows
- Thorough inventory control
- Adopt reusable materials
- Review network locations

In combination with initiatives regarding the regulatory changes due in 2024, we help clients eliminate logistical waste and become carbon-free.

### 3. ESG



## (2)Social—Diversity & Inclusion

We are working hard toward goals for 2030 relating to better harnessing the power of our female workforce.

## Female employees

37.4% in 2021  $\Rightarrow$  **Goal for 2030: 40%** 

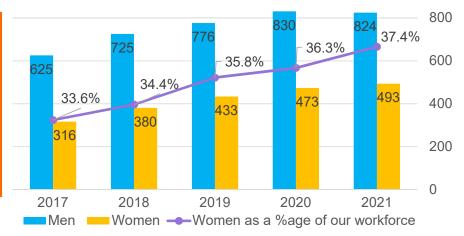
### Women in management positions

23.5% in 2021 **⇒ Goal for 2030: 30%** 

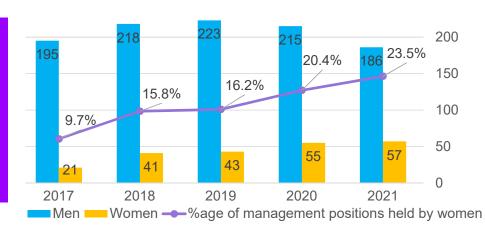
## **Major Initiatives**

- Encouraging more flexible working styles
  - > Remote working, flex-time, career course change, etc.
  - ➤ Support program for those returning to work after childcare leave
- Assignments and development that take advantage of the business's characteristics
  - > Projects to help women forge meaningful careers
  - Training for managers to encourage better empowerment of female staff
  - ➤ HR framework and career enhancement program designed to increase women in management











### (3) Governance— Corporate Governance Structure

In order to ensure legal compliance in the running of the company's business and to drive mid-to-long-term corporate value, the company is working to strengthen its corporate governance structure.

### **Nominating Committee**

Ensures objectivity and validity of the process for selecting candidates for director positions.

3 out of 4 members are outside directors

#### **Successor Nominating Committee**

Ensures fairness and transparency of selection and nurturing of future presidential candidates.

3 out of 4 members are outside directors

#### **Compensation Committee**

Ensures objectivity and validity of officer remuneration by keeping remuneration tied to mid-to-long-term business performance.

3 out of 4 members are outside directors

#### **Governance Committee**

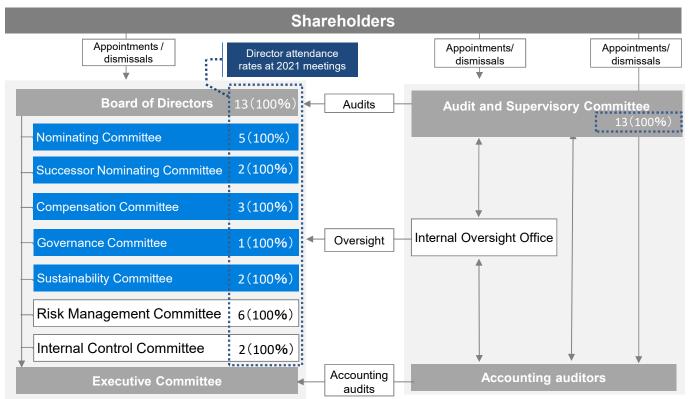
Discusses governance issues from a mid-to-long-term perspective, and endeavor to strengthen governance.

All 4 members are outside directors

### **Sustainability Committee**

Coordinates cross-sectional pursuit of sustainability throughout the whole group, and implement ongoing issues under strict governance.

2 out of 3 members are outside directors



### Previous Initiatives to Strengthen the Group's Governance

- 2019 Established a Successor Nominating Committee, appointed outside directors to the boards of the group's core companies, appointed in-house attorneys.
- 2020 Appointed 1 female director.
- 2021 Established a Sustainability Committee. The five advisory committees shown to the left are chaired by outside directors.

### 3. ESG



### (3) Governance—Information Security Framework

Ongoing Strengthening of Management Systems and Training by Information Security Section and groupwide Information Security Council.



### **Information Security Level Checks**

Check items added relating to DX. Implemented the PDCA cycle. Radar charts used to plot results.

### Information Security e-Learning

Annual training to firmly embed awareness of information security rules among **all officers and employees**.

### **Groupwide Management**

Each group company works to **enhance the framework** for identifying risks and protecting security.

### **More Secure Remote Work Platforms**

Balancing information security and improved working practices by upgrading the **authentication infrastructure of our remote work platforms**.

### **Protecting Personal Information & Vital Data**

Group companies and departments work together to uphold security through periodic inspections and expert checks of core systems.

## **Statement Regarding Use of These Materials**



Plans, outlooks, strategies and other information contained herein are based on reasonable judgments made in accordance with information currently available.

Actual results may differ greatly from these forecasts for a number of factors.

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### **Our Mission**

## We help to build a better future for people, businesses, and society

We at the Funai Consulting Group will offer solutions for a better future to all the people and businesses we are involved with – and to society as a whole – and will do our best to turn those ideas into reality.

### **Our Vision for the Future**

# Trusted and respected by society for bringing joy to people and businesses through our work

We are determined to work together as a corporate group to bring joy to the people and businesses we are involved with. By earning the trust and respect of the people and businesses we seek to please, we can also earn the trust and respect of society as a whole.