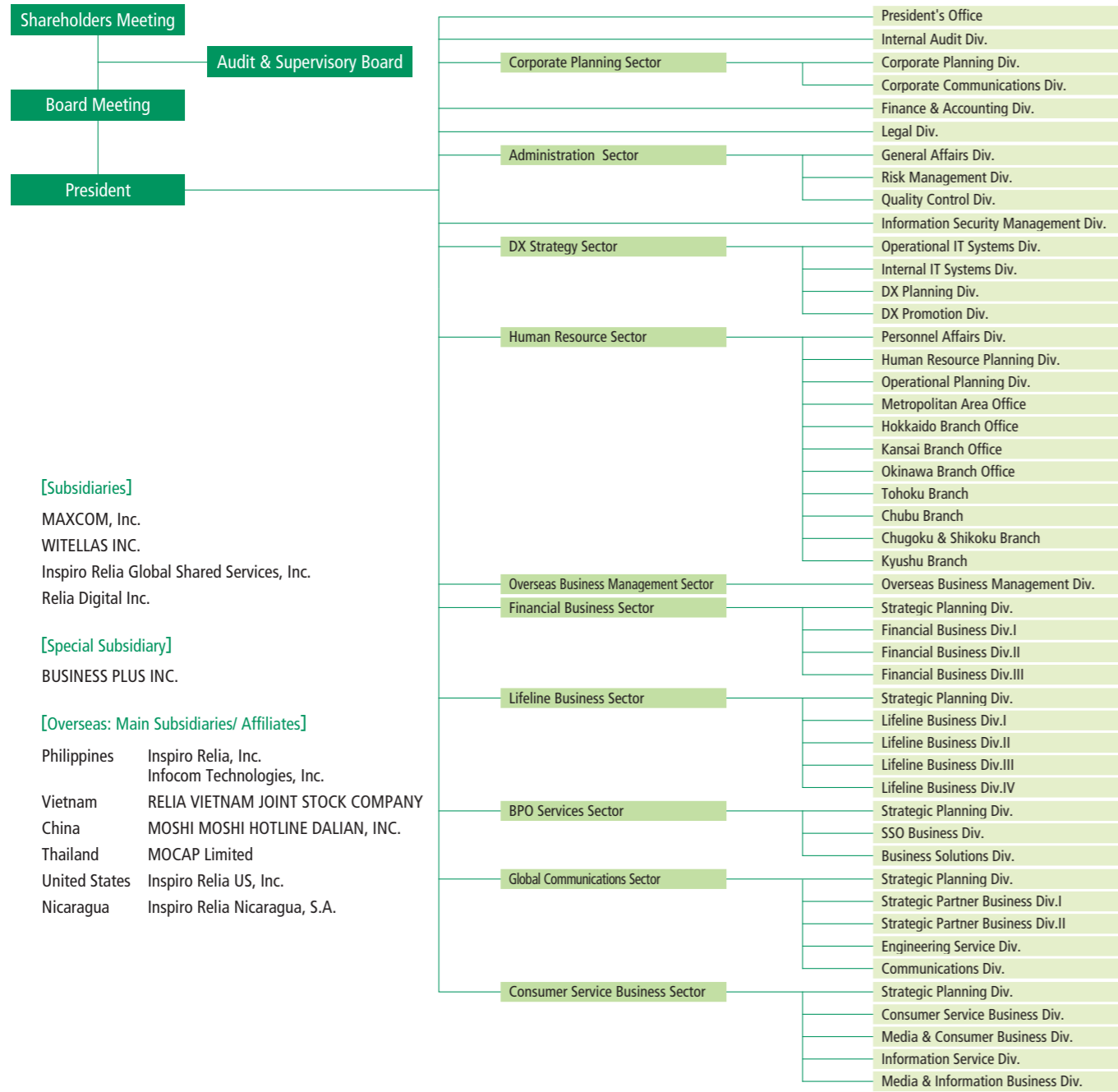


Organization

(as of April 2021)



[Subsidiaries]

MAXCOM, Inc.
WITELLAS INC.
Inspiro Relia Global Shared Services, Inc.
Relia Digital Inc.

[Special Subsidiary]

BUSINESS PLUS INC.

[Overseas: Main Subsidiaries/ Affiliates]

Philippines Inspiro Relia, Inc.
Infocom Technologies, Inc.
Vietnam RELIA VIETNAM JOINT STOCK COMPANY
China MOSHI MOSHI HOTLINE DALIAN, INC.
Thailand MOCAP Limited
United States Inspiro Relia US, Inc.
Nicaragua Inspiro Relia Nicaragua, S.A.

Corporate Profile

Name	Relia, Inc.	
Registered Office	2-6-5, Yoyogi, Shibuya-ku, Tokyo 151-0053	
Head Office	Odakyu Southern Tower, 2-2-1, Yoyogi, Shibuya-ku, Tokyo 151-8583	
Establishment	June 23 1987	
Share Capital	998 million	
Stock Exchange Listings	Tokyo (Code:4708)	
Corporate Number	9011001029944	
Major Shareholders (As of end-March 2021)	MITSUI & CO., LTD. CENTRAL SECURITY PATROLS Co., Ltd. GOLDMAN SACHS & CO. REG Custody Bank of Japan, Ltd.(Trust Account) The Master Trust Bank of Japan, Ltd. (Trust Account) Nippon Life Insurance Company SMBC Trust Bank Ltd. (Sumitomo Mitsui Banking Corporation Pension Fund Trustee) STATE STREET LONDON CARE OF STATE STREET BANK AND TRUST. BOSTON SSBTC A/C UK LONDON BRANCH CLIENTES- UNITED KINGDOM STATE STREET BANK AND TRUST CLIENT OMNIBUS ACCOUNT OM02 505002 STATE STREET BANK AND TRUST COMPANY 505103	
Board of Directors (As of 23 June 2021)	President & CEO	Takashi Amino
	Director	Hiroyuki Koga
	Director	Hitoshi Kurokawa
	Director	Seiji Ishigaki
	Director	Junichi Kishigami
	Director	Mikako Yusa
	Director	Isao Kohiyama
	Director	Naonori Kimura
	Audit & Supervisory Board Member	Toshiaki Maruoka
	Audit & Supervisory Board Member	Shinichiro Kamada
	Audit & Supervisory Board Member	Rika Kawaguchi
	Audit & Supervisory Board Member	Tsuyoshi Saito
	Senior Managing Officer	Toshiaki Nakajima
	Senior Managing Officer	Norihiko Koshida
	Senior Managing Officer	Kazutaka Kiuchi
	Managing Officer	Yuhei Yokota
	Managing Officer	Shinya Imai
	Managing Officer	Yuji Hamamoto
Bank of Account	Sumitomo Mitsui Trust Bank, Limited. Sumitomo Mitsui Banking Corporation MUFG Bank, Ltd. Mizuho Bank, Ltd.	

General Worker Dispatching Undertakings License from the Ministry of Health, Labour & Welfare (Gen.) 13-07-0239
 License for Fee-Charging Employment Placement Businesses from Ministry of Health, Labour & Welfare (13-1-300100)
 Defined Contribution Pension Plan Operational Management Institution Registration (Reg. No.123)
 Bank Agency Service (the Director-General of Kanto Local Finance Bureau (Bank Agent) No.235)

History

1987	6	Established with capital invested by a total 12 companies, centered on MITSUI & CO., LTD.
	12	Opened Osaka Branch (Current Kansai Branch Office)
1989	1	Commenced Research business
	12	Opened Nagoya Branch (Current Chubu Branch)
1992	4	Opened Fukuoka Branch (Current Kyusyu Branch)
1994	4	Head Office moved to Yoyogi, Shibuya
	10	Opened Hiroshima Branch (Current Chugoku & Shikoku Branch)
1995	10	Opened Sendai Branch (Current Tohoku Branch)
1998	10	Shares registered on OTC stock market
1999	10	Merge with Teleguide Japan
	11	Opened Sapporo Branch (Current Hokkaido Branch Office) Established Marketing Science Institute and started Data Mining Services Obtained ISO9001 certification in "Recruiting & Training for Call Center"
2000	11	Shares registered on the second section of Tokyo Stock Exchange
2002	3	Shares registered on the first section of Tokyo Stock Exchange
2003	3	Acquired "Japan Telecom Max Co., Ltd." (Current MAXCOM, Inc.)
	4	Opened Okinawa Branch (Current Okinawa Branch Office)
	11	Obtained BS7799 Information Security Standard certification from UKAS and ISMS certification from JIPDEC
	12	Obtained Privacy Mark from JIPDEC
2006	5	Started sponsorship for FC Tokyo (Professional football team)
2007	9	Established "I Visit corp." (100% subsidiary)
2008	11	Acquired "ANY Co., Ltd."
	12	Invested to Thailand Telemarketing company, MOCAP Limited, along with MITSUI & CO., LTD.
2009	4	Merged the management of ANY Co., Ltd to I Visit corp.
	11	Established MOCAP VIETNAM JOINT STOCK COMPANY (Current-RELIA VIETNAM JOINT STOCK COMPANY), in Vietnam, with MITSUI CO., & LTD. and local Partner)
2010	10	Acquired "WITELLAS INC."
2011	6	Formed a capital/ business alliance with "LTS, Inc."
	10	Relocated the head office to Odakyu Southern Tower (Location of the registered office remains the same)
2015	10	Changed the company name from MOSHI MOSHI HOTLINE, INC. to Relia, Inc.
2016	9	Acquired 100% of the shares of SPI CRM, Inc. (Current Inspiro Relia, Inc.) and 99.64% of the shares of Infocom Technologies, Inc., both of which provide CRM services in the Philippines
2017	7	Acquired "MOCAP VIETNAM JSC (Current-RELIA VIETNAM JSC)
2018	10	Established "Relia Digital Inc." (100% subsidiary)
2021	2	All shares of I Visit Corp. have been transferred.

Group Company

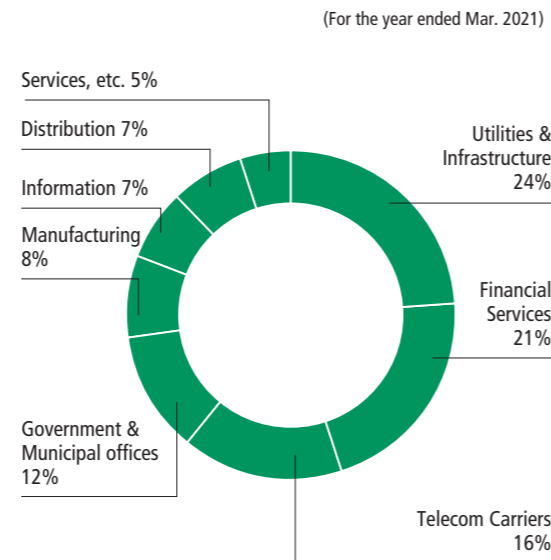
	MAXCOM, Inc. Contact Center and BPO services https://www.max-com.co.jp/		Inspiro Relia, Inc. / Infocom Technologies, Inc. Offshore CRM services to the US and APAC/ Onshore CRM services based out of the Philippines and the US https://www.inspiro.com/
	WITELLAS INC. Contact Center and temporary staffing services (mainly for financial institutions) https://www.witellas.co.jp/		RELIA VIETNAM JOINT STOCK COMPANY Contact Center and BPO services in Vietnam / Marketing / Offshore BPO services https://www.relia-vietnam.com.vn/
	Relia Digital Inc. Digital hospitality service centering on Virtual Agent® https://www.relia-digital.com		MOSHI MOSHI HOTLINE DALIAN, INC. Contact Center and Offshore BPO Services at Dalian, China http://www.moshimoshi-dalian.com/
	BUSINESS PLUS INC. Promote normalization and independence of physically handicapped individuals https://www.biz-plus.jp/		MOCAP Limited Contact Center and BPO services in Thailand https://www.mocap.co.th/

Clients' Classification by Industry (Non-Consolidated)

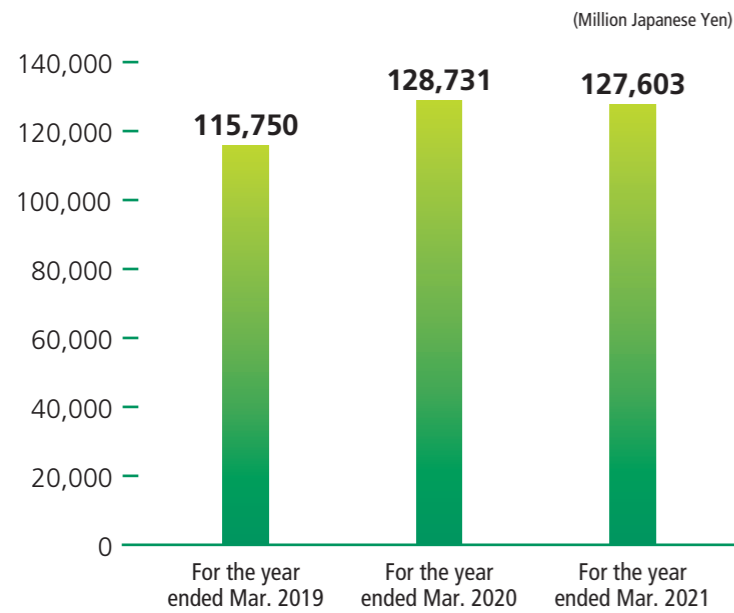
Industry	Number of clients	Industry	Number of clients
Manufacture	76	Housing and real estate	8
Distribution	20	Transportation	19
Direct sales	34	Utilities	49
Software related	15	Bank	20
Publisher	10	Insurance	41
Information service	22	Securities	9
Broadcasting	12	Non-bank	36
Telecommunication carriers	13	Government & Municipal offices	50
Internet Providers	5	Others	73
		Total	512

(For the year ended Mar. 2021)

Sales Proportion by Industry in Japan (Consolidated)



Net sales (Consolidated)



Number of employees (Consolidated)

Number of employees	Total
Full-Time employees	13,620
Contract employees	22,541
Information System Division	159 FTE
Quality & Training	100 FTE

(As of end-March 2021)

Office Location

Head Office & Offices & Branches

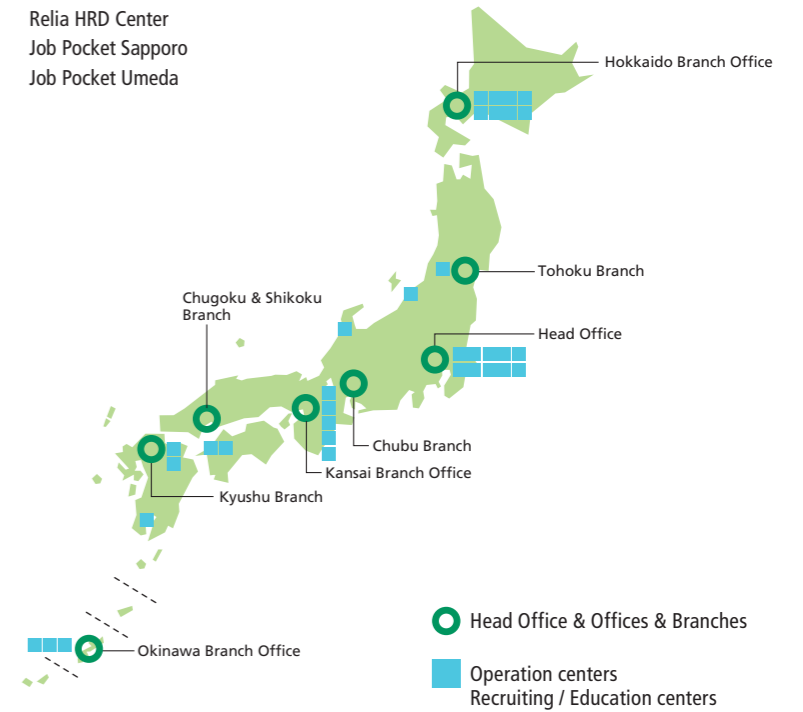
Head Office	2-2-1 Yoyogi, Shibuya-ku, Tokyo 151-8583	TEL. 03-5351-7200 FAX. 03-5351-3300
Hokkaido Branch Office	1-6 Kita-Ichijo Nishi, Chuo-ku, Sapporo-shi, Hokkaido 060-0001	TEL. 011-330-5800 FAX. 011-210-1003
Tohoku Branch	2-3-10 Honcho, Aoba-ku, Sendai-shi, Miyagi 980-0014	TEL. 022-222-3122 FAX. 022-222-3022
Chubu Branch	6-1 Ushijima-cho, Nishi-ku, Nagoya-shi, Aichi 451-6007	TEL. 052-527-4700 FAX. 052-581-1700
Kansai Branch Office	2-2-22 Umeda, Kita-ku, Osaka-shi, Osaka 530-0001	TEL. 06-6341-2800 FAX. 06-6341-6800
Chugoku & Shikoku Branch	7-19 Hondori, Naka-ku, Hiroshima-shi, Hiroshima 730-0035	TEL. 082-542-4100 FAX. 082-542-4101
Kyushu Branch	1-6-8 Tenjin, Chuo-ku, Fukuoka-shi, Fukuoka 810-0001	TEL. 092-725-0345 FAX. 092-725-0400
Okinawa Branch Office	1-3-31 Omoromachi, Naha-shi, Okinawa 900-0006	TEL. 098-866-5800 FAX. 098-866-5811

Operation centers

Hokkaido	Sapporo Center Sapporo-Kita Center Sapporo Mega Center Sapporo IT Front Center Sapporo North Plaza Center Sapporo eZo Center Sapporo Sosei Square Center
Tohoku	Sendai Center
Kanto	Shinjuku Telecommunication Center Shinjuku-Nishi Center Shinjuku Front Place Center Shinjuku Link Square Center Toyocho Center Toyocho DC Center Akabane Center Yokohama Landmark Center Yokohama Business Park Center
Chubu/Hokushinetsu	Niigata Station Center Kanazawa Center
Kansai	Osaka Parks Center Osaka Yodoyabashi Center Osaka Tradepia Center Osaka-umeda WEST Center
Chugoku/Shikoku	Matsuyama Center Iyo-Matsuyama Center
Kyushu/Okinawa	Fukuoka Center Tenjin Center Kagoshima Center Naha Shintoshin Center Okinawa Tida Center Nago Center

Recruiting / Education centers

Relia HRD Center
Job Pocket Sapporo
Job Pocket Umeda



“ISO9001 Certification”

In 1998, Relia, Inc. obtained the “ISO9001” certification, an international standard for the quality management as the first company in the Japanese call center industry. After its Education & Training division obtained the certification in the following year 1999, Relia has been continuously obtaining the certification based on the idea that the human resource development is one of the most important processes considerably influential to the call center quality, and has been endeavoring to establish a standardized and stable human resource development scheme and quality improvement.



* We are certified to ISO9001 for our internal training (general training.)

“Privacy Mark” “ISO27001”

Relia, Inc. is an accredited private enterprise for the PrivacyMark system which is a major certification system regarding personal information protection in Japan. Relia also has the “ISO27001” certification, one of the internationally recognized information and security management standards, applied to the telemarketing activities in the Shinjuku Telecommunication Center and Okinawa Tida Center. Relia is committed to continue to provide our clients and their customers with high-quality and secured services.



IS80158 ISO/IEC27001:2013
Applied to the “Telemarketing activities in the Shinjuku Telecommunication Center, Okinawa Tida Center and Yokohama Business Park Center.”

The Highest Rank of “Eruboshi” Certification

Relia, Inc. obtained the “Eruboshi Certification” from the Minister of Health, Labour and Welfare. “Eruboshi Certification” is a system to certify companies that establish an action plan based on The Act on Promotion of Women’s Participation and Advancement in the Workplace, and are outstanding in the implementation of initiatives to promote the participation of women. Relia regards participation by diverse human resources as a management task, and we are engaged in a range of measures aimed at promoting diversity.

