

# Employees Helping to Co-Create Customer Happiness

MARUI GROUP creates unique value by forming intrinsic links between the businesses and human resources of all Group companies to give rise to a united MARUI GROUP. The growth of all individual employees is absolutely essential to creating this value. We feel that this growth is best stimulated by our profession change system, which entails personnel relocations at different Group companies and divisions. This system was implemented to help employees continue to build upon their techniques and specialties and to develop human resources that are highly adept at responding to change. In this section, we will introduce some of the Group's employees, delivering messages in their own words to paint a picture of how they go about their daily duties.



**Miki Hiasa**

There are many obstacles that must be overcome in space production. However, when I see the finished stores and the smiles on the faces of our customers, I feel inspired to continue giving my very best during future projects.

2001 (Joined) Space Production Division  
AIM CREATE CO., LTD.

2016 (Current) Direction Section 5, Design Department  
Space Production Division  
AIM CREATE CO., LTD.



**Ryota Takahashi**

It brings me great joy when I am able to make my ideas a reality. The successes and failures I experienced in my previous position in sales promotion and planning are now providing the foundation for my success in my current position.

2009 (Joined) Menswear Sales Floor, Kokubunji Marui  
MARUI CO., LTD.

2016 (Current) Omni-Channel Retailing Section,  
Omni-Channel Retailing Division  
MARUI CO., LTD.



**Rie Ogasawara**

I feel the greatest joy when we first start up a new system. My job requires a capacity to consider the user's perspective, and I feel that I am making good use of my prior experience on the sales floor.

2008 (Joined) Interior Item Sales Floor, Omiya Marui  
MARUI CO., LTD.

2016 (Current) Operation Data, Operation System  
Development Department  
Operation System Development Division  
M & C SYSTEMS CO., LTD.



**Kiyotaka Kosuge**

I am currently responsible for dispatch and time management of trucks. I was previously a truck driver, and this experience helps smooth coordination with drivers.

1994 (Joined) Yokohama Distribution Center  
MOVING CO., LTD.

2016 (Current) Vehicle Management,  
Operation and Facility Management  
MOVING CO., LTD.



**Yuko Mizushina**

In my current position, I am making good use of the customer service techniques I learned on the menswear sales floor. I always do my best to provide customers visiting our card application centers with value that exceeds their expectations.

2012 (Joined) Menswear Sales Floor, Kashiwa Marui  
MARUI CO., LTD.

2016 (Current) EPOS Card Application Center,  
Yurakucho Marui  
Epos Card Co., Ltd.



**Takayuki Matsuzaka**

I strive to contribute to an environment in which all employees can feel energized in their daily work and to create opportunities for personal growth. I too hope to grow together with the individuals that I see continually tackling new challenges.

1999 (Joined) Casual Menswear Sales Floor, Ueno Marui  
(currently Marui City Ueno)  
MARUI CO., LTD.

2016 (Current) Personnel Section, Personnel Division  
MARUI GROUP CO., LTD.



**Yumi Saito**

I am responsible for returns and settlement of accounts. I remain always appreciative of the support of those around me as I do my part in handling the tasks that underpin operations.

2012 (Joined) Contract Section, Planning Division  
MARUI HOME SERVICE Co., Ltd.  
(Temporary employee since 2003)

2016 (Current) Contract Section, Planning Division  
MARUI HOME SERVICE Co., Ltd.



**Yukio Kaneda**

Helping new employees grow and develop is highly rewarding. I hope that younger employees will actively take on new challenges without fear of failure.

1989 (Joined) Facility Management,  
Oimachi Marui (closed in 2007)  
MARUI FACILITIES Co., Ltd.

2016 (Current) Facility Management Site,  
Marui Family Shiki  
MARUI FACILITIES Co., Ltd.



**Yoshimi Ishikawa**

I strive to understand the individual personalities of each differently abled employee I work with in order to be more considerate of their needs and better support them. Watching these employees grow fills me with joy.

2007 (Joined) Women's Accessory Sales Floor,  
Ueno Marui (currently Marui City Ueno)  
MARUI CO., LTD.

2016 (Current) Supply Management  
MARUI KIT CENTER CO., LTD.



**Takehide Nanbu**

I propose payment plans to help customers get out of debt. I always listen carefully to the circumstances of customers falling behind on their payments and take a cooperative stance.

1995 (Joined) Womenswear Sales Floor,  
Oimachi Marui (closed in 2007)  
MARUI CO., LTD.

2016 (Current) Collection Section 1,  
Receivable Collection Division  
MRI Co., Ltd.