IMPACT BOOK 2024

MARUI GROUP

July, 2024



Our Commitment

\sim To be "A Company Resolving Social Issues through Co-Creation" \sim

Through the exercise of our corporate philosophy of "continue evolving to better aid our customers" and "equate the development of our people with the development of our company," MARUI GROUP strives to fulfill its mission of contributing to the creation of inclusive society that offers happiness to all.

In short, by merging finance and retailing, the Company aspires to provide economic enrichment as well as emotional enrichment in the form of happiness and to create a society in which everyone is able to obtain this happiness.

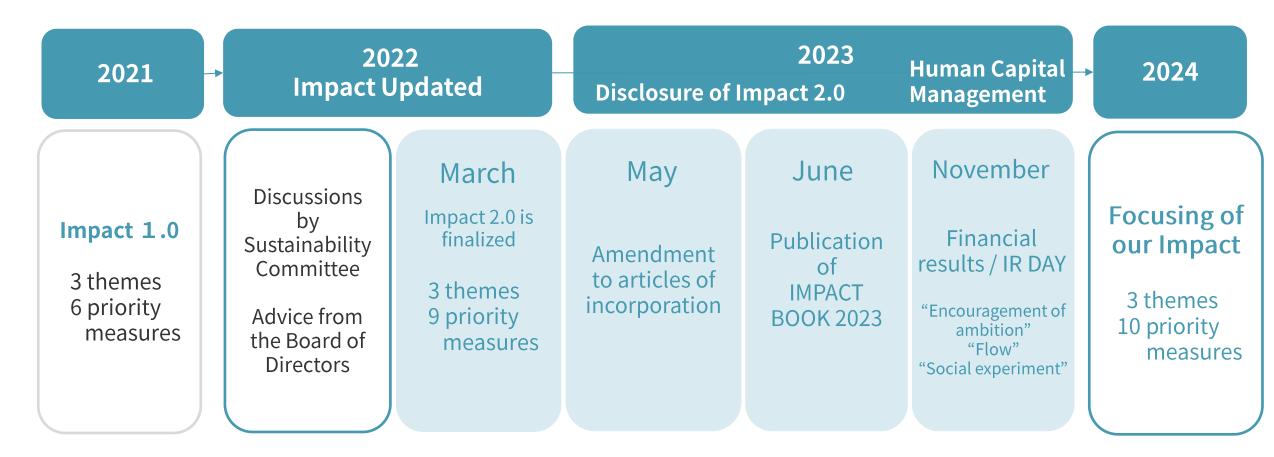
However, this important mission cannot be carried out by the Company alone. Accordingly, an approach toward fulfilling this mission has been adopted entailing co-creation with customers, investors, communities and society, business partners, and future generations.

By engaging in such co-creation management with stakeholders, MARUI GROUP works to create harmony between the interests and happiness of all of its stakeholders while generating earnings and contributing to the resolution of social issues through its business.

Impact 2.0 Review of 2024



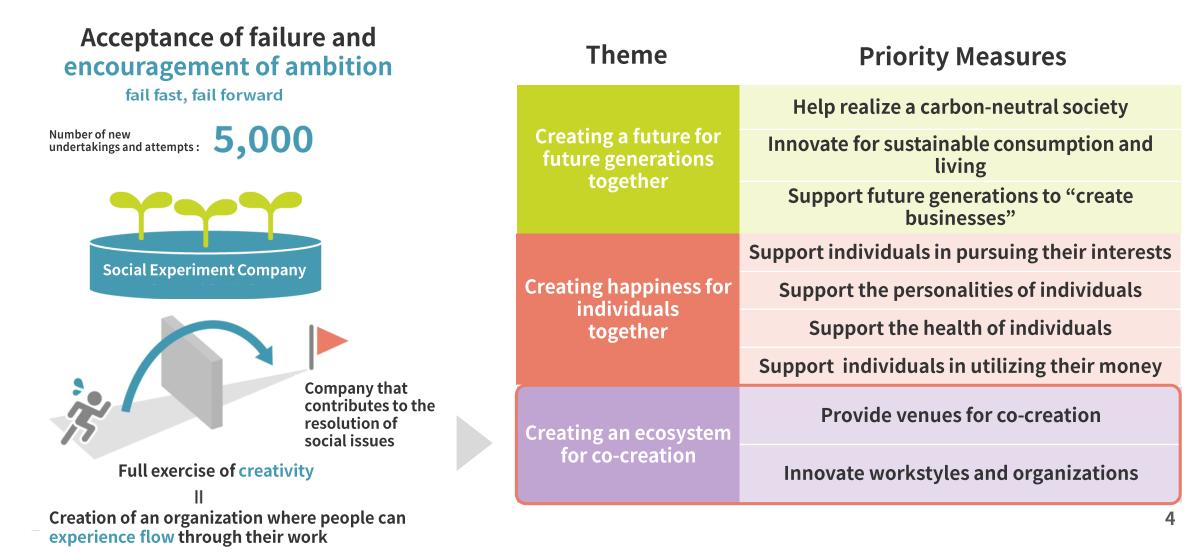
• We have updated Impact 2.0 based on our 2050 VISION and have started to refine and focus our impact targets in tandem with the evolution of Group management.



Focusing of Impact 2.0



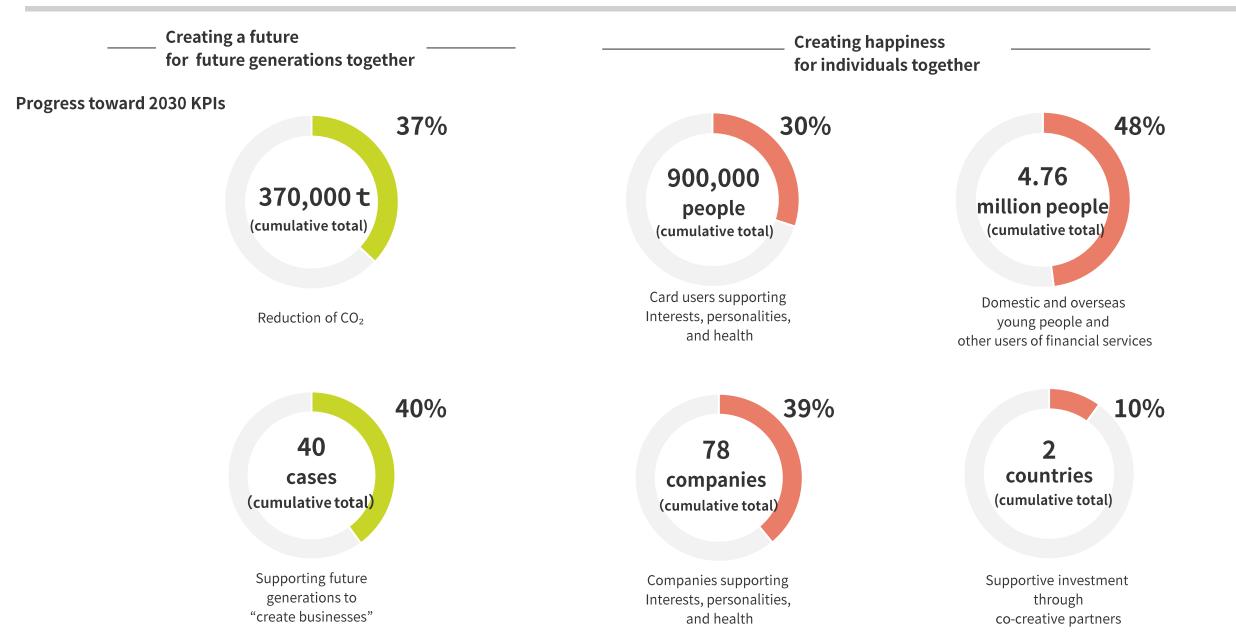
Incorporation of "encouragement of ambition", "social experiment", and "flow" into the co-creation ecosystem



Highlights for the Fiscal Year Ended March 31, 2024 (1)

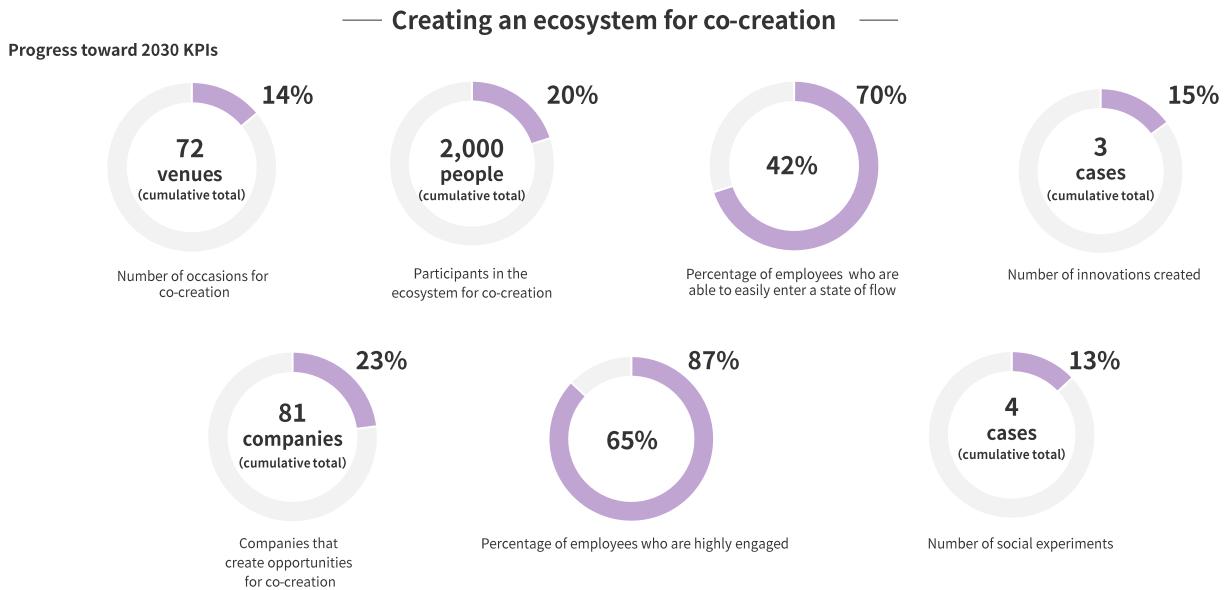


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Highlights for the Fiscal Year Ended March 31, 2024 (2)





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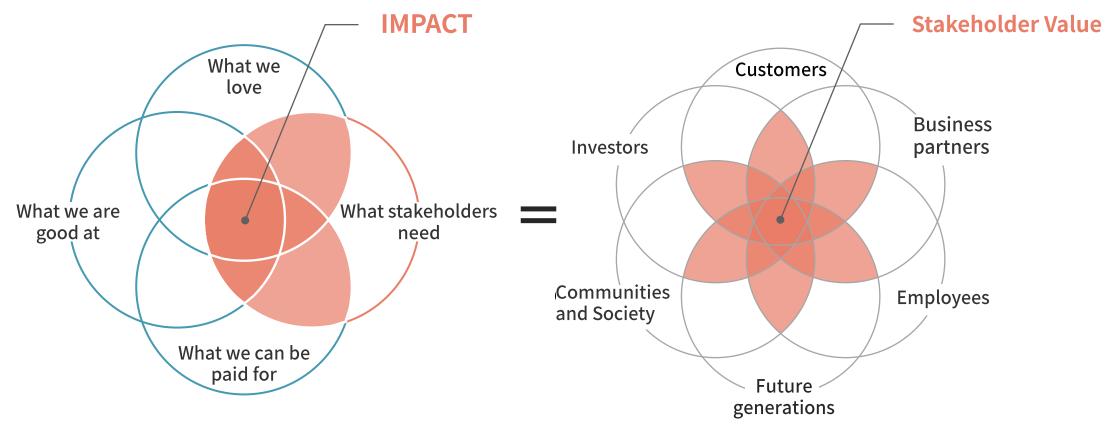
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Chapter 1: Our Impact

1-1 MARUI GROUP's Idea of Impact





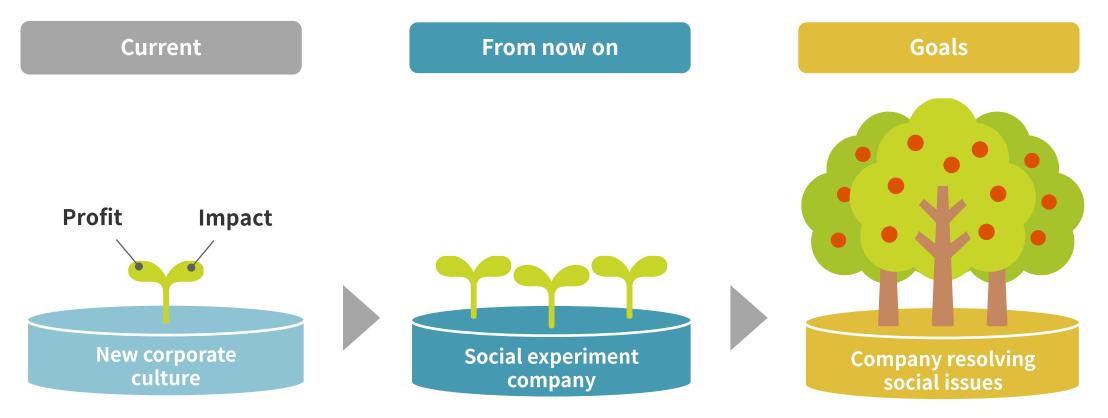
Value created by IMPACT = Stakeholder Value = Corporate Value

^{*} Source: Héctor García, Francesc Miralles *IKIGAI* https://www.penguin.co.uk/books/1112754/ikigai/9781786330895.html

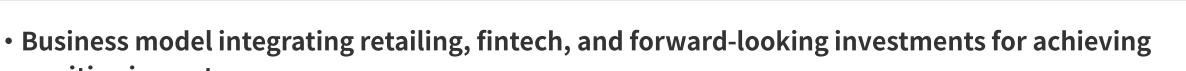
1-2 MARUI GROUP's 2050 VISION



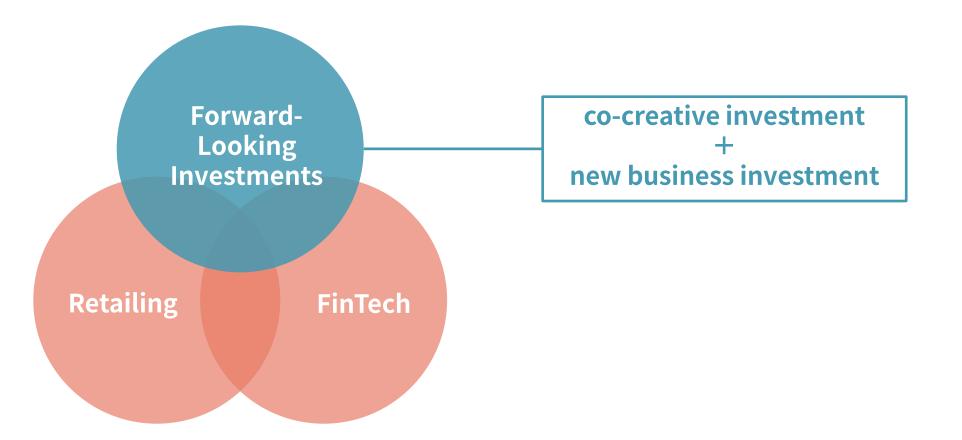
- Transcend dichotomies of impact and profit to evolve into a company that resolves social issues
 - < 2050 VISION > Build a world that transcends dichotomies of impact and profit



1-3 Business Model to Achieve Balance Between Impact and Profit

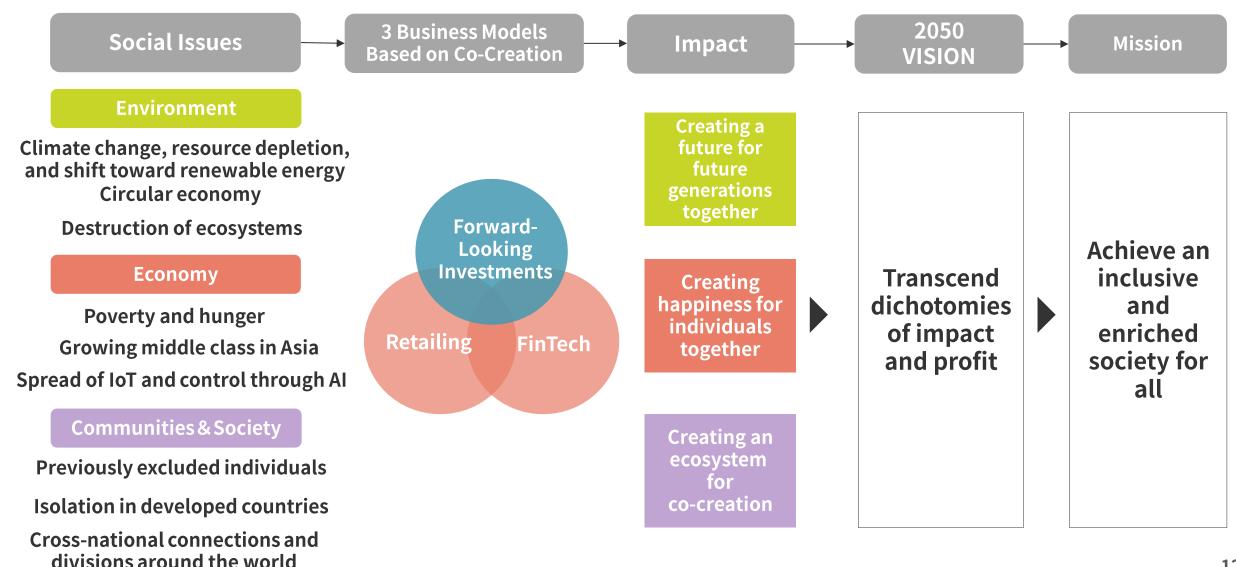


positive impact



1-4 Setting the Impact for Achieving 2050 VISION





1-5 Impact 2.0



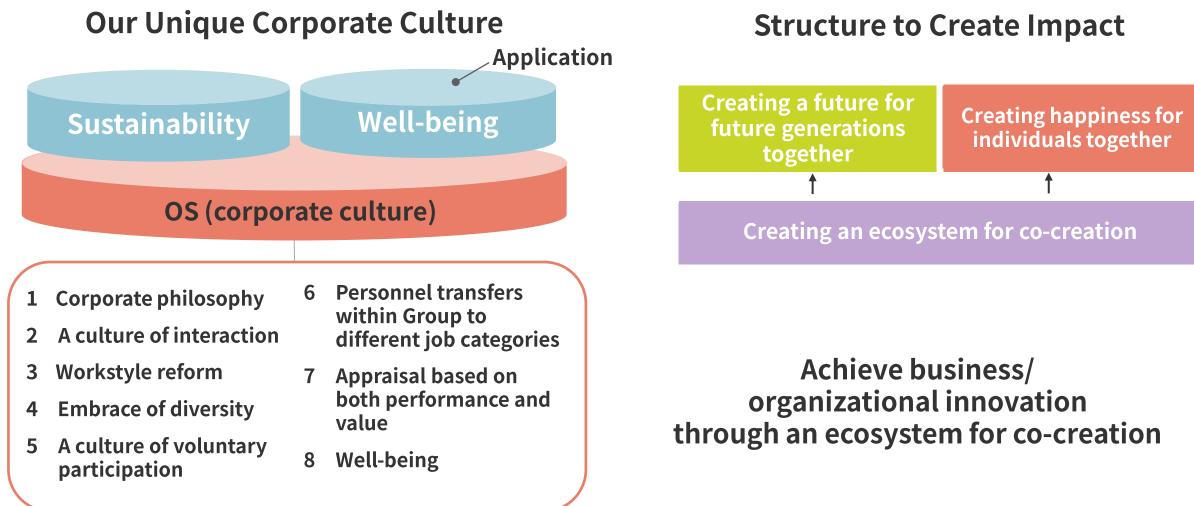
Theme	Priority Measures	
Creating a future for future generations together	Help realize a carbon-neutral society	
	Innovate for sustainable consumption and living	
	Support future generations to "create businesses"	
Creating happiness for individuals together	Support individuals in pursuing their interests	
	Support the personalities of individuals	
	Support the health of individuals	
	Support individuals in utilizing their money	
Creating an ecosystem for co-creation	Provide venues for co-creation	
	Innovate workstyles and organizations	
	Promote social experiments through business activities	

1-5 2030 Impact KPIs and Financial KPIs

Themes	Priority Measures	2030 Impact KPIs	Financial Value	
Creating a future for future generations together	Help realize a carbon-neutral society	Reduction of CO ₂	Over 1 million tons	Over ¥680 billion in transactions
	Innovate for sustainable consumption and living	Users participating in "innovation in sustainable consumption and living"	Over 1 million people	
		Companies offering options for "innovation in sustainable consumption and living"	Over 1,000 companies	Lifetime Value (LTV): Over ¥90 billion
	Support future generations to "create businesses"	Investment in future generation entrepreneurs	Over 100 cases	
Creating happiness for individuals together	Support individuals in pursuing their interests Support the personalities	Users of cards that support interests, personalities, and health	Over 3 million people	Over ¥1.3 trillion in transactions
	of individuals Support the health of individuals	Companies supporting interests, personalities, and health	Over 200 companies	LTV: Over ¥200 billion
	Support individuals in utilizing their money	Domestic and overseas young people and other users of financial services	Over 10 million people	Over ¥3.5 trillion in transactions
		Supportive investment through co-creative partners	Over 20 countries worldwide	LTV: Over ¥250 billion
Creating an ecosystem for co- creation	Provide venues for co-creation	Number of occasions for co-creation	Over 500 times	
		Companies that create opportunities for co-creation	Over 350 companies	
		Participants in the ecosystem for co-creation	Over 10,000 people	
	Innovate workstyles and organizations	Percentage of employees who are highly engaged	75%	Internal rate of return:
		Percentage of employees who are able to easily enter a state of flow	60%	Over 10%
		Percentage of employees who are making use of their interests in their work	75%	
	Promote social experiments through business activities	Number of social experiments	30 cases	
		Number of innovations created	20 cases	

1-6 Structure to Create Impact

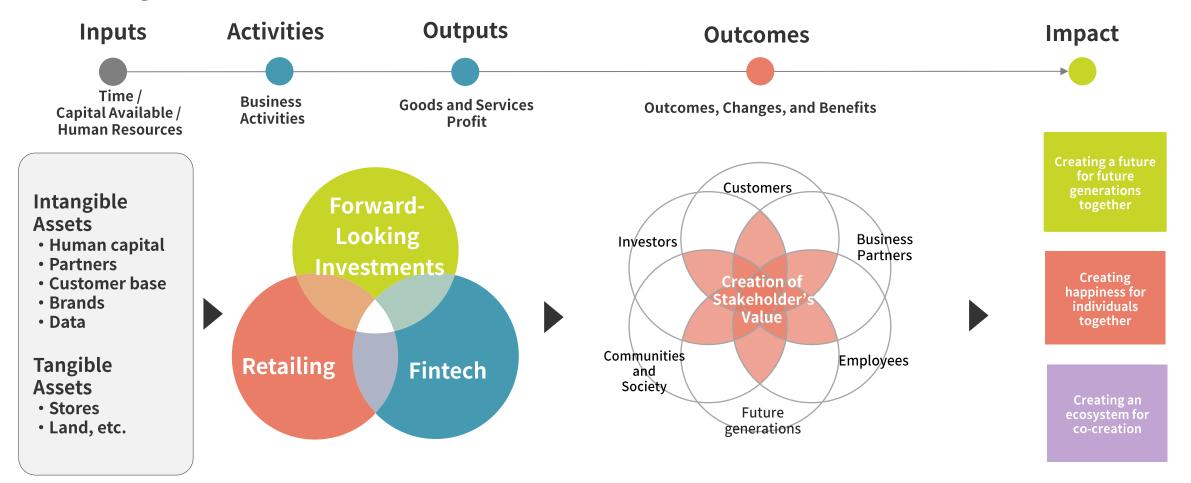
• Leveraging our unique corporate culture to create a positive impact





1-7 Overview of MARUI GROUP's Logic Model

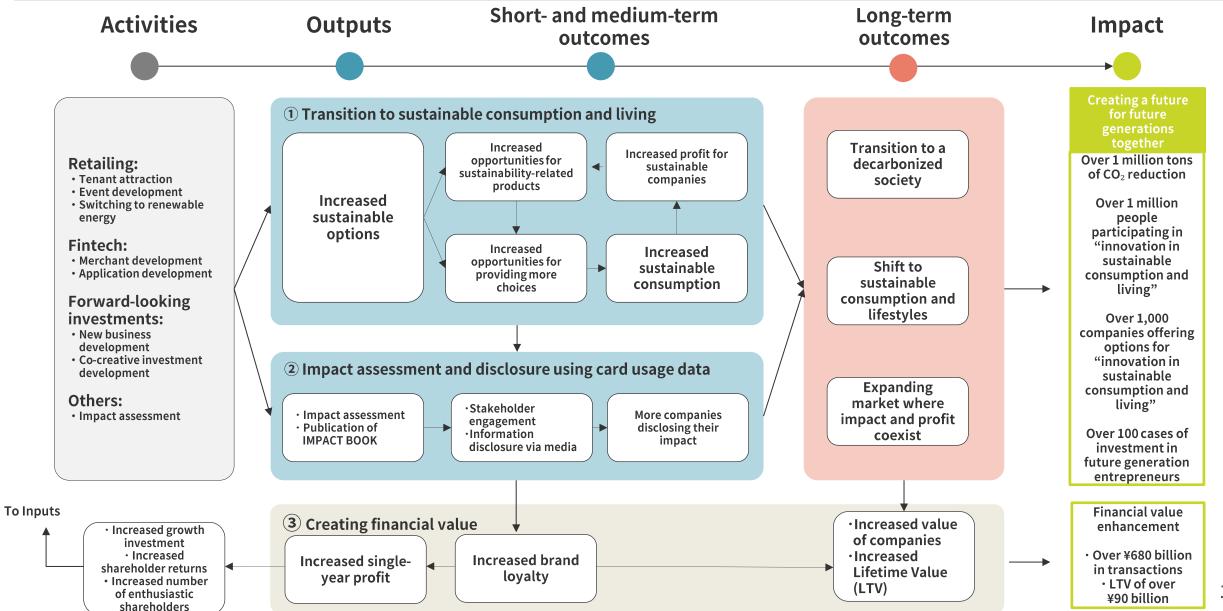
• Clarifying the path toward achieving impact by incorporating business strategies / stories into a logic model.



MARUI GROUP

1-8 Logic Model 1 Creating a Future for Future Generations Together

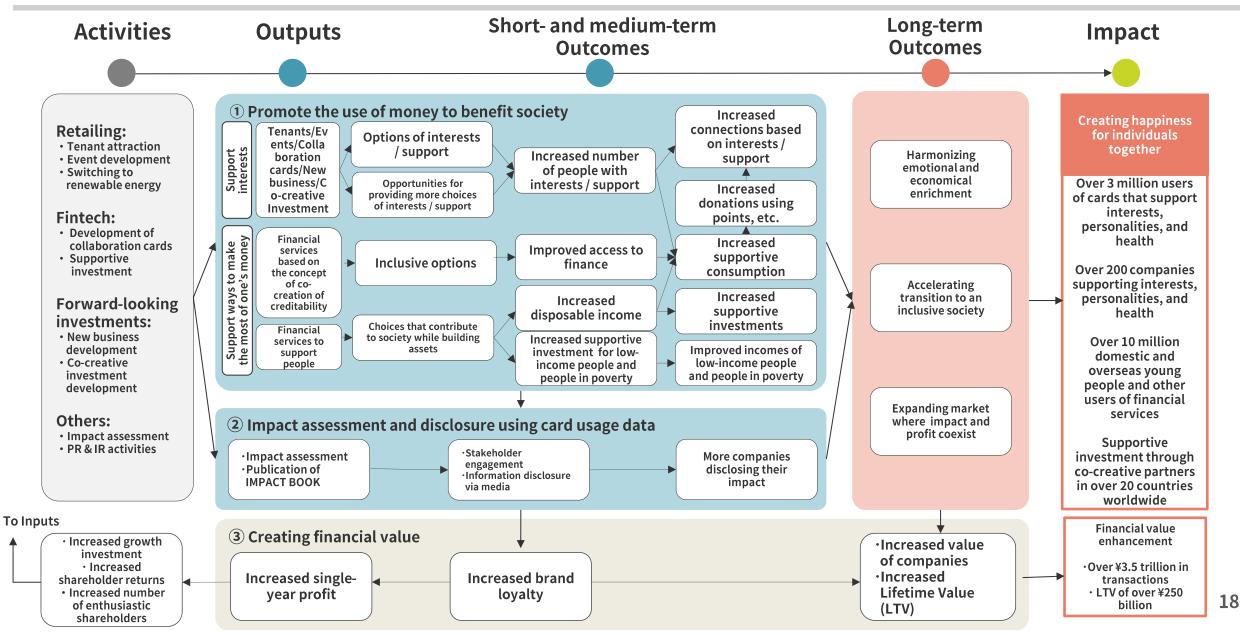




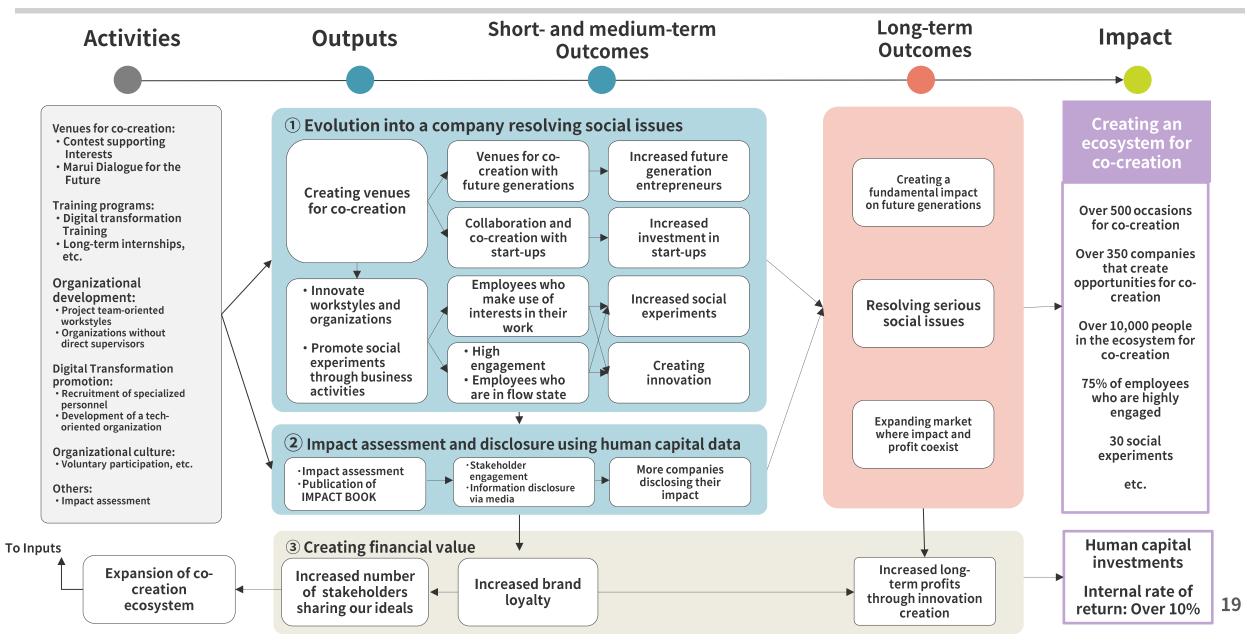
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1-8 Logic Model 2 Creating Happiness for Individuals Together





1-8 Logic Model ③ **Creating an Ecosystem for Co-Creation**





Chapter 2: An Economy Driven by Interests and Resolution of Social Issues



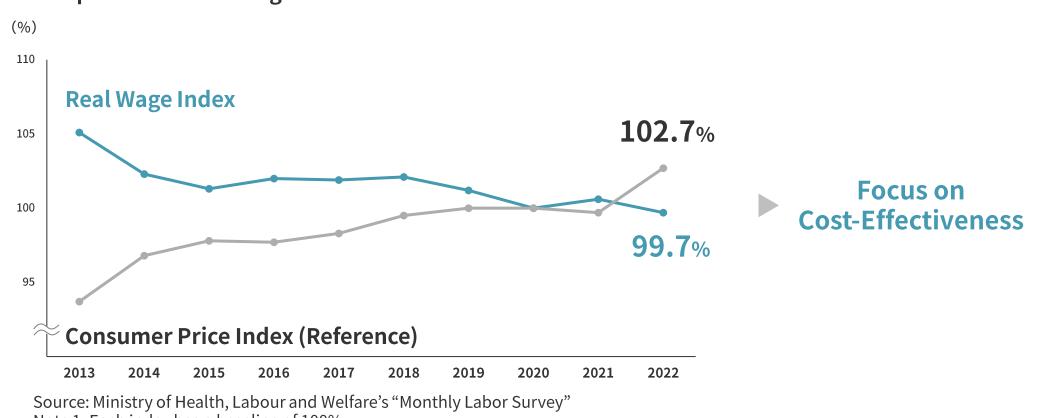
An Economy Driven by



 \sim Why should we drive interests to resolve social issues? \sim

2-1 Changes in the World: Awareness of Cost-Effectiveness

• When real wages are not rising but prices are, cost-effectiveness, the balance between functionality and price, becomes increasingly important.



Comparison of Real Wage Index and Consumer Price Index

Note 1: Each index has a baseline of 100%

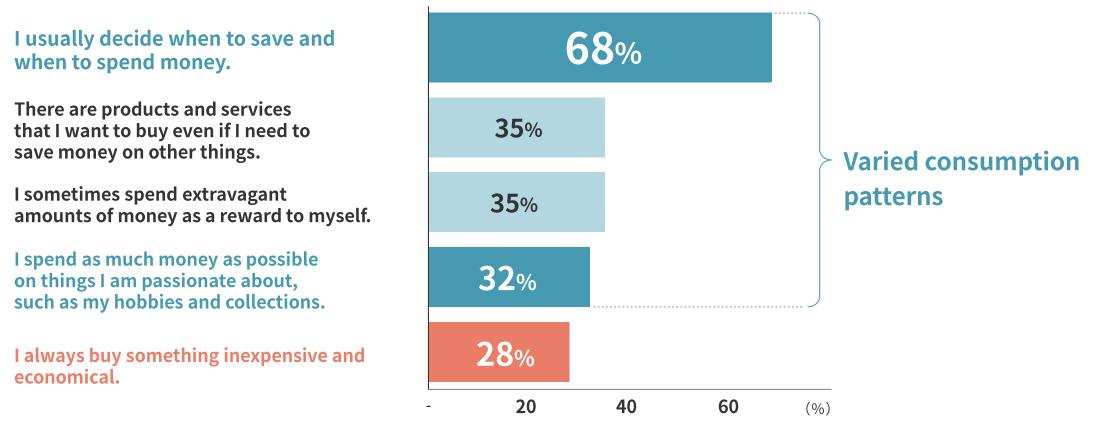
Note 2: Real wages are calculated by dividing the nominal wage index by the consumer price index (total excluding imputed rent of owner-occupied houses) (base year: 2020).



2-1 Changes in the world: Varied Consumption Patterns

• 68% of respondents choose when to spend and when to be frugal.

Breakdown of responses to survey about consumption habits (multiple answers)

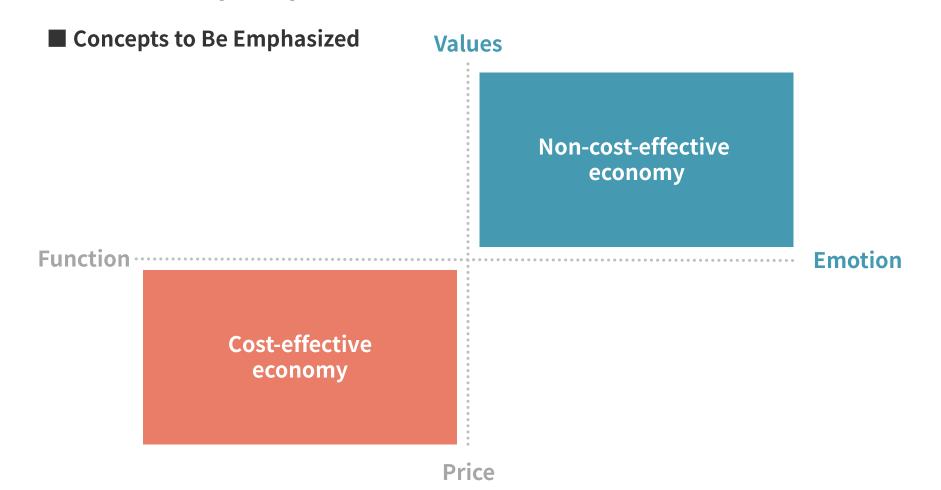


Source: NRI "Web-Based Survey on Consumption Styles" (April 2010), n=3,000

2-2 Non-Cost-Effective Economy

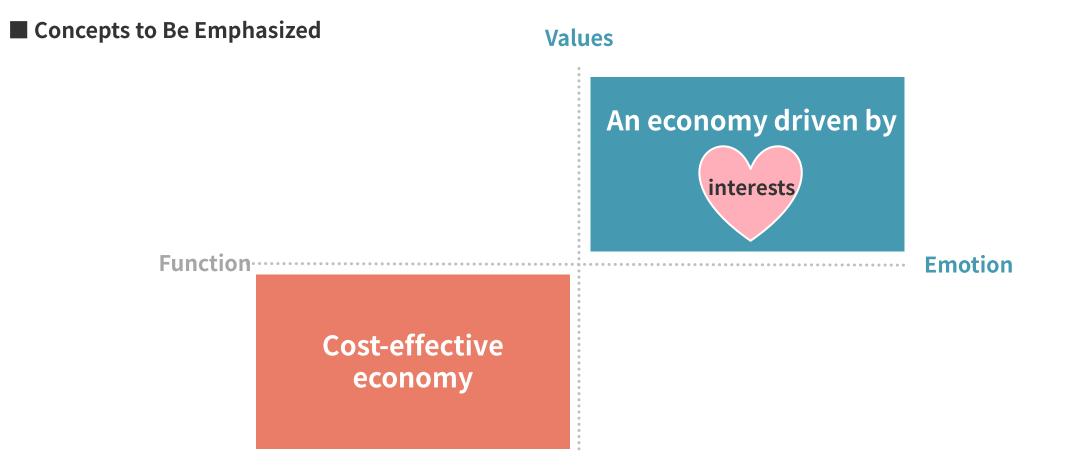


• Increased cost sensitivity amid deflation, reduced cost sensitivity anticipated to be driven by expansion of varied consumption patterns



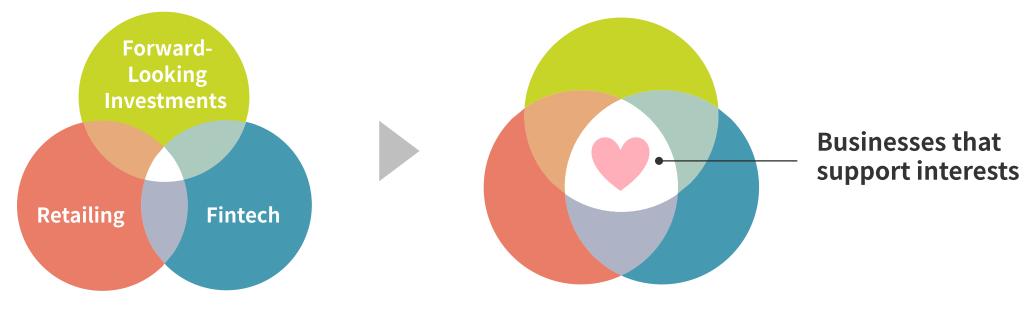
2-3 An Economy Driven by Interests That MARUI GROUP Aims For

• We aim for a new economy driven by how people feel and what they value, not function or price.



2-4 Businesses That Support Interests

• We will intensively invest in businesses that support interests while placing interests at the center of our business model, which integrates retailing, fintech, and forward-looking investments.



MARUI GROU

2-5 Why Should We Promote Businesses That Support Interests for Resolving Social Issues?



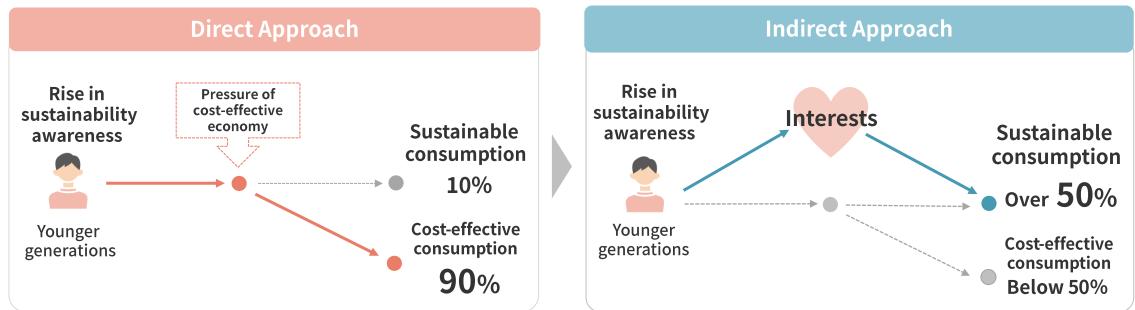
Issue of Fast Fashion

• In general, younger generations are highly conscious of sustainability and could potentially practice sustainable consumption, but in reality, they are more inclined to fast fashion.

As a result, currently only a portion of members of younger generations practice sustainable consumption.

Solution

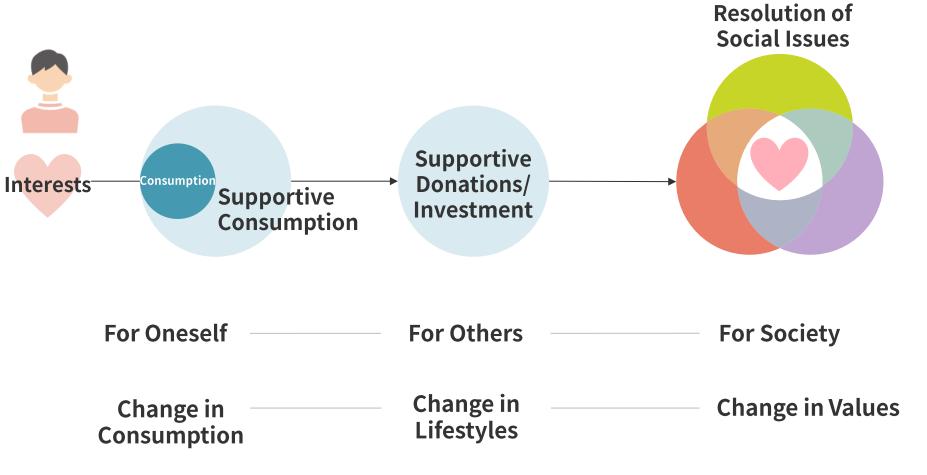
- We will promote consumption based on interests to increase sustainable consumption.
- ➡ From a direct approach to an indirect approach



2-6 Connection Between Businesses That Support Interests and Resolution of Social Issues



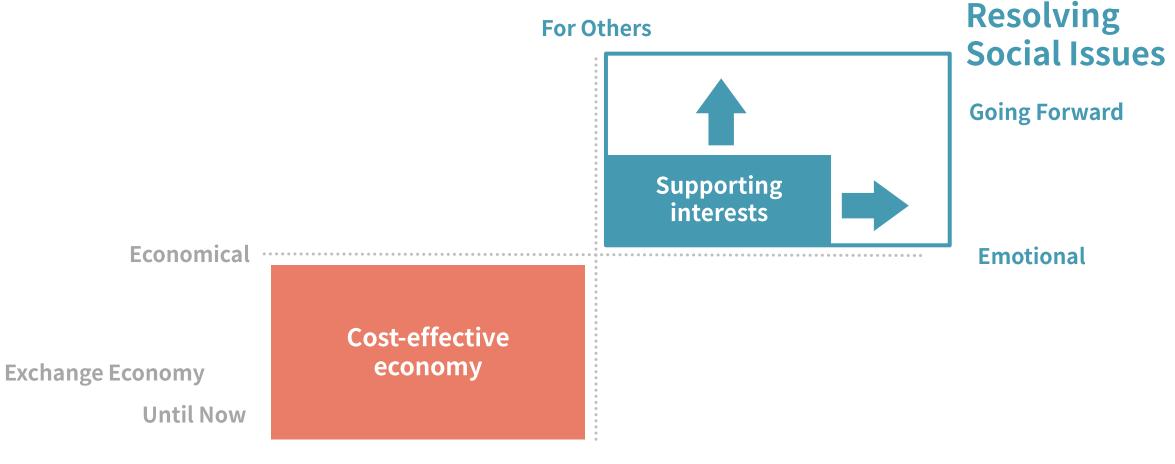
• Driven by interests, consumption and lifestyles will change, which will help lead to the resolution of social issues.



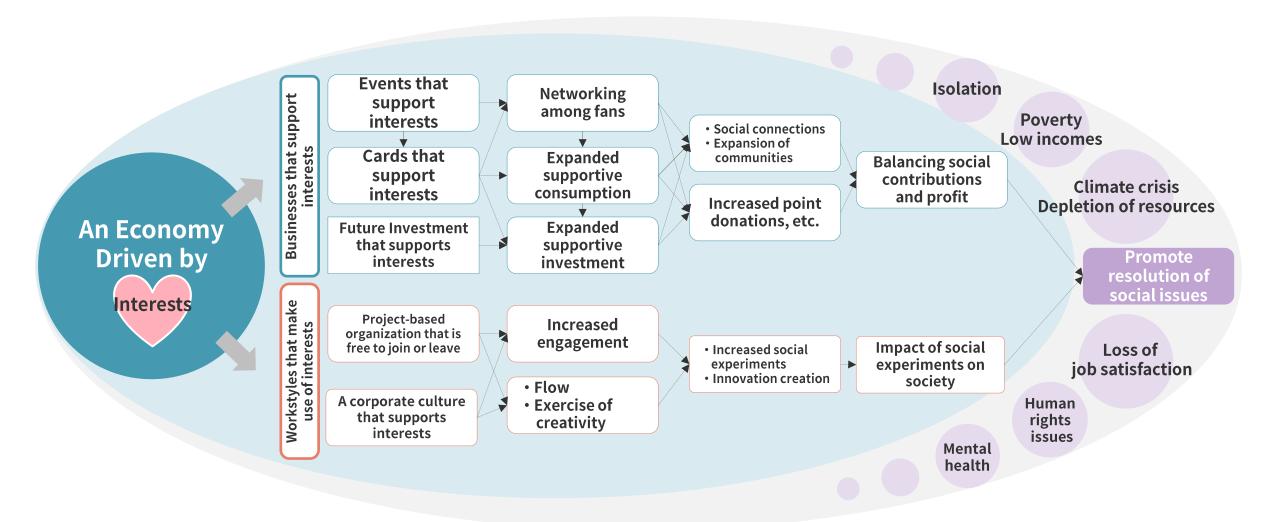
2-7 Growth of Businesses That Support Interests and Promote Resolution of Social Issues



• Going forward, we will focus on the value of "the joy of supporting others" and realize both social contributions and profit.



Summary: A Society That an Economy Driven by Interests Aims For



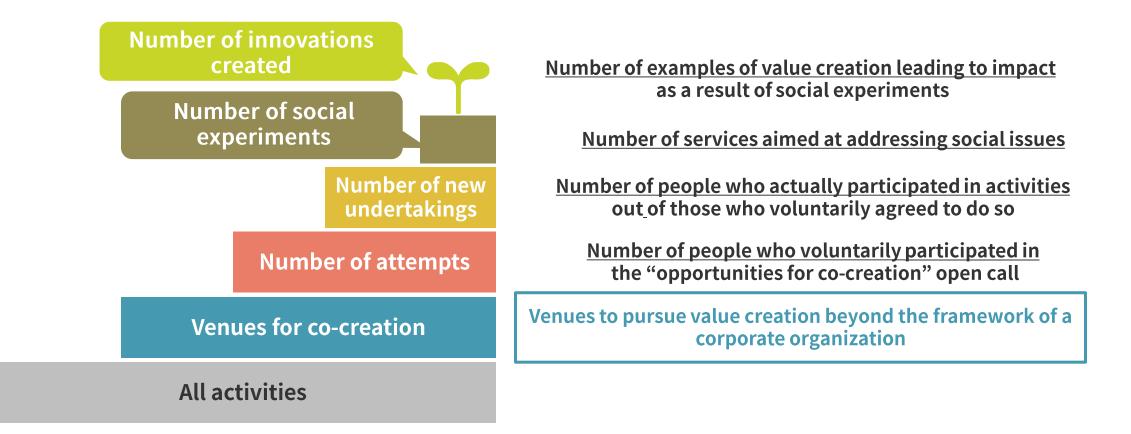
MARUI GROUP



Chapter 3: An Economy Driven by Interests and Social Experiments

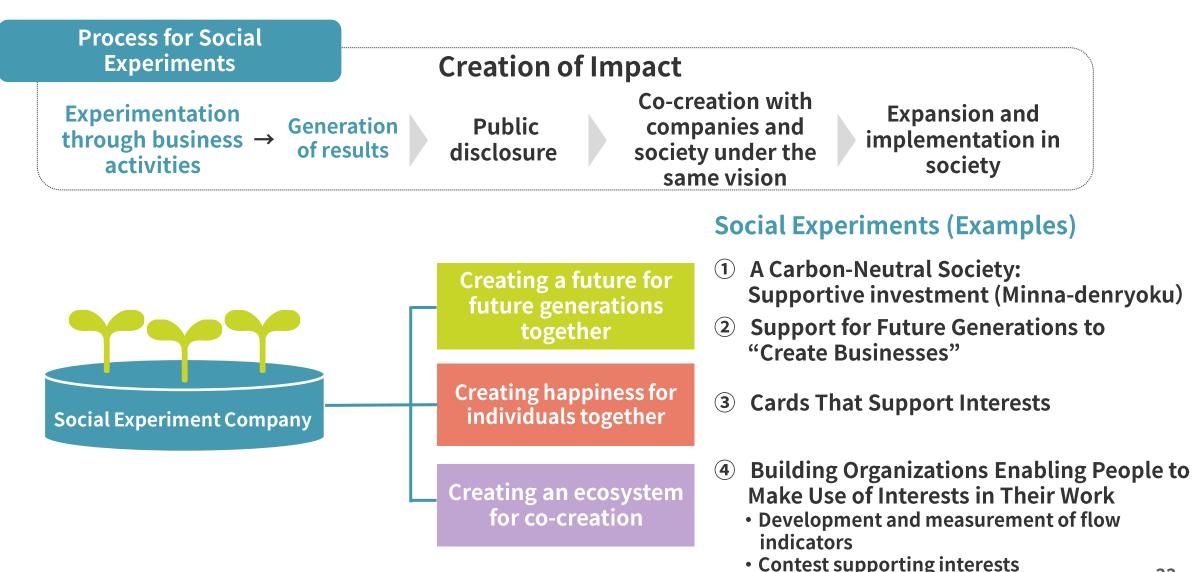
3-1 The Relationship Between Venues for Co-Creation Driven by Interests and Social Experiments

 "Venues for co-creation" defined as opportunities for innovation that increase number of new undertakings and attempts



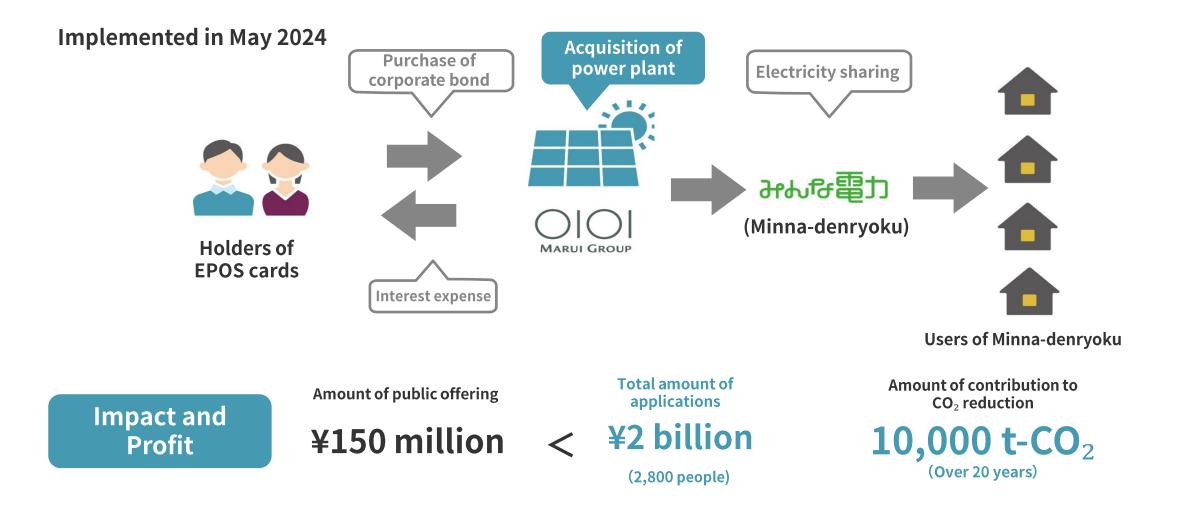
3-2 Examples of MARUI GROUP's Aim to Become a Company That Conducts Social Experiments





3-3 Example ① A Carbon-Neutral Society: Supportive Investment (Minna-denryoku)

 Implementing supportive investment that leads to asset formation and realization of a carbon-neutral society through use of digital bonds



3-3 Example 2 Support Future Generations to "Create Businesses"

• Collaboration with future generation entrepreneurs realized through venues for co-creation.

Venues for co-creation (example)

Future Accelerator Gateway

New business creation program for future generations

Collaboration started in the fiscal year ended March 31, 2024

A future for

COTEN



my fit

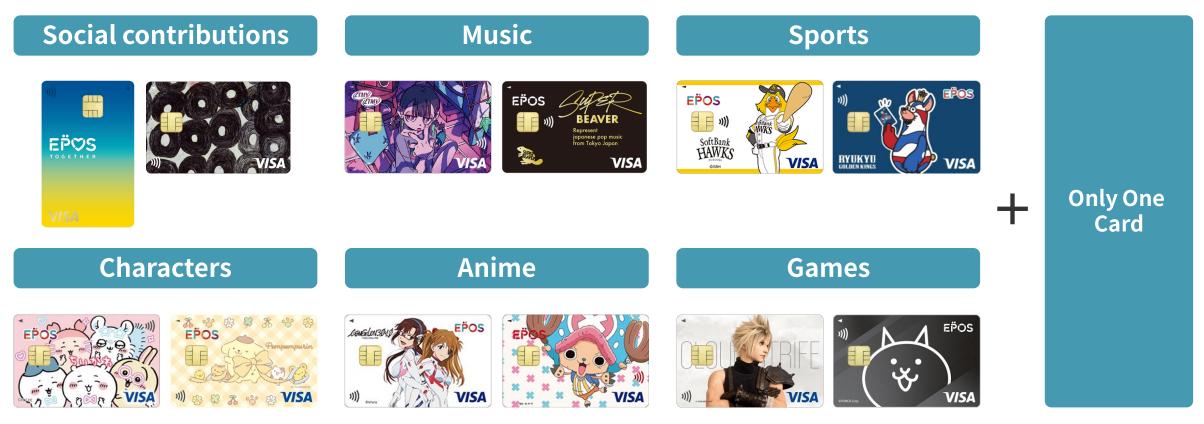




3-3 Example 3 Cards That Support Interests



• As of March 31, 2024, 78 projects have been launched, covering a wide range of themes including social contributions, music, sports, and characters.



Total of 78 projects

900,000 cardholders

Note: The information of this slide is as of March 31, 2024.

3-3 Example 3 Only One Card

Happiness for individuals

MARUI GROUP











Only One Card Part 1

A portion of purchase amounts is donated to animal welfare organizations.









Note: Cards displayed here based on permission of owners

3-3 Example ③ Creating Impact through Supporting Interests

 Launched Point Yell, a program that allows users to easily donate points by selecting support recipients along with a card that supports their interests

Supporting Interests

Automatic donation of a portion of purchase amount



Card that helps propel society forward every time it is used

HERALBONY Card

Artists with disabilities

Easily donate by selecting the recipient Points given Supporting Decarbonization welfare based on the amount used EPOS Promoting etc. diversity Offering thanks and Support Customers reporting options

EPOS Point Yell

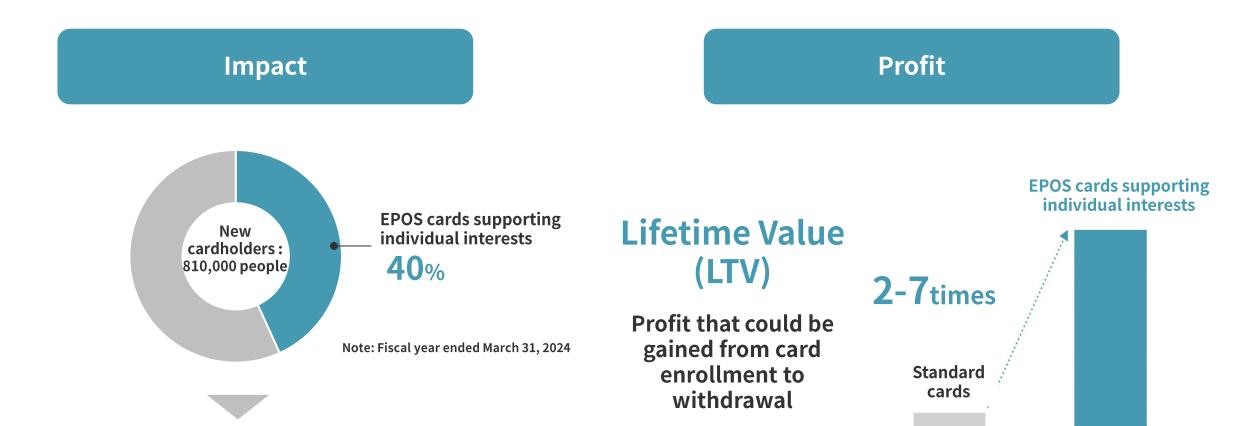
Happiness for

individuals

Point donations to chosen organizations in desired amounts

Minna-denryoku EPOS Card (Renewable energy power plants) EPOS TOGETHER Card (Ukrainian refugees) Marui Group

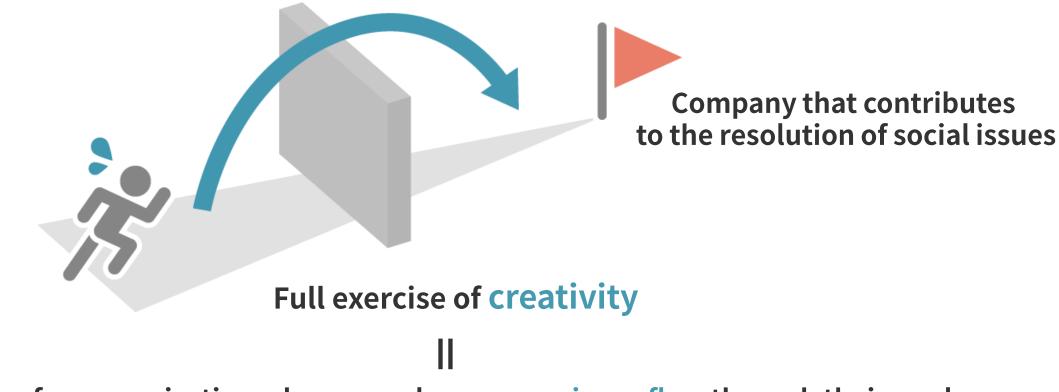




Number of cardholders who support interests: 900,000 people (cumulative)

3-3 Example ④ Building Organizations Enabling People to Make Use of Interests in Their Work

 Aiming to create an organization where creativity is fully exercised and where people can experience flow through their work while making use of interests in their work

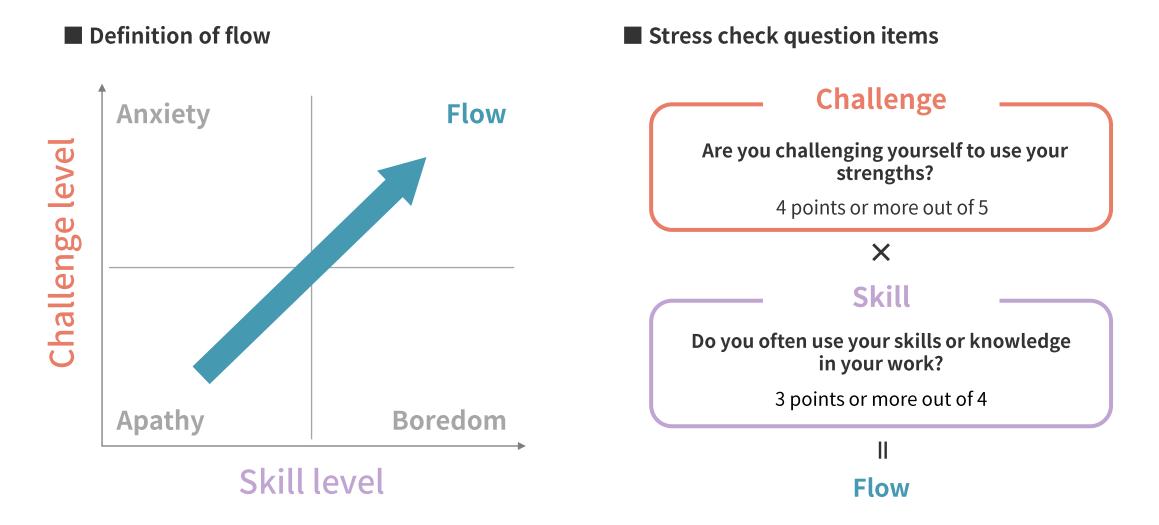


Creation of an organization where people can experience flow through their work

An ecosystem

for co-creation

- 3-3 Example ④ Development and Measurement of Flow Indicators
- Utilizing stress checks and work engagement surveys responded to by all employees, which have been conducted for over 10 years



MARUI GROUP

An ecosystem

for co-creation

3-3 Example ④ Percentage of Employees Who Are Able to Easily Enter a State of Flow

• When the flow model is divided into four quadrants, the percentage of employees who are able to easily enter a state of flow is currently 42%. We aim to raise this ratio to 60% by 2030.

An ecosystem for co-creation

MARUI GROUF

42

Flow Anxiety 2030 Target Current 5 **42**% **60%** 4 Strong Challenge level flow state 4% 3 2 1 **Boredom** Apathy 2 3 4 1 Skill level Source: Organization-wide stress check analysis of 4,447 employees instituted by MARUI GROUP in June 2023

MARUI GROUP's Flow Analysis

3-3 Example (4) **Contest Supporting Interests**

 The first iteration of a contest supporting interests was held for employees to voluntarily turn their interests into businesses.



11 projects

131 people Voluntary participation

(Including part-time employee and interns)

An ecosystem

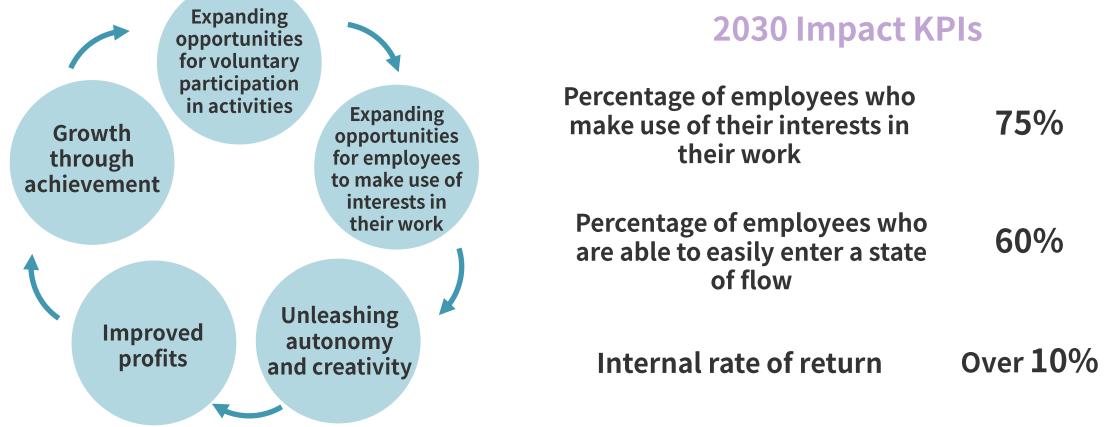
for co-creation

Under consideration for implementation

MARUI GROUP

3-3 Example ④ Balancing Between Impact and Profit

- An ecosystem for co-creation
- By expanding opportunities for voluntary participation in activities, autonomy and creativity utilizing interests are unleashed, resulting in improved profits.
 - Cycle of making use of employees' interests in their work





Chapter 4: Verification of Connection with Social Issues

Co-Creation with Ridilover Inc.

4-1 Reflection on and Feedback from Stakeholder Dialogues



• We have conducted dialogues with investors, younger generations, and employees interested in impact in order to develop a better understanding of our impact and gather feedback from stakeholders.

	Investors	Younger generations	Employees
Content	Engagement dialogue	 Long-term internship orientation Marui Future School 	IMPACT BOOK 2023 Meeting
Date	August 2023 and onward	 October 2023 March 2024 	September 2023 and March 2024 2 times in total
Participants	More than 12 companies	 34 university students 26 junior high school students 	159 employees in total





- We Invest in companies where the impact is measurable and where the impact created by core businesses seems to link to sales.
- Inclusion of third-party perspectives could contribute to persuasiveness. Also, strategic explanations on connections with social issue themes might be easier to understand and garner a response from investors.



employees

- I was able to better understand the logic model used for generating MARUI GROUP's desired impact.
- On the other hand, the connection between the logic model and social issues is still unclear.

We need to conduct a verification test of the logic model from a third-party perspective and then explain the connection between said model and social issue themes.

4-2 Verification of Logic Models Incorporating Third-Party Perspectives \bigcirc_{MARL}

- Through verification of the logic model by Ridilover Inc., we've refined and focused the outcomes and categorized the social issues.
 - Contents of Verification
 - Outcomes for achieving impact
 - Outputs for achieving outcomes (Relevance to the business)

Target

• Impact logic model Creating happiness for individuals together

	Support individuals in pursuing their interests
Creating	Support the personalities of
happiness for	individuals
individuals	Support the health of
together	individuals
	Support individuals in utilizing their money

Verification Results



No problem with major flow of outputs and outcomes

- Gaps in process of creating outcomes due to interrelations between outcomes
- Unclear which social issues outcomes will solve

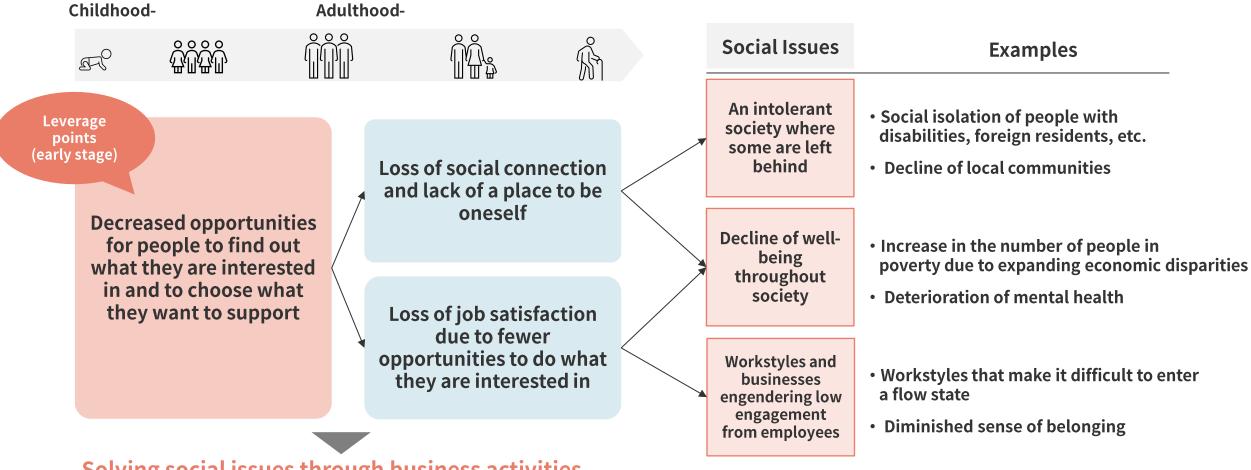
Further Actions

Clearly state the connection between social issues and the logic model

- Refinement and focusing of short-, medium-, and long-term outcomes
- Categorization of social issues

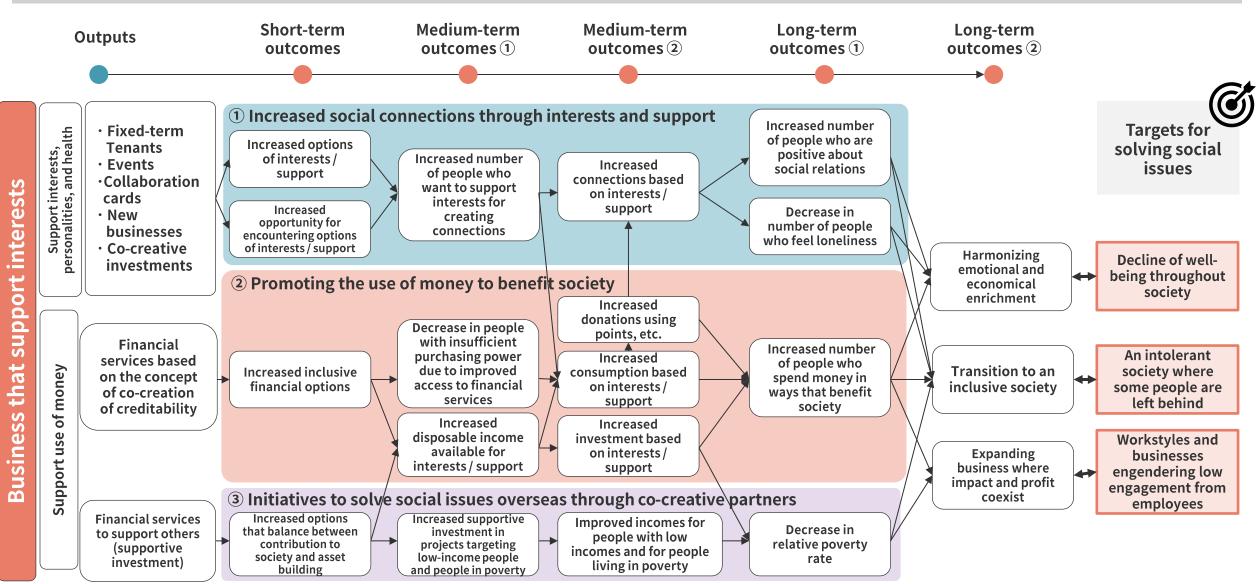
4-3 Categorization of Social Issues: "Creating Happiness for Individuals Together"

Impact on future connections with society and work motivation due to reduction in opportunities for people to choose their interests and what they support

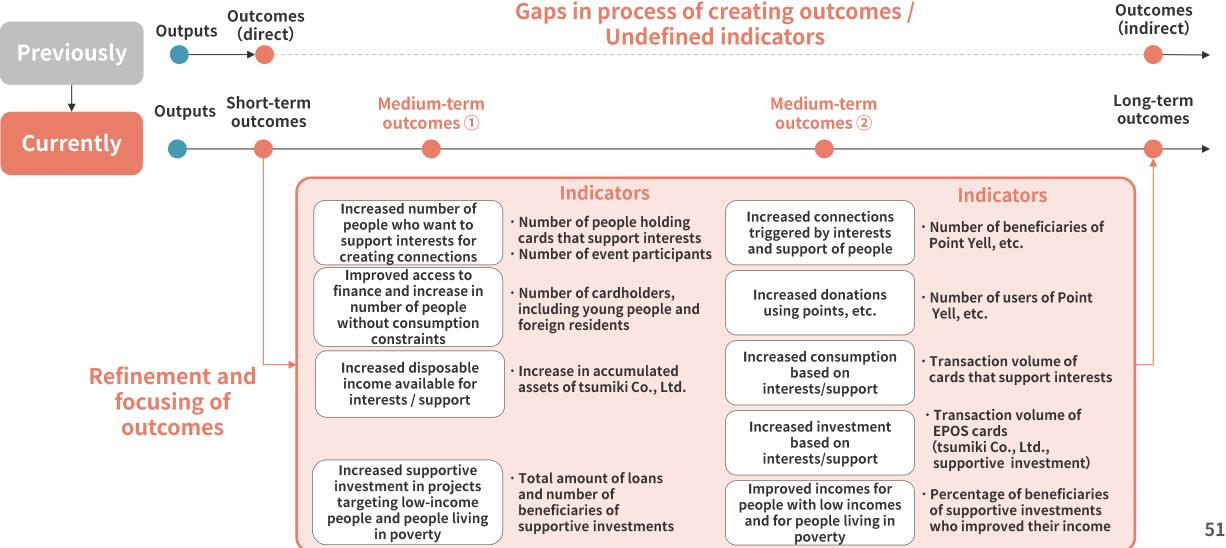


Solving social issues through business activities that supports interests

4-4 Logic Model to Resolve Social Issues: "Creating Happiness for Individuals Together"









Chapter 5: Progress of Impact KPI and Impact Measurement and Management

5-1 Impact KPI ① Creating a Future for Future Generations Together



Themes		Initiatives	2030 KPIs	FY2023 results	FY2024 results	YoY difference	Progress rate toward 2030	Summary
Creating a future for future generations together	Help realize a carbon- neutral society	Reduction of CO ₂	Over 1 million tons	340,000 tons	370,000 tons	_	37%	
	Innovate for sustainable consumption and living	Users participating in "innovation in sustainable consumption and living"	Over 1 million people		_	_	_	
		Companies offering options for "innovation in sustainable consumption and living"	Over 1,000 companies			_	_	
	Support future generations to "create businesses"	Investment in future generation entrepreneurs	Over 100 cases	38 cases	40 cases	+2 cases	40%	New investment in: • COTEN • My Fit 53

5-2 Impact KPI ② Creating Happiness for Individuals Together



Themes		Initiatives	2030 KPIs	FY2023 results	FY2024 results	YoY difference	Progress rate toward 2030	Summary
Creating happiness for individuals together	Support for individuals' interests, personalities, and health	Users of cards that support interests, personalities, and health	Over 3 million people	650,000 people	900,000 people	+250,000 people	30%	
		Companies supporting interests, personalities, and health	Over 200 companies	49 companies	78 companies	+29 companies	39%	
	Support for individuals in utilizing their money	Domestic and overseas young people and other users of financial services	Over 10 million people	4.45 million people	4.76 million people	+310,000 people	48%	Number of people issued cards (age 39 and under): 3.68 million people (Up 130,000) Room ID users: 820,000 people (Up 100,000)
		Supportive investment through co-creative partners	Over 20 countries worldwide	2 countries	2 countries	0 countries	10%	54

5-3 Impact KPI ③ Creating an Ecosystem for Co-Creation (1)

Themes		Initiatives	2030 KPIs	FY2023 results	FY2024 results	YoY difference	Progress rate toward 2030	Summary
Creating an ecosystem for co-creation	Provide venues for co-creation	Number of occasions for co-creation	Over 500 times	31 times	72 times	+41 times	14%	
		Companies that create opportunities for co-creation	Over 350 companies	50 companies	81 companies	+31 companies	23%	
		Participants in the ecosystem for co- creation	Over 10,000 people	1,016 people	2,000 people	+984 people	20%	

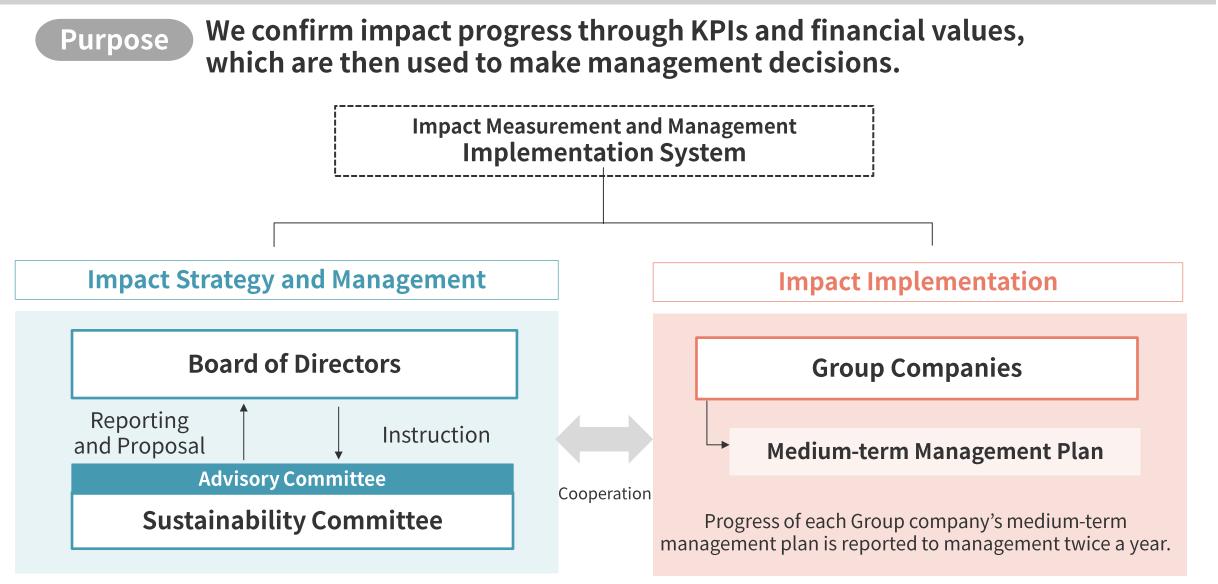
5-3 Impact KPI ③ Creating an Ecosystem for Co-Creation (2)



Themes		Initiatives	2030 KPIs	FY2023 results	FY2024 results	YoY difference	Progress rate toward 2030	Summary
Creating an ecosystem for co-creation	Innovate workstyles and organizations	Percentage of employees who are highly engaged	75%	66%	65%	-1.0 ppt	87%	
		Percentage of employees who are able to easily enter a state of flow	60%	40%	42%	+2.0 ppts	70%	
		Percentage of employees who are making use of their interests in their work	75%	_	_	_		Stress Checks instituted from June 2024
	Promote social experiments through business activities	Number of social experiments	30 cases	3 cases	4 cases	+1 case	13%	
		Number of innovations created	20 cases	3 cases	3 cases	0 cases	15%	56

5-4 Impact Measurement and Management System





5-5 Cycle of Impact Measurement and Management



• Through experimentation and dialogue, we identify our impact and implement cycles for improvement.



5-6 Progress of Implementation in FY2023



Promoting impact as a year-round management theme Amendment of articles of incorporation **Publication of IMPACT BOOK April 2023** May June September Sustainability Committee **Board of Directors Sustainability Committee Committee/Internal dialogue** Resolution of the articles • Discussions on amending ofincorporation Confirmation of IMPACT BOOK Shared stakeholder dialogue the articles of incorporation Impact reporting October November December January 2024 Meeting to confirm the Meeting to confirm the Interim financial results/ **Sustainability Committee** progress of each progress of each Group **IR** activities department's medium-term company's medium-term ESG assessment and management plan • Fintech strategies to achieve management plan sustainability strategy impact • Reporting on business impact progress • Reporting on business impact progress **Early March** February Mid-March Late March Marui Dialogue for the **Directors' training camp** Sustainability Committee **IMPACT BOOK 2023 meeting Future** Impact refinement and • Balancing impact and profit Impact progress in FY2023 • Dialogue with younger generations focus items

The forward-looking statements contained in this presentation are based on information available at the time of preparation of this presentation and certain assumptions that MARUI GROUP deems to be reasonable. The forward-looking statements may differ materially from actual results due to a variety of different factors. Please direct any inquiries to the IR Department(E-Mail:marui-ir@0101.co.jp).

