

## CHALLENGE TOMORROW





# Telecommunications connecting new ideas and a broadening network of people

The telecommunications-related market is evolving into the next era as new common business practice such as the further sophistication & higher fictionalization of mobile terminals, the wide spread of FTTH in the broadband market, and the development of e-commerce has emerged. As envisioned futures become reality, paths to further dreams are revealed. We aspire to realize the infinite expansion of these connections between people, and to serve as a bridge for communication. In the here and now, and in the near and far future. And for the next generation carrying the hopes and dreams for everyone.

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We proactively promote a three-directional effort, named "SHINKA" (means "Renovation", "Deepening" and "Evolution" in Japanese Pronunciation)" aiming at medium- to long-term growth.

We would like to offer our heartfelt sympathies and condolences to the victims of the Great East Japan Earthquake and express our sincere hope that the affected areas will recover as early as possible.

While the telecommunications networks, including mobile phones, have been widespread among the public as an important lifeline, securing the communication means becomes the issue of overriding importance for both companies and individuals at the initial stage of a disaster. The Great East Japan Earthquake has offered a precious opportunity for us to newly realize our great responsibilities that we provide users services related to the communications infrastructure indispensable for society.

In the telecommunications industry, the total number of mobile phone and PHS (personal handy-phone system) subscriptions has reached approximately 120 million. On the other hand, with smartphones and tablet devices rapidly gaining momentum, new market needs have emerged, where we also have many business opportunities. In the midst of such diversification of mobile terminals and in the backdrop where they assume characteristic of explanatory products more than ever, we strive to realize further improved CS (customer satisfaction) by upgrading the skills of our sales staff through implementation of educational and training programs in a continuous and thorough manner. We believe that our strengths lie not only in the mobile telecommunication business, but also in the capability to provide comprehensive solution services, including fixed-line telecommunications services. In light of such a business environment, we have developed medium-to long-term management strategies as follows:

- Renovation : Establishing new business models
- Deepening : Increasing the depth of existing business models
- Evolution: Further progress in the management base

In an effort to realize continuous growth and build a new revenue base through the creation of new and overseas businesses while consolidating the existing businesses, we proactively promote the aforementioned a three-directional effort, named "SHINKA" aiming at medium- to long-term growth.

Since we are determined to continue our ongoing efforts to enhance our corporate value by ensuring and consolidating our compliance system and corporate governance furthermore with various stakeholders in view, we would like to ask for your continued support and warm guidance.



Masaaki Kimura resident & CEO (Chief Executive Officer)

木村政昭

## Corporate Philosophy

We will contribute to the realization of society's dreams and prosperity, and continue to

# take on "Challenges"

# toward a better "**Tomorrow**."

with "Integrity"

## **Conduct Guideline**

We will fulfill our corporate social responsibility (CSR) proactively, striving to ensure corporate sustainability and transparency and bearing in mind the needs of various stakeholders,

## Society

We will proactively engage in social contribution programs while deepening communication with society.

## Customers

We will always provide the best service as a company deserving of trust of our customers based on a "Customer first" philosophy.

## Shareholders

We will maintain and operate appropriate governance and compliance systems, placing importance on accountability, and will endeavor to further increase our corporate value.

## Employees

> Respecting the individuality and creativity of each employee, we will continue to be a company, which is a great place to work with free and vigorous atmosphere.

## **Corporate Outline**

Corporate Name	T-Gaia Corporation Listed on the First Section of the Tokyo Stock Exchange (securities code∷
Description of Business	<ul> <li>(1) Sales and distribution of mobile phones, agency business</li> <li>(2) Sales and brokerage service for telecommunication services including s "Myline" and broadband communication</li> <li>(3) Prepaid settlement services, content demobile phones, etc.</li> </ul>
Location	[Head office] Ebisu Neonato 14-18F, 4-1-1 Shibuya-ku, Tokyo
Capital	3,098 million yen
Date of Establishment	February 1992
Major shareholders	Mitsubishi Corporation, Sumitomo Corpo
Board Members	President & Chief Executive Officer, Masa Representative Director, Executive Vice P Director, Executive Vice President, Yoshit Director, Executive Vice President, Bump (External) Director, Tatsujiro Naito (External) Director, Osamu Miyashita (External) Director, Taiki Hasegawa Corporate Auditor, Ken Chikaraishi Corporate Auditor, Takaharu Tao (External) Auditor, Motokazu Endo (External) Auditor, Kazuyuki Masu
Sales territory	All over Japan
Number of employees	3,530
Main financing banks	Mizuho Bank, Ltd., The Bank of Tokyo-M Sumitomo Mitsui Banking Corporation, Mitsubishi UFJ Trust and Banking Corpor The Chuo Mitsui Trust and Banking Comp





oration, npany, Limited(\*In the order of bank code)

(As of June, 2011)

# Mobile Telecommunication Business

(for Consumers)

## Creating future of mobile communications taking advantage of scale with our spirit of challenge

As a primary distributor for telecommunications carriers with nationwide operational network, we sell mobile and PHS phones, including smartphones, and non-verbal communication devices (digital photo frames, WiFi routers, data cards, tablet PCs, etc.) through our sales channels across Japan and support them with high quality services.



**Number of Mobile Handsets** 

Sold by T-Gaia

<FY2010>

#### Creative sales strategies formed from good partnerships

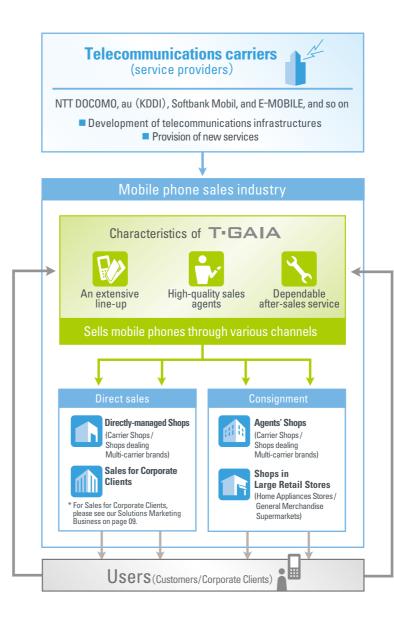
We have been building good business partnerships with all major telecommunications carriers in Japan. Based on their trust in us, we actively promote flexible and creative sales strategies, and cater to every user need by promptly responding to market trends, such as the full-fledged deployment of smartphones. Our strengths also include the extensive lineup of peripheral products and contents, which are indispensable for mobile terminals, the development of new business models, and the deployment of unique business strategies.



Each directly managed shop has implemented accurate local marketing to suit the conditions of each area, and to conform with the regional strategies of telecommunications carriers. Concepts for shops can be broadly divided into two types: a suburban and a city center type. All business processes from project planning to operations are managed consistently and accurately according to the environments of each area. Such creative planning ability cultivated through ample experience has enabled us to create sophisticated and cutting-edge mobile phone shops as sales bases.









T-Gaia's Market Share of **Mobile Phone Sales** 

<FY2010:



Comprehensive and thorough training of our customer service staff is one of our important polices that we uphold in embracing close personal interaction in each of our directly-managed and agents' mobile phone shops as well as shops in large retail stores. We advocate the practice of obtaining qualifications built on solid, on-the-job experience. T-Gaia is committed to the training of professional sales staff with abundant product knowledge including how to fully explain products and price plans to customers, which leads to the accumulation of specialist skills.





# Number of Domestic Mobile Phone/PHS Subscriptions <as of the end of June 2011> 125 24 million units

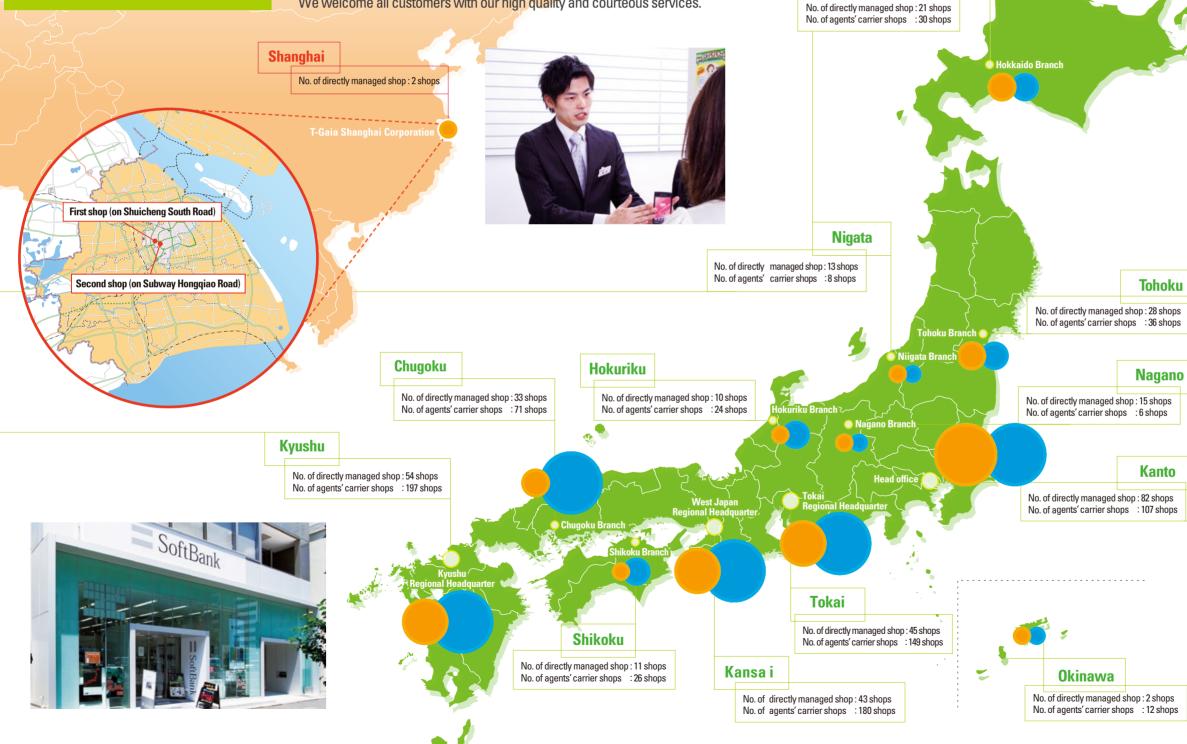
#### **Cultivating professionals with expertise**

# Nationwide & Overseas Sales Network

## A Diversified Domestic and **International Sales Channels**

Our sales bases cover not only the entire nation but also Shanghai. Our sales bases are located throughout Japan. They consist of approx. 3,450 shops and reflect diversified sales channels such as directly-managed carrier shops, agents' shops, and shops in large retail stores. While our advantage of scale is an important factor for us, we place a high degree of value on communication which is our connection to our customers considering our sales bases to be outlets for communication among people.

We welcome all customers with our high quality and courteous services.



Number of **Directly-managed Carrier Shops** <as of the end of June 2011>

docomo

Hokkaido



Our high level of know-how is extremely outstanding in the operations of our directly-managed shops. Making use of our ample experience, we will continue to focus on developing our directly-managed shops, and our highly trained staff will welcome customers with enhanced services.



#### Number of Agents' **Carrier Shops** <as of the end of June 2011

Based on our experience accumulated through operation of our directly-managed shops, we have utilized and applied our know-how to management of our agents' shops. Communication with customers through T-Gaia is being increased throughout Japan.







Number of directly-managed carrier shops Number of agents' carrier shops

# Solution Marketing Business

## Proposing tomorrow's telecommunication solutions in a creative manner

We, T-Gaia, as the primary agent for telecommunication operators. will contribute to create tomorrow's telecommunications environment by exerting our three characteristics, which are good partnerships with all major telecom operators, skill of proposals for a variety of products adapted to the market, and excellent sales and marketing operations

throughout the country.

Steadily growing sales for corporate clients

through effective consulting services

Mobile phones including smartphones are extremely important information assets for companies. As the contents of services

become increasingly diversified, how to properly operate them is

becoming a major issue. The Solution Marketing Business Division

provides the optimal solution and plan accommodating the

changes in the social environment, such as the personal

information protection law, J-SOX, security measures, as well as

management service

not to mention the compiling of cumbersome bills.

**Movino star-Collective billing** 

In addition to consulting marketing, we offer management

service mainly for mobile phones over the Internet with our

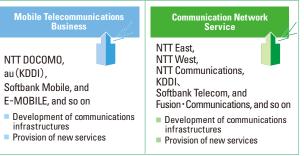
ASP service for corporate clients called "movino star" (collective billing management service). We offer ASP services pursuing the convenience of

our clients, from the ordering of mobile phones to price plan simulations,

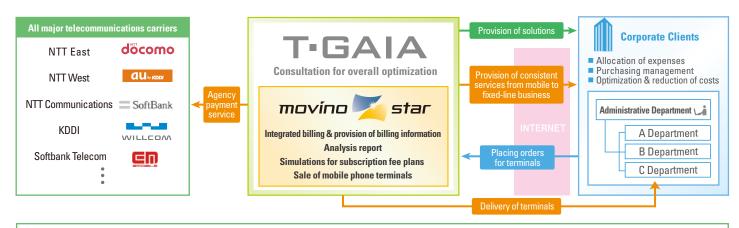
the specific requirements for the respective customers.



#### Major telecommunication operator business counterparts (service providers)







movíno

star

ASP services requiring no capital spending and ensuring easy & smooth introduction

Number of broadbandservice subscribers <as of end of March 2011> million subscribers



## Machine To Machine Contribute to a ubiguitous society through busines

By connecting machines over the network, we enable remote monitoring of devices and equipments, remote control, automatic retrieval, management, and efficient use of data. The world of M2M is expanding with the development of telecommunication networks, telecom equipment, the advances in telecommunication technology, and the upgrades of information processing systems. The Solution Marketing Business Division prepares for various situations and aims to create a ubiquitous society by offering telecommunication services to be adapted by a broad range of different uses.

#### Contributing to a prosperous network environment

At the center of our Communication Network Service is the penetration/expansion of broadband services with optical fiber networks as the primary axis. Throughout the country, we are making efforts to establish a stronger sales network, including developing and cultivating dominant agents as well as expanding various new sales channels. Furthermore, we will aggressively work on the diversification of sales methods; such as including various content services, e.g. IP telephony and video related services; providing services that match the market needs, for example expanding the line-up of combination products; creating new markets through alliances with different industries; and taking in the corporate market needs.

Business models are about to go through major changes with the coming of the next-generation networks, which will broaden the possibilities of information communication. We will proactively take on the challenges to propose new network services for the full introduction of FMC, such as the convergence with wireless, in light of the debut of femtocells and the proliferation of WiFi and contribute to the building of a prosperous network environment for the future.

#### **Provision of total support to corporate** clients in both Japan and China

In liaison with our 100% subsidiary "T-Gaia Shanghai Corporation" established in August 2010, we provide one-stop support services in both Japan and China. In China, we offer our corporate clients communications infrastructure for mobile phones and fixed-line phones via our local company together with our know-how related to their management and operational improvement. In both countries, we aim at providing the latest solutions together with the same high quality services that we have been offering in Japan.

> Provision of one-stop & total support to corporate clients both in Japan and China via solutions that leverage our communications services





# Overseas Business Initiatives

In emerging countries, migration from the second-generation mobile phones centering on the prepaid type to the postpaid type mobile phones in the third generation is taking place rapidly. In addition, migration to the early LTE (3.9G) phones is also scheduled and as is the case in Japan, smartphones are becoming the mainstream in the sale of mobile phones. In such market trends, we intend to branch out into overseas markets.

particularly into significantly growing markets in China and other Asian nations, by leveraging our sales know-how that we have cultivated in Japan.

# Prepaid Settlement Service &

# Other Business

## Continuing to take on a challenge to create new corporate value

For new business, will pursue further development. In an effort to create new corporate value, we continue to create new business opportunities, such as the further promotion of overseas business.



## China

In August 2010, we concluded an agency agreement with China Unicom Shanghai Branch, a leading telecommunications carrier in China, and established "T-Gaia Shanghai Corporation, our first overseas subsidiary. In September of the same year, we opened our first shop, China Unicom Shuicheng South Road Shop, in the western part of Shanghai, followed by the second shop, China Unicom Subway Hongqiao Road Shop, which opened in June 2011. At these shops, we offer Japanese-style services, which have been welcomed by both Chinese customers and Japanese customers living in Shanghai. For the corporate business targeting Japanese companies, we make optimal proposals to corporate clients including mobile solutions.



## Other emerging countries

While watching the right timing for the migration to third-generation mobile phones and/or postpaid phones, and considering the speed of economic growth, we will pursue the possibility of entering markets in the emerging countries with the business of selling terminals as well as the shop operation business and other related businesses where our sales know-how in Japan can be leveraged.



#### **Rapidly expanding prepaid settlement service**

Our prepaid-related business, which started with the sale of prepaid mobile phones, have been rapidly expanding by capitalizing on our long-developed sales channel of convenience stores and now includes the sale of real cards and the online prepaid settlement service enabled by the use of PINs (Personal Identification Numbers). Moreover, we have launched a new Gift Card Mall business and aim at further growth by utilizing our know-how on PIN sale and the sales network of convenience stores.



## **Extensive network with** convenience stores

Our prepaid settlement service is being offered in major convenience stores, which are part of a vast sales channel network covering almost all convenience stores in Japan.

- For mobile phones Settlement of calling rate for prepaid & postpaid mobile phones For overseas calls Settlement of overseas calls
- Electronic money Convenient & secured general-purpose e-money
- For variety of products iTunes Card, online shopping & various game cards, etc

## **Gift Card Mall Business**

As a new attempt in the prepaid settlement service business, we have launched the card mall business, which capitalizes on gift cards and/or prepaid cards, and whose market is expected to expand in Japan as well in the United States. By leveraging our know-how obtained from the sale of mobile phones and that of PIN at convenience stores, we provide finely-tuned services, such as delivery of cards best suited for each sales channel, OTC promotions, and call center operations.

- we have focused on prepaid settlement services and







## **Financial Information**

## Management Strategy of Medium and Long-Term

While consolidating existing businesses to achieve sustainable growth, we aim to build a new revenue base by creating new and overseas businesses and achieve medium-to long-term growth by proactively promoting three shinka (new development, deepening, and evolution). In an effort to realize continuous growth and build a new revenue base through the creation of new and overseas businesses while consolidating the existing businesses, we proactively promote the after-mentioned three-directional effort, named "SHINKA" aiming at medium- to long-term growth.



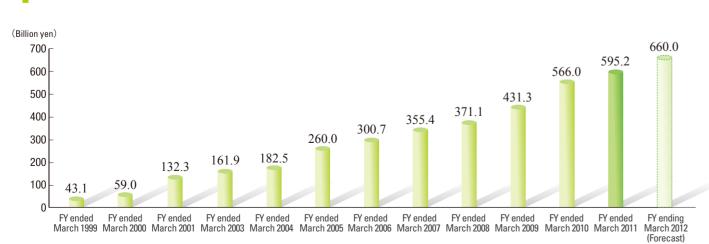
Entering overseas markets and launching overseas business initiatives focusing on operations in China



Further Progress in

Management Base

Proactively Advancing Three-directional Effort, named "SHINKA", which means "Revolution", "Deepening" and "Evolution" in Japanese Pronunciation, for Further Business Growth over the Medium & Long Term

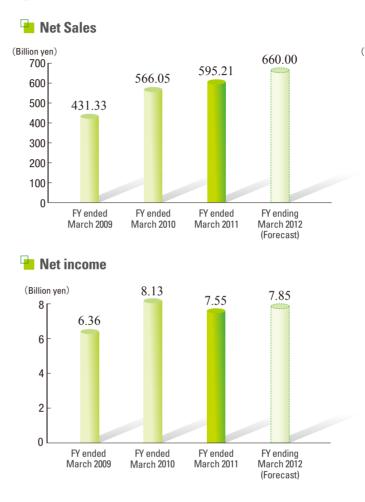


Longitudinal Data on Net Sales (unconsolidated)

Note : Financial results for 02/03 have been omitted as the fiscal year lasted for only 3 months due to change of the accounting term.

Note : Telepark Corp. and MS Communications Company. Limited merged as of October 1.2008 and the company name was changed to T-Gaia Corporation. Therefore, the financial results for the FY ended March 2009 was calculated by adding results of the first half for Telepark Corp. to results of the second half for T-Gaia Corp.



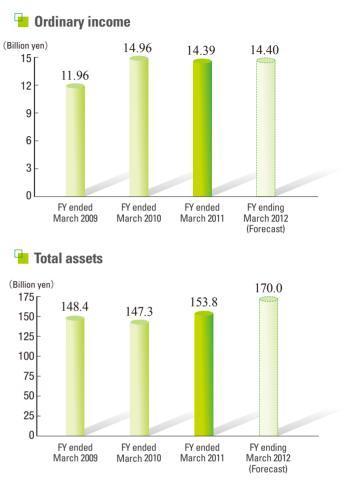


## Historical Dividend Data (After stock-split adjustment)



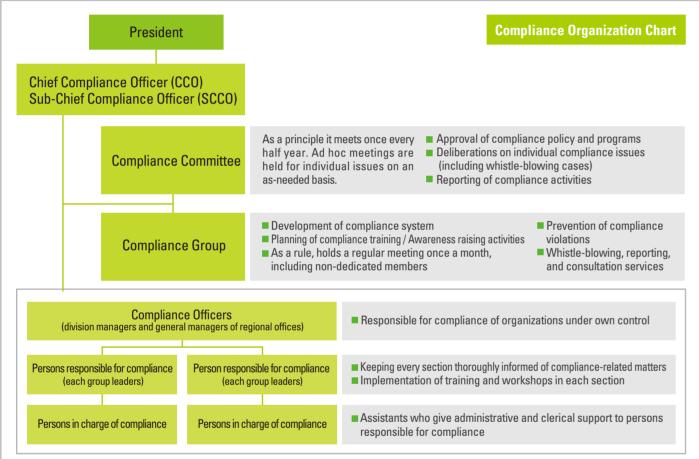
13 | Financial Information

## **Financial Information**



# Compliance

We position the observance of laws & regulations and the practice of business ethics (compliance) as the highest priority issues in our business operations, and have established the Compliance Committee separately from ordinary business divisions. The Committee, which is led by Chief Compliance Officer (CCO) as the chairperson and comprised of executive officers as members, deliberates compliance issues to achieve sustainable improvement. Moreover, we also established Compliance Groups as permanent promotion vehicles, which strive to maintain and enhance the effectiveness of compliance activities by streamlining the compliance system and conducting in-house awareness raising activities. We have laid down the Compliance Rules as compliance guidelines for all employees, including executive officers. Furthermore, in an effort to detect compliance violations and collect risk information as early as possible, we have set more than one reporting and consultation route, including outside organizations and lawyers, as consultation services for our employees.



\* Compliance officers shall be division managers and general managers of regional offices.

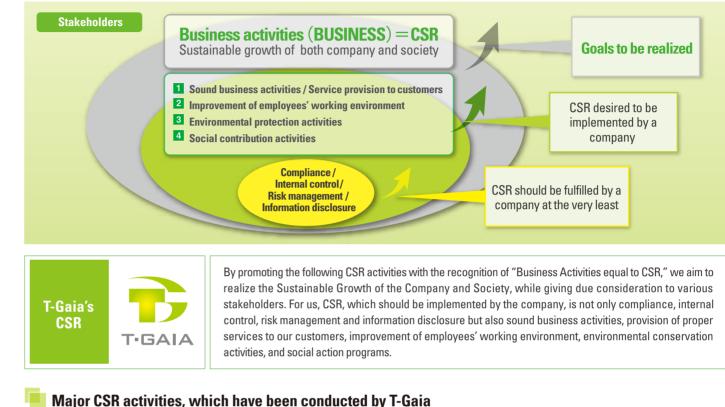
\* For persons responsible for compliance and persons in charge of compliance, one of each shall be appointed in each section (group).



#### T-Gaia Corporation obtained the PrivacyMark certification from the Japan Institute for Promotion of Digital Economy and Community (JIPDEC) on July 7, 2011 (certification number: 10580069 (01))

PrivacyMark is a system of certifying business entities that have a system in place to take all necessary steps to protect personal information in accordance with the Japanese Industrial Standards Committee (JIS) Q 15001 Personal Information Protection Management Systems - Requirements, to grant the PrivacyMark to these entities for certification, and to allow the use of the mark in their business activities. While it provides many advantages, such as greater trust by client companies and customers and improved awareness of personal information among employees, it requires greater responsibility of these entities, that is, to take their commitment to the protection of personal information to a higher level. We will continue ongoing efforts to achieve the appropriate management of personal information and its continuous improvement.

# CSR (Corporate Social Responsibility)



#### Support to Make-A-Wish of Japan

We support the activities of Make-A-Wish of Japan (MAWJ), a foundation established to make the dreams and wishes of children with intractable diseases (WISH CHILD) come true with the hope that it will bring them the strength to live and the courage to fight their diseases, and participated in the Imperial Palace Charity Marathon hosted by MAWJ.

Our employees also participate in volunteer meetings and volunteer activities.



mate Inc.

Supporting member of The Eye mate Inc.

We have continuously

contributed to training

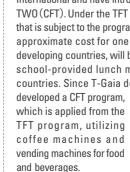
programs for guide dogs as

a supporting member of Eye

#### Official supporter of Japan Paralympics

We have a supporter contract with the Japan Sports Association for the Disabled and we support the promotion of sports for the disabled and training of disabled athletes as a Japan Paralympics Games Official Supporter. For these activities, we have received a certificate of appreciation from the association in February 2010 and were invited to the inauguration ceremony and send-off party for the delegation to the Vancouver Paralympics. Moreover, in December 2010, one of our staff participated in the track and field event (female 100 m) in the Guanzhou 2010 Asia Para Games and won the 8th prize.





#### Assent Challenge 25 Campaign

We support the Challenge 25 Campaign, an attempt organized by the Ministry of Environment with the aim of reducing the emissions of greenhouse gases. including CO2, to 25% below 1990 levels by 2020. As part of measures against global warming, we implement Cool Biz from June to September each year, where we strive to minimize the use of air conditioners in our offices. In an effort to help achieve the reduction of power consumption by 15% promoted by the government as countermeasures against serious power shortage expected to occur in the summer of 2011, we implement various measures to save electricity. Specifically, in light of Super Cool Biz recommended by the Ministry of Environment, we are implementing Super Cool Biz by チャレンジ

reinforcing our conventional Cool Biz efforts and carrying 未来が変わる。 out them ahead of schedule mainly at the head office.

#### Promotion of TABLE FOR TWO Program

We support the activities of the NPO TABLE FOR TWO (TFT) International and have introduced an internal program CUP FOR TWO (CFT). Under the TFT program, when a meal or fooditem that is subject to the program is purchased. 20 yen, which is the approximate cost for one meal of school-provided lunch at developing countries, will be donated per meal through TFT as school-provided lunch money for children in developing countries. Since T-Gaia does not have a cafeteria, we have



#### Sponsor of Japan **Philharmonic** Orchestra

日本が変える。

As part of our mecenat activities (corporate support to artistic and cultural activities), we support Japan Philharmonic Orchestra and co-sponsor their regular concerts.



[ Source : Japan Philharmonic Orchestra ]

## **Bases for Business Operations**

Regional Headquarters and Branch Offices	Postal Code		
Eest Japan Regional Headquarter	150-8575	Ebisu Neonato  16F 4-1-18 Ebisu, Shibuya-ku, Tokyo	TEL:03-6409-1111
West Japan Regional Headquarter	556-0017	Kintetsu Shin Namba Bldg. 14-16F, 1-4-38 Minatomachi, Naniwa-ku, Osaka City, Osaka Prefecture	TEL:06-6630-3600
Tokai Regional Headquarter	460-0003	Nagoya Intercity 6-7F, 1-11-11 Nishiki, Naka-ku, Nagoya City, Aichi Prefecture	TEL: 052-223-8700
Kyushu Regional Headquarter	812-0038	Hakata Gion Center Place 10F, 7-20 Gionmachi, Hakata-ku, Fukuoka City, Fukuoka Prefecture	TEL: 092-283-7600
Hokkaido Branch	060-0042	Sumitomo Corp. Fukamiya Odori Bldg. 8F, 8-2 Odori-nishi, Chuo-ku, Sapporo City, Hokkaido	TEL: 011-241-2525
Tohoku Branch	980-0014	Renart Sendai 13F, 2-15-1 Honcho, Aoba-ku, Sendai City, Miyagi Prefecture	TEL: 022-713-6001
Niigata Branch	950-0994	N-Bldg. 3F, 1-1-24 Kamitokoro, Chuo-ku, Niigata City, Niigata Prefecture	TEL: 025-247-7077
Nagano Branch	380-0921	Eastgate Nagano Bldg. 6F, 991-1 Kurita, Nagano City, Nagano Prefecture	TEL: 026-267-7220
Hokuriku Branch	920-0031	Kanazawa Park Bldg. 3F, 3-1-1 Hirooka, Kanazawa City, Ishikawa Prefecture	TEL: 076-222-3300
Chugoku Branch	730-0037	Hiroshima Green Bldg. 8F, 8-12 Nakamachi, Naka-ku, Hiroshima City, Hiroshima Prefecture	TEL:082-546-2811
Shikoku Branch	760-0017	Nissei Takamatsu Bldg. 9F, 1-1-5 Bancho Takamatsu City, Kagawa Prefecture	TEL: 087-811-2361

## Corporate History

- Contra - C		-	2011					
Late June 2010	Establishment of new management structure							
October 2008	Newly-established T-Gaia Corporation							
	Merged Telecom Park	April	2008					
Changed company name from Teleco Made Telecom Sanyo Co	m Sanyo Co. to Telecompark Corp. ). (Telecompark Corp.) a subsidiary	November October	2007					
Made relectin Sanyo Go. (relectin park Golp.) a Subsidiary		OCIODEI	2006	April	Merged Calsonic Communication Co., Ltd.			
Listed on the first section of the Tokyo Stock Exchange		March	2005	July	Acquired all outstanding shares of Calsonic Communication Co., Ltd			
Changed the company name to Telepark Corporation Merged JRC Mobitec Co., Ltd.		October July						
Listed on the second section of the Tokyo Stock Exchange		April	2004					
Acquired all outstanding shares of JRC Mobitec Co., Ltd.		December	2003					
Changed the company name to Mitsui & Associates Telepark Corporation having merged with Mitsui Electronic Telecommunication Services Co., Ltd.,Bussan Telecommunication Co., Ltd., and Bussan Telecommunication Osaka Co., Ltd.		April	2001	September July	Merged Sumisho Telemate Hokkaido Co., Ltd. and Sumisho Telemate Kyushu Co., Ltd. Established MS Communications having merged with Sumisho Telemate and MC Telenet			
			1995	1995	Established Sumisho Telemate Co., Ltd.			
Established Mitsui Electronic Tel	ecommunication Services Co., Ltd.	February	1994 1992	1994	Established MC Telenet Co., Ltd.			
Telepa	ark Corporation				MS Communications Company, Limited			

## Topics

#### **Origin of the Corporate Name**

Our corporate name represents our commitment that we "aim to become a grand company like the earth nurturing the lives of all people across the world by continuing bold challenges with integrity toward the future." This commitment is also reflected in our corporate philosophy.



#### **Corporate Mark**



The corporate mark of T- GAIA is a futuristic and innovative mark designed from the initials TG. The dynamic G that spreads from the core, a bright T, emphasizes young, powerful energy and momentum, and represents an enterprising spirit and innovativeness that continue to take on challenges toward the future. The dynamic mark that communicates a sense of speed represents our company that leads the world with the strong leadership in **T•GAIA** the midst of rapidly changing society.

#### **TG Values**

We have laid down TG Values to show the profile of desired employees in a specific and easy-to-understand manner. Values are the requirements, abilities, behavior, and attitude, which the company requires of all employees, to realize its management vision and business strategies. Also in our recruitment activities, we seek human resources that can share the common understanding of the TG Values and embody them through specific actions.

### Human Resources that can share the common understanding of the TG Values and embody them through specific actions (Value & Performance)

1	►► Challenge			2	►► Change	
Challenge is the basic spirit our employees should have as they conduct their day-to-day operations. We value the unyielding spirit that enables one to voluntarily engage in and complete his/her work toward high objectives.			We believe that the mindset free which enables people to tackle freer perspective and to change t lead to the creation of new servic development of the company. We are not preoccupied with maint quo, but those who can give rise reform, and creation.			
4	►► Speed	5		Prof	essional	6
for c busin oppo emplo the so and ju	Speed is an indispensable factor for converting the changes in business environment to business opportunities. We expect our employees to accurately assess the social situation, understand and judge it in a speedy manner, and act on the judgment.		We expect each employee to have awareness as a professional and to strive to acquire and maintain high expertise and skills. The provision of high-quality services based on the professional orientation of employees results in high customer satisfaction and contribution to society.			

from conventions. their tasks from a the status quo, will ces and the further e seek people who taining the status se to improvement,

#### 3 ►► Communication & Teamwork

Good work is based on good human relationships. We value teamwork to carry out tasks sometimes by involving others and at other times by displaying strong leadership. Collaborating with other divisions and teams from the spirit of for the company will enable the company to provide high quality services.

7

#### Development of Human Resources

rder for a company to continuously elop, it is essential for employees to v with the company. We focus on development of human resources, ch promotes and supports the wth of each employee, and seek ple who can dedicate themselves he nurturing of their subordinates juniors through development and ing activities.

#### Compliance

We uphold compliance as the prerequisite for carrying out daily operations and always act with integrity while keeping ethics in mind. Since earning social trust will lead to the survival of our company, we should be responsible for what we do and say and never engage in behavior that violates compliance regulations.



## **ANNUAL REPORT 2011**

## T-GAIA CORPORATION

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