

# Company overview





 TOKYOTO BUSINESS SERVICE CO.,LTD

www.tokyotobs.co.jp



Address	<b>Head Office</b> Time 24 Building 5F, 2-4-32 Aomi, Koto-ku, Tokyo, 135-0064 TEL:+81-3(6426)0147 FAX:+81-3(6426)0351
	<b>Kasai Center</b> 3F Sankyo Building C, 5-2-2, Rinkai-cho, Edogawa-ku, Tokyo, 134-0086 TEL:+81-3(6808)1567 FAX:+81-3(6808)1568
	<b>Tamachi Branch</b> 2F, Sotetsu Tamachi Building, 4-17-5, Shiba, Minato-ku, Tokyo, 108-0014 TEL:+81-3(6435)3302
President and representative director	Fumiaki Nezu
Paid-in capital	100 million yen (Systema Corporation: 51%, Tokyo Metropolitan Government: 49%)
Established	December 24, 1986
Number of employees *As of July 1, 2022	Non-consolidated basis: 440 (of which 105 are employees with disabilities) Consolidated basis: 535 (of which 107 are employees with disabilities) * Including TBS Operation Co., Ltd.
Main banks	Sumitomo Mitsui Banking Corporation (Tokyo-Chuo Branch), Mizuho Bank (Ginzadori Branch)

Subsidiaries	TBS Operation Co., Ltd. (Fully-owned subsidiary established in 2011, paid-in capital: 40 million yen) 
Certifications	<b>Privacy Mark (Protection of Personal Information)</b> Acquired December 2003 Registration number: 10820167 Scope of registration: company wide 
	<div> <b>ISO/IEC 27001:2013(GIJP-0620-IC)</b>  Acquired February 2010  Scope of registration  Information processing service  •Data input •Document inspection and electronic image processing  •Output, dispatch  •System maintenance  Temporary staffing business  * Excluding employment support scheme for people with disabilities </div> <div>   </div> <div> <b>ISO 9001:2015(GIJP-0620-QC)</b>  Acquired March 2009  Scope of registration  Outsourcing service  •Data entry •Printing, mailing and dispatching  •Electronic scanning •Outsourced administrative services  •Data processing •Research and analysis </div>

## Major Shareholders



### Systema Corporation (TSE Prime Market)

Business activities include sale of IT products, system development and quality verification, system operation, maintenance and automation, IT utilization and support, IT environment / network building (cloud computing, etc.) and provision of Systema original services.



TOKYO METROPOLITAN GOVERNMENT

### Tokyo Metropolitan Government

The company was established as a third sector business employing people with severe disabilities to promote the social and economic independence of those with disabilities.

# SDGs Initiatives

Tokyoto Business Service empathizes with the principles of the Sustainable Development Goals (SDGs), the set of international goals targeting the year 2030 established by the United Nations to achieve a sustainable world, and contributes to achieving the goals through its business activities.



## Tokyoto Business Service pursues the following initiatives with the aim of developing a sustainable society.



By setting up a head office in a building that has directly connected underground parking as a barrier-free office, an environment making it easy for wheelchair users to commute by car has been set up. Other considerations include wide aisles, sliding meeting room doors, the installation of a break room, the provision of three multi-purpose restrooms on the same floor (men, women, shared). These are part of efforts focused on creating a pleasant working environment for everyone. In addition, augmented reality (AR) and digital signage is used at each office to create an environment where information can be easily checked and develop a comfortable workplace.



In new employee training, employees learn business manners, basic PC skills, practical know-how that will aid in their work, and different technologies, enabling them to engage in practical work with confidence. Educational programs based on each career are currently offered. Online systems have also been developed so that employees can undergo training anywhere. A system to support obtaining 135 different qualifications has been set up to support ongoing skill development.



As of April 1, 2022, 75% of Tokyoto Business Service employees are women. Shortened working hours, flex time and working from home are supported, enabling employees to continue working based on their life stages. Pathways for career advancement are equally open to employees regardless of gender, and a majority of managerial staff are women.



Over 100 of the employees at Tokyoto Business Service have disabilities. Tokyoto Business Service has focused on developing an environment where a diverse range of human resources can work energetically together and take on challenges without discrimination, regardless of whether they have a disability or not. Evaluation systems and support mechanisms have been introduced so that each employee can set goals and engage in their duties with positivity.



Tokyoto Business Service has worked for many years to employ people with disabilities. Those experiences and accomplishments have laid the foundations of a culture enabling those who find it difficult to gain employment for various reasons to work together, and as a result of utilizing that culture, Tokyoto Business Service has been accredited by the Tokyo Metropolitan Government as a "social firm." As a third sector company, Tokyoto Business Service will continue its efforts to develop a city where people can continue to live from the perspectives of employment and active participation. Currently multiple employment support centers have been established in Tokyo to support employment and return to work for people with disabilities.

# History

## Company Established

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- 1986 The company was established by the Tokyo Metropolitan Government and Catena Corporation (now Systema Corporation) as a third sector business employing people with severe disabilities to promote the social and economic independence of those with disabilities
- 1987 Operations started with 18 employees (of whom 10 were employees with disabilities), with its main business activities including data entry, contract computing services and software development
- 2006 Rinkaicho Print Center was established
- 2010 Parent company Catena Corporation merged with SystemPro Co., Ltd., forming Systema Corporation
- 2013 TBS Operation Co., Ltd. (wholly owned subsidiary) established the TBS Operations Shiomi Work Support Center as an employment transition support office for people with disabilities Business Number 1310801376
- 2014 Tokyoto Business Service Co., Ltd. and TBS Operation Co., Ltd. (wholly owned subsidiary) were relocated to Aomi and Toyo (both in Koto-ku, Tokyo), respectively  
Name of the employment transition support office was changed to TBS Operations Toyochi Work Support Center
- 2015 TBS Operation Co., Ltd. (wholly owned subsidiary) established the TBS Operations Takadanobaba Work Support Center
- 2018 TBS Operation Co., Ltd. (wholly owned subsidiary) established the TBS Operations Monzenakacho Work Support Center
- 2020 Certified as a company that promotes active roles for people with disabilities
- 2021 Recognized as a certified business under the Tokyo Metropolis-Certified Social Firm scheme Established the Kasai Center to expand the BPO business and strengthen BCP measures
- 2022 Established the Tamachi Branch due to the expanded scope of business