



April 11, 2025

To whom it may concern

Company name: Timee, Inc.  
Representative: Representative Ryo Ogawa  
Director and CEO  
(Code Number: 215A Tokyo Stock Exchange Market)  
Contact Information: Director and CFO Tomoaki Yagi  
TEL. +81-3-6822-3013

### **Frequently Asked Questions and Answers (April 2025)**

Thank you for your continued interest in our company. We would like to disclose the main questions we received from investors recently and the answers to them as follows.

This disclosure is made for the purpose of enhancing information dissemination to investors and for fair disclosure. Although there may be some discrepancies in the content of responses due to time differences, the most recent responses are presented as Timee's most current policy.

## Q1. How are the three main industries doing in FY25/10 1Q?

Overall, the industry utilizing “dispatch” (i.e., logistics and part of retail), which can more easily compare costs with Timee, has grown rapidly due to increasing cost pressures.

The food industry has continued to grow at a small rate, as it did last year, and no significant changes have occurred. The logistics and retail industries have continued to see steady growth in usage due to the busy seasons at the end and beginning of the year, and as a whole, they have maintained high growth. In the logistics industry, volume discounts have also been a factor, and the total transaction volume/net sales have exceeded expectations.

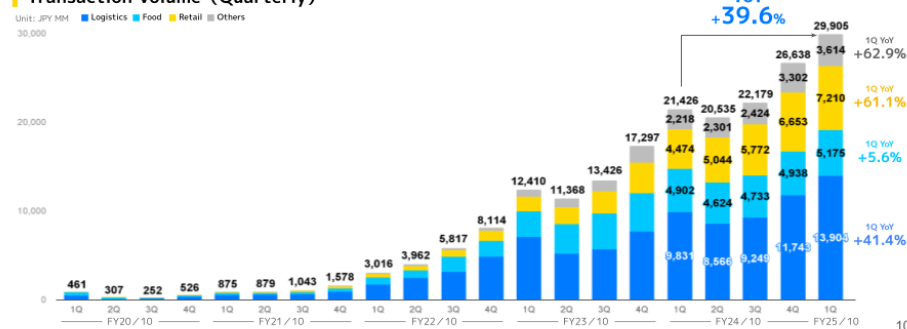
### [Presentation for FY2025.10 1Q Financial Results P10](#)

#### Steady Expansion of Transaction Volume Due to Serious Labor Shortage

Timee

Achieved YoY growth due to an increase in the number of AAs in the three main industries, due to a serious labor shortage, especially in the year-end and New Year period. In the food industry, growth was limited to a small increase due to the continued rise in cost pressures from last year, and there was a decline in the use of small-sized clients due to the impact of measures against unauthorized use, but overall high growth was sustained due to a steady increase in use, particularly in the logistics and retail industries.

#### Transaction Volume (Quarterly)



## Q2. What is the reason for the fall in the take rate in FY25/10 1Q? What are your expectations for the future?

The main reason is the decline in the take rate in the logistics industry (the take rate in the food and retail industries has remained stable at around 30%). We offered volume discounts to some major clients in the logistics industry for a limited time, and the total transaction volume from these clients exceeded our expectations, so the discount also exceeded our expectations in line with this.

Although we expect the take rate to decline gradually YoY, we expect it to recover from 1Q to 2Q in FY25/10.

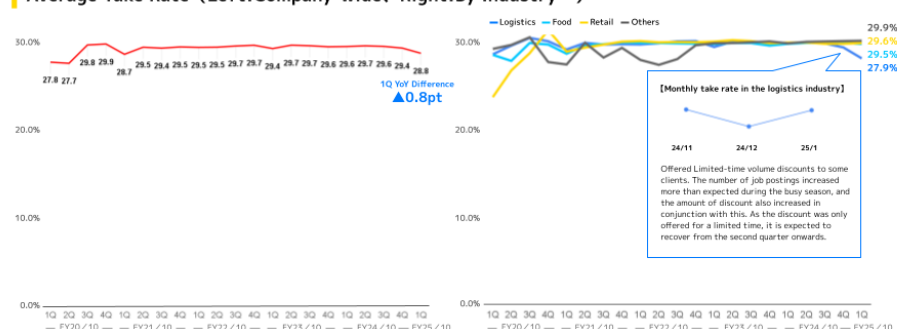
### [Presentation for FY2025.10 1Q Financial Results P11](#)

#### Average Take Rate Trend

Timee

The average take rate remained high at 28.8%. We offered limited-time volume discounts to some clients in the logistics industry. Due to the busy season, the number of job postings increased more than expected, and the amount of discount also increased in line with this, so the logistics industry ended up at around 28%. However, due to the limited period, a recovery is expected from the second quarter onwards. The food and retail industries remained almost flat at around 30% QoQ.

#### Average Take Rate (Left:Company-wide, Right:By Industry<sup>(1)</sup>)



<sup>(1)</sup> The take rate exceeding 30% in the second half of FY20/10 and the first half of FY21/10 is due to factors such as the impact of changes in accounting standards for net sales

Q3. According to the presentation materials, client marketing in FY25/10 1Q decreased compared to the plan due to measures against unauthorized use, but what exactly does that mean?

As part of measures to prevent unauthorized use, new businesses must submit official documents when opening a Timee account. The conversion rate deteriorated due to this additional step, so client marketing in FY25/10 1Q was limited to disciplined investment only.

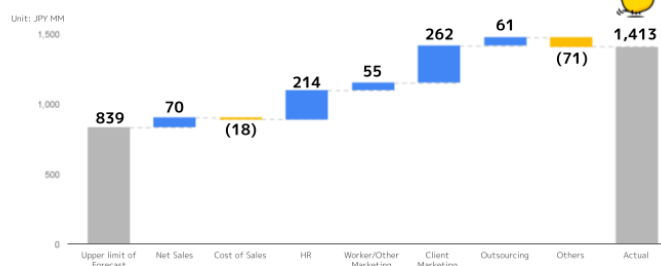
### [Presentation for FY2025.10 1Q Financial Results P5](#)

#### Factors Affecting Changes in Operating Profit (vs 1Q Forecast)

Timee

Operating profit was 1,413 million yen, 574 million yen above the upper limit of the 1Q range. Worker marketing costs were lower than planned because we had allocated a large budget in anticipation of the year-end busy season, but we also invested in worker marketing ahead of schedule in FY24/10 4Q, and the 1Q fill rate was maintained at the same level as the same quarter of the previous year. Client marketing costs were also lower than planned because of disciplined investments only in light of the impact of measures to prevent unauthorized use. HR costs were also lower than planned due to productivity improvements.

#### Factors Affecting Changes in Operating Profit (vs Forecast) <sup>(1)</sup>



<sup>\*1</sup> Breakdown of SG&A costs is a non-GAAP item. HR costs include salaries for sales team, back office, and hiring costs etc. Worker marketing costs and client marketing costs include ad costs (mostly digital) to acquire workers or clients. Other marketing includes promotional expenses. Others include commissions, fees paid to third-party sales agents, and other fees and commissions.


5

### [Presentation for FY2025.10 1Q Financial Results P55](#)

#### Measures to Prevent Unauthorized Use of Services


Timee

So-called yami baito, "dark" part-time jobs, that are disguised as legitimate job offers and are aimed at getting people involved in crime have become a social problem, and there is an urgent need to create an environment where workers can use our platform safely and with peace of mind. We continue strengthening measures to prevent unauthorized use, including yami baito.




**Preventing unauthorized companies**

- Confirmation of the actual situation and status of existing companies, and suspension of posting job openings for companies that could not be confirmed
- New companies are required to submit official documents, etc.
- Automatically preventing a company that has similar characteristics to those of a company that conducted unauthorized use in the past from using the service



**Preventing the posting of unauthorized job openings**

- Checking all job openings 24 hours a day, 365 days a year before publishing
- Whistle-blowing hotline for workers



**Protection of workers**

- The phone numbers of workers are not disclosed until just before work begins
- Whistle-blowing hotline in the message function
- Educational activities for workers regarding unauthorized job openings

#### Impact on FY25/10 Forecast

##### Net Sales

- Due to further strengthening of the confirmation of actual conditions, the deterioration of conversion mainly for small-sized clients will be a factor in the decrease in net sales. Furthermore, the impact of the strengthening of the confirmation of actual conditions for existing businesses will only occur in FY25/10, so the impact is expected to decrease from FY26/10 onwards.

##### Profit

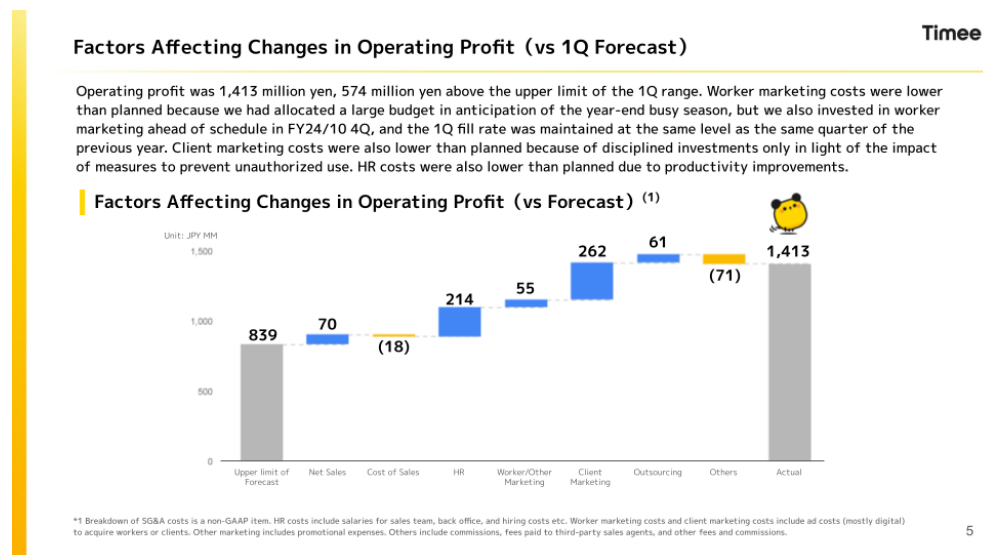
- Recording of costs for strengthening measures to prevent unauthorized use
- As the number of workers needed decreases in line with the decrease in the number of AAs and the decrease in the number of job openings posted by clients, the amount invested in worker marketing also decreases, and the impact will be less than the decrease in net sales.
- Client marketing will be a carefully selected investment with discipline based on conversion, and the impact will be mitigated.

55

Q4. According to the presentation materials, HR costs in FY25/10 1Q were lower than planned due to improvements in productivity, but what exactly does that mean?

We reallocated customer success (= sales staff) from the food industry, where growth is slowing, to the logistics and retail industries, where growth continues to be strong. At the same time, we have no plans to curtail recruitment in the future and will continue to recruit aggressively.

#### [Presentation for FY2025.10 1Q Financial Results P5](#)



Q5. Will the excess operating profit in FY25/10 1Q compared to the plan be carried over to the whole year?

We do not expect the operating profit for the year to exceed the plan, as we plan to use the budget from 2Q onwards. The increased operating profit in FY25/10 1Q was mainly due to decreased client marketing costs due to measures to prevent unauthorized use and decreased HR costs due to improved productivity. From 2Q onwards, we will invest in various measures, such as client marketing within the budget for the whole year while keeping a close eye on the return on investment, and we will also continue to recruit aggressively, focusing on sales and engineers. On the other hand, as we do not plan to continue investing in unprofitable projects, operating profit might increase due to not spending the budget due to a review of investments, etc.

Q6. Is there any change in the competitive environment? How has the introduction of a fee for a competitor's service (Mercari's "Mercari Hallo") affected you?

As an update from FY24/10 4Q, we understand that Recruit announced discontinuing the development of "Town Work Sukima (tentative name)" in March 2025.

About the decision to charge for the service, we recognize that we have not lost significant client/market share due to our competitive advantages, which include (1) high fill rate, (2) workers who work well, and (3) support from sales representatives. Therefore, while the impact of this matter on Timee is positive, we do not believe this will significantly increase our net sales.

#### 【Frequently Asked Questions and Answers (Past FAQs)】

Please refer to the following website.

<https://timee.notion.site/ir-faq-en>