



April 20, 2026  
Timee, Inc.  
(215A Tokyo Stock Exchange Growth Market)

### **Notice Reaching a Basic Agreement on a Strategic Business Alliance with Benesse Carios**

Timee, Inc. (Headquarters: Minato-ku, Tokyo; President: Ryo Ogawa, hereinafter “we”), provider of the on-demand job platform "Timee," and Benesse Carios Co., Ltd. (Headquarters: Chiyoda-ku, Tokyo; hereinafter "Benesse Carios"), which operates an HR business specializing in elderly care and medical care within the Benesse Style Care Group, are pleased to announce that they have concluded a basic agreement on a strategic business alliance.

Elderly care is a high-priority industry following our three core industries (logistics, food, and retail). We are currently expanding our sales (customer success) while intensifying strategic investments in worker marketing. This strategic business alliance aims to accelerate the adoption of Timee in the elderly care field by integrating the resources and expertise of both parties, ultimately resolving the labor shortages faced by many elderly care providers.

Please refer to the attached for details.

Note: This document has been translated from the Japanese original for reference purposes only. In the event of any discrepancy between this translated document and the Japanese original, the original shall prevail.

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Press Release

April 20, 2026  
Timee, Inc.

## **Timee and Benesse Carios reached a basic agreement on a strategic business alliance to fundamentally resolve the worsening shortage of elderly care personnel**

By integrating the resources and expertise of both parties, we will promote the entry of unqualified and inexperienced individuals in the industry and tap into qualified potential personnel

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Timee, Inc. (Location: Minato-ku, Tokyo; President: Ryo Ogawa), provider of the on-demand job platform "Timee," and Benesse Carios Co., Ltd. (Headquarters: Chiyoda-ku, Tokyo; hereinafter "Benesse Carios"), which operates an HR business specializing in elderly care and medical care within the Benesse Style Care Group, are pleased to announce that they have concluded a basic agreement on a strategic business alliance.

By combining the foundations of both companies, we will build an integrated support system that attracts unqualified and inexperienced individuals into the elderly care industry and taps into qualified potential personnel.



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### **Background of the Alliance**

Japan is a super-aging society with a declining birthrate, and it is projected that the number of the oldest-old (those aged 75 and over) will fluctuate, reaching a peak around 2055 (1).

Within this context, the labor shortage in the long-term elderly care industry is a serious issue, with projections estimating a shortfall of 250,000 care workers by fiscal year 2026 and 570,000 by fiscal year 2040 (2).

To address the labor shortage, it is a matter of urgency to secure a diverse workforce by "promoting the entry of unqualified and inexperienced individuals into the industry" and "tapping into qualified potential personnel," as well as ensuring staff retention.

As of October 2025, the use of spot work in the elderly care industry is on an upward trend, increasing approximately 2.3 times compared to the same month of the previous year (3). Furthermore, over 70% of those in the "unqualified and inexperienced" category responded that spot work served as a catalyst for wanting to get involved in the elderly care industry, and 40% responded that they would consider "obtaining elderly care-related qualifications" or "full-scale employment in elderly care" in the future (4), demonstrating its effectiveness in expanding the scope of human resource recruitment.

In response to this situation, Benesse Carrios, which has over 70,000 business partners (5), and Timee, which has 13.4 million workers, have concluded a basic agreement to form a strategic business alliance to accelerate efforts to address the elderly care industry's labor shortage.

\*1: Cabinet Office, "2025 Annual Report on the Ageing Society (Full Version)"

[https://www8.cao.go.jp/kourei/whitepaper/w-2025/zenbun/pdf/1s1s\\_01.pdf](https://www8.cao.go.jp/kourei/whitepaper/w-2025/zenbun/pdf/1s1s_01.pdf)

\*2: Ministry of Health, Labour and Welfare, "Required Number of Care Workers Based on the 9th Long-Term Care Insurance Business Plan" (July 12, 2024) [https://www.mhlw.go.jp/stf/newpage\\_41379.html](https://www.mhlw.go.jp/stf/newpage_41379.html)

\*3: Based on the trend in the # of job openings posted by clients for elderly care-related spot work on Timee

<https://contents.xj-storage.jp/xcontents/AS05113/23e4183d/d564/40bf/a195/dc94ce51de65/140120260306577279.pdf>

\*4: Timee "Survey on Attitudes Toward Spot Work in the Elderly Care Industry" (March 2026)

<https://contents.xj-storage.jp/xcontents/AS05113/23e4183d/d564/40bf/a195/dc94ce51de65/140120260306577279.pdf>

\*5: Total number of clients for the information media business and various HR businesses

## **Overview of Planned Alliance**

Since launching its dedicated elderly care industry team in November 2023, Timee has been promoting the use of spot work.

Implementation of hands-on support for businesses by sales representatives with industry expertise (proposing task breakdown and creating onboarding/operational manuals).

We have established an environment where both businesses and workers can hire and work comfortably, supported by functional updates such as the "Credential Verification Feature," which verifies worker qualifications.

This strategic business alliance aims to accelerate the adoption of Timee in the elderly care field by integrating the resources and expertise of both parties, ultimately resolving the labor shortages faced by many elderly care providers.

While accelerating the business, we are also implementing more thorough task breakdowns and manual creation to ensure safe and secure use.

By breaking down tasks into 451 business classifications developed by Benesse Carrios based on on-site issues and workload trends, we create a manageable work environment for employees. Since approximately 90% of tasks can be divided into duties that can be entrusted to spot workers, improvements in the workplace and increased productivity, such as reducing the workload of existing employees, can be expected.

Furthermore, by leveraging Benesse Carrios' expertise, we provide training and support to help workers obtain qualifications.

We also plan to implement measures that will provide workers with a wider range of "work" options, which is expected to encourage individuals without qualifications or prior experience to enter the industry.

Under our mission of "building infrastructure for expanding life's possibilities through work," we will work alongside Benesse Carrios to solve the challenges facing the elderly care industry while expanding the recruitment pool by "bringing uncertified and inexperienced workers into the industry" and "tapping into the qualified potential personnel."

## **Details of the Collaboration**

### **■1 Promoting the introduction of Timee and providing consultation services**

We will conduct sales activities to introduce Timee to businesses, leveraging Benesse Carios's expertise.

We provide thorough customer support and consultation, including manual creation and task breakdown proposals, leveraging our know-how in elderly care facility management.

### **■2 Providing opportunities for qualification acquisition and skill development**

For unqualified workers who have entered the elderly care industry through "spot work" (on-demand shifts), we will provide Benesse's e-learning services to support online training in practical on-site elderly care techniques.

### **■3 Improving retention through the provision of recruitment services**

We will offer Benesse Carios's recruitment and dispatch services to Timee users who have shown interest in long-term work in the elderly care and medical industries.

Specialized career advisors provide support to encourage long-term employment and retention within the industry.

## **Comments from Each Company**

### **■Ryo Ogawa, President, Timee, Inc.**

We believe this strategic business alliance with Benesse Carios is a significant step toward realizing the future Timee envisions for the elderly care industry.

By leveraging Benesse's professional expertise in elderly care, we are confident that we can improve the working and employment environment for both workers and operators, while expanding the recruitment pool by encouraging the entry of unqualified and inexperienced workers into the industry and uncovering qualified potential personnel.

We will strive to realize our mission of "Building infrastructure for expanding life's possibilities through work" in key industries that support this country's future.

### **■Hidetomo Hashimoto, President and Representative Director, Benesse Carios Co., Ltd.**

The labor shortage in the elderly care industry is a serious social issue and a top priority for maintaining and improving the sustainability of care services.

To solve this issue, we believe it is an urgent priority to uncover qualified potential personnel while securing and developing a diverse workforce, including the utilization of spot workers. We are confident that by combining the industry network and specialized expertise we have cultivated over 30 years of operating elderly care businesses with Timee's extensive worker pool, we can help secure human resources for the entire industry.

## **Company Profile**

### **■Timee, Inc.**

We operate Timee, an on-demand job platform that matches the "time when someone wants to work" with the "time when workers are needed."

Workers can start working immediately without resumes or interviews simply by choosing the job they want to do, and they can receive payment right after their shift.

Businesses can automatically match workers who meet their requirements by specifying the time when workers are needed and the required skills.

### **■Benesse Carios Co., Ltd.**

Within the Benesse Style Care Group, it operates media businesses and HR services specializing in elderly care and medical care, including spot work, temporary dispatch, and recruitment.

Leveraging an industry-leading network of over 70,000 business partners across information media and various HR businesses, along with on-site expertise, it provides highly specialized human resource support.