

Results of Operations

for December 2025, 2nd Quarter



August 8, 2025 TSE Prime Section: 4820

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Table of Contents



- 1. Topics
- 2. Performance Overview (FY2025.Q2)
- 3. Status by Segment (FY2025.Q2)
- 4. Earnings Forecast (FY2025.12)
- 5. Shareholder Returns
- 6. Company Initiatives
- 7. Appendix.





Topics

Topics for FY2025.Q2



Business Results

Considerable Advance in the Incorporation of Welfare Administration-Related Projects Options related to Electronic Prescription and Online Qualification Check have been implemented ahead of schedule.

Interim Dividend Set at 17 Yen as Planned Year-end dividends also unchanged.



Mid-term Management Plan FY2025-FY2027

Pharmacies

Welfare administration-related services continue to drive results, and we have gradually begun providing high-value-added solutions utilizing AI, including at all Group companies.

Clinics

Electronic Prescription Support Business Results. The number of customers has been improving due to a recovery in relationships of trust with customers resulting from system failures last year, and replacements among customers from other companies are steadily advancing.

Long-Term Care

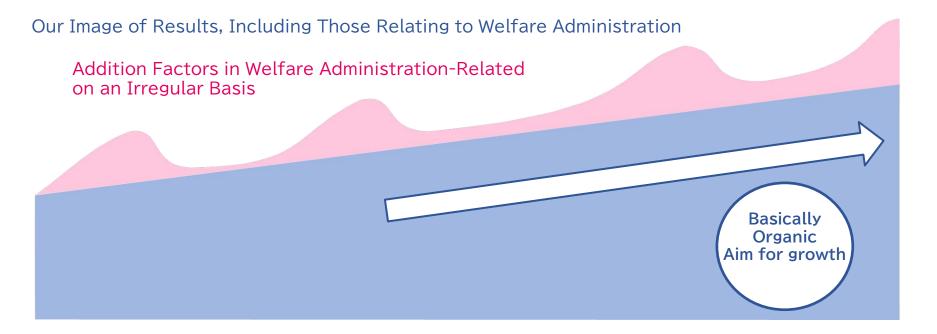
There are unplanned revisions to the system, and replacements to the MAPs series are promoted ahead of schedule, and expenses are in advance. The number of users of *MAPs for NURSING CARE* increased.

Image of Medium- to Long-Term Performance Related to Welfare Administration



Aiming for organic growth through market share expansion, we will continue research and development in line with "Healthcare DX Reiwa Vision 2030".

Although the impact on the performance of welfare administration, etc. increases proportionately to its share, it is not incorporated as a prerequisite for the plan and is assumed to be an additional factor.







Performance Overview FY2025.Q2

Financial Highlights



FY2025.Q2 Consolidated Results

				Units:mill	ions of yen
	FY2024 Q2 Result	FY2025 Q2 Revised Forecast	FY2025 Q2 Result	YoY (%)	% of Revised Forecast
Sales	10,989	11,927	12,149	10.6%	1.9%
EBITDA	2,231	-	2,710	21.5%	-
Operatin g Profits	1,221	1,790	2,080	70.4%	16.2%
Ordinary Profits	1,540	2,140	2,400	55.8%	12.2%
Net Income	985	1,445	1,603	62.6%	10.9%

FY2025.Q2 Topics

Sales: Initial sales increased year-on-year and compared to the revised forecast due to the incorporation of welfare administration (electronic prescription and online qualification check add-on software) advancing ahead of schedule, and the impact of the replacement of conventional systems with Sumareki with Recepty and the

end of Windows 10 support2.

EBITDA: Increased year-on-year due to the effect of the incorporation of welfare administration

(electronic prescription and online qualification check add-on software).

Operating Profits:

Although provisions were recorded in Q1 to cover expenses for dealing with system failures in the pharmacy segment, the increase in sales in welfare administration business and the decrease in depreciation expenses due to impairment losses implemented in the previous period resulted in an increase compared to the same period last year.

^{*} EBITDA is calculated by adding depreciation, system failures, and other one-time expenses back to operating profits.





Status by Segment FY2025.Q2

Sales / Operating Profits-Summary(By Segment)



In welfare administration-related, full-year forecasts progressed ahead of schedule in Q1, bringing together both the pharmacy and clinic segments.

In the long-term care/welfare segment, operating losses increased from the initial plan in Q1 due to upfront expenses resulting from the advance of some measures.

IT Systems for Pharmacies

Initial sales increased due to an increase in sales of hardware replacements following the end of intensive demand for Electronic Prescription (△162 million yen), an increase in sales of Online Qualification Check Systems (mainly optional software) (+441 million yen), and Sumareki with Recepty an increase in initial system sales due to in-house product replacement (+328 million yen), as well as an increase in sales of hardware replacements due to the end of Windows 10 support (+476 million yen).

Although billing sales increased slightly due to new sales promotions and replacement of in-house products, sales of recurring income remained stable overall due to a decrease in maintenance sales resulting from the switch of hardware to manufacturer maintenance.

Although provisions for failure response costs were recorded in Q1 due to a specific system, operating income increased due to the earlier-than-expected introduction and installation of Electronic Prescription and Online Qualification Check Add-on Software.

IT Systems for Clinics

Initial sales increased significantly due to an increase in Electronic Prescription sales (+186 million yen) and an increase in sales of the Online Qualification Check System and optional software (+49 million yen).

Stock sales remained flat overall, as billing sales increased as the impact of the system failure subsided, but maintenance sales decreased due to the in-house replacement of *Unimedical*, which is scheduled to end support, and the switch to manufacturer maintenance for hardware.

IT Systems for Long-Term Care/Welfare

Advance implementation of strategic replacement of existing products due to revisions to long-term care/welfare fees in April 2025.

Despite an increase in the number of licenses for *MAPs for NURSING CARE*, total billing and maintenance revenue for the segment declined due to factors such as user churn during the transition period from *Hibiki* and *Symphony*.

Operating income turned positive due to the earlier-than-expected introduction and installation of Electronic Prescription and Online Qualification Check Add-on Software.

Operating losses slightly improved due to a decrease in depreciation expenses resulting from impairment losses in the previous fiscal year, despite the upfront impact of expenses from strategic replacements for existing products.

Operating Profits

Sales

* Sales of recurring income are the sum of billing, supplies, and maintenance.

Sales / Operating Profits (By Segment)



Units:millions of yen

△17

Sales

Operating Profits

Units:millions	s of ven
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	FY2024 Q2			YoY % change
Pharmacies	9,013	9,885	871	9.7%
Clinics	1,198	1,497	299	25.0%
Long-Term Care/Welfare	283	262	∆21	△7.5%
Other	572	571	0	△0.2%

	FY2024 Q2	FY2025 Q2	YoY change	YoY % change
Pharmacies	1,684	2,124	440	26.1%
Clinics	∆306	80	387	-
Long-Term Care/Welfare	△229	∆169	60	-

40

23

Other

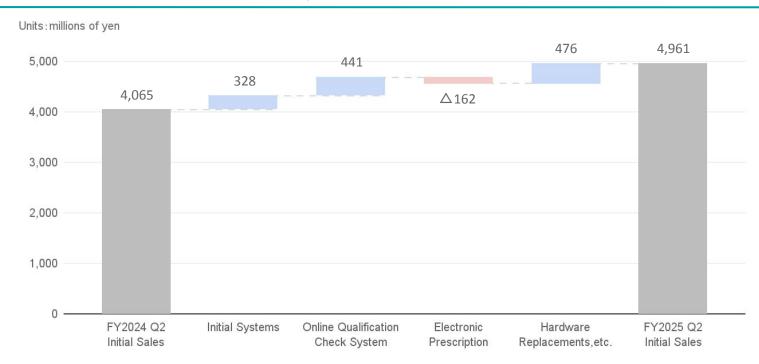
△42.7%

^{*} Sales and operating profits by segment are the amounts before elimination of inter-segment transactions.

Initial Sales - Breakdown of Increases/Decreases (Pharmacies)



Increase/Decrease in Initial Sales

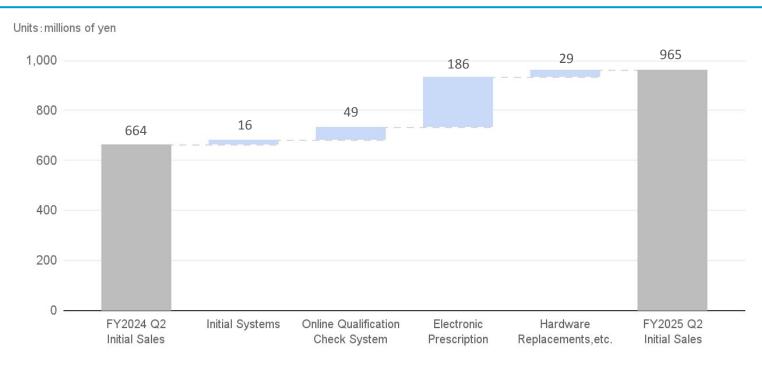


^{*} Categories of increases/decreases are the amounts before applying the revenue recognition standard and before taking into account changes in consolidated subsidiaries.

Initial Sales - Breakdown of Increases/Decreases(Clinics)



Increase/Decrease in Initial Sales



Status of KPIs



ARPU of pharmacies increased slightly due to the replacement of in-house products and the progress in incorporating welfare administration-related products.

In terms of the number of clinic customers, while on the one hand there is a focus on resources to respond to recent welfare administration-related issues, replacements at other companies are progressing.

IT Systems for Pharmacies

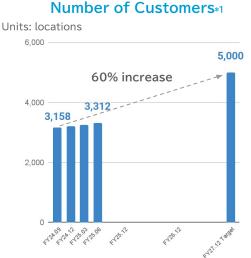
Number of Customers*1 ARPU*2 Units: yen Units: locations 28,000 25,000 Improve by 24,155 24,157 more than 10% 27.000 24,000 26.000 23.000 22.000 24.000 21,000 20,000 FY24.09 FY24.12 FY25.03 FY25.06

•Enhanced sales of management functions (prescription sharing, BI tools, POS cash registers, etc.).

- •Revision of product prices in consideration of improving product added value, rising prices, and other factors.
- •Review of duplicate products and maintenance systems due to M&As and past initiatives.

IT Systems for Clinics





- •Expand sales channels such as OEM supply and agency development.
- Accelerate provision of systems that meet market needs such as online medical care, reservations, and medical inquiries.
- Consider diverse options such as M&As and alliances.

^{*1} Number of consolidated customers

^{*2} ARPU(Average Revenue Per User) is calculated by [Individual (monthly billing sales + monthly maintenance sales)/Number of customers in the target period]





Earnings Forecast FY2025.12

FY2025.12 Earnings Forecast (Consolidated)



Units:millions of yen

Early progress in introducing Electronic Prescription and Online Qualification Check Add-on Software.

In order to assess the impact on this fiscal year's performance, such as the end of Windows 10 support and the response to the Public Medical Hub (PMH) information sharing system that connects local governments and medical institutions, we are maintaining our full-year performance forecast at this point and will make adjustments as necessary.

	FY2024.12 Actual	FY2025.12 Full Year Forecast
Sales	24,837	21,740
Pharmacies	20,699	17,798
Clinics	2,564	2,321
Long-term care/welfare	570	677
Others	973	1,120
Adjustment	△ 171	△178
Operating Profits	4,464	2,522
Pharmacies	5,255	3,062
Clinics	△ 423	∆431
Long-term care/welfare	△ 450	△161
Others	60	24
Adjustment	22	29
Ordinary profits	5,184	3,154
Net income	2,425	1,854



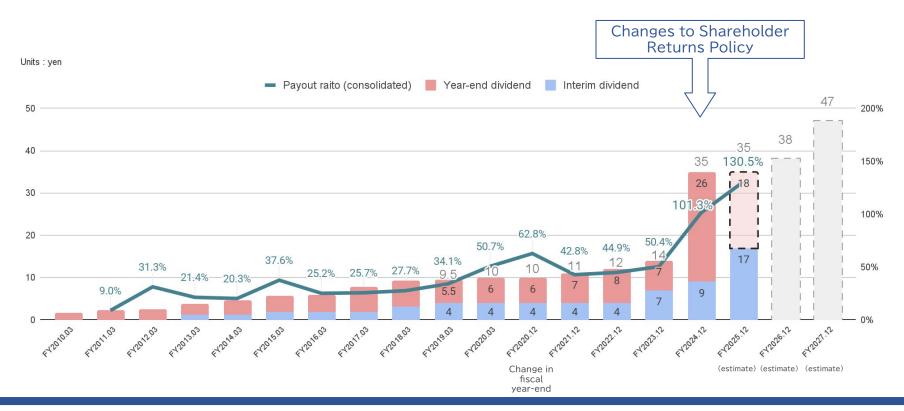


Shareholder Returns

Trends in Shareholder Returns



There are no changes to the interim and final dividend forecasts from the previously announced forecasts.



Acquisition and Retirement of Treasury Stock



We have been acquiring treasury stock as a strategic means of improving capital efficiency and enhancing shareholder returns. We will continue to consider shareholder returns, including acquisition of treasury stock, in order to continuously increase the corporate value of each share.

Acquisition period	Total acquisition value	Percentage of total shares issued*
November 10, 2010 \sim	57 million yen	1.14%
February 09, 2011 \sim	69 million yen	1.18%
September 05, 2011 \sim	79 million yen	1.26%
November 11, 2011 \sim	77 million yen	1.08%
May 25, 2015 \sim	99 million yen	0.49%
June 18, 2018 \sim	500 million yen	1.19%
January 07, 2019 \sim	500 million yen	1.18%
June 11, 2020 \sim	500 million yen	0.78%
February 10, 2022 \sim	500 million yen	0.80%
February 15, 2024 ~	1 billion yen	2.31%

Retirement of treasury stock

Total number of shares cancelled: 4,000,000 shares

(Ratio in relation to the total number of shares issued before cancellation 5.37%)

Cancellation date: December 16, 2024

^{*1} Excluding treasury stock

^{*2} Rounded to the third decimal place





Company Initiatives

Market Environment / Company Initiatives



Market Environment

In line with the 2040 problem (the declining working-age population and peaking of the elderly population), there is an urgent need to secure and improve the efficiency of human resources amid an increase in demand for medical care and long-term care/welfare.

Increased number of cyberattacks in the medical and long-term care/welfare fields, and continued enhancements to security measures through on-site inspections, etc.

Increase in the number of large-scale chain long-term care facilities due to the aging of society.

To respond to Care Plan Data Linkage System and LIFE support* improve data accuracy.

The full-scale proliferation of Electronic Medical Chart Information Sharing Service is expected to occur around 2026, and preparations for responses by each company are also in earnest.

Initiatives

Development of unique solutions that leverage the characteristics of our business as an all-in-one services provider for pharmacies, clinics, and long-term care/welfare.

Enhanced content and provision of online seminars/webinars for medical practitioners, etc. on EM-AVALON, an information website specializing in medical and long-term care/welfare fields.

Provision of functions such as prescription sharing systems, prescription readers, and automatic generation of SOAP guidance sentences to resolve issues such as labor shortages and operational efficiency.

OEM provision of our infrastructure systems and applications to other companies

Clinics Pharmacies Long-Term

Our Initiatives - 2



Key Measures for the Second Half of 2025

Established an in-house company system from this term, and each segment is making progress in its awareness and efforts to make decisions quickly and to improve profitability.

In the second half of the fiscal year, in anticipation of the end of initiatives related to Online Qualification Check Add-on Software and the incorporation of Electronic Prescription, we will shift our sales structure and foster mindset from Q3 onward.

- Enhanced sales mainly to new customers and other companies
- Focus on providing high-value-added solutions that contribute to improving APRU (pharmacies)
- Incentive design for transforming the sales mindset

Status of PMI

Good Cycle System

Contributions to higher profitability through the provision of products utilizing generated AI, centered on solutions for electronic drug history within the group.

UNIKE SOFTWARE RESEARCH

Human resource exchanges with EM Systems to improve the management base, and to build a lean management structure.

Utilization of Generated AI

Enhancement of Services for Customers

In the pharmacy segment, we are gradually launching the provision of electronic drug history utilizing generated AI, which contributes to reducing the work burden and improving medical quality.

Improve Internal Operational Efficiency

Commencement of utilization of generated AI for telephone response reimbursement and FAQ creation at call centers.

In addition, there is a wide variety of uses for in-house inquiries, including AI response, document creation, and code checks at the time of development.

FY2025-FY2027 Medium-Term Management Plan - 1



Performance Targets



Business Strategy

	Pharmacies	Clinics	Long-Term Care/Welfare			
Segment strategy	Expand Market Share of Wallets	Market Share Expand	Achieve Profitability			
	Establishm	ent of a Sustain	able System			
Enhancement of Business Foundation	Further Promotion of Human Capital Management					
	Improvement of Capital Efficiency					

FY2025-FY2027 Medium-Term Management Plan - 2



(millions of yen)		FY2024.12 Results	FY2025.12 Plan	FY2026.12 Plan	FY2027.12 Plan
Sales		24,837	21,740	22,762	23,511
Year-on-Yea	r Growth Rate	22.0%	△12.5%	4.7%	3.3%
	IT Systems for Pharmacies	20,699	17,798	18,658	19,074
	IT Systems for Clinics	2,564	2,321	2,403	2,656
	IT Systems for Long-Term Care / Welfare	570	677	752	833
	Other	1,174	1,120	1,125	1,125
	Adjustment	△171	∆178	∆178	△178
EBITDA		6,606	3,436	4,361	5,023
Operating Pr	rofits	4,464	2,522	3,316	4,031
Operating M	argin	18.0%	11.6%	14.6%	17.1%
Year-on-Yea	r Growth Rate	91.6%	∆43.5%	31.5%	21.5%
	IT Systems for Pharmacies	5,255	3,062	3,553	3,944
	IT Systems for Clinics	△423	∆431	∆196	8
	IT Systems for Long-Term Care / Welfare	△450	∆161	△94	26
	Other	60	24	25	23
	Adjustment	22	29	29	29
Ordinary Pro	fits	5,184	3,154	3,939	4,634
Net Income		2,425	1,854	2,517	3,064
Dividends Pe	er Share	35	35	38	47

FY2025-FY2027 Medium-Term Management Plan - 3



ROE Target

FY2024.12 ROE 11.8% At the end of the medium-term management plan period

ROE target

17%

Shareholder Returns Policy

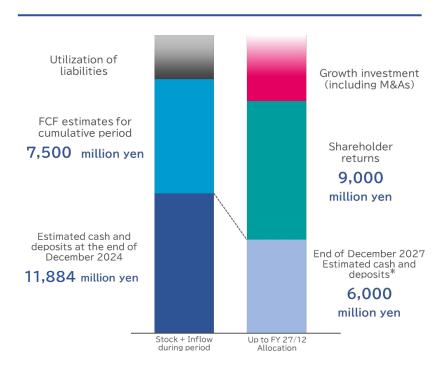
Dividend payout ratio during the medium-term management period

100%

Review of Directors' Compensation System

In order to further promote the sharing of value with shareholders and investors, the Company has introduced a new performance-linked stock compensation plan, in addition to the existing restricted stock plan, with the achievement of the medium-term management plan targets as the KPI.

Capital Allocation







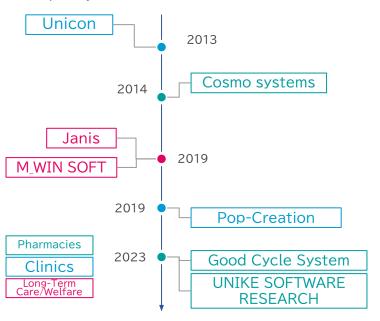
Appendix.

M&A Performance (Track Record and Effectiveness)



7 M&As since 2013 to increase market share in the dispensing market and to acquire customers as a foundation for entering new markets.

We intend to continue identifying market changes and responding flexibly in order to expand our customer base in the pharmacy, clinic, and long-term care/welfare fields, and to improve our product lineup and quality.



Pharmacies

Number of customers: 8,000 Contributions to higher retention and ARPU by enhancing services such as those relating to electronic drug history records.

Clinics

Number of customers: 1,700 Conclusion of M&As that contribute to the expansion of our base, including the expansion of sales channels.

Long-Term Care/Welfare

Number of Licenses: 11,000 Acquisition of product development resources, etc. to expand into the long-term care/welfare market.

Balance Sheet Summary



Units: millions of yen

	FY2024.12	FY2025 Q2	Change	Percentage Change
Assets	31,669	28,991	△2,677	△8.5%
Current Assets	18,349	15,814	△2,535	△13.8%
Fixed Assets	13,320	13,177	△142	△1.1%
Tangible Fixed Assets	1,241	1,158	∆83	△6.7%
Intangible Fixed Assets	3,494	3,164	∆330	△9.5%
Investments and Other Assets	8,584	8,855	271	3.2%
Liabilities	11,050	8,496	△2,554	△23.1%
Current Liabilities	9,072	6,986	△2,085	△23.0%
Fixed Liabilities	1,977	1,509	∆468	△23.7%
Net Assets	20,619	20,495	∆123	△0.6%
Shareholder's Equity	20,320	20,199	△121	△0.6%
Cumulative Amount of Other Comprehensive Income	213	205	△7	△3.5%
Stock Acquisition Rights	55	55	0	0.0%
Non-controlling Interests	29	35	5	18.6%

By Segment Sales Breakdown



Units: millions of yen

				Tilles : Illittions of yell
	FY2024 Q2 Results	FY2025 Q2 Results	YoY change	YoY % change
Net Sales	10,989	12,149	1,160	10.6%
IT Systems for Pharmacies	9,013	9,885	871	9.7%
Initial	4,065	4,961	896	22.1%
System Usage Fee	3,437	3,580	142	4.2%
Consumable Goods	1,033	1,035	1	0.1%
Maintenance Service	476	307	∆169	∆35.5%
IT Systems for Clinics	1,198	1,497	299	25.0%
Initial	664	965	301	45.4%
System Usage Fee	443	472	28	6.5%
Consumable Goods	25	28	2	10.6%
Maintenance Service	65	31	∆33	△51.8%
IT Systems for Long-Term Care/Welfare	283	262	∆21	△7.5%
Initial	37	43	6	16.6%
System Usage Fee	124	115	Δ8	△7.1%
Consumable Goods	0	0	0	-
Maintenance Service	121	103	∆18	△15.3%
Other Businesses	572	571	0	△0.2%
Adjustments	∆79	△68	11	-

^{*} Net sales by segment are the amounts before elimination of intersegment transactions.

Quarterly Sales (Pharmacies)





Quarterly Sales (Clinics)

Sales





Quarterly Sales (Long-Term Care/Welfare)

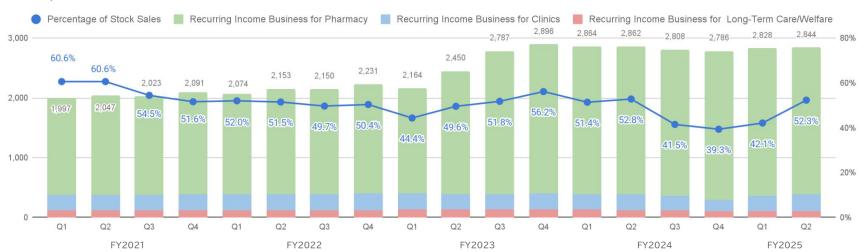




By Segment Recurring Income Business (Quarterly Sales)



Units: millions of yen



		FY20)21		FY2022			FY2023			FY2024				FY2025			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Recurring Income Business for Pharmacy	1,626	1,672	1,650	1,709	1,689	1,764	1,762	1,835	1,766	2,057	2,394	2,499	2,469	2,479	2,444	2,492	2,466	2,457
Recurring Income Business for Clinics	254	257	256	263	263	266	263	271	270	263	266	270	268	265	248	188	255	276
Recurring Income Business for Long-Term Care/Welfare	117	118	117	119	122	123	125	125	128	130	127	127	127	118	116	106	107	111

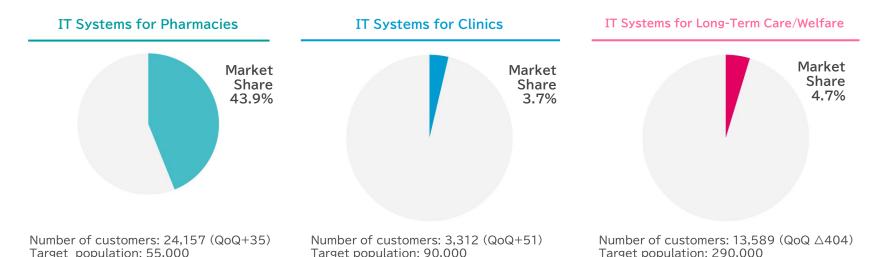
Our Share and Our Approach to Expanding Our Share



While each market continues to consolidate around the top manufacturers, there are still many mid-sized vendors with several thousand customers

Vendors with 10,000 or fewer customers bear a heavy burden when developing systems in response to revisions

Our intention is to increase our share of each market by continuing to actively pursue M&As

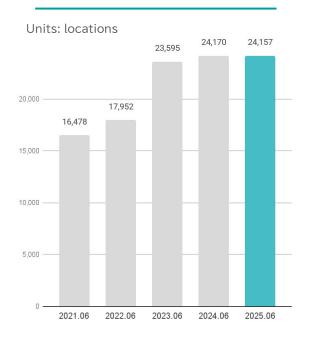


(As of June 30, 2025)

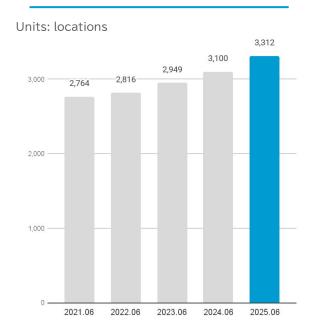
Trends in Number of Customers



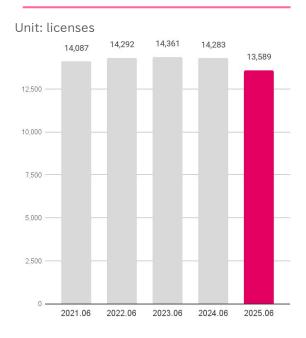
IT Systems for Pharmacies



IT Systems for Clinics

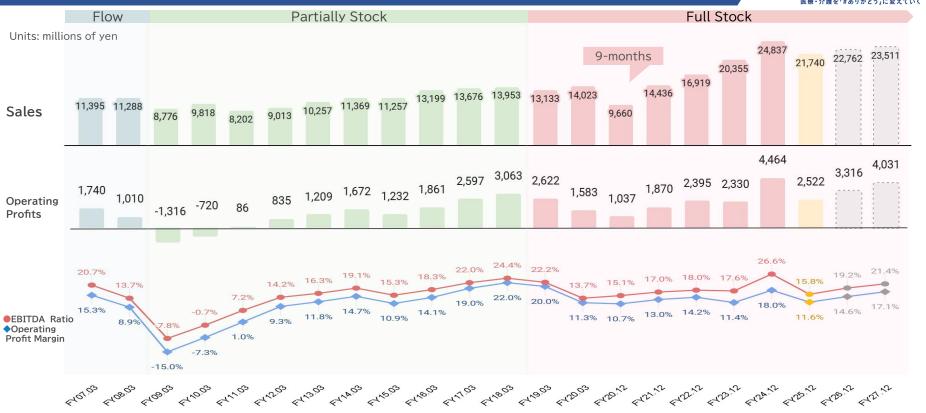


IT Systems for Long-Term Care/Welfare



Changes in Consolidate Results by Fiscal Year

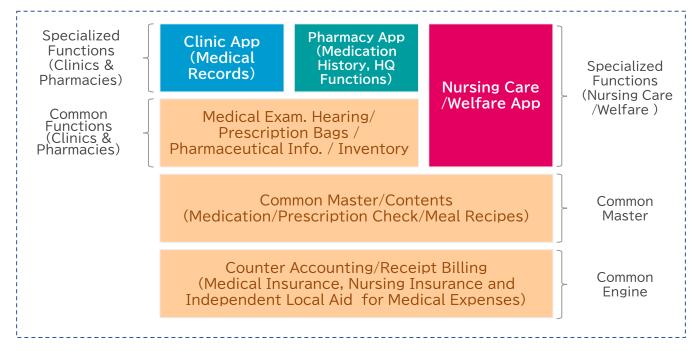




MAPs Series (Shared Information System Foundation)







Online Qualification Check / Electronic Prescription



Online Qualification Check

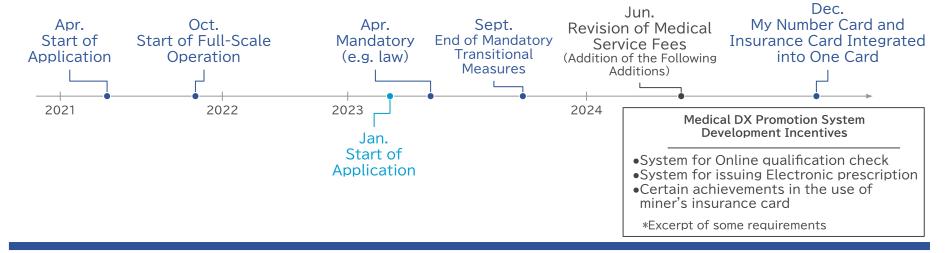
Obligation

Application and installation largely complete.

Electronic Prescription

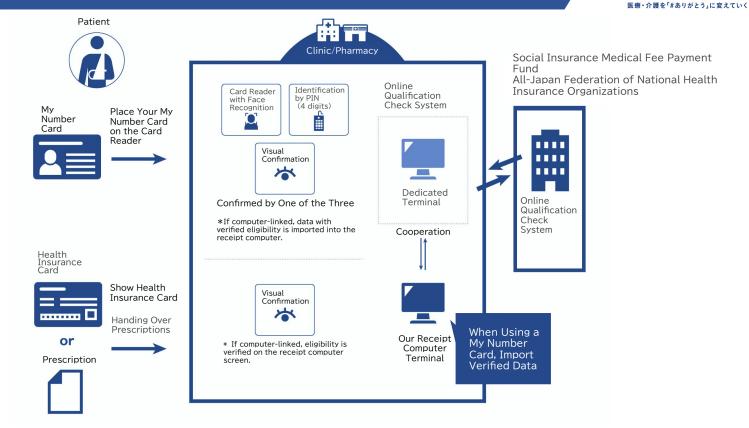
Recommendation

Applications and installations are being made



How the Online Qualification Check System Works

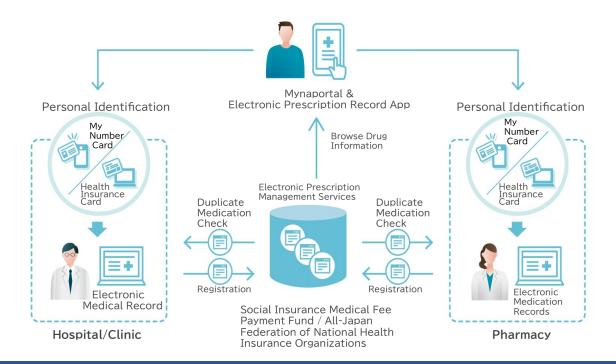




How Electronic Prescription Function



Electronic prescription are a system for managing prescriptions electronically. It enables users to refer to the latest prescription and dispensing information at multiple medical institutions and pharmacies, and to check for duplicate medications.



Enhancement of Business Foundation



In order to visualize the medium-term management plan [Enhancement of Business Foundation] and achieve sustainable corporate growth, we will implement a review of the long-term goals through 2030, and will continue to integrate ESG issues into our management strategies, including human resource education and governance enhancements.

	Important Issue	Major KPIs Through 2030
1.	Digital Solutions for the Future of Medical and Long-Term Care/Welfare	 Provision of new solutions and services utilizing advanced technologies (number of cases) Number of facilities linking medical information collaboration (EHR service): 1,200 facilities (including medical institutions and insurance pharmacies) Promotion of other industries and new partnerships and collaborations (number of alliances): 10 companies Contributions to advanced academic research and administrative promotion in the medical field (number of cases)
2.	Secure Information Foundation and Governance to Build Trust	 No serious security incidents (continued) Zero scandals and major violations of laws and regulations (continued) Acquisition and maintenance of Information Security Management System (ISMS) certification Implementation of BCP drills: Once a year (continued) Compliance training e-learning completion rate: 100% per year Continuous evaluation and improvement of the effectiveness of the quality control functions
3.	Human and Earth Health That Support Sustainable Growth	Human Capital 1. Ratio of women in management positions: 30%, Male childcare leave acquisition rate: 30% 2. Equivalent to [A] in the employee engagement survey rating 3. Continuation of Excellent Corporation for Health & Productivity Management 4. Human resources investment to enhance employee transformation adaptability (annual training hours / personnel, expenses / personnel) Environmental Considerations 1. Greenhouse gas emissions (Scope 1+2): 25% reduction compared to 2020

Electronic ratio of major internal and external processes (electronic contracts, etc.): 80%

Further Promotion of Human Capital Management



Aim for further corporate growth and contributions to society by encouraging each and every employee to shine and improve the vitality of the organization as a whole.

Revision of Business Structure (From January 2025)

Enhancement of Employee Engagement

Change to a company-specific business organizational system (company structure) to transform into an organization that improves business profitability.

Improve the strategic execution capabilities of each company.

Promote autonomous growth by delegating authority.

Strengthen specialized leadership development and specialized human resource development according to business characteristics.

Regularly conduct employee engagement surveys to identify and resolve issues related to the organization's direction and strategy promotion.

Improvement activities at each company, organization, and company level based on the results.

Activate and strengthen organizational culture.

Invest in health management and well-being.

External Evaluations

- Recognized as an Excellent Corporation for Health & Productivity Management 2024
- Recognized as 3.5 stars in the Nikkei Sustainable Comprehensive Survey Smart Work Management Edition
- FTSE Blossom Japan Sector Relative Index:continued authorization







FTSE Blossom Japan Sector Relative Index

Social Contribution Activities - 1



Support for Tennis Academies and Professional Tennis Players

Support for the Tennis Academy *Ai Love All Tennis Academy* Affiliation contract with professional tennis players Organization of events for medical practitioners *EM Tennis Clinic*

Affiliated player: Activity information

Professional Tennis Players Saki Imamura

Singles Champion Daito Trust Construction Open 2025 supported by Square Plus Osaka Meeting (W15 Osaka)



Social Contribution Activities -2



Research Support Activities

- Donations to Medical AI/Digital Twin Development Course (Course Head: Specially-Appointed Assistant Professor Yoshimasa Kawazoe M.D., Ph.D.)
 - Endorsing the purpose of activities of the University of Tokyo's Course on Artificial Intelligence in Healthcare, which aims to develop a foundation for new medical services based on AI and ICT, we started donating to the course from fiscal year 2017. From fiscal 2023, we plan to continue contributing to the research and development of this course in support of the establishment of the Medical AI/Digital Twin Development Course, which is an extension of this course.
- Support for examination of next-generation electronic medical record base (Representative: Professor Kazuhiko Ohe, M.D., Ph.D. at the University of Tokyo)
 Participation in the activities of NeXEHRS, established with the goal of constructing a next-generation electronic medical record sharing platform.
- Participation in PHR Proliferation Activities (Representative: Professor Taku Iwami Ph.D. at Kyoto University)
 - Participation in the activities of the *PHR Promotion Council* (General Incorporated Association), which aims to promote the appropriate proliferation of Personal Health Records (PHR) and contribute to further improving health and safety, and support for the proliferation of a system enabling individuals to utilize data relating to medical care, long-term care, health, etc. at their own discretion.

Social Contribution Activities



Supporting Activities

- Participation in the Cross-Ministerial Strategic Innovation Promotion Program (SIP) (Cabinet Office)
 Participating as a cooperating organization in the formulation of specifications for core functions of Cloud-Based Standardized Electronic Medical Record within the SIP program's third phase (from 2023), led by the Cabinet Office's Council for Science, Technology and Innovation.
- Contribution to the promotion of digital transformation in the medical field

 We participated early on in building the foundation for medical digital transformation led by the Ministry of Health, Labor and Welfare, and contributed to its nationwide spread through model projects for Online Qualification Check and Electronic Prescription.

 Leveraging the knowledge gained through this project, we are currently working to create further medical information sharing systems, including Electronic Medical Chart Information Sharing Service.

Donation Activities

- Commencement of Acceptance of Donations of EM Online Shop Points (Japanese Red Cross Society and WFP)
 Addition of a donation option as a redemption item for points granted to customers based on their purchase amounts of supplies and consumables.
 - The Company adds 10% to the total donation amount compiled from customer point redemptions.

Thanks Transformation

医療・介護を「#ありがとう」に変えていく

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