Our mission is to draw on leading-edge digital technology and

know-how to shape completely new concepts and approaches

that solve issues affecting our world.

Guided by this mission, we seek to make society

a more colorful and vibrant place and

create a tomorrow full of more smiles than yesterday.

IT has the power to make the future brighter.

Make society's wishes come true through IT.

# This integrated report touches on important financial and non-financial information while highlighting topics that we want to convey to stakeholders, including shareholders and investors, so that they have a better understanding of the activities undertaken by the TIS INTEC Group to achieve sustainable improvement in For more information, please refer to the investor and sustainability sections on our website. Integrated Report 2021 Access an overall picture of corporate activities. https://www.tis.com/ir/finance/annual\_report/

# Find financial information as well as stock and Find information about sustainability initiatives. shareholder information https://www.tis.com/group/sustainability/

Comprehensiveness

Scope of reporting: TIS (parent) and TIS INTEC Group

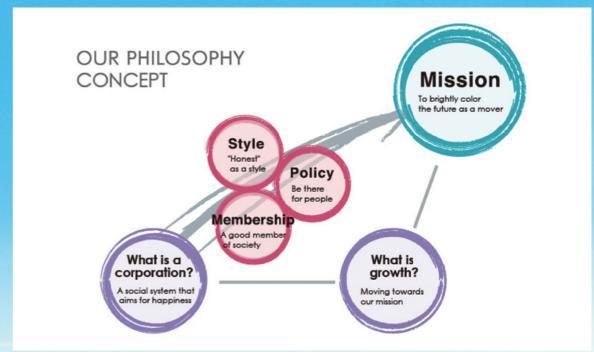
Issued: September 2021

Disclaimer: Forward-looking statements, such as performance forecasts, described in this report are based on information available to management regarding the TIS INTEC Group—that is, TIS and the subsidiaries under its umbrella—as of the production date and certain assumptions deemed reasonable at this time. No intent of promise is implied by the Company to achieve such forward-looking statements. Indeed, various factors may cause future results to be substantially different from the assumptions presented in these materials.

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### TIS INTEC Group Philosophy—OUR PHILOSOPHY



### **Mission** To brightly color the future as a mover

Our mission, as the TIS INTEC Group, is to fulfill a social role, but our mission also symbolizes a corporate raison d'être. The word "mover" refers to the people who create objects, services and systems that take the world—that is, the world around us—to a new level. For us, "mover" encompasses the TIS INTEC Group and the people at companies under the Group umbrella. As a mover drawing on the power of digital technology, the TIS INTEC Group will infuse the future—still essentially a blank canvas—with vibrant colors by providing innovative possibilities and options that appeal to society.

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### TIS INTEC Group Value Creation Process

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wedium-term wanagement Plan (2021-2023)
ooking Back on Past Medium-Term Management Plans
Outline of Medium-Term Management Plan (2021-2023)
Special Feature] Roundtable Discussion about Sustainability and Business
ustainability: Case Studies of Our Initiatives
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usiness Strategies and Performances by Segment

### **Platform that Supports Value Creation Process of** the Group (ESG section)

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The names of the products and services described in this report are trademarks or else registered trademarks of the respective company

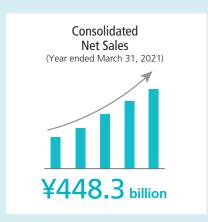
TIS INTEC Group 2 1 TIS INTEC Group

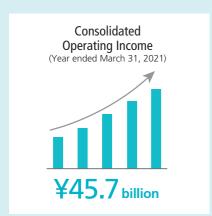
## About the TIS INTEC Group

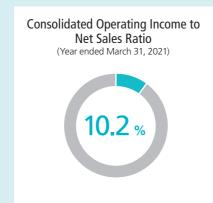
### Three Strengths of the TIS INTEC Group

- Solid management platform
- Dominant presence in payment services domain
- Flexible management strategies and speedy decision-making thanks to independent status

### TIS INTEC Group by the Numbers















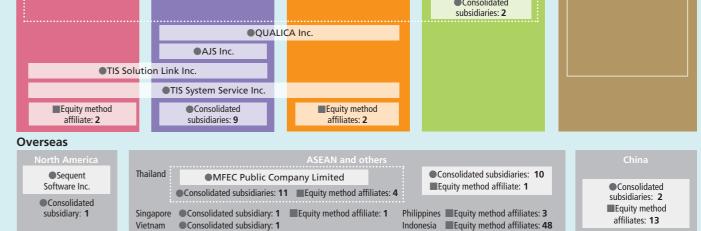




### **Group Formation** (As of March 31, 2021)

The TIS INTEC Group consists of 134 companies, including the parent company, 54 consolidated subsidiaries, and 79 equity method affiliates.

#### Industrial IT Business **Service IT Business** Financial IT Busines: TIS Inc. **INTEC Inc.** Corporation Consolidated Equity method Consolidated subsidiaries: 1 subsidiaries: 4 Consolidated AGREX Inc. subsidiaries: 3 Consolidated subsidiaries: 2 ●QUALICA Inc. AJS Inc ●TIS Solution Link Inc. ■TIS System Service Inc. Equity method Consolidated Equity method affiliate: 2 subsidiaries: 9 affiliates: 2

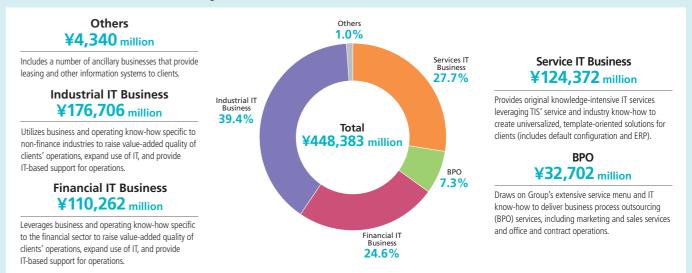


Equity method affiliate: 1

### Net Sales by Business Segment (Year ended March 31, 2021)

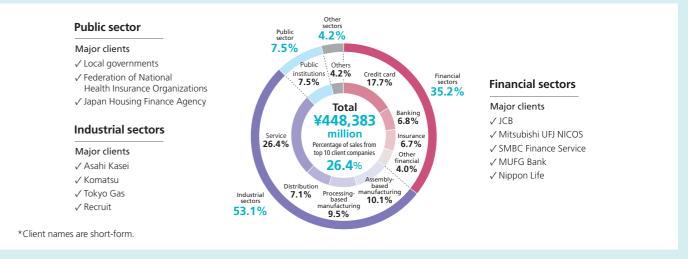
Malaysia Equity method affiliates: 2

(Sales to outside customers, excludes intersegment sales)



### **Net Sales by Client Sector** (Year ended March 31, 2021)

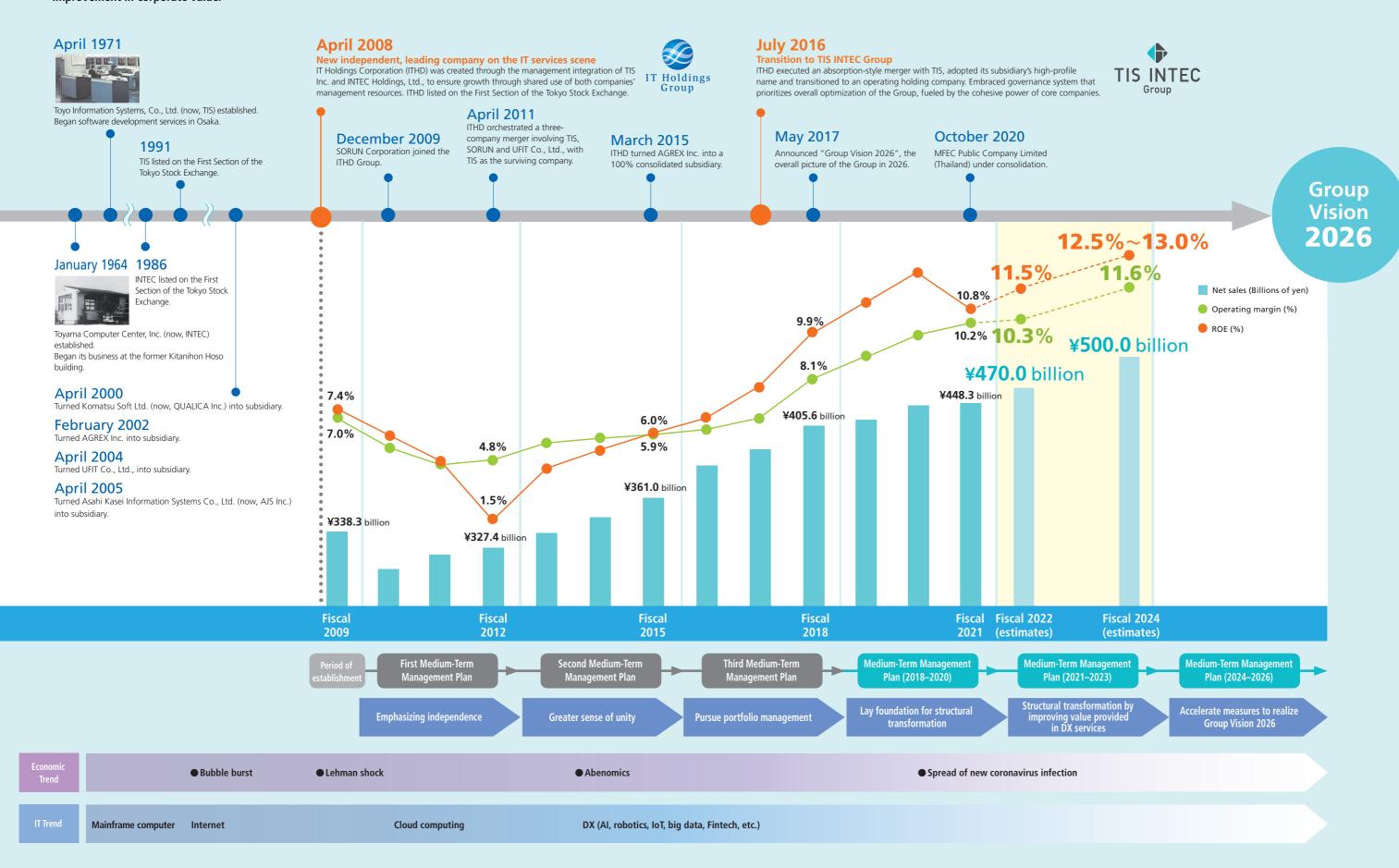
We have built an extensive but well-balanced client base covering financial sectors, industrial sectors—including manufacturing, services and distribution—and the public sector.



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### TIS INTEC Group's Growth Trajectory

The TIS INTEC Group was formed in April 2008 as a leading, independent corporate group in the information services industry. TIS took advantage of its transition to an operating holding company in July 2016 to accelerate unified Group management and today the Company leads the Group toward realization of Group Vision 2026 and sustainable improvement in corporate value.



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### Positioning in the IT Services Market

TIS INTEC Group has cemented a position as a leading, independent prime contractor in Japan's IT services industry—a market that is expected to continue growing against a backdrop of robust corporate demand for digital technology.

### Examples of IT services in the TIS INTEC Group portfolio that help support clients' businesses, the lifestyles of individuals and social infrastructure

Supporting safe and secure, daily credit card settlement

Credit cards Core system development

Domestic market share

About 50%

Of 25 companies in Japan with significant consumer credit transaction volumes, 11 are in the Group's client base for core system development.

Credit extended for card-facilitated purchases has reached ¥74 trillion in Japan. The 11 companies that are in the TIS INTEC Group client base have aggregate membership of about 200 million people and credit transaction volume representing about 50% of the total market.

**Promoting cashless** 

**Branded debit card-related** Service provision/system development results

Domestic market share

About 80%

There are about 450 million debit cards affiliated with an international brand in Japan. Settlement transactions have reached about 520 million per year, with an aggregate value of about ¥2.2 trillion. The TIS INTEC Group boasts an overwhelming share—about 80%—of the market, on a transactionhandling financial institution basis, through such solutions as DebitCube+, which provides one-stop access to services required or branded debit card issuance and operation.

Highly evaluated as restaurant

sector-specific shop management system

**TastyQube** 

System implementation

About 20%

(Ton 200 companies in the restaurant sector)

TastyQube is highly versatile and can be

applied to any restaurant format, helps to

Earning high regard for offering necessary

functions for restaurant/shop management

in all-in-one package, this solution has been

visualize shop operations, and realizes

applied to about 20% of market share,

mainly for restaurants, cafes and pubs.

enhanced operating efficiency.

Support progress of banking business overall through use and application of digital data generated through client contact

F<sup>3</sup> (F Cube) CRM implementation

55 of 100 banks

Implementation base includes more than half of Japan's regional banks, and share of top 30 banks in terms of total funds stands at 87%. Demand for cloud-based application to achieve connection and strong security over private networks expanded to more than 30 of 55 banks introducing F3 into their operations.

Aiding new entrants to

the deregulated power market

**EneLink** 

Usage

Share of switchers in Japan

About 40%

EneLink is the choice of about 40% of users

Japan's electricity retail market began in April

We will continue to promote shift toward

platform services\*1 using virtual power plants

and energy management to address issues

characteristic of a low-carbon/decarbonized

switching to PPSs since deregulation of

Support business DX (optimization, greater efficiency) in business-to-business transactions

System configuration and operation track record

About **140,000** 

We enjoy industry's largest share of data-related platform services (EDI, EIA, API). We respond quickly to internet-based EDI issues affecting payment card industry data security standard (PCI DSS) compliance and the EDI 2024 problem, and have built an extensive track record in building and operating industry-oriented EDI platforms

Contributing to stable insurance

system platform creation

Contribute to greater efficiency in clients' address management operations

#### For Federation of **National Health Insurance** National address master file **Associations** "ADDRESS" Track record in system implementation/

12 of 47 prefectures

Of the 47 prefecture-based members of the Federation of National Health Insurance Associations in Japan, the TIS INTEC Group has been tapped to install, operate and maintain systems for 12 members\*2.

About 6.1 million people are covered by these 12 insurance associations.

Implementation ratio in

More than 95% (Excludes insurance companies offering specialized products, such as pet insurance and reinsurance)

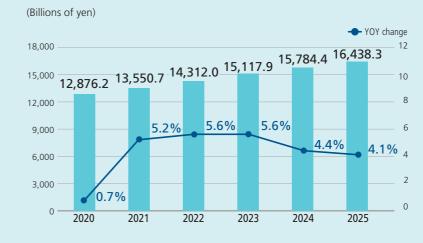
All addresses in Japan are assigned a 10-digit code, creating a master file of some 300,000 kana and kanji-based addresses.

ADDRESS deals with changes in client addresses caused by the merger of cities, towns and villages, standardizes address information, and facilitates efficient profile-building. Applications in the non-life insurance sector include estimating fire insurance premiums.

Note: Market data (market share) is based on TIS research. \*1 Achieve forecasts using IoT technology and AI to operate businesses that aggregate demand-side

resources. Respond to market transactions. \*2 The scope is National Health Insurance system and medical care system for elderly in the latter stage of life.

### IT Services Market Size in Japan



\* Gartner "Forecast: IT Services, Japan, 2019-2025, 2Q21 Update" M. Sawai/August 23, 2021: G00756547 End user spending based graph created by TIS based on Gartner

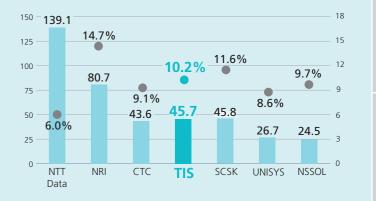
All statements in this report attributable to Gartner represent TIS's interpretation of data, research opinion or viewpoints published as part of a syndicated subscription service by Gartner, Inc., and have not been reviewed by Gartner. Each Gartner publication speaks as of its original publication date (and not as of the date of this report). The opinions expressed in Gartner publications are not representations of fact and are subject to change without notice.

### Comparison of Japan's Leading IT Companies (Year ended March 31, 2021)\*1

Net Sales (Billions of yen)



Operating Income, Operating Margin (Billions of yen)



Growth Rate of Operating Margin (Pt)



\*The above growth rate indicates the comparison between fiscal 2021 and fiscal

Total Shareholder Return (%)



\*The above figures are calculated based on 100% of the stock price on March 31,

\*The full company names used in the above graphs (NTT Data, NRI, CTC, SCSK, UNISYS, and NSSOL) are: NTT DATA Corporation, Nomura Research Institute, Ltd., ITOCHU Techno-Solutions Corporation, SCSK Corporation, Nihon Unisys, Ltd., and NS Solutions Corporation. NTT DATA, CTC, and SCSK amounts are based on the IFRS (International

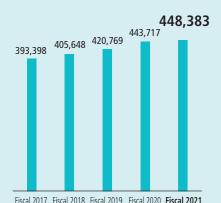
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## Consolidated Financial/Non-Financial Highlights

### **Financial Highlights**

### **Net Sales**

(Millions of yen)



### Operating Income, **Operating Income to Net Sales Ratio** (Millions of yen, %)

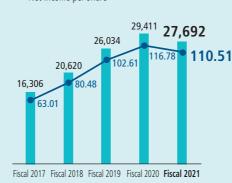
Operating Income



Fiscal 2017 Fiscal 2018 Fiscal 2019 Fiscal 2020 Fiscal 2021

Net Income Attributable to Owners of the Parent Company (Millions of yen), Net Income per Share (Yen)

■ Net Income Attributable to Owners of the Parent Company ◆Net Income per Share



### Number of Employees at Year-End **Average Non-scheduled Hours** Worked per Month\*2



**Non-Financial Highlights** 

(Consolidated)

(Hour)



Percentage of Annual Paid Leave Taken\*2

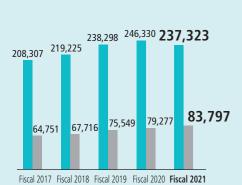


Fiscal 2017 Fiscal 2018 Fiscal 2019 Fiscal 2020 Fiscal 2021

Fiscal 2017 Fiscal 2018 Fiscal 2019 Fiscal 2020 Fiscal 2021

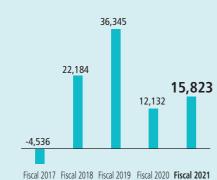
### Orders Received during the Term, Order Backlog at Year-End (Software Development) (Millions of yen)

Orders Received Order Backlog



### Free Cash Flow

(Millions of ven)



### ROE, ROA

→ ROE → ROA



Fiscal 2017 Fiscal 2018 Fiscal 2019 Fiscal 2020 Fiscal 2021

**Total Shareholder Return** 

◆TIS ◆ TOPIX including dividends

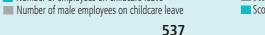
Percentage of female employees in management positions\*2



Fiscal 2017 Fiscal 2018 Fiscal 2019 Fiscal 2020 Fiscal 2021

Number of employees on childcare leave\*2 (Person)

Number of employees on childcare leave



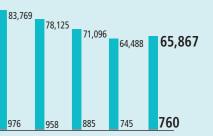


Fiscal 2017 Fiscal 2018 Fiscal 2019 Fiscal 2020 Fiscal 2021



Scope1

Scope2



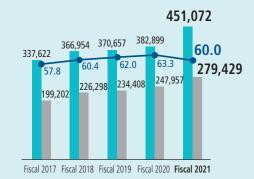
Fiscal 2017 Fiscal 2018 Fiscal 2019 Fiscal 2020 **Fiscal 2021** 

\*Scope 1: Direct emission of greenhouse gases by business operators

\*Scope 2: Indirect emission through use of electricity or heat/

### **Total Assets, Net Assets, Equity Ratio** (Millions of yen, %)

■ Total Assets ■ Net Assets Equity Ratio



### Dividends per Share\*1, Payout Ratio, Total Return Ratio (Yen, %

■ Dividends per Share (annual) ◆ Payout Ratio ◆ Total Return Ratio



\* Total return ratio: Total amount of dividends and treasury

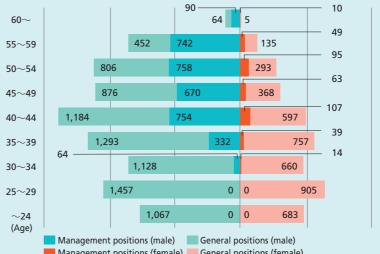
stock buybacks as a percentage of net income

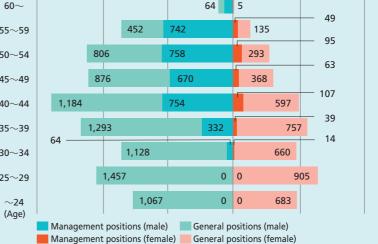
162.3

Fiscal 2017 Fiscal 2018 Fiscal 2019 Fiscal 2020 Fiscal 2021

\*The above figures are calculated based on fiscal 2016 stock price which is indexed at 100%.

### Employee Composition\*2 (As of April 1, 2021) (Person)





\*1 The Company executed a stock split, with each share of common stock split into three shares, effective April 1, 2020. Figures before fiscal 2020 are presented assuming this stock split was conducted.

\*2 The figures are calculated for the TIS INTEC Group's seven principal companies (TIS, INTEC, AGREX, QUALICA, AJS, TIS

System Service, and TIS Solution Link).
\*3 The figures are calculated for TIS, INTEC, AGREX, QUALICA, AJS, SorunPure, Chuo System, TIS System Service, TIS Solution Link, TIS Tohoku, TIS Total Service, TIS Nagano, TIS West Japan, TIS Hokkaido, and NEOAXIS.

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