To Shareholders and Investors

# Business Report TEMP REPORT

Interim report for the fiscal year ending March 2014 April 1, 2013 – September 30, 2013

### TEMP HOLDINGS CO., LTD.

(Securities code: 2181)

# Hoping for stable employment, now and forever

In June 2013, former President and Representative Director Yoshiko Shinohara became Chairman and Representative Director, and Masamichi Mizuta, former Executive Vice President and Representative Director, assumed the post of President and Representative Director.

Under solid collaboration between the new Chairman and the new President, we intend to management our business in order to achieve further growth.

#### Masamichi Mizuta, President and Representative Director

Joined Tempstaff in 1988. Became Head of the Sales headquarters and Director in 1995, Head of the East Japan Sales headquarters and Executive Managing Director in 2006, Executive Vice President in 2010, and Executive Vice President and Representative Director in 2012. He has been in charge of the sales division throughout his career. In 2013 he assumed the post of President

ers of

and th

v Work

"Little

and posts

Serv

Soc

#### Yoshiko Shinohara, Chairman and Representative Director

Founded Tempstaff in 1973. Has been ranked among the "Most Powerful Women–The International Power 50" (US Fortune Magazine) for 12 consecutive years since 2000. In March 2011 she was invited to the Advance Women's Leadership Summit in Australia as one of the 50 women whose outstanding activities are anticipated.



(unit: million yen)

2010

2011

2012

2013

2014 (forecast)

**Creating Jobs** Corporate philosophy Addina Value to the Individuals

Tempstaff was founded in 1973. We have been supported by both job seekers and companies that look for operational and talent deployment flexibility by offering the Japanese society a new form of working that comes from using "temps." Eventually, "temporary staffing" has penetrated into the society as a new employment option.

It has been 40 years since then. Times have changed dramatically. As industrial structures and the environment change and global competition accelerate, companies' personnel needs have advanced and forms of employment have become complex. On the other hand, workers have more diversified values, and the forms of working have changed as well. A reorganized flexible labor market is required to address the demands of job seekers and companies.

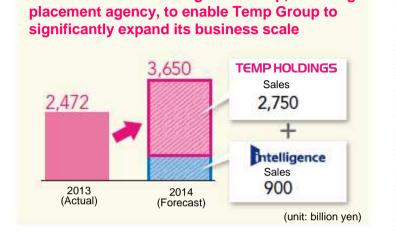
In order to revive the growth of the Japanese economy and to create a dynamic society, we believe it is important to transfer labor from mature industries to growth industries, or in other words, to achieve "fluid employment solutions," just as blood flows through the body.

We strive to promote a "fluid employment" environment by creating a "human resource platform" that offers a one-stop service in order to address various talent deployment demands that range from temporary staffing to recruitment, outsourcing, part time workers and regular employees as well as aiming to achieve stable employment solutions by supporting transfers of labor free of unemployment and career development for workers.

We have made a new start in this anniversary year, but our hope for a better society for workers and companies will never change. We will endeavor to continue contributing to the society by creating jobs and supporting the growth of the people.



### The top 3 management will answer questions



**Combination with Intelligence Group, a leading** 



Yoshiko Shinohara, Chairman and Representative Director



# The future of Temp Group

More Group companies have embarked on specialized businesses in the design and development field since the last fiscal year. What is the strength of the IT & Engineering business?

One of our medium-term management strategies is "aggressive expansion into specialized fields." In order to promote this strategy, Tempstaff Technologies, TOYO Software Engineering, AVC Technology, AVC Multimedia Software, and DRD, all of which specialize in technologies, were incorporated into the former R&D Outsourcing business and renamed the IT & Engineering business. Consolidating companies in specialized fields will strengthen the "breadth" of the fields that can be covered as well as the "depth" of job categories further upstream. Not only will this lead to broader services for client companies, it will also enable us to clearly indicate a career development path to engineers. We will continue to strengthen specialized fields as our future strategy.



Mikihiko Hibino, Representative Vice President

### ----- Mid-term Management Strategy -----

#### **Strengthening localized services**

Regional companies will provide communitybased, finely tuned services. We will work to expand our market share in each region.

### Developing business in specialized fields and new categories

To meet sophisticated and diversified needs, we will expand new categories, services and networks.

### Expanding our presence in the global market

We will concentrate our resources on global networks, particularly in Asia, to establish bases and actively develop our businesses.

#### Providing job assistance to women

Women are the key to eliminating labor shortages in this aging society with fewer children. We will offer overall support their employment by supporting child-raising mothers, holding seminars and giving counseling.

#### Improving management efficiency

We have increased the efficiency of our operations by building a holding company system and reduced costs radically. We will firmly maintain solid earnings growth and a sound financial position.

### Temp Holdings made the Intelligence Group, a peer in the broad sense, a subsidiary. What is the aim?

The Intelligence Group is a comprehensive human resource service company that has top-class recognition and track record in Japan, especially in part-time job information "an" (jobplacement ads) and career change service "DODA" (recruitment and job-placement ads). Although they are our peer in the broad sense, they have a completely different characteristic from the Temp Group. Since there are little overlaps in our business domains, high synergy can be expected through mutual complement. This is why their merger into the Temp Group was realized. With the addition of the Intelligence Group, the service domains that we will be able to offer will significantly increase. We aim to create a "human resource platform" that offers a onestop service in order to address diversified needs in human resource services.

Former President Shinohara became Chairman and former Executive Vice President Mizuta became President. How did you feel when you assumed the post of President?

It was 1988 when I joined Tempstaff. I have known Chairman Shinohara ever since, for as long as 25 years. I have a strong feeling that we have worked in tandem throughout, and this will not change. The social mission of "creating and stabilizing employment," which Chairman Shinohara and I have strived for, is "Fueki (immutable)" and will never change. On the other hand, I value "Ryuko," which is to respond flexibly to the everchanging economic environment and corporate needs, and intend to take on the challenge for further growth under the concept of "Fueki Ryuko\*" as well as by adhering to Shinohara's management philosophy.

\*To incorporate new and changing matters while not forgetting unchanging, fundamental matters.



Masamichi Mizuta, President and Representative Director

# Temporary Staffing and Recruitment Services

### テンプスクッフ テンプスクッフ・ピープル

TS Kelly Workforce Solutions Limited

Topics

r

-

1

.

-



Segment

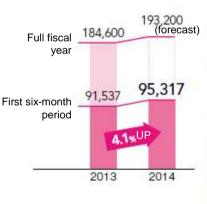
Masamichi Mizuta, President and Representative Director

This is what this segment is like

The Staffing and Recruiting business constitutes the core of the "human resource platform" that the Temp Group offers. Building on its strength of a nation-wide sales network and rich personnel supply, it offers services in a wide range of fields from clerical posts such as administration, personnel, and accounting, to specialized jobs such as distribution, sales, IT, R&D, and medical. It also offers services abroad mainly to Japanese companies in mostly Asian countries such as China, Hong Kong, Taiwan, Korea, Singapore, Indonesia, and Vietnam.

# Continued increases in both sales and profit

Demand in both staffing and recruiting grew on the back of the improvement in business expectations. Net sales for the first six months of the fiscal year ending March 2014 increased by 4.1% year on year to 95,317 million yen. The strengthening of supply power will be the key in the future toward further expansion in demand. **Sales** (unit: million yen)



### 2013 April Tempstaff

Started offering support for obtaining the securities broker representative license, following an increase in personnel needs by financial institutions.

April Tempstaff Indonesia

Opened its first branch in Cikarang

August Tempstaff Korea Opened the Daegu office, Tempstaff Korea's third office

# Business transferred from DOCOMO Service.

In August 2013, the staffing business of DOCOMO Service, Inc., which had offered temporary staffing services to DoCoMo Group companies, was transferred to the Temp Group. We will strive to cultivate our sales platform by utilizing the Temp Group's ability to supply personnel as well as our matching know-how.

# Aiming for further growth under a new segment structure.



# **IT & Engineering**



opics

9

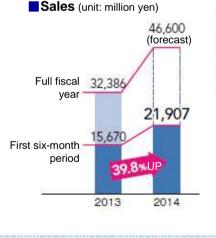
Kazuomi Morimoto, Director

### This is what this segment is like

This segment was born with the aim of further promoting the "expansion of specialized fields" that is advocated in the medium-term management plan, by consolidating services in the technical field where the workforce is being enhanced. In addition to Japan Tecseed, which offers staffing of design/development engineers, highly specialized Group companies such as Tempstaff Technologies and TOYO Software Engineering provides staffing and outsourcing services in fields including machinery design, electric/electronic design, and software development.

### Significant growth in net sales

On the back of an expansion in demand, the utilization rates of personnel have trended at very high levels. Due in part to the early utilization of new graduate staff and three companies joining the Group through M&As, net sales increased by 39.8% year on year to 21,907 million yen. We aim to realize higher-value added services by further strengthening the collaboration of the companies.



### 2013

1

11

T.

init.

-

1

1

-

11

### March

Temp Holdings made AVC Technologies and AVC Multimedia Software subsidiaries

#### April

Launch of full-scale automobile development R&D center at TECSEED SHANGHAI

### May

Temp Holdings made DRD, which handles commercial vehicle development, a subsidiary

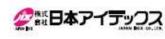
# Strengthened services in both breadth and depth.

In the previous term, Temp Holdings expanded the "breadth" of its service domains by acquiring ownership of AVC Technologies and AVC Multimedia Software, which handle digital AV equipment and software development. During this fiscal term, Temp Holdings acquired ownership of DRD, a company that has high technical strength in automobile design/development and tests. It has enhanced its technical capability to be involved more "deeply" in development operations.

\*Net sales of each segment are after deducting internal transactions. The segment classification has been changed starting the fiscal year ending March 2014. Previous results have been modified to the current segment classification.



# Outsourcing





Topics

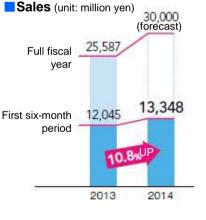
Takao Wada, Director

This is what this segment is like

While temporary staffing is to dispatch necessary staff to companies, outsourcing is to undertake the operations of the companies. We offer highvalue added services that provide not only operation and management of work, but also operation design and consulting. The introduction of outsourcing has become active as a new option in standardizing operations and deploying external personnel that can realize cost reductions. In this segment we offer a wide range of services to a variety of clients from private companies to local government, mainly in reception, clerical work, salary calculations, data input, and telephone marketing, by making the most of infrastructure within the company and ourselves.

### **Steady growth**

Due to the continued high cost awareness among companies, there are more companies that are positive about outsourcing. This has led to another high growth after robust performances in the previous term. Net sales grew by 10.8% year on year to 13,348 million yen.



### 2013

TT

t.

17

# Aggressively undertake local government work

The Group aggressively undertook local government operations ranging from clerical work related to public subscription such as registries at the Legal Affairs Bureau, to over-the-counter services at the city hall, and certificate issuance, national health insurance, nursing care operations.

# Greater power of the organization through exchanges between companies.

Human exchange and the sharing of information and know-how between Group companies have become more active and a cooperating structure that can fully exercise the power of the organization is being established. The themes of "making efforts in highly difficult transactions," "improvement in management skills," and "learning sales knowhow," which we have taken up as issues, have shown steady progress. We will strive to improve our service quality in the future in order to address more specialized demands.



## Media and Career (Intelligence Group)





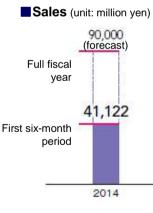
Hirotoshi Takahashi, Executive Vice President

### This is what this segment is like

This segment covers the businesses of the Intelligence Group. It operates a wide range of businesses, from the core businesses of "an," a part-time job-placement information service, and career change service "DODA," which are two major brands in the job-placement media and recruitment business operated in one of the largest scales in Japan, to staffing, outsourcing, employment development, and overseas businesses mainly in China and southeast Asia.

### A record-high number of job openings

We promote the business by making the most of our rich media. Following the recovery of the economy, the number of job openings in "an" and "DODA" as well as the number of job seekers in the latter have risen to a record high, even surpassing the levels before the "Lehman Brothers shock." Net sales reached 41,122 million yen.



2013 April The Employment Development headquarters was established

**June** Intelligence Business Solutions Okinawa was established, with the aim of global off-shore development

**July** Was entrusted by the Ministry of Economy, Trade and Industry the "Jinkatsu (personnel utilization)" support service creation business

August Renewed the magazine and website of job-placement information service "an."

### For the development of the Japanese economy.

"The transfer of labor from mature industries to growth industries" is one of the priority issues advocated by the government for the revitalization of the economy. DODA has been entrusted a part of such efforts, the "Jinkatsu support service creation business" of MITI. At Intelligence, the Employment Development headquarters was established during this term that will make efforts in hiring young unemployed individuals and disabled persons as well as employment support in areas hit by the earthquake. We will further endeavor to solve employment issues.

\*Net sales of each segment are after deducting internal transactions. The segment classification has been changed starting the fiscal year ending March 2014. Previous results have been modified to the current segment classification.

87

m

m.

8

100

177

10

18

17

177



The growing talent mismatch provides increased opportunities for us to serve as the connection between talented people and the companies who need them. The trend toward more flexible labor markets and more nontraditional workstyles also continue to accelerate, making talent management strategies more important than ever. In fact, the typical talent supply chain at a large company now spans multiple worker categories to include temporary employees, independent contractors and freelancers, interns and retirees, full-time workers, and other service providers. Taken together, the demand for flexible workforce planning and the rise of free agency present immense opportunity for staffing firms around the world. Now, taking a more holistic view of the global labor market, we can drive valuable change for the business world and the workforce-and build a vital, lasting future for our industry in the process.



Carl T. Camden, Director

### Segment Other **Businesses**





Toshio Saburi, Executive Managing Director

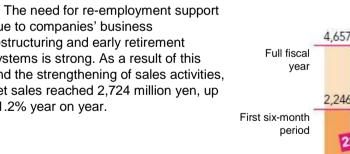
This is what this segment is like

The main businesses are the re-employment support business and training business. The Re-employment Support business undertakes reemployment and work support operations by the Labor Bureau and municipal governments. It supports re-employment of a broad range of persons such as middle-aged persons, those living on welfare, and women, through counseling and training, work support seminars, and developing job openings. The Training business supports personnel development through various services according to companies' needs.

### **Steady growth**

#### **Sales** (unit: million yen)

5,200 (forecast)



due to companies' business restructuring and early retirement systems is strong. As a result of this and the strengthening of sales activities, net sales reached 2,724 million yen, up 21.2% year on year.

2.724 2.246 2013 2014

\*Net sales of each segment are after deducting internal transactions. The segment classification has been changed starting the fiscal year ending March 2014. Previous results have been modified to the current segment classification.

### For women

Supporting working women studying abroad, in commemoration of the 40<sup>th</sup> anniversary of Tempstaff

Enbertertertelleterter

The Group launched the "Challenge Woman Scholarship," a scholarship system that supports challenging actions by women. Its social significance has been appreciated and it has gained the support and cooperation of embassies of many countries as well as state governments.

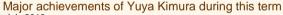


Cobene Cobene black be beechlach

### For persons with disabilities

Yuya Kimura (Thanks Temp) has achieved excellent performance again this term

Under the support of the Temp Group, Yuya Kimura, who is active in both athletic sports games and work while having disabilities, has achieved excellent performance again this term.



July 2013

- 18th Championship of the Kanto Amateur Association for the Disabled Persons, 1,500m, 1st place August 2013
- 2013 Championship of the Japan Intellectual Disability Athletics Federation, 5,000m, 1st place September 2013
- Official IPC 2013 Japan Para Track and Field Championships, 1,500m, 1st place

Yuya Kimura

### For working mothers

We offer various support to women returning to work after maternity leave.

Supporting mothers' return to work

We offer support for mothers returning to work in various themes such as seminars for removing anxiety of being away from work and seminars in which both parent and child can participate.



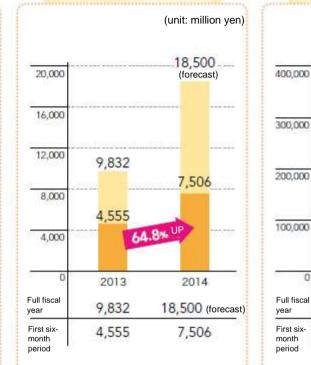
#### Career counseling

Our career counselor will answer any questions and consultations about returning to work, such as how to write resumes. Mothers can participate with their child.



The Temp Group aims to realize a society where each person is happy, by executing CSR (Corporate Social Responsibility) through its personnel business as well as making various social contribution efforts.





### On the back of the increase in net sales, all segments showed a rise in profits. Furthermore, a new Media Career-Related business segment was established with the addition of the Intelligence Group. Due to the addition of the Intelligence Group's high-value added business, operating income reached 7.5 billion yen, up 64.8% year on year, and operating margin 4.3%, up 0.6 points.

### **Net Income**

(unit: million yen)

9,000

3,520

2014

3,520

9,000 (forecast)

(forecast)



Since business results have been roughly as planned, we have set dividends per share for the second quarter of this fiscal year at 10 yen, an increase of 2 yen from 8 yen per share for the second guarter last year. Year-end dividends for FY2013 are scheduled to be 10 yen per share.

20.00

10.00

0

Full fisca

First six

month

period

year

Although there was an impact of the increase in goodwill amortization since goodwill was recorded toward companies that joined the Group, net income also grew significantly to reach 3.5 billion ven, up 33.2% year on year.

5,888

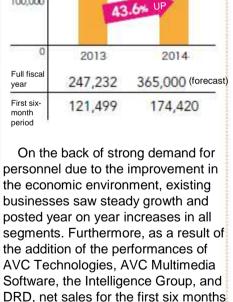
2,642

2013

5,888

2,642

33.2\*



of the fiscal year ending March 2014

43.6% year on year.

were 174.4 billion yen, up as much as

Sales

247,232

121,499

(unit: million yen)

365,000

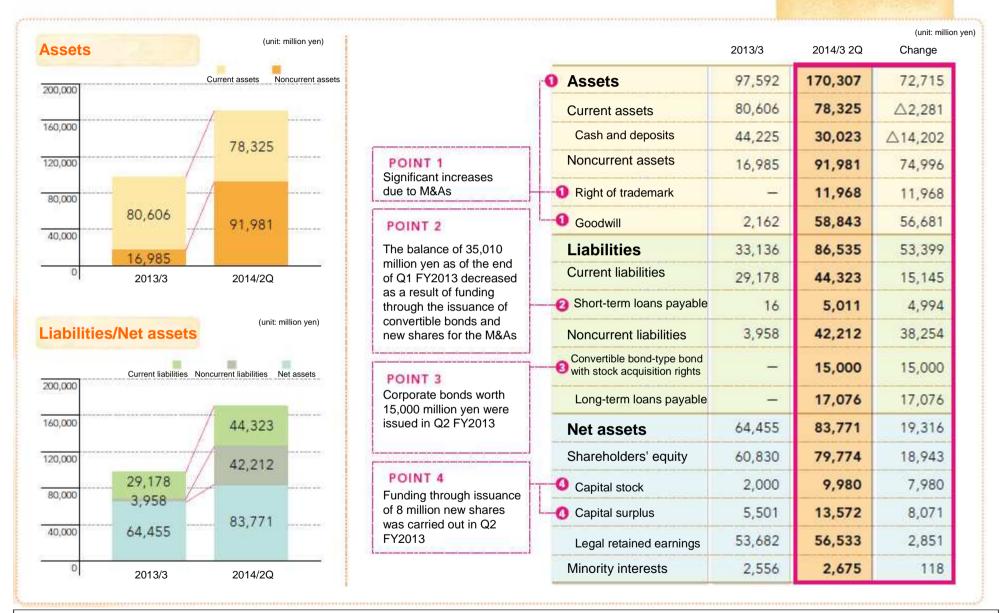
(forecast)

174,420



### Website address >> http://www.temp-holdings.co.jp

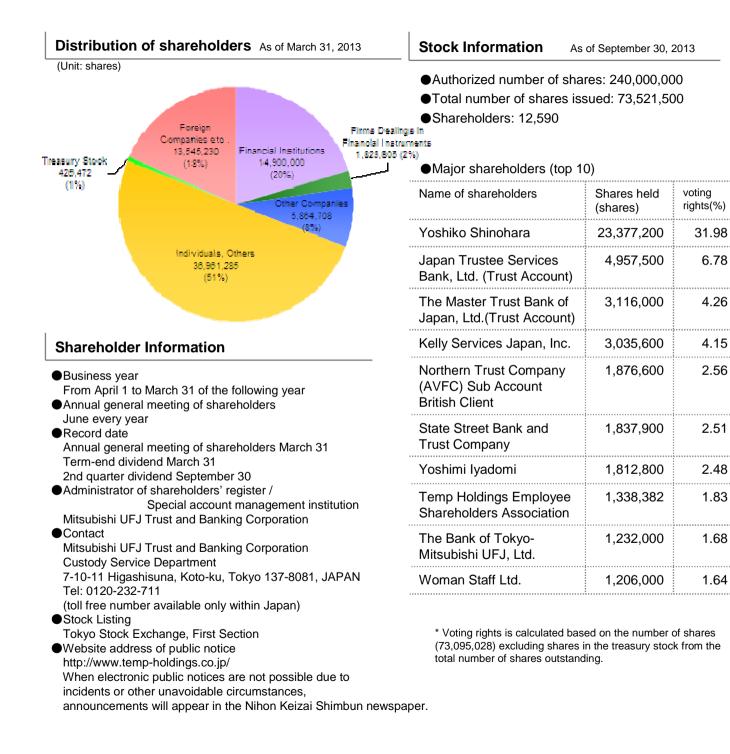
### **Balance Sheet**



**[Reference]** The Temp Group applied "Accounting Standards for Presentation of Comprehensive Income" in the fiscal year ended March 2011. "Comprehensive Income" is calculated by marking assets and liabilities to market and adding the profits or losses to net income.

Comprehensive	2013/3 2Q	2014/3 2Q
Income	2,031 million yen	3,773 million yen

## Information



		<b>J</b>			
Company Outline As of		September 30, 2013			
Company Name	Temp Ho	ldings Co., Ltd.			
Established	October 1, 2008				
Head Office	2-1-1 Yoyogi, Shibuya-ku, Tokyo, JAPAN				
Type of Business	administr related to companie temporar	nent planning, ation, and operations subsidiary and group es that handle y staffing and ent services.			
Capital	9,980,640,000 yen				
Board of Members As of September 30, 2013					
Chairman and Representative Dir	ector	Yoshiko Shinohara			
Representative Vice Chairman		Mikihiko Hibino			
President and Representative Director		Masamichi Mizuta			
Executive Vice President		Hirotoshi Takahashi			
Executive Managing Director		Toshio Saburi			
Director		Takao Wada			
Director		Kazuomi Morimoto			
Director		Carl T. Camden			
Full-time Auditor		Hiroshi Shimazaki			
Auditor		Kaoru Arai			
Auditor		Ryosuke Tamakoshi			
Auditor		Naoshige Shindo			

### **Procedures for Shares**

■Shares recorded in the accounts of securities companies					
Procedures, inquiries, etc.	Contact				
<ul> <li>Inquiries about the sending and returning of mails</li> <li>Inquiries about dividends after completion of the payment period</li> <li>General inquires about administrative work related to shares</li> </ul>	Administrator of shareholders' register	Custody Service Department Mitsubishi UFJ Trust and Banking Corporation 7-10-11, Higashisuna, Koto-ku, Tokyo 137-8081, JAPAN Tel: 0120-232-711 (toll-free number available only within Japan)			
Procedures and inquiries not included above	Please contact your securities company.				

Shares recorded in the special account					
Procedures, inquiries, etc.	Contact				
<ul> <li>Requests for transfer from a special account to a general account</li> <li>Changes in address, name, etc.</li> <li>Account balance inquiries</li> <li>Designation of method for receiving dividends (*)</li> </ul>	Special account management institution	Custody Service Department Mitsubishi UFJ Trust and Banking Corporation 7-10-11, Higashisuna, Koto-ku, Tokyo 137-8081, JAPAN Tel: 0120-232-711 (toll-free number available only within Japan)			
<ul> <li>Inquiries about the sending and returning of mails</li> <li>Inquiries about dividends after completion of the payment period</li> <li>General inquires about administrative work related to shares</li> </ul>	Administrator of shareholders' register	Method for requesting procedural documents • Request through the automatic answering system: 0120-244-479 (toll-free number available only within Japan) • Download online: http://www.tr.mufg.jp/daikou/			

(\*) Shareholders who own shares recorded in the special account may not choose the method for receiving dividends in proportion to the amount of shares held.



# **TEMP HOLDINGS CO., LTD.**

Temp Holdings Co., Ltd. Shinjuku Maynds Tower, 2-1-1 Yoyogi, Shibuya-ku, Tokyo 151-0053, JAPAN Tel: +81-(0)3-3375-2220

(\*) The items in this report include descriptions of future plans and forecasts. Actual performances may differ substantially due to various factors, and hence, we cannot guarantee the described performances will be surely achieved.