

The ISFnet Group CSR Update

July - Sept 2012



The CEO's Message



We have also included an excerpt from an interview with our Director of Diversity, Yoko Matsumoto talks about the goals of her department and discusses the ways in which ISFnet is working to improve the gender balance in the company and the programs we have established help our female employees have a better work and life balance.

The biggest event of the quarter was the opening of our second cafe project in Anjo, Aichi Prefecture. Set up with the help and support of the teachers and parents at Anjo Special Needs Education School, the project is the culmination of a year of preparation and training. PONTE Cafe Takumi marks our continued commitment to creating a wider range of employment opportunities, both inside and outside the IT sector.

I would like to thank all our customers, ISFnet's staff and our supporters for their continued support, pushing us to do more and to do it better.

This quarter's CSR update focuses on our newest subsidiary ISFnet Joy. With sweeping changes to Japanese labor laws going into effect next spring, including a rise in the quota of people with disabilities in a company's workforce, Joy is working hard to help enterprises meet these targets. The ISFnet Group has almost four times the government quota and we are striving to push the ratio even higher. Our goal is to provide a model for other companies to follow and show them the benefits of investing in diversity.

PONTE Cafe Takumi: A bridge between school and the community

In mid-July, ISFnet Harmony opened the second Takumi Cafe in Anjo in Aichi Prefecture. Similar to the Fukushima Takumi Cafe, the goal of the Anjo project is to provide employment to people with intellectual and mental health disabilities. We also want to provide an environment in which young disabled people can come to get work experience.

The Anjo project began after the principal of the Anjo Special Needs Education School visited our Fukushima in the summer of 2011 and asked us if we would be interested in establishing a similar program near his school. The institution offers elementary, junior high and high school education and has just over 400 students. Finding employment after graduation can be difficult for the students, so projects like PONTE Cafe Takumi are highly valued.

ISFnet Harmony, the principal of the school, its teachers, PTA leadership, parents, and local businesses have all worked closely to establish PONTE Cafe Takumi. 'PONTE' means bridge in Italian and it is hoped that the Cafe will create a bridge between school and the community for the young people that come to gain work experience and work there.



* Photo reproduced with the kind permission of Mr. Jong Hwa Lee

For more information
Visit: www.isfnet-harmony.co.jp/takumi/hope_01.html

What is ISFnet Joy?

In 2011, Joy Consulting (now ISFnet Joy) became part of the ISFnet Group. Founded in 2002, Joy was the first company in Japan to specialize in recruitment services for people with disabilities. Since then the firm has developed a reputation for its ability to match job-seekers with employers' HR requirements, and counts some of the world's biggest corporations among its clientele.

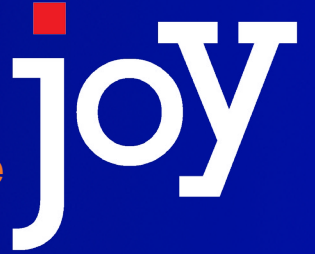
Japanese Labor Laws

Under current Japanese labor laws, disabled people should make up at least 1.8% of the workforce of any company. Companies that fail to meet that quota have to pay a levy and are named and shamed on a government website. From April 2013, the quota will increase to 2%.



Noriaki Kawamura, Director of ISFnet Joy

Breaking down barriers: Japan's No. 1 recruitment agency for disabled people



Joy offers a range of training including IT and business skills

The Challenge

"There is no shortage of jobs and there is no shortage of people looking for work," says Noriaki Kawamura, the director of ISFnet Joy. Despite this recruitment rates remain low. Of the one to two hundred job-seekers who register on Joy's website each month, only around 5% successfully find work.

"A lot of companies looking to hire people with disabilities, want people with slight physical disabilities, but the majority of people with this kind of disability are already in regular employment. That leaves people with a more severe physical disabilities, intellectual disabilities or mental health disabilities, and businesses tend to be hesitant about hiring people from these groups."

ISFnet Group's Support

Kawamura says that having the ISFnet Group behind Joy is crucial to persuading companies that a lot of their worries are unnecessary. "ISFnet is a model which shows that people with intellectual disabilities, mental health disabilities and more severe physical disabilities can be successful employed and are a true asset to the company."

Seminars

Management Innovation for Senior Executives

Main Speaker: ISFnet's CEO, Yukiyo Watanabe

Date: Friday 14th December

Time: 14:00-17:00 (doors open at 13:30)

Location: ISFnet Harmony's office in Nakano

Cost: ¥30,000

(If you feel you haven't got more than your money's worth, we will happily refund the entrance fee).

Promoting Employment for Disabled People

Main Speaker: Noriaki Kawamura, Director of ISFnet Care

Dates: November 29th / December 27th 15:00-17:00

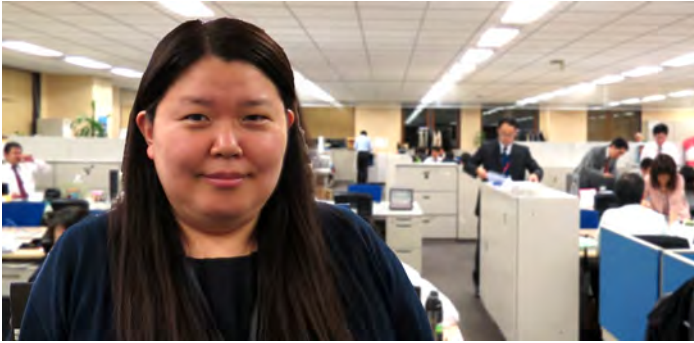
Location: ISFnet's Support Training Centre, Aoyama, Tokyo

Cost: Free

For more information
Visit: www.joy-c.com

Diversity at ISFnet:

An interview with our Diversity Department Manager: Yoko Matsumoto



Tell us about your career at ISFnet about your history.

I joined ISFnet in 2007 as an engineer working in system operation, design and construction in the technical department. Since then, I have worked on a wide range of projects and, earlier this year, I became manager of the Diversity Department as one of the few female executives in the company, something we would like to change.

What is the employment situation for women at ISFnet?

Like many companies in Japan, we would like to increase employment for women and create an environment which allows women to continue working long-term. We provide a range of programs to support our staff including flexible work conditions, work-life balance counseling and family care leave to help achieve this.

What are the goals of the Diversity Department in ISFnet?

The goal of diversity section is to promote diversity inside the company not only by ensuring we have nondiscriminatory hiring practices, but also by showing people the value diversity brings to a company. The best thing about diversity is that by bringing together people of different ages, genders and nationalities, as well as people with disabilities and varied social backgrounds, we can broaden the company's perspective, the company's pool of knowledge and access new and exciting ideas.

3rd Quarter CSR Data

HR Data (July–Sept)

No. of Employees in Japan: 1677 (as of Sept 30th)

Ratio of:

Female Executives: 6% Male Executives: 94%



Female Managers: 8% Male Managers: 91%



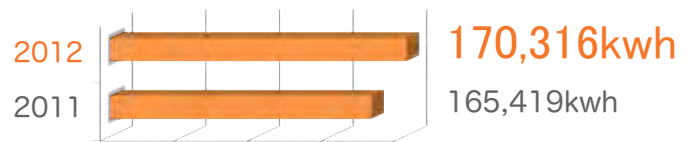
Female Employees: 15% Male Employees: 85%



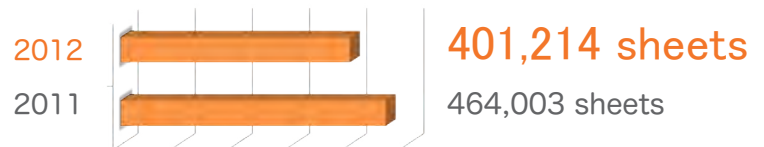
No. of Foreign Employees in Japan: 56

3Q Environmental Data

Power Consumption (kw/h):



Paper Use (sheets):



Update Information and Contact Details

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