

Techno-Hospitality



Techno-Hospitality to the World

Usen-Almex Inc. is an impeccable corporate team devoted to crafting exceptional techno services powered by the fusion of stellar level “technology” and “hospitality.” In keeping with this core pledge, we continue to bring the “ultimate in hospitality” both to our precious customers and the end users who they serve.

Important principles underlying our business activities

Usen-Almex Inc. provides to the world tangible and intangible solutions that are based on the philosophy of techno-hospitality.

Techno-hospitality means providing products and services that meet the needs of customers and the end-users by combining innovative technology with a high level of hospitality. Our business is rooted in the application of techno-hospitality in all our initiatives, from product and service planning to organizational transformations.

Highly reliable solutions supported by a proven track record

Our core business is the development and supply of automated payment machines for accommodation facilities, such as hotels and ryokans, and medical institutions, such as hospitals, clinics, and pharmacies, for which we have the largest market share. In addition to cash settlement operations and various cashless billing systems, we also provide systems for reception and information facilities and user management, as well as a variety of software solutions that assist in these operations. And through the linkage of these systems, we are making it possible to improve operational efficiency, enabling the value of these systems as total

since the pandemic, the need for non-face-to-face and non-contact services in customer-attracting facilities has increased, so the value of automated payment solutions has been recognized anew. One of our strengths is the development of solutions that incorporate forward-thinking technology.

In the supply chain for various products that includes automated payment machines, our company's strength lies in its fabless business model in which it partners with domestic and foreign manufacturers to provide customers with the products they require in a timely manner and at reasonable prices.

Meeting the needs of a growing market

In terms of business domains, the accommodation facilities and medical institutions that we focus on are expected to grow over the medium to long term.

Tourism, including increasing inbound tourists, is one of Japan's growth strategies and accommodation facilities are an important infrastructure for this. We recognize that our role is to contribute to the realization of a tourism-oriented country by leveraging our abundant expertise in providing solutions for accommodation facilities and our experience in meeting their diverse needs through customization.

With regard to accommodation facilities, we not only help them improve their operational efficiency and profitability with automating payment operations

Supporting the promotion of digital transformation in medical institutions

In the healthcare field, the unprecedented aging of society is driving the need for digitization and digital transformation to improve the patient experience and reduce the burden on healthcare professionals. Our major role is to contribute to the resolution of these issues.

Automated payment solutions bring benefits to healthcare organizations by improving the efficiency of reception operations and payment management. By simplifying reception procedures, patients also benefit from shorter waiting times and reduced risk of nosocomial infections.

We have already provided automated payment solutions to 2,000 medical institutions in Japan, and we will focus on introducing these solutions to clinics, veterinary clinics, and other related businesses. We will also support the digital transformation of medical services by proposing new products that support the digitization of patient registration cards and reception procedures in Japan that use individual Number Cards (My Number Cards).

Focusing on developing new markets by leveraging group strengths

Our automated payment solutions are attracting attention, which is why they are being implemented in a growing number of businesses, including golf clubs, restaurants, leisure facilities and many others. These are new opportunities for us in markets where we can provide value in terms of non-face-to-face and contactless handling, operational efficiency, and seamless experiences.

In terms of our connections to each market, we are a core group company of U-NEXT HOLDINGS Corporation. And through our intra-group network, we are able to uncover the needs of stores and facilities to which we provide in-store BGM services. This is another of our strengths and is an advantage that will lead to further expansion of our market share.

Continuing to enhance the value of solutions through innovation and transformation

The problem of labor shortages due to a declining population is common to all

accommodation facilities, medical institutions, restaurants, and other facilities that attract customers, and it can be seen that the need for operational efficiency and labor saving will continue to accelerate. Digital transformation practices and the use of new technologies, such as generative AI, should also become increasingly important management issues in the future. Our mission is to accurately grasp these changes and enhance the value of our solutions.

Our solutions not only replace people with machines for tasks that were previously performed by people, but they also promote the creation of an environment where people can provide the kind of hospitality that only a person can. In management, generating business ideas is an example of this, and in facilities that attract customers, the happiness and appreciation created by the contact between employees and users leads to higher added value for the customer's business.

This is precisely the practice of techno-hospitality that we aim for. To support our customers' sustainable growth into the future, we will continue to make constant efforts and take on challenges, always from the viewpoint of our customers and users.

Masayuki Tsuboi

President and Representative Director



Carrying future-directed solutions to the implementation stage of techno-hospitality perfected from the customer’s perspective

solutions to continue to grow.

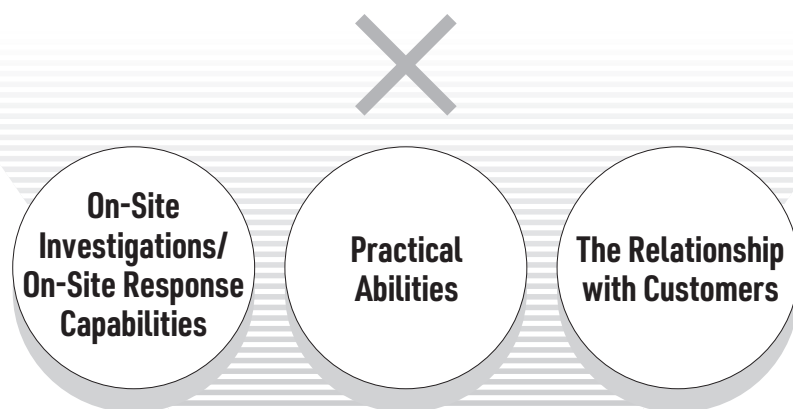
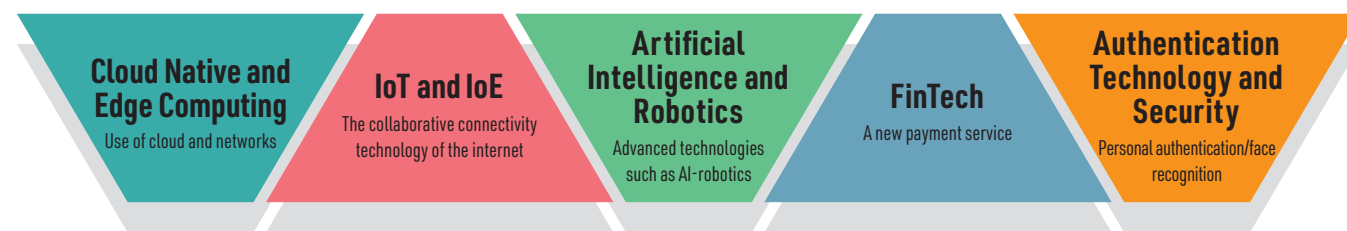
Our automated payment machines business started in 1983 with us taking on the non-face-to-face needs of hotels and other businesses. Then, our machines have continued to evolve and utilize the latest technology, so now they are more compact and with even more functions. This is why they are being installed in an increasing number of accommodation facilities and medical institutions. And

but are also sensitive to the needs of recent major trends. We provide detailed customizations, such as cashless operations with credit card and QR code support, multilingual support to attract foreign travelers, and laborsaving solutions in times of worker shortages. For users, we provide a one-stop environment for a series of procedures, from booking to payment, supporting all aspects of a comfortable and seamless travel experience – before, during, and after the journey.

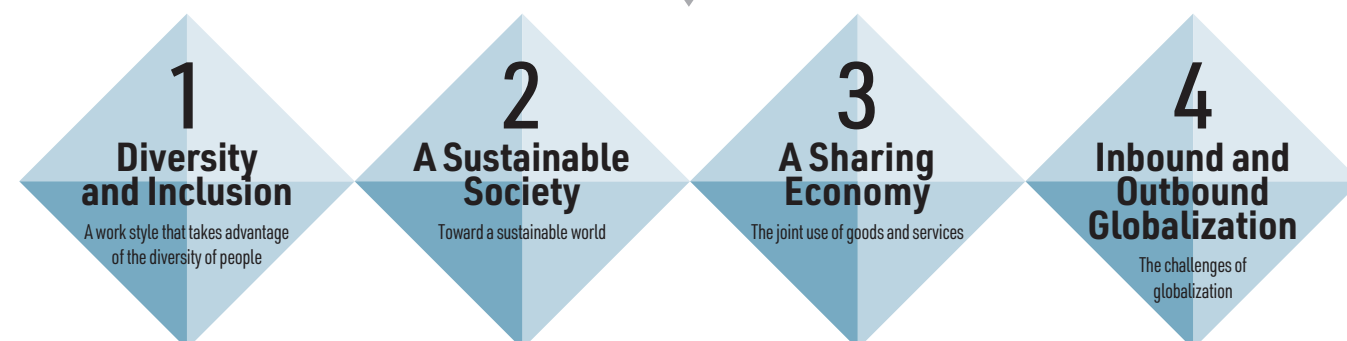
The Creation of New Values and Lifestyles through Digital and Analog Technologies

ADX Smart Business × Customer Success Service

*ADX = ALMEX DIGITAL TRANSFORMATION



Challenges in Four New Areas through Techno-Hospitality



Usen-Almex's Digital Technology Supports Techno Hospitality

The diversity of individuals is utilized; convenience is shared; sustainable development continues; and new lifestyles are born. In response to such social transformations, Usen-Almex pursues possibilities beyond preconceptions, and it contributes to the realization of a new kind of hospitality.

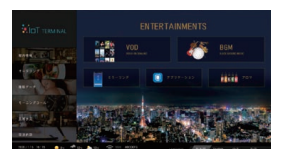
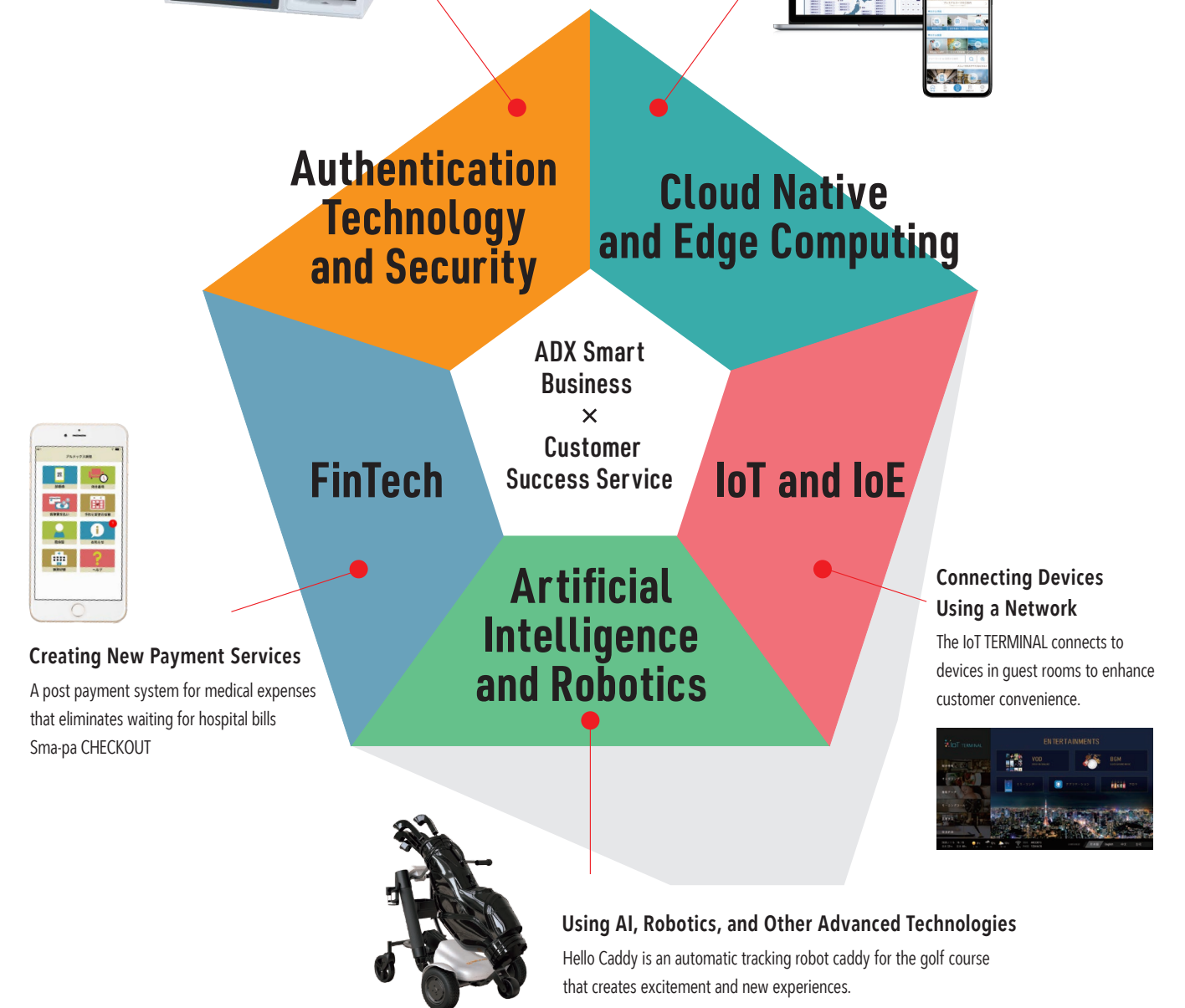
Secure Technology for Personal Authentication and Facial Recognition

Secure Technology for Personal Authentication and Facial Recognition
The Sma-pa Mynatouch with facial recognition for online verification



Native Digital Products and Services

The largest number of listed hotels in Japan
Happy Hotel, Leisure hotel search site



Using Techno Hospitality to Bring Innovation to Counter Operations

We propose total solutions that take advantage of our track record and expertise, which is why we have the largest market share in the industry.

Our total support, from the entrance (reception) to the exit (payment), greatly contributes to the efficiency of staff. We realize a smooth flow of patients and a comfortable life in the hospital.

01 Reception

The receptionist can also improve efficiency by eliminating the need for patients to wait at the counter.

02 Waiting for Examinations or Tests

Eliminate the anxiety of patients waiting for examinations, and guide them smoothly to the examination room.

03 Waiting for payment

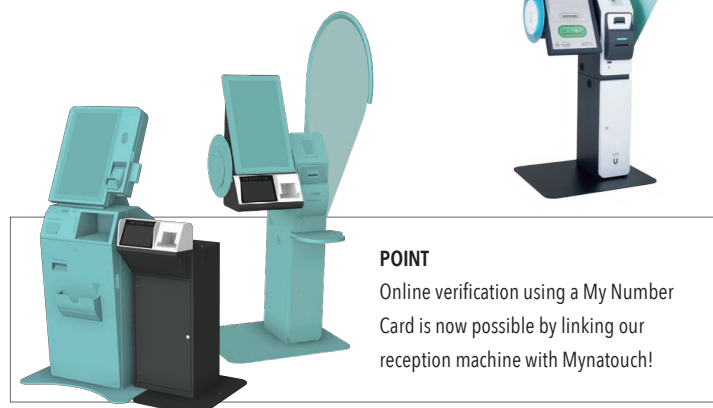
This will alleviate congestion at the payment counter and reduce the burden on patients waiting to pay.

04 Payment

It significantly reduces the time and effort required for accounting. We provide a speedy accounting system by leveraging our expertise, gained from being the No. 1 for installing automated payment units.

The APS-NEXT Automated returning patient reception unit

It is the latest advanced model, with universal design in mind.



POINT

Online verification using a My Number Card is now possible by linking our reception machine with Mynatouch!

Online eligibility verification support card reader with facial recognition "Sma-pa Mynatouch"

It enables easy, safe, and speedy use of your My Number Card to verify your details at reception.



Next-Generation Multifunctional Reception unit Sma-pa TERMINAL Series

From reception to payment! The new terminal allows you to select and operate only the functions you need and is even more convenient when linked with a smartphone app.



A Medical Information Display System



Sma-pa APP Series

Reservations, waiting list number confirmation, reception, and payment are all done by smartphone.

An Accounting Information Display System



The CTP-1100 Number Ticket Issuing Machine

The TH-Z High-Specification type Automated Payment Unit

It is a deposit and withdrawal unit that is similar to an ATM. Its easy operation saves the patient time and effort.



The TH-X Standard-Type Automated Payment Unit



The HPW-8700 Automated Payment Unit for Counters

Data management can also be centrally managed in conjunction with automated payment units.



The FIT-A Compact Automated Payment Unit for Clinics

It reduces costs, streamlines procedures, and saves space.



The FIT-B Self-Check-Out for Clinics

This self-check-out system allows customers to easily make payments by simply scanning barcodes. Its compact size with a depth of 450 mm saves space.



Announcement notification Sma-pa Messaging
Send reservation information, etc. in a message. This reduces the workload of your staff.

Reception via App Sma-pa CHECKIN
A smartphone serves as a receptionist, and it can process return visits. Post-payment can be registered at the same time (planned).

Waiting Number Indication Display Sma-pa DISPLAY
Even if you are outside the hospital, you can check the order of your appointment with your smartphone through a simple procedure.

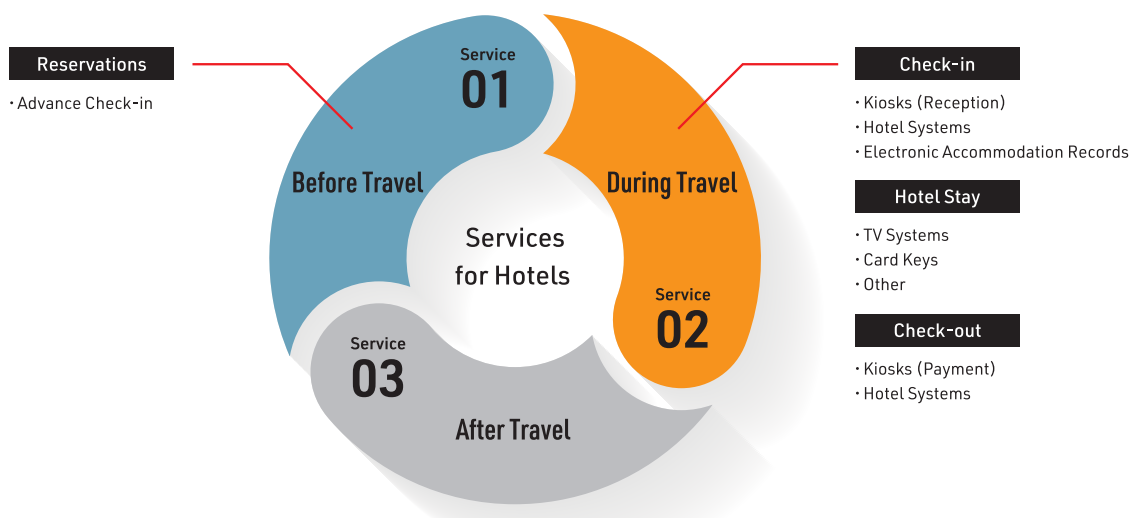
Medical Expense Deferred Payment Sma-pa CHECKOUT
You can register for post-payment and go home immediately after your visit. It also promotes cashless payments.



Going Beyond “New Hospitality” with Techno Hospitality

Providing Solutions to Meet Diverse Needs in All Situations

From reservations to check-in and check-out, we help solve hotel management issues, such as reducing the workload of staff, by improving efficiency and reducing procedures at the front desk.



The Self-Check-in Kiosk for Accommodation Facilities

It is an automated check-in machine that operates 24 hours a day, 365 days a year to accommodate foreign guests.

The Self-Check-in Process

- 01 Reservation Inquiries**
Inquiries about reservations can be made using the reservation number or QR code issued at the time of reservation or with your name.
- 02 Confirmation of Guest Information**
Check the guest information entered at the time of reservation to ensure that there are no errors, and enter any missing information. For foreign guests without an address in Japan, their passports will be scanned.
- 03 Payment**
Select a payment method from cash, credit card, or QR code to complete the payment procedure.
- 04 Receiving Room Cards**
If there is more than one guest in a room, the number of room cards to be issued can be selected.
- 05 Issuing Receipts**
A receipt with the customer's name will be issued.

The TEX-01K/TEX-2850 Stand Type KIOSK Can Be Placed at the Check-in Corner.

It is an all-in-one type that allows cashless and cash payments.



A Furniture Integrated type KIOSK That Does Not Disturb the Atmosphere of the Lobby

Various devices that are necessary for operations can be selected and integrated into the furniture.



The APS-01T Tabletop type KIOSK Can Be Installed in Narrow Spaces.

It is a space-saving model that is specialized for cashless payments.

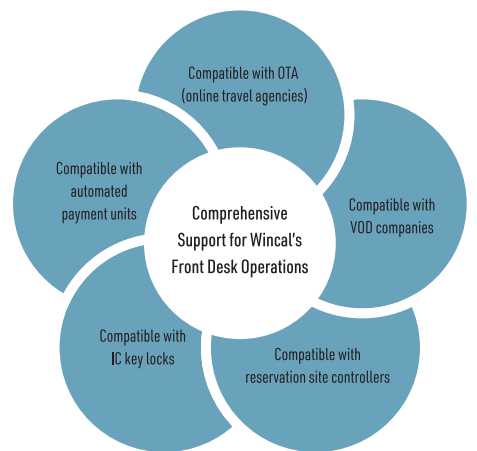


The Hotel Management Systems Wincal and innto

A PMS that is born from the voices of front desk staff

Basic functions

- Front Desk Operations**
It efficiently manages reservations, check-in and check-out, guest room management, account form management, and closing operations.
- Customer Management**
The date of use, number of nights, amount of money spent, etc. of members are displayed in a list, and past stay records can be managed.
- In-House Point Management**
You can manage not only your in-house points but also those of other reservation sites.
- Accounts Receivable Management**
You can manage a list of customers with accounts receivable, and issue invoices on request.
- Day Use Management**
In addition to overnight stays, rooms can also be sold for day use.
- Parking Management**
The number of parking spaces and reservations can be managed.



A Full Range of Optional Features

It can be customized to meet the needs of each hotel.

PreCheck-in the Online Advance Check-in Service

It can provide pre-registration of guest lists for accommodation reservations on online reservation sites.

Check-in with one step by simply holding up your smartphone!

By allowing guests in advance to register on their smartphones the information necessary for checking in, it significantly reduces the time required for checking in.



d.time the TV System for Hotel Guest Rooms

The TVs in guest rooms become the interface for general information about the hotel.

POINT 1: Screen

Two types of screen templates are available. Original screens can also be created.

POINT 2: Data Broadcasting Technology

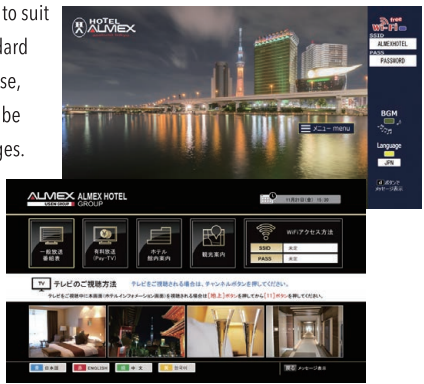
This new system uses existing TV antenna lines (coaxial cables) and utilizes digital TV technology that is not available with other companies. This makes it easy to transmit information at low cost.

POINT 3: Multilingual Support

Multilingual support is available immediately to suit guests visiting Japan. The system comes standard with a four-language display function (Japanese, English, Korean, and Chinese), and it can also be optionally configured to display other languages.

POINT 4: Information

By using the guest room TV to provide various types of information about the hotel and its surroundings, the desks in guest rooms become paperless and tidy.





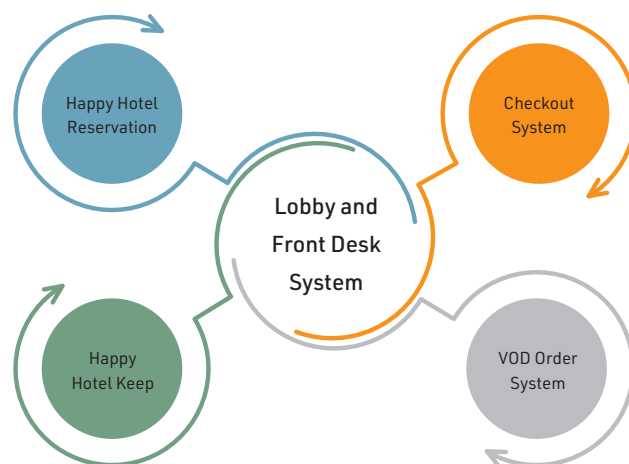
Leisure Hotel

Acquire Customers beyond Just Attracting Them or Getting Referrals

Total Support, from Customer Attraction to Hotel Management

We use a management system and automated payment units to improve the efficiency and save labor for front and back office operations, and we support customer attraction and creation through online services.

We provide one-stop products and services that are needed for boutique hotel management.



The lot TERMINAL Provides Guest Room Information

We promote improved service value and operational efficiency by posting in-house information, providing services, such as request orders, VOD, and karaoke, and linking with system solutions, such as PMS and applications.



Smart Payments

The TEX-2850 Front Desk Automated Payment Unit, Furniture Integrated Type KIOSK and the TEX-1650 Guest Room Payment Unit

These automated payment units allow you to make payments easily by simply following the operating instructions, and they provide smart services. Credit cards and various QR payments (with some models) are supported.



The Hotel Management Systems Sirius I and Frontier NEO II Improve Leisure Hotel Operations

These hotel systems support guest room management, sales analysis, and the management of deposits, withdrawals, and guest room billing. It is possible to make detailed price settings according to time zones and customer groups, expanding the range of operations.

Registration, modification, and switching of information is very easy, and even beginners can quickly master these systems.



Happy Hotel, Leisure Hotel Search Site with Japan's Largest Number of Hotels Listed

Nowadays, it is commonplace to make hotel reservations online. This site promotes a hotel by displaying its guest rooms and exterior appearance, and it also promotes the acquisition of new customers and repeat use of the hotel by issuing coupons. Furthermore, by adding the "reservation" and "keep" (the temporary holding service) functions, it is possible to obtain sales through reservations and increase the occupancy rate.



For details, please visit our corporate website.
<https://usen-almex.jp/industry/leisure-hotel/>

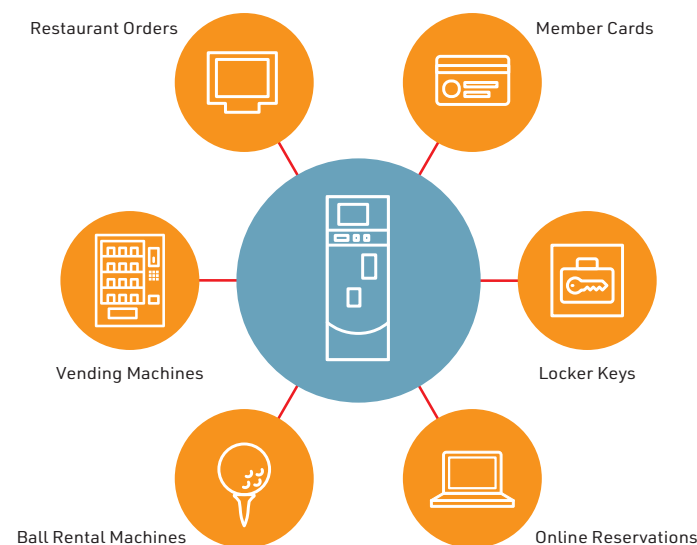


Golf Courses

Superior Hospitality Realized with the Latest Equipment

The No.1 Automated payment units at Golf Courses

By achieving operational efficiency, from check-in to check-out, we provide total support for improving the efficiency of golf course operations that is focused on automated payment units with the goal of "not keeping you waiting." This makes it possible to provide detailed services, allowing you to focus on customer service.



The TEX-2900G, the Standard Golf Course Automated Payment Unit Anyone Can Operate

This system saves employees the time and effort of replenishing large amounts of banknotes and coins when there are overlapping payments. The operating status of the automated payment unit can be seen at a glance from the front desk and lobby by changing the color of the LED light on the side partition. And its stylish presence is also emphasized.



The Hello Caddy Automatic Tracking Robot Caddy

LiDAR sensor technology means, with a one-touch operation using a single button, it maintains a certain distance from the player while matching their walking speed, and it automatically stops when the player stops. It can also operate on slopes with angles of elevation of up to 15 degrees. Hello Caddy makes for even more enjoyable rounds of golf when walking and is a player's partner for enjoying the great sport of golf.



Check out the promotional video by 2013 Grand Prize Winner Rikako Morita on YouTube!

The APS-01T Tabletop KIOSK for the New Cashless Era

This new kiosk can be installed on tables and counters with its ultra-space-saving, ultra-compact design, and it can speed up front desk operations by allowing customers to pay while making reservations for the next visit. It uses one of the industry's fastest printers to instantly issue easy-to-read, high-quality receipts.



The FK01-G Furniture Integrated Type Kiosk Harmonizes with the Atmosphere of Sophisticated Lobbies and Reception Spaces

It creates a luxurious space without compromising the atmosphere of the front desk of the golf course. Although it has a low cost, it has many features. A score holder collection space is provided as standard equipment, and the use of a fall prevention board makes it possible to move the unit after installation.



For details, please visit our corporate website.
<https://usen-almex.jp/industry/golf/>



Meeting the Challenges of Our Customers Regardless of Their Size or Business

Usen-Almex's Products and Services Are Used in Various Industries and Business Categories

Saving labor and increasing efficiency in front desk operations is a common need for many industries. At Usen-Almex, we provide products and services that streamline business operations with optimal solutions that are tailored to customers' issues regardless of their size or industry.



The FIT-A Automated Payment Unit Customized Exclusively for Hot Springs

The FIT-A greatly improves the accounting operations of bathing facilities, increasing customer satisfaction and reducing the workload of staff.

Increase Convenience for Customers by Paying in Full When Leaving the Facility!

- 01 Reception**
↓ Receive a wristband with an IC or barcode.
- 02 Use of facilities**
↓ Post-payment is available for meals, automated payment units, stores, etc.
- 03 Payment**
↓ Hold the wristband IC or barcode over the payment unit to settle the bill.
- 04 Leaving the building**
↓ After paying, hold the QR code issued by the machine over the exit gate to open it.

The FIT-A Automated Payment Unit Customized for Veterinary Clinics

The FIT-A solves various issues related to accounting for veterinary clinics, increasing the satisfaction of pet owners and reducing the workload of staff.

Payment is completed in three steps, significantly reducing the waiting time.

- 01 Start the settlement process**
↓ Hold up the smartphone app or QR code on the patient ID or insert the patient ID.
- 02 Confirmation of amount and payment**
↓ Insert the amount of money shown on the display or make a cashless payment.
- 03 Receive a receipt and statement**
↓ Receive a printed receipt and statement.



Please Visit Our Exhibition to Experience the Latest Products and Services.

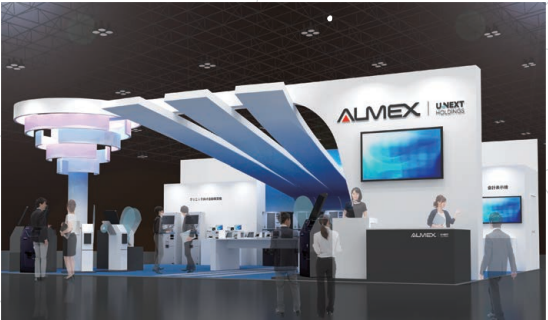
You Can Experience the Most Advanced DX Solutions in Action.

We will exhibit our cutting-edge DX solutions to improve productivity as well as proposals for resolving labor shortages and reducing workloads. We look forward to seeing you at our booth.



IMHS 2024 — International Modern Hospital Show

Date: Jul. 10 (Wed.)-12 (Fri.), 2024
IMHS 2025 — International Modern Hospital Show
Date: Jul. 16 (Wed.)-18 (Fri.), 2025
Venue: Tokyo Big Sight <https://www.noma-hs.com/>



Hokkaido 2024 – Sightseeing/Accommodation/Dining Out

Date: Oct. 9 (Wed.)-10 (Thu.), 2024
Venue: Access Sapporo
<https://tourismhotel.jma.or.jp/hkd/>

Leisure Hotel Fair 2024 Leisure & Service Industry Exhibition 2024

Date: Sep. 26 (Thu.)-27 (Fri.), 2024
Venue: Tokyo Big Sight
<https://www.sogo-unicom.co.jp/lhf/index.htm>

HCJ 2024 – International Hotel & Restaurant Show

Date: Feb. 13 (Tue.)-16 (Fri.), 2024
HCJ 2025 – International Hotel & Restaurant Show
Date: Feb. 4 (Tue.)-7 (Fri.), 2025
Venue: Tokyo Big Sight <https://hcj.jma.or.jp/>

Hoteres Japan & Foodex Japan in Kansai 2024

Date: Sep. 18 (Wed.)-20 (Fri.), 2024
Venue: Intex Osaka <https://www.jma.or.jp/hoteres-osaka/>



Kyushu & Okinawa 2024 – Sightseeing/Accommodation/Dining Out

Date: Oct. 23 (Wed.)-24 (Thu.), 2024
Venue: Marine Messe Fukuoka Hall B
<https://tourismhotel.jma.or.jp/ksh/index.php>

We Can Also Create Custom-Made Housing Designs to Meet Your Needs.

Focusing on the Rapidly Developing Region of Asia to Achieve Sustainable Growth

"I want to simplify a complex operation, but I don't know how to do it."

"I don't know where to buy a KIOSK device or a payment machine."

"I can't find a KIOSK device with the features I want because I'm in a special industry."

"We want to develop our own apps, so I would like you to provide only the housing and device drivers."

"We are planning to develop our own KIOSK device and are looking for a development partner."

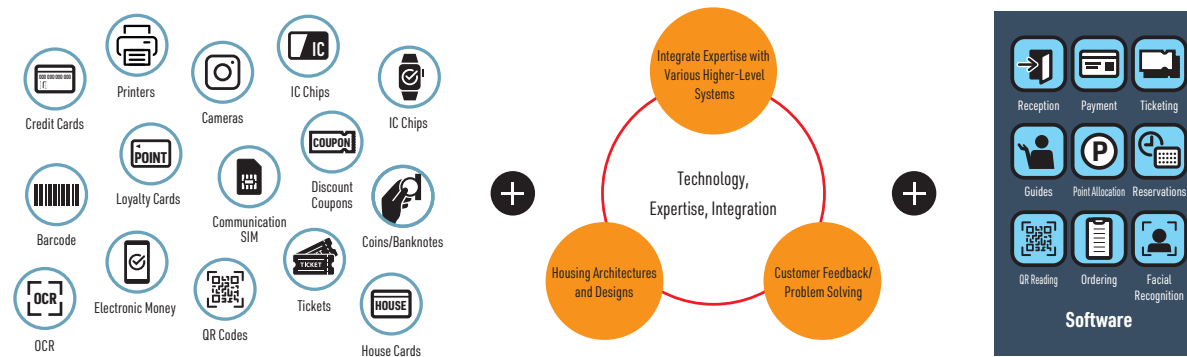
"I have a small budget and want a KIOSK device that can be installed at low cost."

If you have any concerns, please contact us. Usen-Almex's professional KIOSK design service will solve all your problems.

The professional kiosk design service is a unique service provided by Usen-Almex that offers custom-made proposals for the design and functions of housings and screens to meet the requests and needs of customers in all types of businesses and industries. We have proposed a variety of kiosk devices to meet our customers' challenges. However, for those who have a limited budget or are considering implementing it in

small lots, this can be difficult.

The professional kiosk design service was created to meet the needs of customers who want to change the design to match their stores but the cost of customization would be too high because they only want to install a small number of units or they want such functions but the existing devices do not support them.



Our professional kiosk design service proposes kiosk terminals that meet users' needs, and it even provides support after installation.

With our professional kiosk design service, even if only one device is installed, our experienced professional consultants will provide free consultations. And with their deep understanding of each customer's needs, they will carefully consider the usability of the end user and propose the right kiosk device.

With the expertise we have cultivated at Usen-Almex, we are able to

select and combine the housing, functions, UI/applications, etc. to meet customers' needs, regardless of the manufacturer or device maker. Additionally, we can develop prototype products at a low cost that would be costly for a typical company. We can also provide extensive maintenance and support after installation at your facility or store.



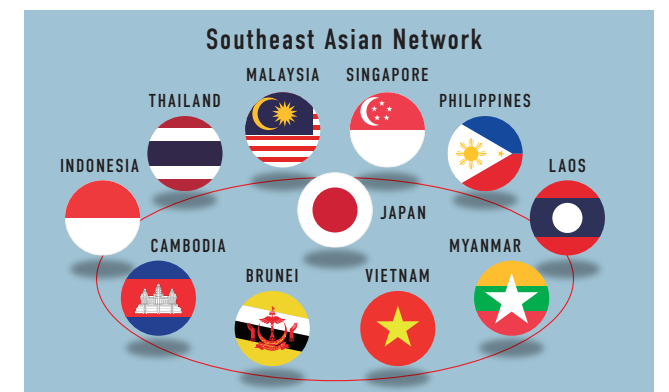
ALMEX SYSTEM TECHNOLOGY ASIA Sdn. Bhd (ASTA) has been established in Malaysia.

Usen-Almex has the largest market share in automated payment unit kiosk systems in Japan.

In February 2015, we established a local subsidiary in Malaysia to provide our products and solutions to everyone in Southeast Asia. Our solutions are not just cost-saving systems. They are designed to provide the hospitality that Japan is proud of.

ASTA is building a network in Southeast Asia as a solution provider.

We will contribute to the development of local communities and industries as a solution manufacturer that provides businesses in Southeast Asia with the latest information and cutting-edge technology, based on expertise cultivated in Japan, with our unique products that are customized to suit local needs.



ASTA's Business

We provide specialized solutions and products for four markets: hospitals, hotels, golf courses, and restaurants. We develop products, such as automated payment units, credit card payment machines, waiting display machines for consultations and payments, automated return visit reception machines, and contactless card keys, for a variety of applications.

Mahkota Medical Center/
KIOSK device



Citidines Hotel/ Furniture Integrated
Type Automated Check-in Unit



Komune Living/
KIOSK device



For details, please visit our corporate website.
<https://usen-almex.jp/products/detail/p-all-kiosk.html>

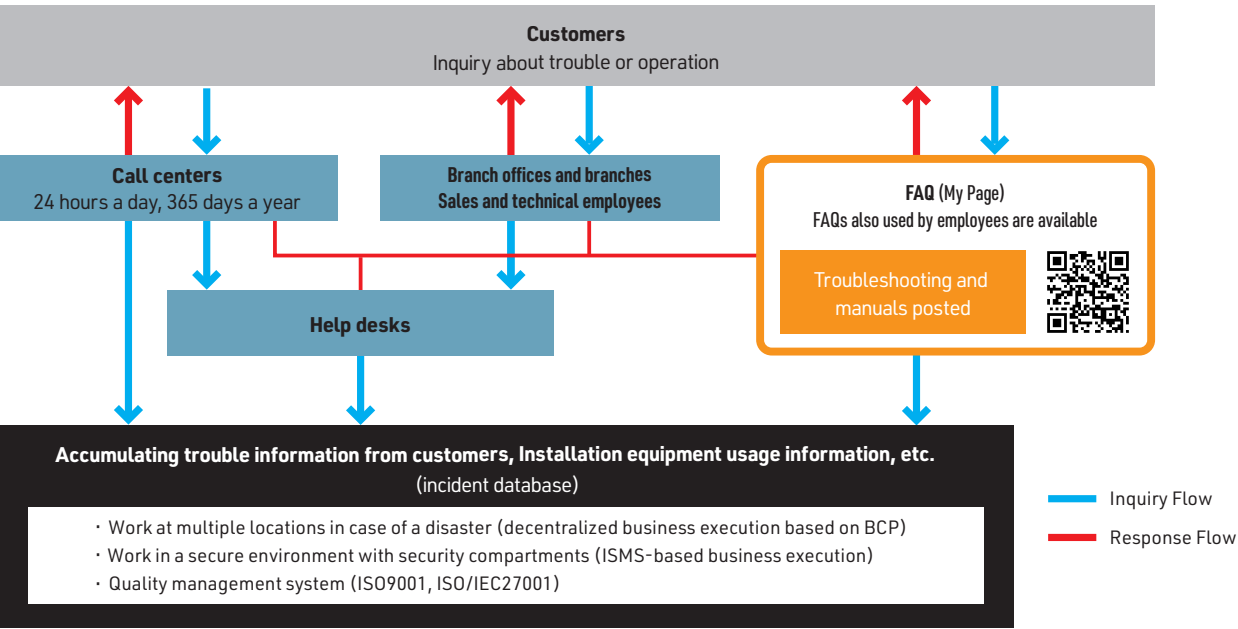


For details, please visit our corporate website.
<https://usen-almex.jp/company/overseas.html>

Reliable Technology Guarantees Customers' Peace of Mind

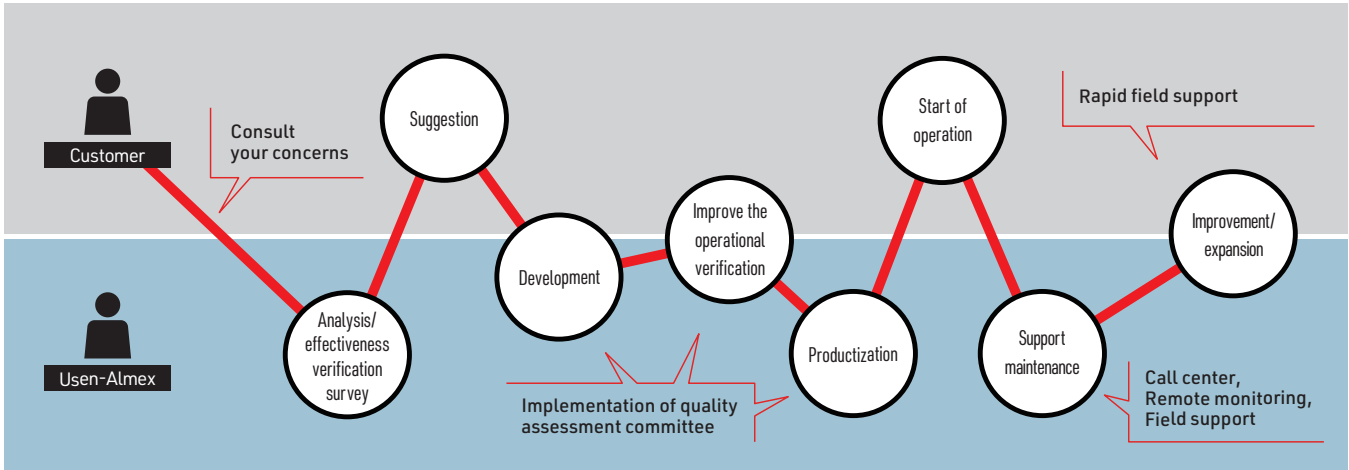
Preventing the Occurrence of the Same Problem by Implementing a Quality Improvement Cycle

Customer feedback received at each branch and call center is compiled into data and shared internally so that any inquiries from customers can be resolved quickly.



Only products that have passed a quality assessment committee are delivered.

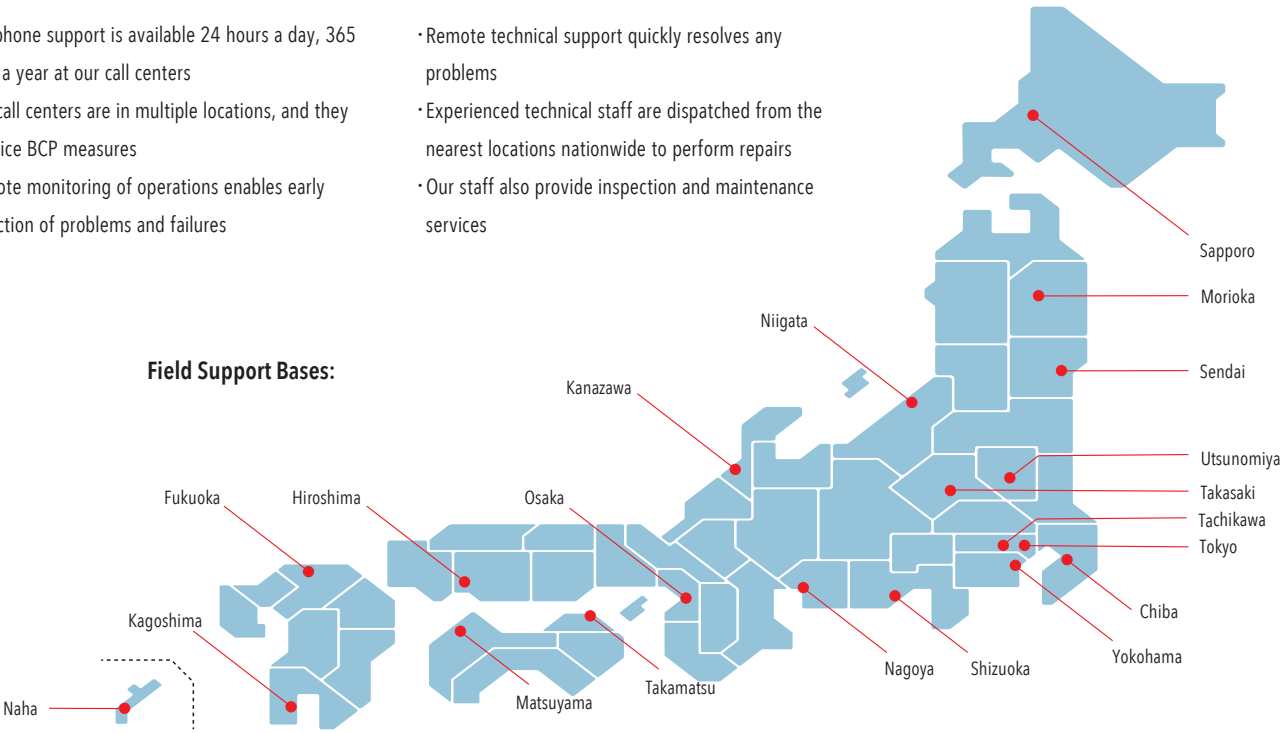
We have established a quality assessment committee at each stage of the product service process, from the planning through design, verification testing, and commercialization. Only products that meet the strict criteria of the Quality Assurance Department's third-party perspective are delivered to our customers.



Ensuring Reliable Use After Installation

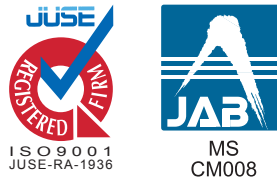
With skilled operators and field support, we provide complete after-sales services that ensure peace of mind after our products have been installed.

- Telephone support is available 24 hours a day, 365 days a year at our call centers
- Our call centers are in multiple locations, and they practice BCP measures
- Remote monitoring of operations enables early detection of problems and failures
- Remote technical support quickly resolves any problems
- Experienced technical staff are dispatched from the nearest locations nationwide to perform repairs
- Our staff also provide inspection and maintenance services



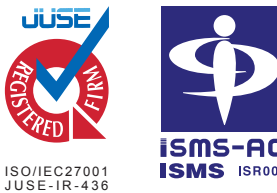
Ensuring Uniform Quality through ISO 9001 Certification

We have introduced a quality management system based on ISO (the International Organization of Standardization). We provide consistent service by establishing quality standards, from planning, design, and production to support after introducing products. The scope of certification includes the R&D Division, Logistics Service Solutions Division, and the Business Planning Division.



ISO/IEC 27001 Certification for Stricter Information Management

Since we handle various types of information (customers' information and personal information), we believe that strict protection of this information is our responsibility and social mission, so we have been actively working to improve the level of information security. Furthermore, we acquired ISO/IEC 27001 certification in 2013 and JIS Q 27000 in 2014 to provide our customers with greater peace of mind when using our products and services. The scope of certification includes the Marketing Sales Division Medical Systems Department, Marketing Sales Division Hotel Systems Department, Marketing Sales Division Special Sales Department, Marketing Sales Division Management Department, the R&D Division, Logistics Service Solutions Division, and the Business Planning Division.



Security Management of Credit Card Payment Data

Usen-Almex complies with PCI DSS (the Payment Card Industry Data Security Standard) for its credit card payment service. This protects the information of credit card members and prevents payment data from leaks, unauthorized access, and other risks, ensuring a safe and secure service.



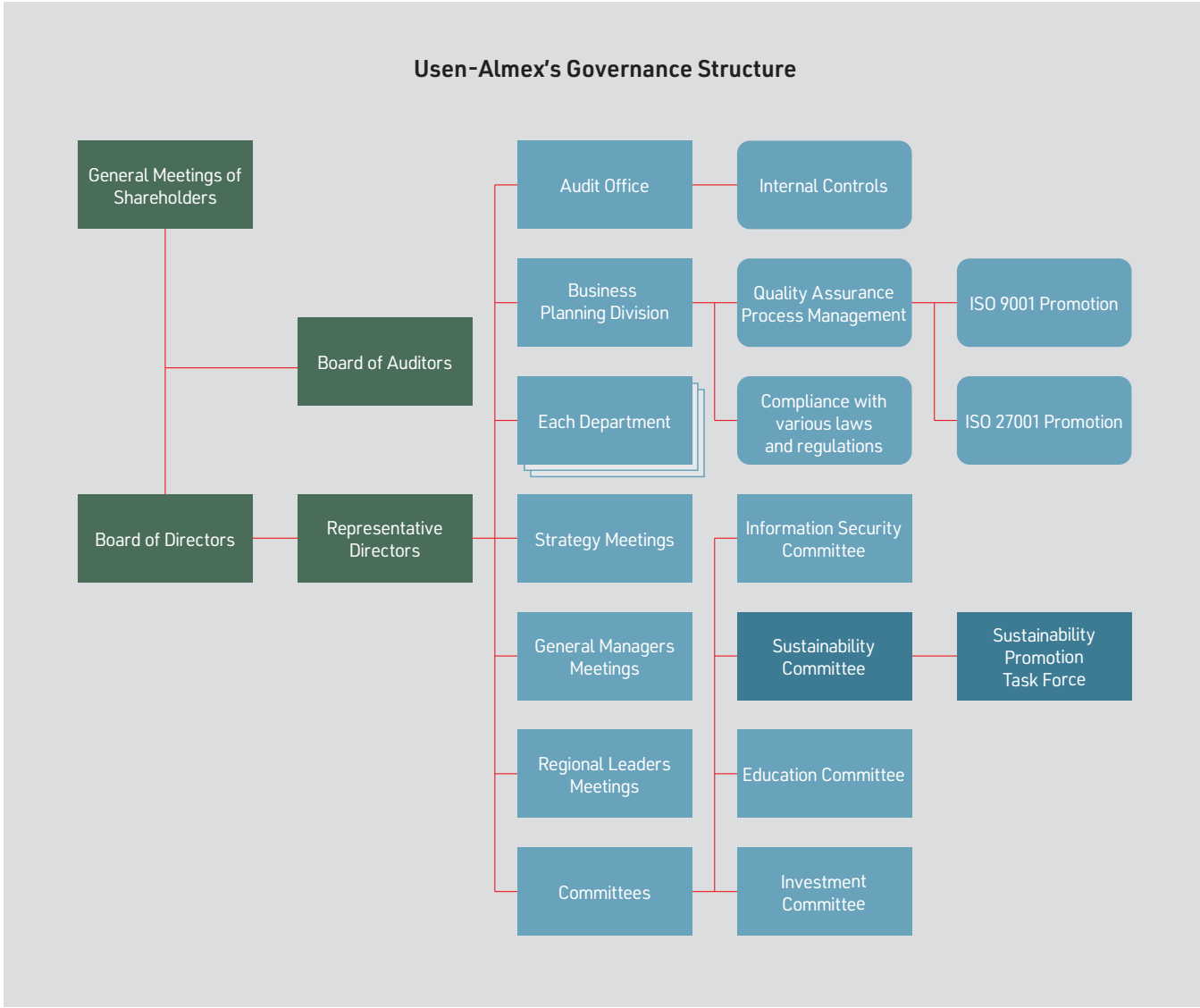
ESG Management to Realize the SDGs

Contributing to a Sustainable Society and the Future

Usen-Almex, which was founded in Asakusa, Tokyo, in 1966, celebrated its 55th anniversary in 2021. To sustain our business for the next 75 to 100 years, we will continue to face global environmental and social issues and engage in ESG management as a company that will continue to be needed by society.

What Is ESG Management?

ESG stands for environmental, social, and governance. Usen-Almex strives to reduce CO2 emissions through its energy-saving products that protect the environment. It actively invests in education and training to enhance the value of human resources that solve social issues, and it focuses on corporate governance that enhances social credibility and trust.



Environmental: What Is Required Regarding the Environment

Usen-Almex considers the entire process, from planning, design, and the disposal of products to services, to be manufacturing and project planning, and it is committed to contributing to global environmental conservation.

- Reduction of CO2 emissions in business activities
- Energy conservation and reducing waste and environmental impacts
- Utilization of renewable energy.



Social: What Is Required by Society

Usen-Almex is committed to addressing social issues, living in harmony with society, and contributing to the realization of a sustainable society.

- Plan, develop, and provide high-value-added products and services
- Educate, recruit, and retain human capital, and strengthen the education system
- Promote a work-life balance for employees, their families, and suppliers



Governance: What Is Required Regarding Corporate Governance

Usen-Almex strives to enhance corporate governance in order to create a sound management base and continuously improve corporate value.

- Proactive information disclosure
- Strengthen risk management and information security measures
- Thorough compliance and maintenance and operation of internal controls



BUSINESS: Improving the well-being of people, cities, and society through technology

Usen-Almex enriches the lives of people by providing entertainment in private spaces, and it provides efficiency and comfort by introducing its technologies into stores and facilities. We bring people together in comfortable spaces, create lively towns and society, and increase the well-being of people.

- Increasing Our Hospitality Index Score
Taking August 2021 as 1, we aim to increase it to 1.4 by August 2025.



For details, please visit our corporate website.



The Almex Way: The Way It Should Be

■ We Contribute to Society by Creating New Values toward the Society We Aspire to and the Way We Want It to Be

In order to share our vision of what kind of presence Usen-Almex should aim for in society and what kind of value we should provide to our customers, we have formulated the Almex way as a guideline for our motto "How We Should Be."

Mission

The value we provide to our customers

Techno-hospitality to the world

We take pride and pleasure in bringing hospitality (convenience, efficiency, and utility) to society and the world in general through technology.

Vision

What we want to be

Challenge to be the best player by far

As the most trusted company, we will continue to transform beyond what is required. And through our inbound and outbound businesses, we will constantly update our services with the aim of becoming a company that is an international bridge.

Values

Things and events that are important

Winning culture

- 1. Integrity**
We will continue to be honest and sincere with our customers, business partners, employees, and ourselves.
- 2. Paranoid Optimism**
We are sensitive to change and always think and act without clinging to past successes.
- 3. Last Man Leadership**
We approach everything as if it were our own problem; we do it with passion; and we fulfill our responsibilities to the end.

The Continuing Evolution of Usen-Almex

Company

Products and Services



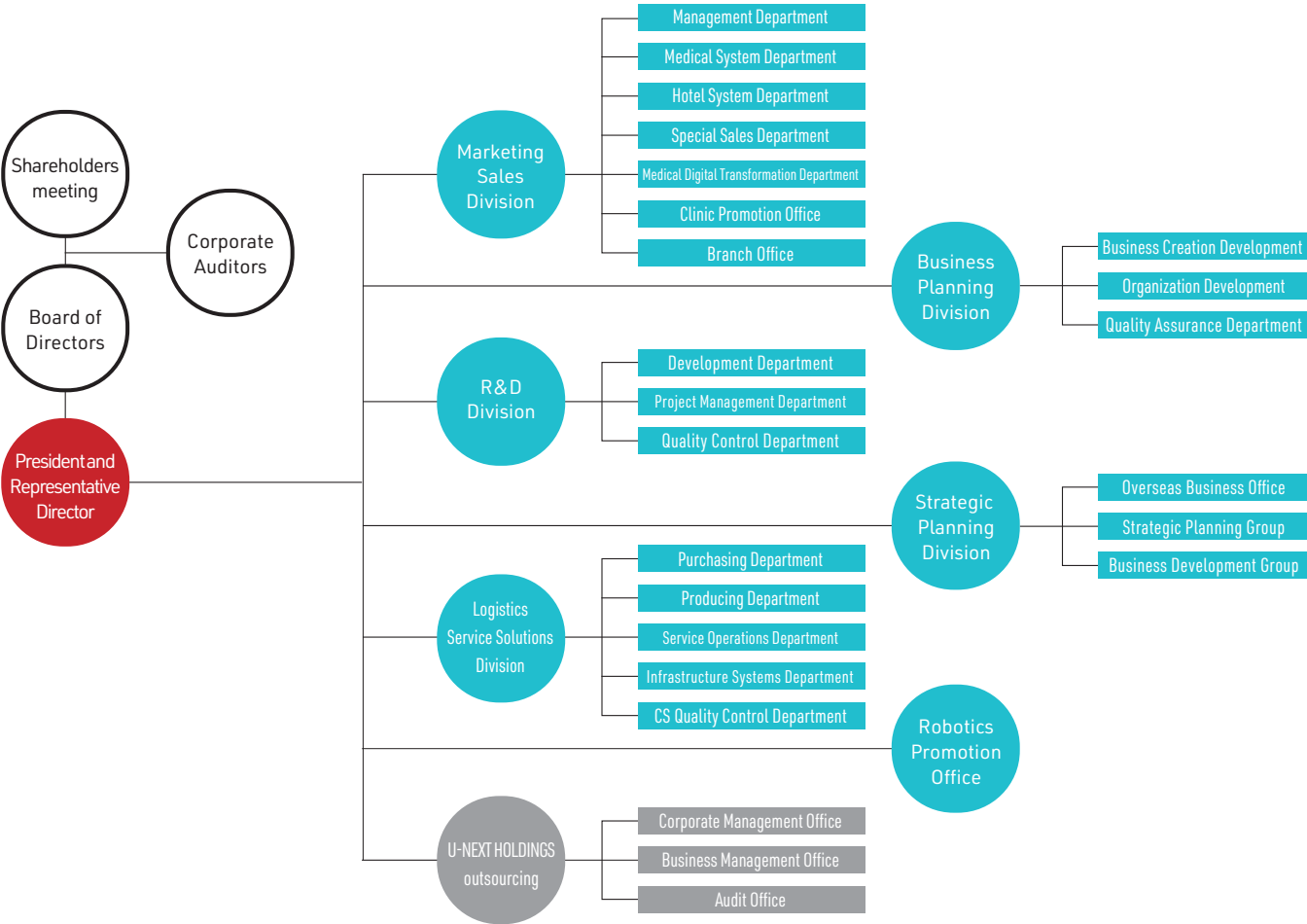
For details, please visit our corporate website.
<https://usen-almex.jp/company/almexway.html>



For details, please visit our corporate website.
<https://usen-almex.jp/company/history.html>

Company Profile

List of Locations



Trade name	USEN-ALMEX INC., USEN&U-NEXT GROUP	
Head office	Meguro Central Square, 3-1-1 Kamiosaki, Shinagawa-ku, Tokyo 141-0021, Japan Tel: +813-6820-1411 Fax: +813-6741-4647	
Established	June 28, 1966	
Capital	100 million yen	
Executives	President, Representative Director Director, Managing Executive Officer, Business Planning Division General Manager Director (Managing Director of U-NEXT HOLDINGS Co., Ltd.) Corporate Auditor (Full-time Corporate Auditor of U-NEXT HOLDINGS Co., Ltd.) Managing Executive Officer & CSO, General Manager of Strategic Planning Division Managing Executive Officer & CTO, General Manager of R&D Division Managing Executive Officer, General Manager of Logistics Service Solutions Division Managing Executive Officer, General Manager of Marketing Sales Division Managing Executive Officer, Assistant General Manager of Marketing Sales Division	Masayuki Tsuboi Hiroki Takehara Kimimasa Tamura Yosuke Kobayashi Cheng Feifei Susumu Inoue Koichi Tsurumaru Toshifumi Saito Nobuyuki Suzuki
Employees	720	
Qualified invoice issuer registration number	T6010401068349	
Licenses and registrations	ISO 9001 certification: the R&D Division, Logistics Service Solutions Division, and the Business Planning Division ISO/IEC 27001 certification: the Marketing Sales Division Medical Systems Department, Marketing Sales Division Hotel Systems Department, Marketing Sales Division Special Sales Department, Marketing Sales Division Management Department, the R&D Division, Logistics Service Solutions Division, and the Business Planning Division PCI DSS Compliance Certification Construction License (Minister of Land, Infrastructure, Transport and Tourism permission [Han-6] No. 25397) Electrical Contractor (Notification No. 3010699 by the Governor of Tokyo) Telecommunications business (A-20-9776) Travel Agency (Registered Travel Agency No. 3-6895 by the Governor of Tokyo)	
Affiliated organizations	Japan Vending System Manufacturers Association (JVMA)	

Head Office Meguro Central Square, 3-1-1 Kamiosaki, Shinagawa-ku, Tokyo 141-0021, Japan Tel: +813-6820-1411 Fax: +813-6741-4647
Show Room 2-19-17 Kaminarimon, Taito-ku, Tokyo 111-8676, Japan

Marketing Sales Division	
Management Department	Meguro Central Square, 3-1-1 Kamiosaki, Shinagawa-ku, Tokyo 141-0021, Japan
Medical System Department	Meguro Central Square, 3-1-1 Kamiosaki, Shinagawa-ku, Tokyo 141-0021, Japan
Hotel System Department	Meguro Central Square, 3-1-1 Kamiosaki, Shinagawa-ku, Tokyo 141-0021, Japan
Special Sales Department	Meguro Central Square, 3-1-1 Kamiosaki, Shinagawa-ku, Tokyo 141-0021, Japan
Medical Digital Transformation Department	Meguro Central Square, 3-1-1 Kamiosaki, Shinagawa-ku, Tokyo 141-0021, Japan
Clinic Promotion Office	Meguro Central Square, 3-1-1 Kamiosaki, Shinagawa-ku, Tokyo 141-0021, Japan
Hokkaido Branch	16-1-31 Kita27-jo Higashi, Higashi-ku, Sapporo-shi, Hokkaido 065-0027, Japan
Morioka Branch	3-28-24 Motomiya, Morioka-shi, Iwate 020-0866, Japan
Minami Tohoku Branch	Al.Premium Building 4F, 1-3-45 Shintera, Wakabayashi-ku, Sendai-shi, Miyagi, 984-0051, Japan
Takasaki Branch	3-14-7 Midori-cho, Takasaki-shi, Gunma 370-0073, Japan
Niigata Sales Office	Higashiodori Axis Building 1F, 2-4-1 Higashiodori, Chuo-ku, Niigata-shi, Niigata, 950-0087, Japan
Chiba Branch	6-26-25 Sakuragi, Wakaba-ku, Chiba-shi, Chiba 264-0028, Japan
Utsunomiya Branch	Morikawa Bldg. 1F, 5-5-7 Higashi-Shukugo, Utsunomiya-shi, Tochigi 321-0953, Japan
Tokyo Area First Branch Office	Adon Kikukawa Bldg. 3F, 3-17-2 Kikukawa, Sumida-ku, Tokyo 130-0024, Japan
Tokyo Area Second Branch Office	Adon Kikukawa Bldg. 3F, 3-17-2 Kikukawa, Sumida-ku, Tokyo 130-0024, Japan
Tachikawa Branch	Crescent Kunitachi, 3-1-5 Yagawa, Kunitachi-shi, Tokyo 186-0015, Japan
Yokohama Branch	Premiere Yokohama 4F, 1-30-1 Nakagawa-Chuo Tsuzuki-ku, Yokohama-shi, Kanagawa 224-0003, Japan
Shizuoka Branch	369-16 Nakano Shinden, Suruga-ku, Shizuoka-shi, Shizuoka 422-8051, Japan
Chubu Branch	39 Yasuji-cho, Nishi-ku, Nagoya-shi, Aichi 452-0815, Japan
Kanazawa Branch	1-143 Magira-machi, Kanazawa-shi, Ishikawa 921-8005, Japan
Kansai First Branch Office	4-10-3 Higashi-Nakajima, Higashiyodogawa-ku, Osaka-shi, Osaka 533-0033, Japan
Kansai Second Branch Office	4-10-3 Higashi-Nakajima, Higashiyodogawa-ku, Osaka-shi, Osaka 533-0033, Japan
Takamatsu Branch	3025-16 Otashimomachi, Takamatsu-shi, Kagawa 761-8073, Japan
Matsuyama Sales Office	Sanbancho Shinwa Bldg. 1F, 4-7-14 Sanbancho, Matsuyama-shi, Ehime 790-0003, Japan
Hiroshima Branch	Hiroshima Mitsui Building 13F, 2-7-10 Otemachi, Naka-ku, Hiroshima-shi, Hiroshima, 730-0051, Japan
Kyushu Branch	Urban Center Hakata 4F, 3-1-10 Hakataeki-Minami, Hakata-ku, Fukuoka-shi, Fukuoka 812-0016, Japan
Kagoshima Branch	Fuyo Building 7F, 2-1 Higashi Sengoku-cho, Kagoshima-shi, Kagoshima, 892-0842, Japan
Okinawa Branch	Ohama Bldg. 1F, 2-22-10 Tomari, Naha-shi, Okinawa 900-0012, Japan

Business Planning Division	
Business Creation Development	2-19-17 Kaminarimon, Taito-ku, Tokyo 111-8676, Japan
Organization Development	Meguro Central Square, 3-1-1 Kamiosaki, Shinagawa-ku, Tokyo 141-0021, Japan
Quality Assurance Department	2-19-17 Kaminarimon, Taito-ku, Tokyo 111-8676, Japan

R&D Division	
Development Department	2-19-17 Kaminarimon, Taito-ku, Tokyo 111-8676, Japan
Project Management Department	2-19-17 Kaminarimon, Taito-ku, Tokyo 111-8676, Japan
Quality Control Department	2-19-17 Kaminarimon, Taito-ku, Tokyo 111-8676, Japan

Logistics Service Solutions Division	
Purchasing Department	Meguro Central Square, 3-1-1 Kamiosaki, Shinagawa-ku, Tokyo 141-0021, Japan
Producing Department	1-204 Hongo, Fukuju-cho, Hashima-shi, Gifu 501-6254, Japan
Service Operations Department	2-19-17 Kaminarimon, Taito-ku, Tokyo 111-8676, Japan
Infrastructure Systems Department	2-19-17 Kaminarimon, Taito-ku, Tokyo 111-8676, Japan
CS Quality Control Department	2-19-17 Kaminarimon, Taito-ku, Tokyo 111-8676, Japan

Strategic Planning Division	
Overseas Business Office	Meguro Central Square, 3-1-1 Kamiosaki, Shinagawa-ku, Tokyo 141-0021, Japan
Strategic Planning Group	Meguro Central Square, 3-1-1 Kamiosaki, Shinagawa-ku, Tokyo 141-0021, Japan
Business Development Group	Meguro Central Square, 3-1-1 Kamiosaki, Shinagawa-ku, Tokyo 141-0021, Japan

Robotics Promotion Office	
Robotics Promotion Office	Meguro Central Square, 3-1-1 Kamiosaki, Shinagawa-ku, Tokyo 141-0021, Japan

Overseas Subsidiary	
Almex System Technology Asia Sdn.Bhd.	19-8-3A Level 8, UOA Centre No.19, Jalan Pinang, 50450 Kuala Lumpur, Malaysia

