# Consumer Service Business Unit

## July 3, 2013 Mitsui & Co., Ltd.

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### Agenda

- 1. Consumer Service Business Unit in Mitsui
- 2. Overview
- 3. Strategy in each operating business field
  - Medical & Healthcare
  - Real Estate
  - Services
  - Housing & Industrial Materials
  - Fashion
  - Media
- 4. Q&A

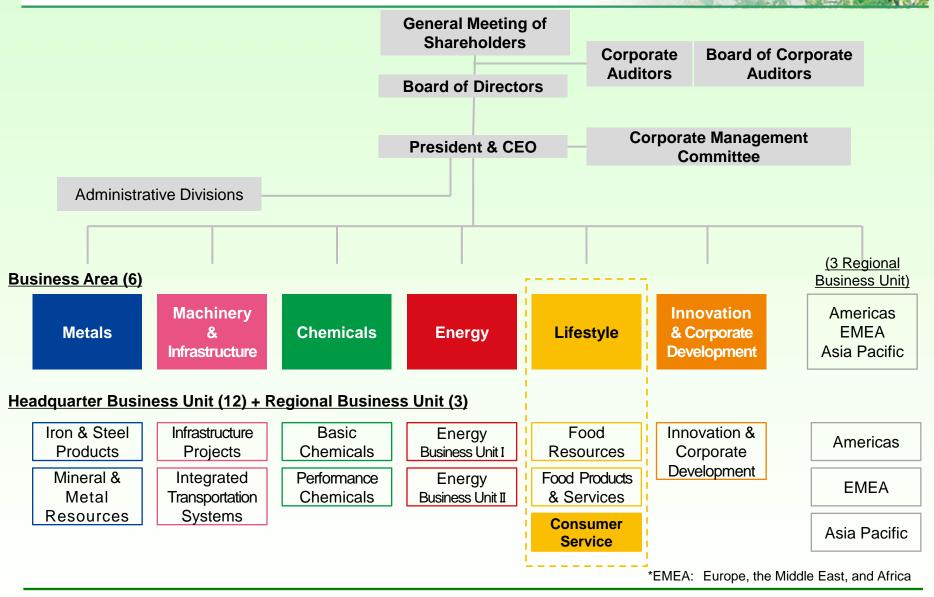
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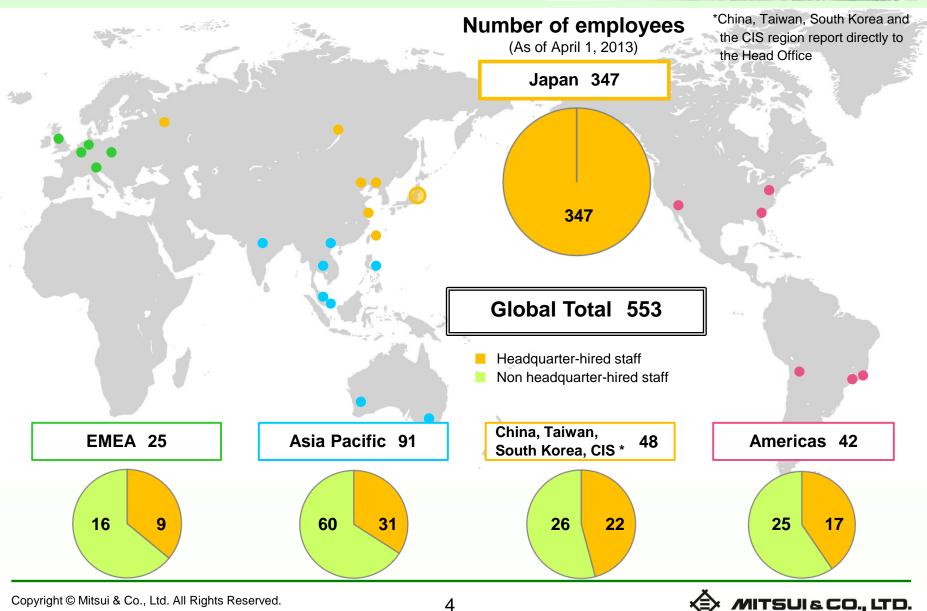
### 1. Consumer Service Business Unit in Mitsui



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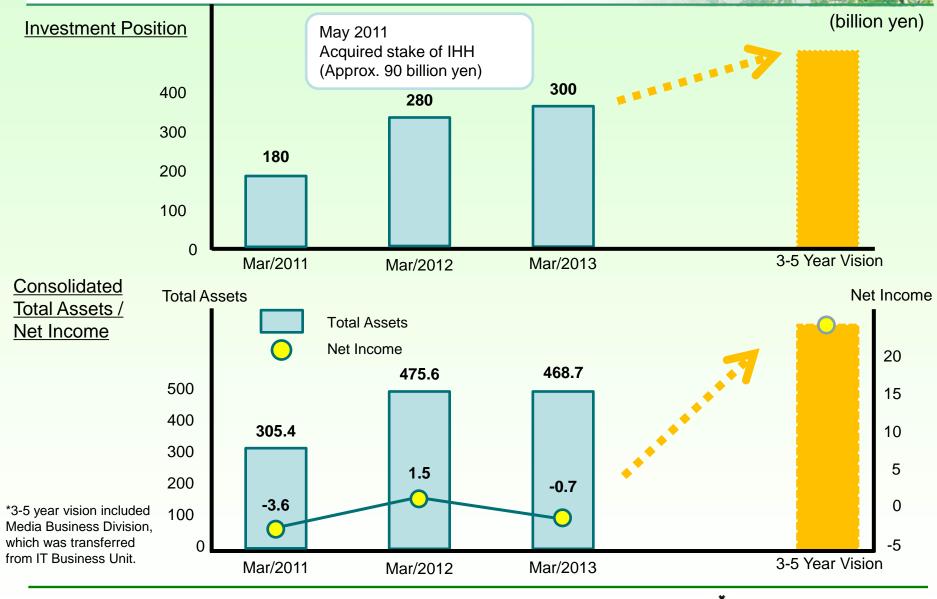
### 1. Consumer Service Business Unit in Mitsui



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### 1. Consumer Service Business Unit in Mitsui



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### Agenda

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### 2. Overview: Business Fields and Activities

Business Field	Business Activities	Major Affiliates & Investments	
Medical & Healthcare	<ul> <li>Support for management and operation of hospitals</li> <li>Support for pharmaceuticals development, manufacturing and sales</li> </ul>	IHH Healthcare MicroBiopharm Japan	
Real Estate	<ul> <li>Real estate development and management</li> <li>Real estate related services</li> </ul>	Bussan Real Estate MBK Real Estate	
Services	<ul> <li>Contract food service, Facility management</li> <li>Global expansion of service businesses</li> </ul>	Aim Services CSI Mitsui & Co., Facilities	
Housing & Industrial Materials	Housing materials, woodchips, pulp and paper products, packaging materials and off- the-road tires for mining equipment	Mitsui Bussan Packaging Sumitomo & Mitsui Bussan Kenzai Mitsui Bussan Woodchip Oceania	
Fashion	<ul> <li>Apparel &amp; fashion goods procurement, Brand marketing business, Fashion e- commerce</li> </ul>	Mitsui Bussan Inter-Fashion Paul Stuart, Tokyo Fashion	
Media	<ul><li>TV shopping</li><li>Broadcasting</li></ul>	QVC Japan, ShopNet, CCTV Shopping World Hi-Vision Channel	



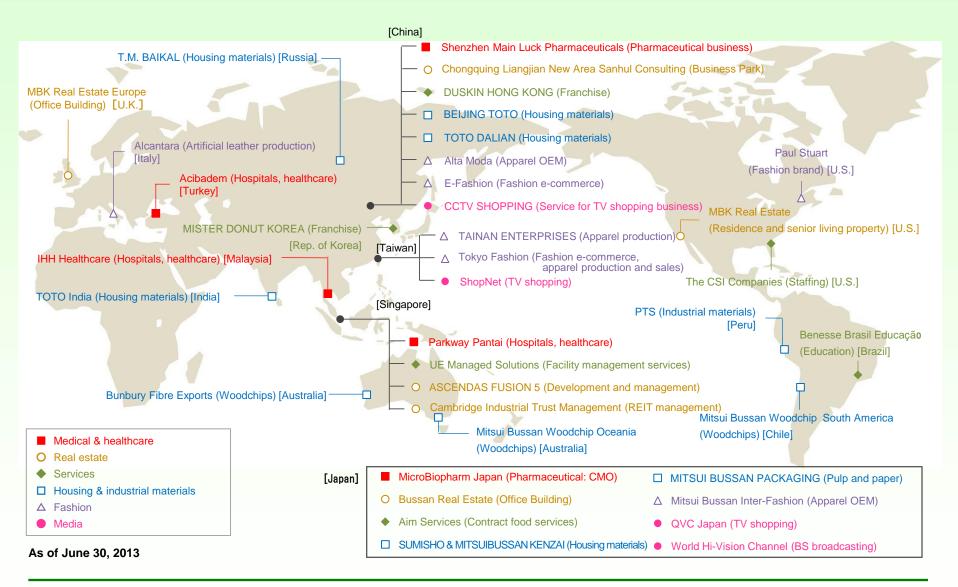
### 2. Overview: Recent Activities (News Releases etc.)

2011	Feb	Housing & Industrial Materials	Acquired woodchip processing company and plantation forest company in Australia
	Apr	Medical & Healthcare	Acquired stake of Integrated Healthcare Holdings Acquired stake of pharmaceutical and chemicals business from Mercian Corporation
	Dec	Medical & Healthcare	Integrated Healthcare Holdings acquired shares of Turkish Healthcare Group
2012	Mar	Services	Acibadem Lifenet Insurance Company was listed on the TSE Mothers market
	Jul	Medical & Healthcare	IHH Healthcare was listed on the Malaysian and Singaporean stock exchanges
	Aug	Housing & Industrial Materials	Established a woodchip processing and exporting Joint Venture in Chile
	Aug	Real Estate	Participated in a Building Development Project in Singapore Business Park
	Aug	Housing & Industrial Materials	Acquired shares of TOTO India (Manufacture and sales of Sanitary Ware)
	Nov	Fashion	Participated in E-Fashion in China
	Dec	Medical & Healthcare	Participated in IV products manufacturing and sales joint venture in India with Otsuka Pharmaceutical Factory
2013	Jan	Media	QVC Japan has announced the completion of its new building "QVC Square"
	Jan	Fashion	Acquired U.S. luxury brand Paul Stuart
	Feb	Real Estate	Participated in developing master plan and promoting inward investment in business park in Chongging, China
	Feb	Services	Established new company for Sendai Aquarium (provisional name)
	Mar	Medical & Healthcare	Announced to open a clinic specializing in treatment of liver diseases and living donor liver transplant surgery in Singapore
	May	Real Estate	Participated in smart city development in Malaysia as a master developer

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### 2. Overview: Major Investments in Consumer Service Business





- Consumer Service Business Unit in Mitsui
   Overview
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  - Fashion
  - Media

### 4. Q&A

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### Consumer Service BU Vision for 3-5 Years ahead

### **3-5 Year Vision**

- Establish stable earnings base by capturing consumer demands in emerging countries
- ✓ Create value through repositioning from "agent" to "principal"
- ✓ Generate steady cash flow

### Toward 2<sup>nd</sup> Year of Medium-term Management Plan

- Strengthen earnings base through enhancing value of existing business and assets
- Strengthen comprehensive and integrated capabilities through crossdivisional initiatives and create new business models

### **Key Action Plans**

(1)Accelerate shift to emerging countries, (2)Reposition from "agent" to "principal", (3)Promote strategic divestiture, (4)Challenge and create business for next generation, (5)Strengthen comprehensive business engineering capabilities

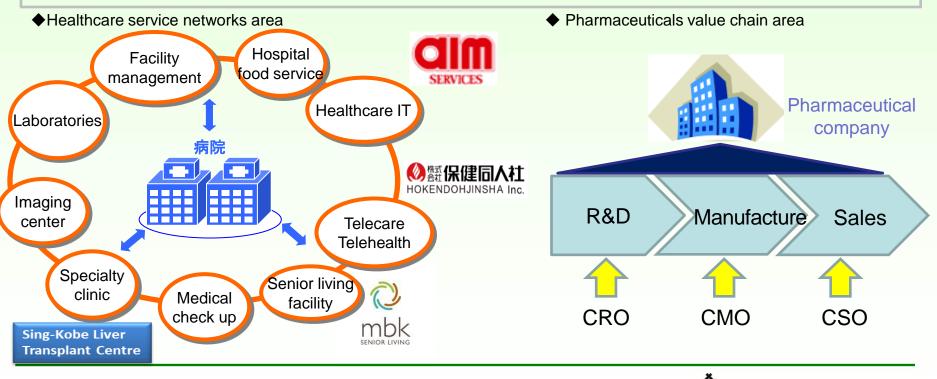
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### Medical & Healthcare

#### Business overview

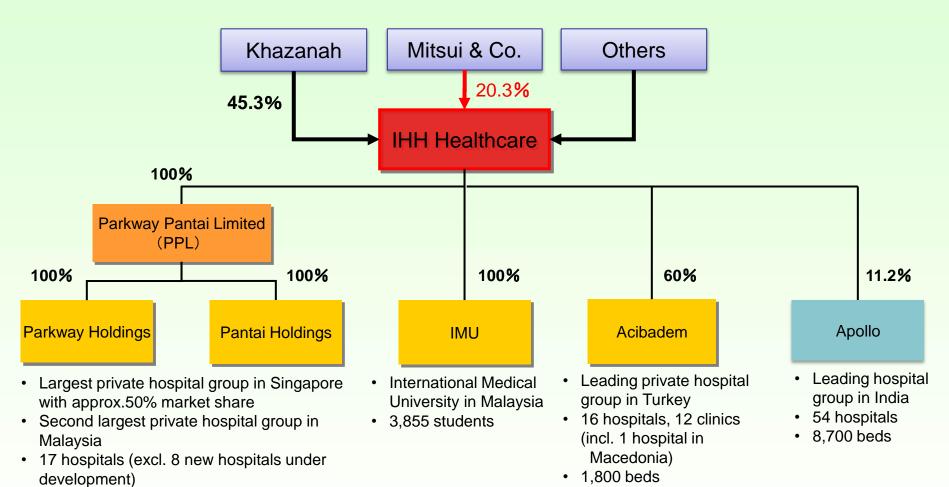
- <Healthcare service networks area>
- Support to expand hospital operations and management globally and develop businesses in peripheral areas of hospital operations mainly through IHH Healthcare Bhd.
   <Pharmaceuticals value chain area>
- Provide solutions, including the services of a contract research organization (CRO), contract manufacturing organization (CMO) and contract sales organization (CSO) at each stage in the value chain from pharmaceutical R&D to sales.



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### Medical & Healthcare: IHH Healthcare (1)



• 3,000 beds

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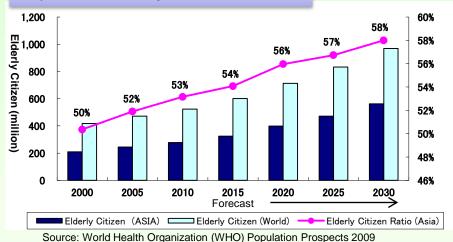
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### Medical & Healthcare: IHH Healthcare (2)

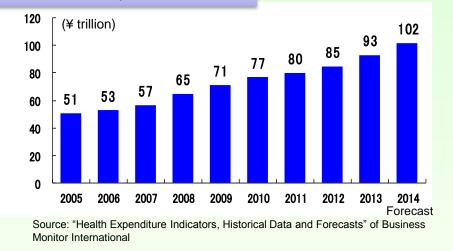
#### **Business environment**

Asian emerging countries, where the population is increasing and aging going forward, are facing the increase of medical expenses and qualitative and quantitative shortage in medical institutions.

Population of elderly citizen<sup>\*1</sup> in Asia<sup>\*2</sup>



Total Medical Expenses in Asia\*1



\*1 over the age of 65

\*2 India, China, Singapore, Japan, Malaysia, South Korea, Indonesia, Thailand, Philippines, Taiwan and Vietnam

#### Strategy

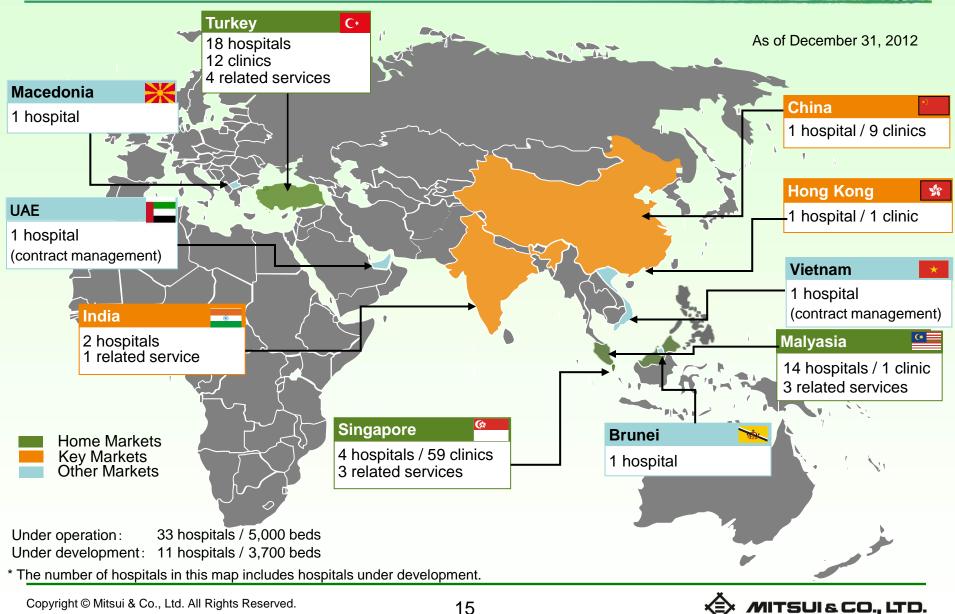
Contribute to enhancement of IHH's value through development of peripheral areas of hospital operations and geographic expansion of the hospital business

<Examples of the initiatives>

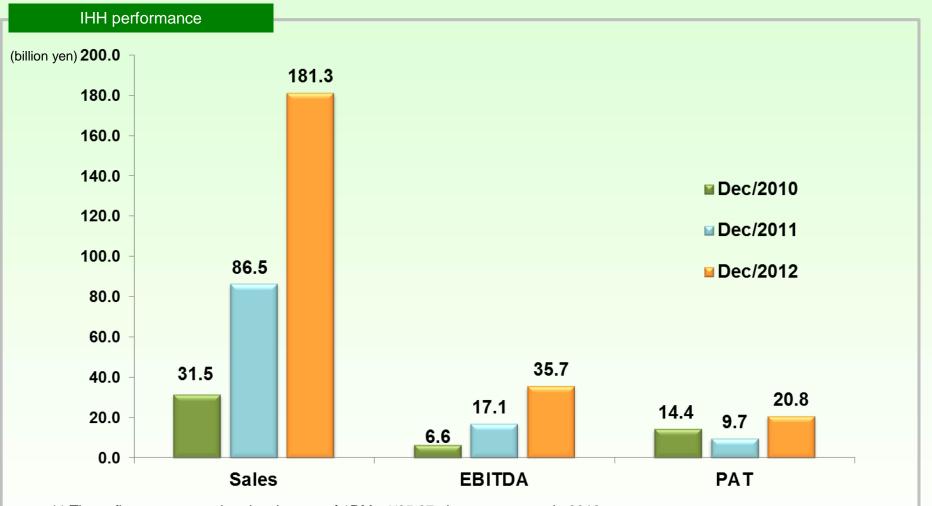
- In collaboration with Dr. Koichi Tanaka a global authority on living-donor liver transplant surgery -, Mitsui will open a clinic specialized in liver diseases and living-donor liver transplants at Mount Elizabeth Novena Hospital in Singapore in September 2013.
- > Mitsui is supporting IHH for their expansion of overseas hospital business, for example by introducing leading local partners in China.
- Mitsui is deeply involved in the formulation and implementation of the IHH group strategy and business promotion by the dispatched directors of IHH, PPL and Acibadem and 4 secondees to IHH and PPL.



### Medical & Healthcare: IHH Healthcare (3)



### Medical & Healthcare: IHH Healthcare (4)



\*1 These figures are translated at the rate of 1RM = ¥25.97, the average rate in 2012.

\*2 Performance for the year ended December 2012 includes results of Acibadem and Mount Elizabeth Novena Hospital.

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### Medical & Healthcare: MicroBiopharm Japan (1)

 MicroBiopharm Japan Co., Ltd. : The core company in our contract manufacturing business for pharmaceutical products

#### **Business overview**

- > Acquired in July 2011 (80% by Mitsui and 20% by Toray Industries, Inc.)
- Manufacturing and sales of active pharmaceutical ingredients, intermediates and functional chemicals utilizing fermentation technology.
- Sales of pharmaceutical products in China through an affiliated company (generic pharmaceutical company, Shenzhen Main Luck Pharmaceuticals Inc.)

#### <Locations of Micro Biopharm Japan Co., Ltd.>



Tokyo Head Office

Iwata Plant Bio resource Laboratories Bio-technical Development Center



<Shenzhen Main Luck Pharmaceuticals' plant>

Contract research and development



Manufacturing utilizing fermentation technology





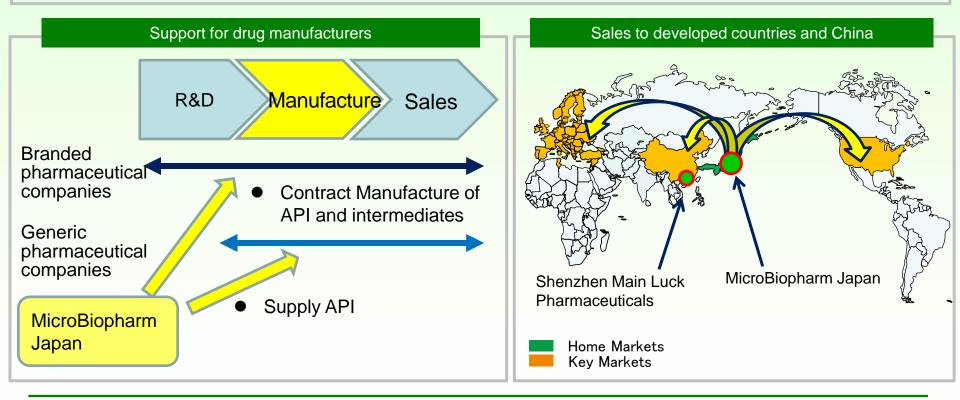
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### Medical & Healthcare: MicroBiopharm Japan (2)

#### Business model of Micro Biopharm Japan Co., Ltd.

- Contract manufacture of active pharmaceutical ingredients (API) and intermediates to branded pharmaceutical companies.
- Supply API to generic pharmaceutical companies.
- Supply API to Shenzhen Main Luck Pharmaceuticals for production, as well as to sell pharmaceutical products to the Chinese market through Shenzhen Main Luck Pharmaceuticals.





### **Real Estate**

#### **Business overview**

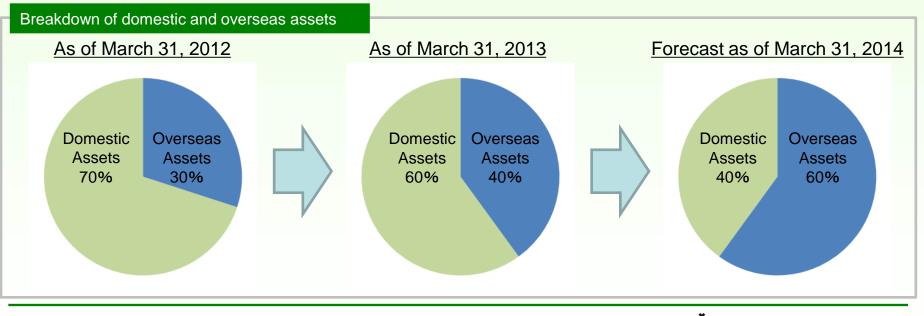
Promote domestic and overseas real estate businesses. Strive to create new real estate businesses and make contributions to the industry , in line with the corporate culture of Mitsui

### Domestic businesses

- Enhance the value of the Nishi-Shimbashi area through redevelopment, operation and management of office buildings in the area.
- ✓ Promote real estate businesses with Mitsui's functions and business engineering capabilities.

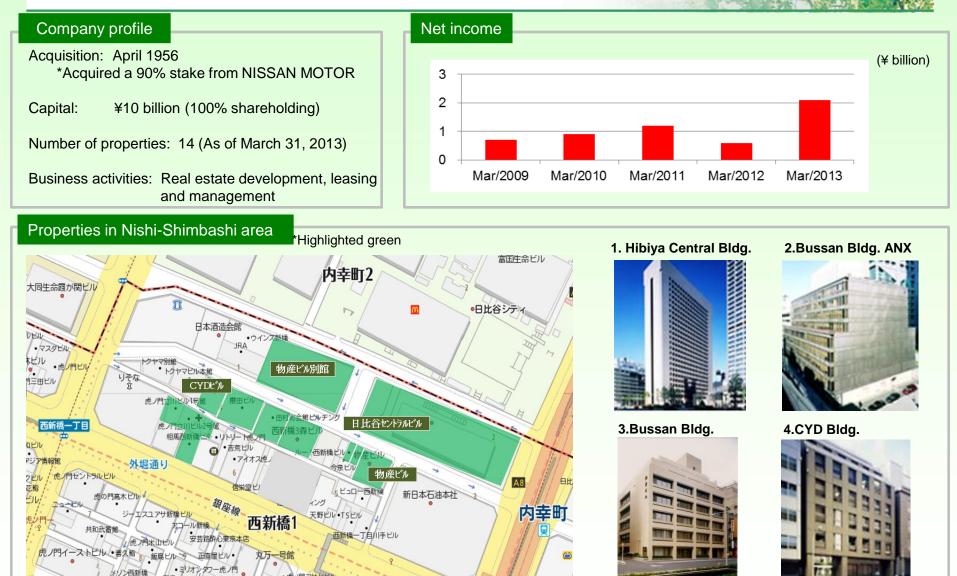
#### Overseas businesses

- ✓ Develop real estate businesses in regions centering around Greater Singapore, China and Indonesia.
- ✓ Sales of unit houses and ownership and operation of senior living facilities through MRE, a U.S. subsidiary.



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### Real Estate: Domestic Business (Bussan Real Estate)



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### Real Estate: Domestic Business (Others)

#### Fujisawa Sustainable Smart Town

#### [Background]

 May 2011: Announced a plan for Fujisawa Sustainable Smart Town jointly by Fujisawa City and 9 private sector companies
 October 2012: Decided to establish joint venture for this project
 March 2013: Announced the establishment of Fujisawa SST Management Company. (Equity owners: Mitsui (8%), Panasonic, PanaHome, Dentsu, Mitsui Fudosan Residential, Nihon Sekkei, Tokyo Gas, NTT East, and Sumitomo Mitsui Trust Bank)

[Summary of Project]

Development Address: 4-1, 6-chome, Tsujido-motomachi, Fujisawa City, Kanagawa Prefecture

Land Area: Approximately 19 ha Schedule: Open the town in spring 2014 Total Project Cost: Approximately 60 billion yen

"Bringing new energy" throughout the town, including residential areas, commercial facilities, and parks <u>Smart Sation</u> <u>Sma</u>

#### Logistics facility development

1. Urayasu City, Chiba Prefecture



Completed in 2006; sold to Japan Logistics Fund, Inc. (a Mitsui subsidiary)

#### 2. Kobe City, Hyogo Prefecture



Completed in 2007; sold to a foreign-affiliated fund

3. Tatsumi, Koto-ku, Tokyo



Completed in 2012; sold to Japan Logistics Fund, Inc. (a Mitsui subsidiary) Development of condominium apartment for sale

1. French Embassy redevelopment project



88 units in total; scheduled for completion in August , 2013

2. Harajuku Danchi redevelopment project



148 units for sale in total (former owners' residences: 72 units); completed in April, 2013

#### Redevelopment coordinator

Redevelopment project (Nagoya)



Redevelopment project under Mitsui's project management, completion targeted for 2016.



### Real Estate: Overseas Business (Asia)

- Promote development with reliable local partners
- Contribute the project leveraging the functions and integrated strengths of Mitsui

Yulin Business Park in the Chongqing Liangjiang New Area in China <attracting companies to the business park>

- Promote inward investment in the Chongqing Liangjiang New Area (25% stake by Mitsui)
- ✓ In February 2013, a joint venture was established between Mitsui, JGC Corporation, and Chongqing Liangjiang New Area Development & Investment Group Co., Ltd. (Paid-in capital: Approximately ¥10 billion).
- The total land area of this business park is 3.2 square kilometers.
- Lower manpower cost than in the coastal regions
   Supply of labor force
- Supply of labor force from agricultural to urban areas (Comprehensive Development Experimental Zone)
- The only free trade zone in the inland region, a railway network connecting to
- Europe, Yangtze River Logistics • Rapidly growing inland
- Rapidly growing inlar market

Chongqing Liangjiang New Area

- Yulin Business Park • The only business park in the inland region in which Japanese companies have been involved from the planning stage
- Supported by JV established by Mitsui, JGC, and the local government
- Integrated industrial and urban development

- Value chain connected to auto manufacturers (national market share of 10%)
- Value chain connected to notebook PC manufacturers (the largest in the world)
- Corporate income tax reduction by 10% (applicable only to the western regions)
   Other preferential
- Other preferential treatments for investing companies

Reflect companies' needs and demands in the master plan and clearly articulate the concept of urban development.

[Location]



#### Singapore / Fusionopolis 5 <business park building development>

- ✓ Joint venture with Ascendas, a wholly owned subsidiary of Singaporean government. (25% stake held by Mitsui)
- ✓ Total project cost amounting to approximately 24 billion yen, completion targeted for August 2014.

#### [Location]

[Image of the completed development]



#### Malaysia / Iskandar <smart city development>

- ✓ Acquired a 19.99% stake to become an equity partner in May 2013; 60% stake held by a Khazanah subsidiary.
- ✓ The project is to develop a site in the Medini District, Iskandar (approximately 132 ha)

[Location]



[Image of the completed development]





### Real Estate: Overseas Business (MBK Real Estate)

Init houses busins

#### Company profile

Acquired a 50% stake in January 1990; wholly-owned subsidiary since 1997 Business activities:

(1)Development and sale of unit houses in the South of the states of California

(2)Leasing of senior living facilities in the states of California

Size of the business: (1)approx. 20 billion yen

(2)approx. 40 billion yen Employees: (1)approx. 30, (2)approx. 1,100

#### Senior living facilities business



Unit nouses business	MRE / Unit houses on sales (As of May 31, 2013)		
<image/>	Project	Total Unit	Under Offer
	Artesia	97	93
	Aragon	81	17
	Sea House	33	In preparation
	Stanton	45	In preparation
	North Hollywood	27	In preparation

#### <Properties held by MRE and rooms including contract management>



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### Services

#### **Business overview**

#### ✓ Expansion of domestic outsourcing business:

Expansion of the existing business of Aim Services, Aramark Uniform Services Japan, and Mitsui & Co., Facilities and further promotion of PPP (public-private partnership) business

#### ✓ Global expansion of high-quality service business:

Global expansion of high quality service business characterized by the integration of the Mitsui's expertise and our partners, such as Recruit and Duskin.



#### Domestic Outsourcing Business

- ✓ Contract food service business by Aim Services for offices, hospitals and other facilities
- ✓ Total uniform rental service business by Aramark Uniform Services Japan
- ✓ Facilities management service business by Mitsui & Co., Facilities for various types of facilities, such as offices, sports facilities and hospitals.

#### PPP Business

✓ To engage in public services as an outsourced private enterprise by leveraging the integrated strengths of Mitsui with Aim Services and Mitsui & Co., Facilities.

#### Global Expansion of Service Business

✓ Joint overseas business with our strategic partners, such as Recruit and Duskin.



### Services: Expansion of domestic outsourcing business

#### Aim Services Co., Ltd.

- > One of the leading contract food service companies for offices and hospitals, etc ,and a core company for our services business.
- Established in 1976; 50%-50% held by Mitsui and Aramark Corporation (U.S.).
- > Keep growing with outsourced non-core business of clients.





#### **PPP** business

- > After the enactment of the "Public Service Reform Act", entry of private-sector companies in the public service business is increasing.
- Aggressively promoting PPP business recognizing the growth potential of the outsourcing business from public sector by exerting integrated strengths of Mitsui.



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### Services: Global expansion of high-quality service business

#### Outsourcing business

Staffing: The CSI Companies



Area: U.S.

**Business activities: Staffing** 

Partner: Recruit

#### Facility management: UE Managed Solutions



Area: Singapore, Malaysia, Taiwan Business activities: Facility management Partner: United Engineers (Singapore)

#### Businesses with Duskin

**Dust Control Business: Duskin Hong Kong** 



Area: China, South Korea Business activities: Rental of cleaning products

Partner: Duskin Mister Donut Business: Mister Donut Korea



Area: South Korea, Malaysia **Business activities: Franchise** Partner: Duskin

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### Services: Strengthening Domestic Service Business

#### Sendai Aquarium (provisional name)

✓ Project concept:

Aiming to make it an "Aquarium symbolizing reconstruction" by which the people of Tohoku region are inspired to hope and given the strength to move forward.

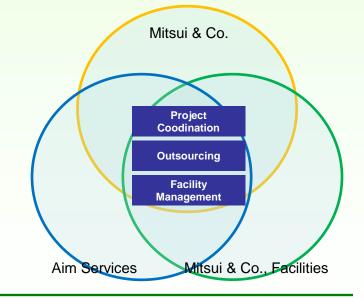
Project outline: Construct and operate an aquarium under a permit from Sendai City

Project site: Hinterland of Sendai Port in Miyagino-ku, Sendai City Business overview:

- To engage in project coordination by leveraging the integrated strengths and high credibility of Mitsui.
- To outsource maintenance and management of restaurants, shops and facilities to Aim Services and Mitsui & Co., Facilities









### Housing & Industrial Materials

#### **Business overview**

Build on traditional strengths in domestic housing materials and pulp and paper products business, through the development of opportunities in emerging markets for products such as woodchips, housing materials, and other industrial materials to capitalize on increasing consumption and changes in lifestyle and living environment in those countries.



#### Plantation & Woodchips

Afforestation, processing of woodchips and sales of woodchips to Asia, including Japan and China, through wholly-owned subsidiaries in Australia and Chile

#### Pulp & Paper Processing ar

Processing and distribution of paper pulp and packaging materials through Mitsui Bussan Packaging Co., Ltd.

### Housing & Construction Materials



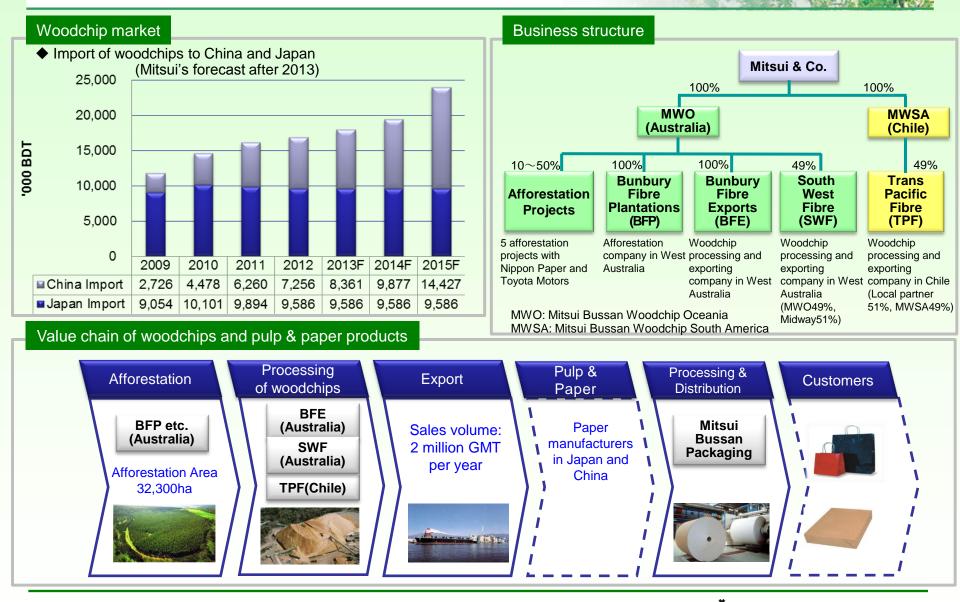
Import and sales of Russian lumber for house construction in Japan by investing in a Russian lumber company Manufacturing and sales of sanitary ware in China and India Distribution of housing materials in Japan through Sumisho & Mitsuibussan Kenzai Co., Ltd.



Industrial materials Export and sales of Bridgestone's off-the-road tires for construction and mining vehicles



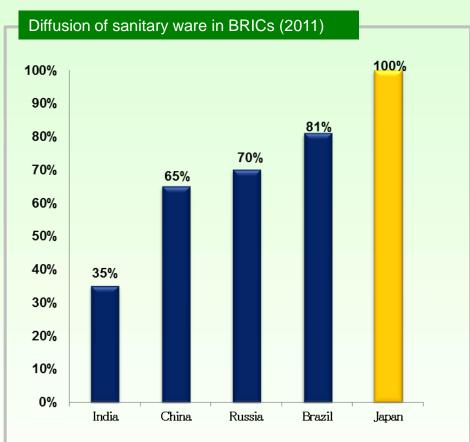
### Housing & Industrial Materials: Woodchips



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### Housing & Industrial Materials: Businesses with TOTO



Source: WHO/UNICEF Progress on Sanitation and Drinking-Water 2013

#### **Businesses with TOTO**

#### China

Established sanitary ware manufacturing companies (Beijing TOTO, TOTO (Beijing), TOTO Dalian, Nanjing TOTO) jointly with TOTO Ltd. in 1994-1995 (15% to 25% stake held by Mitsui)

#### India

Invested in TOTO India in April 2013 (30% stake held by Mitsui). A sanitary ware factory is under construction in Gujarat, India and scheduled to start production in 2014.

# Factory location Gujarat State

### Factory for manufacturing sanitary ware



• Other emerging economies (Russia, Brazil, etc.) With TOTO, jointly developing large-scale construction projects, etc. utilizing Mitsui's overseas network.





### Housing & Industrial Materials: Lumber Business (Russia)

#### TM BAIKAL Co., Ltd.

#### TM BAIKAL Co., Ltd. (TMB)

Location: Irkutsk (Southwest of Lake Baikal) Establishment: May 1991

\* More than 20 years in operation since the Soviet era.

Ownerships: Ministry of Economic Development of Russia (51%), Tajima Mokuzai (35%), and Mitsui (14%)

Business Activities: Export and sale of red pine lumber from Siberia to Japan





- TMB has developed a system to ensure stable procurement of high quality raw timber and production in the course of its operation for over 20 years.
- $\checkmark~$  A 15% share in the Japanese market for Russian timber (2012)
- Popularity ranking No.1 in the housing interior finishing materials section (cradling) in a survey conducted by Japan Forest Products Journal
- Logistics to the Japanese market: Overland transport via the Trans-Siberian Railway from Irkutsk to the Port of Nakhodka, in the suburbs of Vladivostok, for transshipment to various Japanese ports.





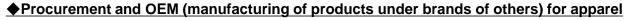
### Fashion

#### **Business overview**

In addition to the traditional agent and trading business in Japanese market, we focus on the field of brand marketing business and fashion EC, etc. for the global market, mainly in the emerging countries in Asia.







•OEM business for domestic apparel manufacturers through Mitsui Bussan Inter-Fashion Ltd.
•Sales of functional materials in the U.S. and European markets through Mitsui Bussan Techno Products Co., Ltd.

#### Brand marketing business

- ·Import of brand products such as Max Mara
- Brand licensing business involving brands owned by Mitsui, such as Pierre Cardin and Hanae Mori
- •Global brand marketing business through Paul Stuart, Inc. (U.S.), which Mitsui acquired in December 2012



#### ◆ Fashion e-commerce (EC) business

- ·Fashion EC business in Japan through BBF, Inc.
- Production of apparel products and EC business in Taiwan, China and South East Asia through Tokyo Fashion
- Fashion EC business in China through E-Fashion





### Fashion: Brand marketing business

Acquired Paul Stuart, Inc. (U.S.) ("PS") in December 2012 to develop brand marketing business in the global market



#### Historical relationship with PS

- 1975: Started importing PS products to the Japanese market
- 1991: Started licensing business in the Japanese market (number of licensees: 13 as of June 30, 2013)



December 2012: Acquired 100% of shares of PS.

#### Mitsui's strategy

- Development of the business base of PS through further expansion of the retail business in the U.S. and the licensing business in Japan, as well as business expansion in emerging countries.
- Strengthen earnings base of Mitsui by expanding the brand marketing business in the global market.





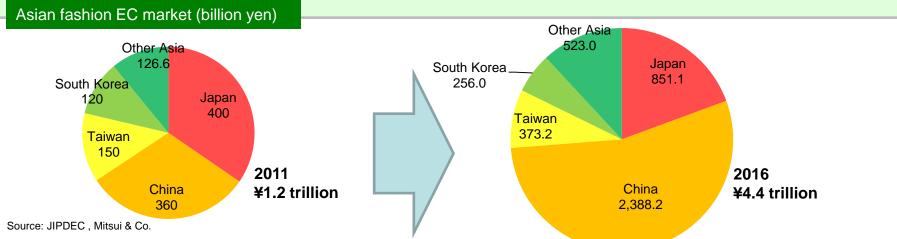
#### Shop network

U.S.: Three flagship stores in New York and Chicago Japan: Two flagship stores, in addition to 150 stores in major department stores in Japan



### Fashion: Fashion E-commerce business

Penetrate into the fashion market in emerging countries through investments in fashion EC companies



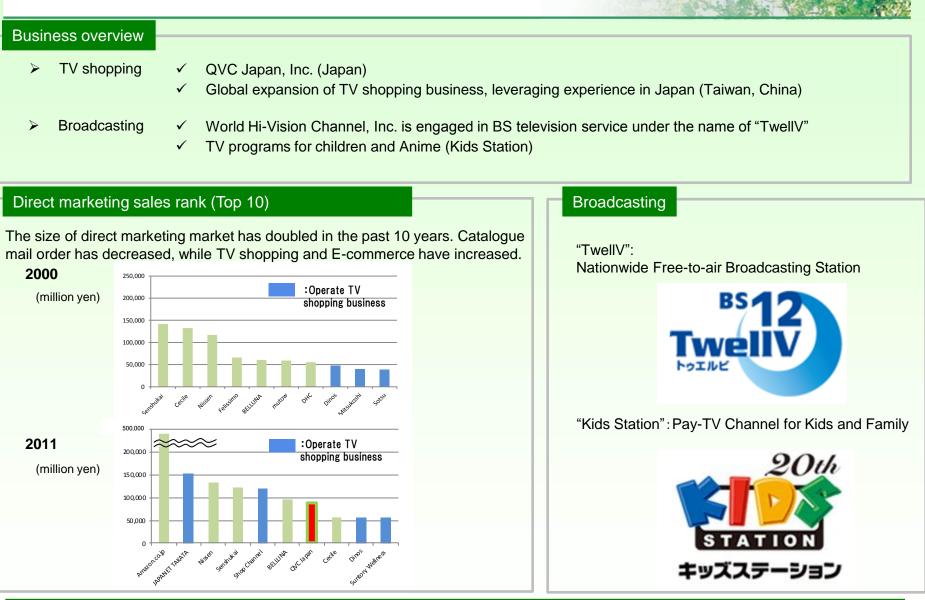
- ✓ Rapid growth of the fashion EC market in Asia, particularly in China.
- ✓ Penetrate into the fashion EC market through investments in fashion EC companies in Japan, China and other Asian countries.

Our investments	Our investments					
Company name (location)	BBF, Inc. (Japan)	E-Fashion (China)	Tokyo Fashion (Taiwan)			
Year of our investment	2008	2012	2013			
Brands	UGG, Burton, Azabu Provador etc.	GAP, TOMMY HILFIGER etc.	Own brands only			
Business Activities	Development and operation of EC websites on behalf of apparel companies; ODM business (OEM business involving products designed by BBF) for TV shopping companies such as QVC Japan, Inc.	Development and operation of EC websites on behalf of apparel companies	Manufacturing and EC business of its own private brand products targeted at young women in China, Taiwan and Southeast Asia			





### Media



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### Media: TV Shopping

#### QVC Japan, Inc.

Establishment: June 2000

Capital: 11.5 billion yen

Ownership: Mitsui 40%, QVC, Inc. (U.S.) 60%

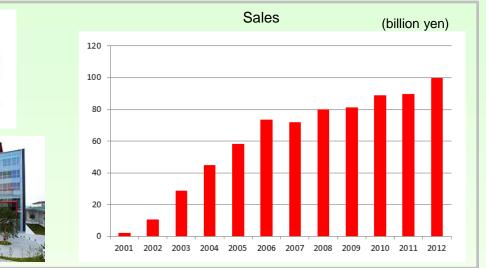
Households with access to QVC program: 26 million households (CATV, Sky Perfect TV and IPTV) 38 million households (BS)

Employees: 1,608 (As of June 2013)

#### **Global businesses**

ShopNet Co., Ltd. (Taiwan) Expand TV shopping business in overseas Establishment: 2003 (Mitsui made investment in 2009) markets, leveraging the business experience Ownership: Mitsui 87%, Chinatrust Group 13% with QVC Japan, Inc. Business activities: TV shopping in Taiwan Households with access to ViVa: 5 million Providing support for the establishment of call households (CATV throughout Taiwan) centers and proposals for efficient logistics operation, in addition to developing merchandise CCTV SHOPPING CO., LTD. (China) strategy and organizing programs, by Establishment: 1998 (Mitsui made investment in 2011) dispatching experts. Ownership: Mitsui 25%, CITVC 51%, Others 24% Business activities: Services for Chinese TV shopping operators Households with access to CCTVS: 58 million households (CATV throughout China)

QVC



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### Media: Broadcasting – World Hi-Vision Channel/TwellV

#### World Hi-Vision Channel, Inc.

Establishment: July 2006

Capital: 2.5 billion yen

Ownership: Mitsui 100%

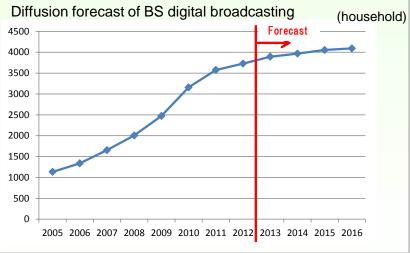
#### Features:

- (1) Key BS broadcasting station with nationwide coverage
- (2) 24-hour broadcasting completely free of charge
- (3) Comprehensive programs comprised of high-quality, wholesome, premium contents

#### Our programs: "Global Vision"

"TV Show Host by Mr.Terashima"

- "Textbook for the Future"
- "Program for Local Activation"



Mon Tue Wed Fri Thu Sat Sun 5 **Healing Time** 6 7 8 9 10 OVC 11 12 OVC NPB 13 Game Coverage 14 **NPB** (live) Game 15 Coverage 16 **Relaxing Time** (live) Entertainment 17 Textbook Relaxing Relaxing Relaxing 18 for the Time Time Time Nippon Future ofession Entertainment Baseball Global 19 (NPB) Vision Game Coverage (live) Road 20 AC Milan's Race Football Game TV Show Coverage 21 Host by M Travel Terashima 22 23 24 25 OVC 26 27 **Healing Time** downtime 28 Travel Documentar Entertainment Sports Music & Kids

Program timetable (As of April 2013)



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### Agenda

- 1. Consumer Service Business Unit in Mitsui
- 2. Overview
- 3. Strategy in each operating business field
  - Medical & Healthcare
  - Real Estate
  - Services
  - Housing & Industrial Materials
  - Fashion
  - Media

### 4. Q&A

TSUI&CO., LTD.



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