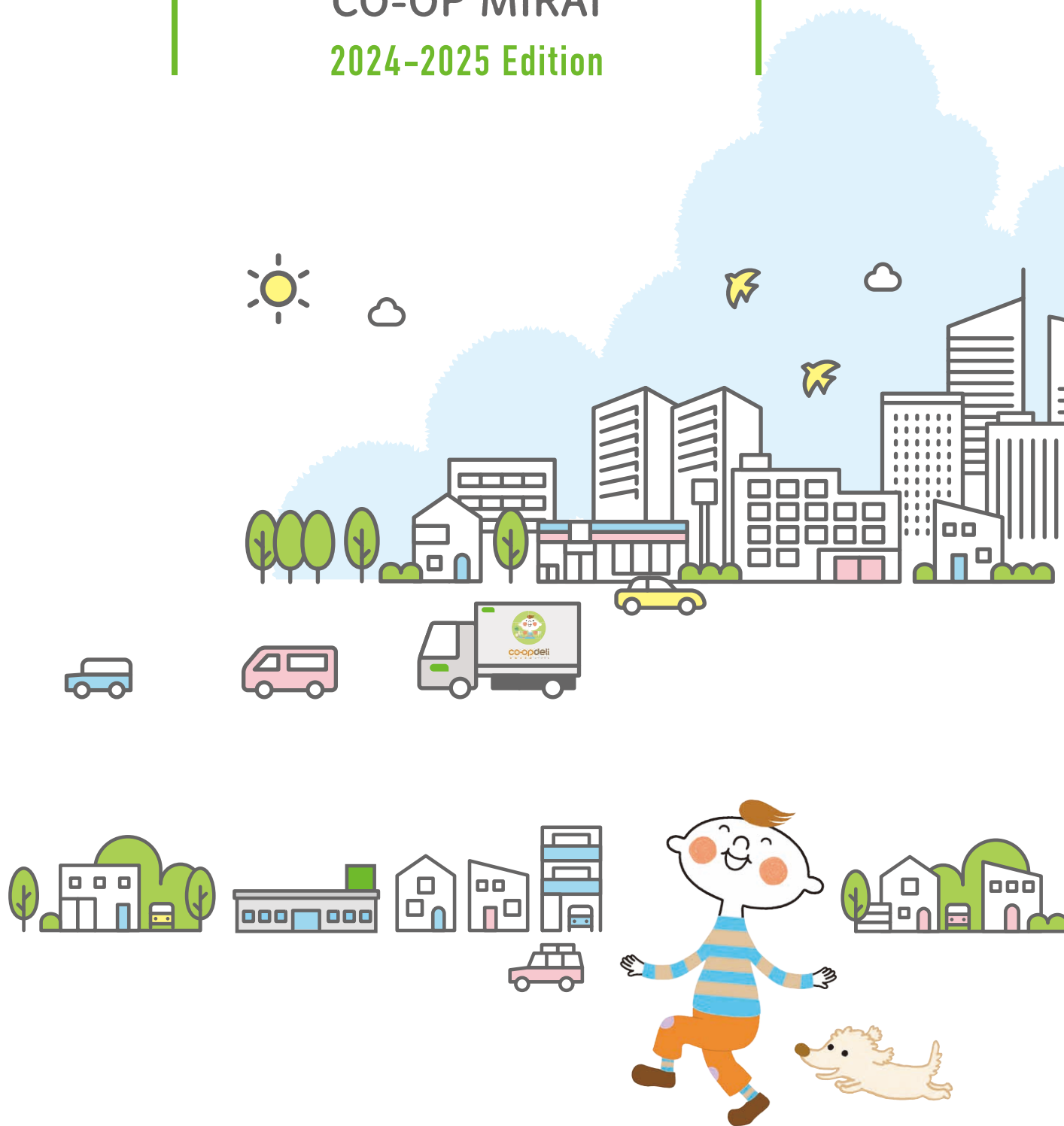


Profile of Consumers' Co-operative CO-OP MIRAI 2024-2025 Edition



CO-OP
コープデリ

コープみらい

「ともに」の力で、笑顔の明日を



Shaping a Brighter Tomorrow through Cooperation

What kind of future do you envision?

As our diets, lifestyles, and environment constantly change, the future may bring unforeseen challenges. In such uncertain times, the unique roles of consumer co-ops become even more crucial.

To accelerate efforts for the Vision 2025 and address diverse lifestyles and values, the Co-opdeli Group adopted the Vision 2035 in June 2024. The vision statement is: “We shape a brighter tomorrow through cooperation, bringing happiness with food and supporting individual lifestyles.” It represents what our members and employees strive to achieve by 2035.

The Vision 2035 embodies our aspiration to create a brighter tomorrow where everyone can feel happiness and keep smiling. We are committed to achieving this vision, promoting the spirit of mutual support and individual efforts, leveraging the collective strength of Co-opdeli Group’s businesses and activities, and fostering collaboration with producers, business partners, local communities, government entities, and various organizations. Our relentless pursuit of this vision continues.

Message from the President

Shin Kumazaki
President



In June 2024, at the 12th General Meeting of Representatives, CO-OP MIRAI approved the Vision 2035, outlining the desired future of the Copdeli Group over the next decade. This vision, developed over two years, reflects the invaluable feedback from our members and the discussions about the future among our employees. We sincerely appreciate the broad insights shared by our members and employees—their support for our vision for 2035, their expectations for consumer co-ops, their thoughts for producers, and their consideration for the next generation's well-being. With these firmly in mind, we are committed to realizing the Vision 2035 that 5.3 million members and 25,000 employees of the group have set.

In January 2024, a massive earthquake hit the Noto Peninsula, causing significant damage, particularly in Ishikawa Prefecture. In response, we launched an emergency relief campaign through home delivery services and at stores, raising over 300 million yen from our members. These funds, combined with donations from consumer co-ops nationwide, are being used to aid those affected by the disaster. Furthermore, we actively support the reconstruction of the affected areas in various ways. We deployed our employees for a year to assist the delivery services of CO-OP ISHIKAWA, the local consumer co-op in the disaster area. We also delivered messages of encouragement to those impacted. As

a mutual support organization, we will continue to provide dedicated support to disaster victims.

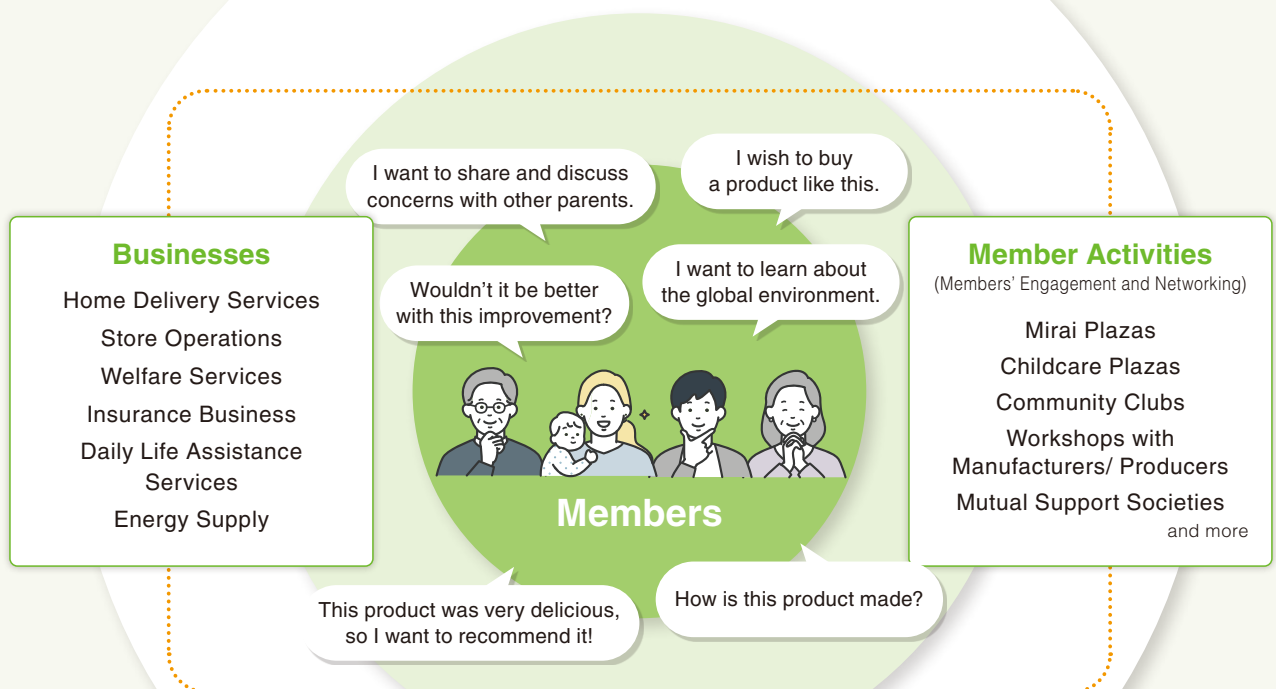
To ensure we continue contributing to the lives of our members and communities, it is essential to foster a workplace where employees can continue to work with enthusiasm. We have pledged to practice health and productivity management to ensure that each employee's diversity is respected and that they can work in a supportive environment. In March 2024, we were certified as the 2024 Health and Productivity Management Outstanding Organization (large enterprise category). We will make further efforts to create a healthy and rewarding workplace and foster growth for our employees and the organization.

The challenges we face today, including price hikes, climate change, and widening poverty and inequality, are becoming increasingly severe. In these challenging times, we are more determined than ever to support the lives of our members through the collective strength of our businesses and activities. Valuing our partnerships with producers, business partners, government entities, and various organizations, we are resolute in creating a society through cooperation where everyone can look forward to a brighter tomorrow with smiles.

Working Together with Members to Fulfill Their Everyday Needs as a Mutual Support Organization

CO-OP MIRAI, with 3.75 million members, is the largest consumer co-op in Japan. It was founded in 2013 through the merger of CHIBA CO-OP, SAITAMA CO-OP, and CO-OP TOKYO.

We listen to our members' voices through various channels, such as home delivery services, store operations, the insurance business, and welfare and daily life assistance services. Based on their needs, we have developed businesses that cater to individual lifestyles and local communities. We also support voluntary activities by our members, known as member activities. We strive to build better lives and communities by leveraging the collective strength of our businesses and member activities.



The input and suggestions from our members have inspired various activities and initiatives.

Mission

CO-OP

ともに はぐくむ 暮らしと未来

We nurture our lives and future together.

The mission represents our reason for existence, which has remained unchanged for decades. No matter how society evolves, it serves as our North Star, guiding us as a consumer co-op.

Vision 2035

食べるしあわせ、自分らしい暮らし

「ともに」の力で、笑顔の明日を

私たちは、助け合いの心と協同の力が生み出す「ともに」の力で
未来をきりひらき、誰ひとり取り残さない社会を創ります

We shape a brighter tomorrow through cooperation, bringing happiness with food and supporting individual lifestyles.

We are committed to building a society where no one is left behind, by paving a path toward the future through mutual support and cooperation.

The vision embodies what we aspire to achieve in the next ten years. Our members and employees are united in working toward this vision.

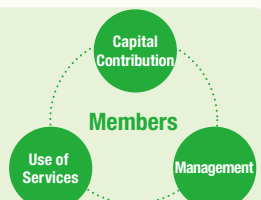
CO-OP MIRAI as a Member of the Co-opdeli Group

“Co-op” stands for “co-operative.” CO-OP MIRAI is a consumer co-operative where consumers contribute to the capital, participate in the management of its businesses and activities, and use the services and products provided. Co-op members fulfill various individual needs through cooperation and mutual support.

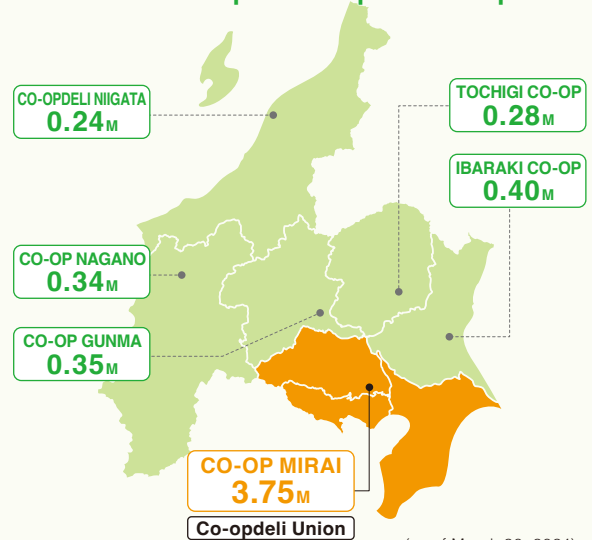
Sharing the same mission and vision as the Co-opdeli Consumers' Co-operative Union (Co-opdeli Union for short) and its member co-ops, CO-OP MIRAI runs its businesses and activities as part of the group.

What is a Consumer Co-op?

A consumer co-op operates through capital contribution, use of services, and management by its members.



Membership of Co-opdeli Group





Co-opdeli
Home Delivery Services

“The More You Use It, the More It Supports Your Lifestyle” Bringing Joyful Smiles through Heartfelt Interactions Every Single Day

The more you use it, the more it supports your lifestyle.

We offer two types of delivery services tailored to each member's lifestyle, allowing them to purchase products that suit their individual needs. The same delivery staff visits members weekly, not only to deliver products but also to provide reassurance through small, friendly interactions.

With familiar delivery staff, favorite products, and casual conversations, we aim to fill each member's everyday life with smiles. This is the everyday experience we strive to create with our members through our home delivery services.



Co-opdeli Home Delivery Services

Two Types of Home Delivery Services to Support Individual Lifestyles

We offer two convenient home delivery services: Weekly Co-op and Daily Co-op. With the Weekly Co-op, members can order over 6,000 items, including food and daily necessities, delivered to their doorstep once a week. The Daily Co-op delivers boxed dinners and Meal Kits (complete with pre-cut ingredients and seasonings) three to five days a week. Members can choose their favorite products and have them delivered according to their lifestyle.



Contributing to the Safety and Security of Communities through Delivery Services and Watch-over Initiatives

Co-opdeli's home delivery services operate approximately 4,000 trucks, which follow the same routes on the same days and times each week. We have forged partnerships with 170 municipalities across Tokyo, Saitama, and Chiba (excluding island areas) to watch over the elderly and community residents through our businesses. We collaborate with local governments to champion initiatives that ensure the safety and security of communities and residents by leveraging the characteristics of our businesses, including delivery services and store operations.



In Focus

Co-opdeli Meal Kits Exceed 1.9 Million Servings

“Even though I’m busy, I want to cook at home,” “It’s hard to think of what to cook every day,” “I don’t want to keep my family waiting for dinner.” Co-opdeli Meal Kits were launched in 2013 to address these concerns about meals. Thanks to the support from our members, the product line has grown to exceed 1.9 million servings*. The frozen meal kit Bistro Deli, which makes it easy to cook delicious fish dishes, was also introduced.

The product series, designed to value members’ lifestyles and users’ perspectives, was highly recognized and awarded the Good Design Award in 2021.

* The total number of meal kits sold in six consumer co-ops of the Co-opdeli Group was converted into the number of servings.



Serving suggestion

 GOOD DESIGN
AWARD 2021





Co-opdeli Store Operations

“Delicious and Reliable Products at Reasonable Prices” Creating Shopping Environments that Support Daily Living.

Guided by our business goal of “delicious and reliable products at reasonable prices,” we are dedicated to creating attractive sales floors where members can find everything they need for their daily lives. Our store formats range from supermarkets to compact Mini Co-op Stores and an online supermarket. We also run mobile stores for those who find it hard to go shopping by themselves. We are committed to creating stores and sales floors that everyone can use anytime, anywhere, tailored to each individual’s lifestyle, and bringing joy to our members every time.

Note : The online supermarket and mobile stores are available in select areas.

Co-opdeli Store Operations

Unique Products Focused on Quality and Deliciousness

We offer a wide selection of unique items, including CO-OP Brand Products and Sanchoku products (fresh produce delivered directly from farms to consumers). Many products in our stores are focused on quality, price, and place of origin, ensuring that they are not only delicious but also safe to eat. We are committed to making our sales floors more attractive by developing products at a store-specific delicatessen factory in Okegawa that embody unique deliciousness and quality.



Turning Surplus Food into Valuable Resources through Food Drives

A food drive is an initiative by which members bring unused or still-in-good-condition food items and donate them to local food banks and welfare organizations. At CO-OP MIRAI stores, we set up special boxes to collect food donations from our members.

Note : These boxes are available at select stores and member facilities.



In Focus

Converting Food Waste from Stores into Renewable Energy

We strive to recycle as much food waste from our stores as possible. One method we use is biogas generation. New Energy Fujimino Co., Ltd. in Saitama, where we hold shares, utilizes food waste from CO-OP MIRAI stores as fuel for power generation. A portion of the electricity generated is used in CO-OP MIRAI facilities and supplied through the Co-opdeli Denki service. We endeavor to promote the effective use of food waste and the generation and use of electricity without emitting greenhouse gases.



Spreading Smiles across Communities and Society through Developing Our Businesses and Member Activities.

Welfare Services

Providing welfare services to create a safe and secure environment for living comfortably in familiar homes and communities

We strive to accommodate the needs of our members who want to live with peace of mind in their familiar homes and communities. To this end, we offer care plan preparation, home-visit care, visiting nursing, in-facility daycare, and welfare services for those with disabilities. We also operate Co-op Yume Mirai to provide small-scale multifunctional nursing care services and Co-op Miraie, an assisted living residence for the elderly.

Insurance Business

Offering future-oriented insurance products for members and their families (CO-OP Insurance)

CO-OP Insurance is designed to cover the needs of our members and their families and protect them. We are committed to continuous improvement in our services, offering affordable premiums, applicable coverage in times of need, and simple procedures. In addition, the Co-opdeli Insurance Center has been certified by the Life Insurance Association of Japan as an insurance agency that complies with laws and regulations and is customer-oriented in its business operations. This recognition underscores our commitment to providing reliable insurance services.

Daily Life Assistance Services

Supporting members' daily living with valuable services and enriching their lives

We aim to make members' daily lives more enjoyable and comfortable. Through Co-opdeli Services, a subsidiary of the Co-opdeli Union, we offer four main services: ticketing services, daily life assistance services (e.g., air conditioner and house cleaning, futon mattress refurbishment), housing services (e.g., new construction, exterior work, renovations), and funeral services (various consultations before and after the ceremony).

Energy Supply

Supplying energy friendly to both daily lives and the environment: Co-opdeli Denki and Co-opdeli Gas

We supply electricity to our members through Co-opdeli Denki with two options: the 100% Renewable Energy Plan, featuring electricity generated from solar panels installed at Co-opdeli Group facilities, and the more budget-friendly Basic Plan. We also provide city gas (natural gas) supply services through Co-opdeli Gas with money-saving plans.

CO-OP MIRAI Foundation's Contribution to Society

Established in 2015, the CO-OP MIRAI Foundation for Social Activities (CO-OP MIRAI Foundation for short) provides non-repayable scholarships to high school and technical college students from single-parent families and those without both parents. The scholarships are funded by the generous donations of over 28,000 members who support the program (as of April 2024). Thanks to the support of many donors, the number of scholarship recipients has reached 1,658 for fiscal 2024 (the total of students from three grades of high schools and technical colleges). Beyond scholarships, the foundation provides grants to civil society organizations that strive to improve people's lives, promote culture, drive societal development, or revitalize communities.



Member Activities

We value each member's desire to engage and provide numerous opportunities for connection. These activities are organized not only for Co-op members but also for community residents. We are committed to building peaceful communities full of smiles where everyone can talk, laugh, and support each other in times of need.

1. Mirai Plazas: Providing Places for Everyone in Communities

Mirai Plaza is a community space that welcomes everyone, including Co-op members and local residents. These monthly events are held in various locations and provide opportunities to chat over CO-OP Brand Products and exchange information about daily life.



2. Childcare Plazas: Connecting Parents with Young Children

Childcare Plaza is for parents with young children who may feel they have no one to talk to about parenting or want to share their concerns. These gatherings are organized in various locations to offer a casual environment for parents and children to meet and interact.



3. Mutual Support Societies: Fostering Cooperation among Members

This initiative connects members who need a little help in their daily lives with those who want to offer assistance using their skills.



4. Outreach Educational Programs: Contributing to Communities by Activity Supporters

We offer educational programs in response to communities' needs for fun and engaging learning experiences. Themes include food education, the environment, and disaster prevention and mitigation. Activity Supporters, members who have completed training and curriculum specified by CO-OP MIRAI, conduct these outreach programs mainly at schools.



5. Community Clubs: Supporting Members' Voluntary Activities

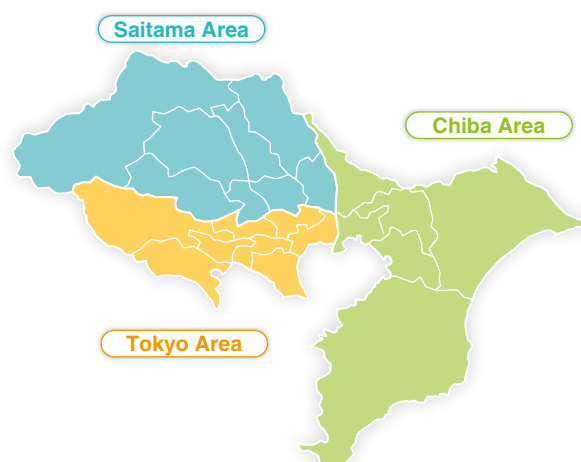
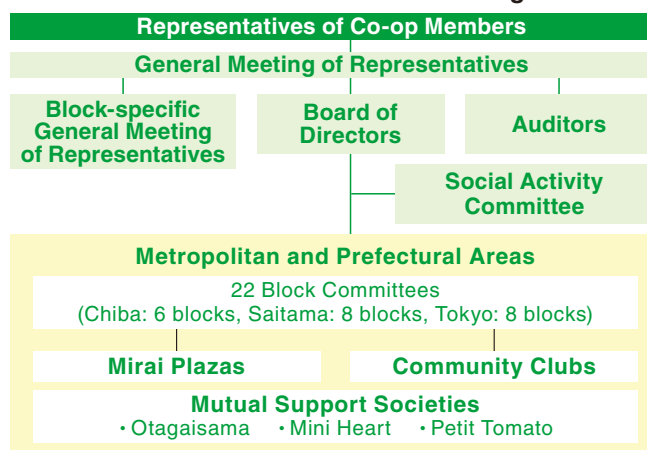
We support Community Clubs, which are groups of Co-op members and community residents who voluntarily continuously gather for activities related to daily living, such as food, child-rearing, welfare, and peace.



22 Blocks for Member Activities

CO-OP MIRAI has divided its areas into 22 blocks, each with its own committee. These committees serve as local units to increase membership, contribute to communities, and promote member activities (members' engagement and networking). Block Committee members play an important role in supporting local member activities from the perspective of members.

Structure of CO-OP MIRAI and Member Organizations



Creating a Sustainable Society through Our Businesses and Activities and Passing on Smiles and Well-being to Future Generations

未来へつなごう Passing on to Future Generations,

CO-OP MIRAI is committed to the United Nations' Sustainable Development Goals (SDGs), a global call to action by 2030. The Co-opdeli Group has identified **five key challenges** and priority SDGs. Under the slogan "Passing on to Future Generations," we are working toward achieving these challenges. Through our businesses and activities, we strive to tackle various issues affecting the lives of our members and local communities and contribute to their solutions.

Promoting Sustainable Production and Consumption

We focus on responsible procurement for our products, from sourcing raw materials to production and consumption, with consideration for human rights and the environment. We also seek to review and improve our products and lifestyles.

Four Projects

We are working on four projects in which members contribute to society by purchasing our products. These projects focus on protecting biodiversity and the natural environment, promoting sustainable agriculture, and supporting children and mothers in Africa.



Churashima (Beautiful Island) Support Project



Sado Toki (Japanese Crested Ibis) Support Project



Rice-fed Pork Project



Happy Milk Project

Priority SDGs

Primary Goals



Related Goals



Fostering Communities where Everyone can Live with Peace of Mind

To ensure we continue providing essential services for the safety of people's daily lives and communities, we collaborate with local governments, residents, and various organizations on a range of initiatives.

Assistance for Disaster Reconstruction and Support for the Underprivileged

We actively support affected areas and people in response to frequent natural disasters such as earthquakes and heavy rains. Our efforts include calling for donations from members and sending our employees to assist with reconstruction efforts. In addition, we donate food through food banks and offer non-repayable scholarships to high school students with single or no parents.



Priority SDGs

Primary Goals



Related Goals



Ensuring Every Employee Feels Respected and Proud

We strive to foster a work environment where everyone's human rights and diversity are respected and where everyone can work with peace of mind.

Respecting Diversity in Employees and Work Styles

We are committed to creating a workplace where everyone's diversity is respected, employees can play active roles according to their unique personalities and abilities, and they can work with confidence and pride. We aim to achieve gender equality, ensuring that all employees can actively perform their roles regardless of gender.



- ▶ The Ministry of Health, Labour and Welfare recognized us as a child-rearing support organization and granted us the Kurumin Plus certification.

We were certified as the 2024 Health and Productivity Management Outstanding Organization (large enterprise category).



Priority SDGs

Primary Goals



Related Goals



Protecting Our Planet for the Next 100 Years

We are determined to promote the use and supply of renewable energy to reduce the impact of global warming.

Tackling Global Warming

We have set a goal to reduce greenhouse gas emissions. We aim to cut CO₂ emissions by 60% compared to 2013 levels by 2030 and to achieve net-zero emissions by 2050. To achieve this, we are promoting the generation and use of renewable energy, such as electricity from solar panels installed at logistics centers and Sanchoku production areas, and biogas electricity from food waste produced in stores.



Solar panels installed at a Co-op store and rooftop greening

Priority SDGs

Primary Goals



Related Goals



Supporting Peaceful and Healthy Lives for People Around the World

We strive to advance our efforts to eliminate hunger and poverty around the world and achieve world peace.

Happy Milk Project

Many children in Africa are at risk due to natural disasters and malnutrition. To protect these young lives, the Copdeli Group launched the Happy Milk Project in 2008 with the slogan "Bringing Smiles to Children with CO-OP Milk." A portion of the milk sales is donated to the United Nations Children's Fund (UNICEF) to support nutritional improvements for African children.



(C)UNICEF_UN02712

Priority SDGs

Primary Goals



Related Goals



Summary of CO-OP MIRAI

As of March 20, 2024, unless otherwise noted

Name	Consumers' Co-operative CO-OP MIRAI
Date of Foundation	March 21, 2013
Head Office	1-5-5 Negishi, Minami-ku, Saitama-shi, Saitama, 336-8523, Japan
Business Area	Chiba Prefecture, Saitama Prefecture, and Tokyo Metropolis

Financial Performance for Fiscal 2023

Total Business Turnover	430.43
Sales	418.33
Home Delivery Service Sales	294.76
Store Sales	117.27
Electricity Retailing Business	6.36
Income from Daily Life Assistance Services	0.13
Income from Welfare Services	2.45
Other Business Income	9.52
Current Surplus	12.49

(Unit: billion yen)

Number of Employees

Full-time	3,125
Part-time	10,214
Full-time Equivalent of Part-time Employees	4,510

Notes:

- Part-time employees include part-time staff, shorter-hour part-timers, and part-time care workers.
- Employees temporarily transferred to other organizations such as the Co-opdeli Union are not included.

Management Team

(as of June 6, 2024)

President	Shin Kumazaki
Vice-Chairperson	Shinjiro Nagai, Makiko Koga (part-time)
Senior Managing Director	Kiichi Kawata
Senior Executive Director (In Charge of Overall Business Operations)	Masahiko Okawa
Senior Executive Director (Director of Home Delivery & E-commerce Division)	Haruaki Toba
Senior Executive Director (In Charge of Administration & Real Estate Development)	Shoji Narita
Director (In Charge of Welfare Services)	Sachiko Maruo
Auditor	Osamu Inou

Note: Chairperson, Vice-Chairperson, and full-time Directors and Auditor are listed above.

Business Infrastructure

Home Delivery Centers	76
Delivery Tracks (including those from subcontracted companies)	4,106
Stores	127
Supermarkets	69
Mini Co-op Stores	58
Nursing Care and Welfare Facilities	39

Share Capital

Share Capital	72.18 billion yen
---------------	-------------------

Membership and Membership Rate

Number of Members	3.75 million
Membership Rate (percentage of member households to total households)	27.3%

Details on our financial results
(in Japanese) available here

<https://mirai.coopnet.or.jp/profile/financial/settle.html>



History

2008

- The amended Consumers' Livelihood Co-operative Society Law is enforced, allowing mergers of consumer co-ops across prefectural boundaries.

2010

- CHIBA CO-OP, SAITAMA CO-OP, and CO-OP TOKYO establish the Merger Planning Committee.

2012

- The merger is approved at the Extraordinary General Meetings of Representatives of the three consumer co-ops.

2013

- CO-OP MIRAI is founded and begins integrated management with the Co-opdeli Union.
- Membership reaches 3 million.
- The first CO-OP MIRAI Festa is held in three prefectures.
- The mobile store service is initiated, mainly in Sodegaura City, Chiba Prefecture.

2014

- The assisted living residence for the elderly, Co-op Miraie Yotsukaido, is established.
- The Co-opdeli Group adopts the Vision 2025.
- CO-OP MIRAI College is inaugurated.

2015

- The CO-OP MIRAI Foundation for Social Activities is established.
- Mirai Plaza is launched.
- CO-OP MIRAI's first new store, Co-op Takakura Store, is opened.

2016

- The assisted living residence for the elderly, Co-op Miraie Nakano, is established.
- Co-op Chofu Somechi Store, Co-op Fuchu Kotobuki-cho Store, Co-op Nakano Chuo Store, and Co-op Sashiogi Store are opened.

2017

- The electricity retailing business Co-opdeli Denki is launched.
- Co-op Nakano Saginomiya Store and Co-op Higashimurayama Akitsu-cho Store are opened.
- Collection boxes for food drives are introduced at Co-op stores.

2018

- Partnerships to watch over the elderly and community residents are concluded with all municipalities across three prefectures (excluding island areas).

- The small-scale multifunctional care home, Co-op Yume Mirai Kitamoto, is established.
- The CO-OP MIRAI Foundation starts a scholarship program.

2019

- The city gas (natural gas) supply service Co-opdeli Gas is launched.
- The small-scale multifunctional care home (including home-visit nursing care), Co-op Yume Mirai Yotsukaido, is established.
- Co-op Fuchu Kurumagaeshi Store, Co-op Kokubunji Naito Store, and Co-op Katsushika Shirotori Store are opened.
- CO-OP MIRAI undertakes countermeasures and disaster relief efforts in response to Typhoon Faxai, Hagibis, and Bualoi.

2020

- CO-OP MIRAI implements measures against the COVID-19 pandemic.
- The first multi-story delivery centers, Co-opdeli Higashikojiya Delivery Center and Co-opdeli Machiya Delivery Center, are established.

2021

- The Child and Childcare Support Fund is created.
- The Co-opdeli Group embraces an action plan for the SDGs with the slogan "Passing on to Future Generations."
- Co-op Kuki Store is opened.

2022

- 200 tons of rice are donated to food banks and other organizations (continuing since then).
- CO-OP MIRAI Festa is held for the first time in four years.

2023

- CO-OP MIRAI celebrates its 10th anniversary.
- Co-op Sugunami Igusa Store and Co-op Chofu Somechi Store (expanded and relocated) are opened.
- CO-OP MIRAI pledges to practice health and productivity management and is certified as the 2024 Health and Productivity Management Outstanding Organization (large enterprise category).

2024

- The Co-opdeli Group adopts the Vision 2035.

Note: All events are listed under the fiscal years, with each fiscal year running from March 21 to March 20 of the following year)



CO-OP MIRAI's mascot character
Hopetan and his pet dog Kinako

Consumers' Co-operative CO-OP MIRAI

1-5-5 Negishi, Minami-ku, Saitama-shi, Saitama, 336-8523, Japan

Issued on June 2024