Financial Results for the Second Quarter Ended September 30, 2021

November 9, 2020





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Business Environment



Economic activity was restricted due to the impact of the COVID-19 infection, and consumer spending and employment situation remained weak.

Business environment remains challenging as the effects of the infection have not subsided

The national policy of "emphasizing life extension and maintenance of existing houses" remains unchanged, and there is also an enormous latent demand.

Effects of New Coronavirus (COVID-19) Infections

Business activities

- We continued our business activities while paying close attention to the trends of the infection and paying sufficient attention to infection control measures.
- However, the impact on our business exceeded the assumptions, due to the decreased opportunities for contact with customers caused by the increased sense of caution in society etc. following the unexpected spread of the infection.

Customer trends

• Growing concern about the spread of the infection and uncertainty about the future have led to a continued reluctance to buy.

Business Plan & Specific Initiatives in 1H



1. Strengthening of compliance and increase of customer satisfaction

• Build a thorough compliance-oriented sales system

2. Securing of excellent human resources and strengthening of education system

• Reduce the number of retirees and increase the retention rate by improving the working environment

3. Enhancing productivity

- Efficient demand stimulation and customer acquisition through advertising and sales promotion
- Continue to improve efficiency by systematizing operations

4. Promoting area expansion

• Expanded into the Shikoku region by opening the Nanyo Sales Office.

5. Measures to prevent the spread of the COVID-19

• Implement measures to ensure the safety of customers and employees to prevent the spread of infections

Advertising and Sales Promotion



TV commercial Leaflets & web advertisements





Sponsorship

Signed a sponsorship deal with Kawasaki Frontale (2021 Meiji Yasuda Life Insurance J1 League)





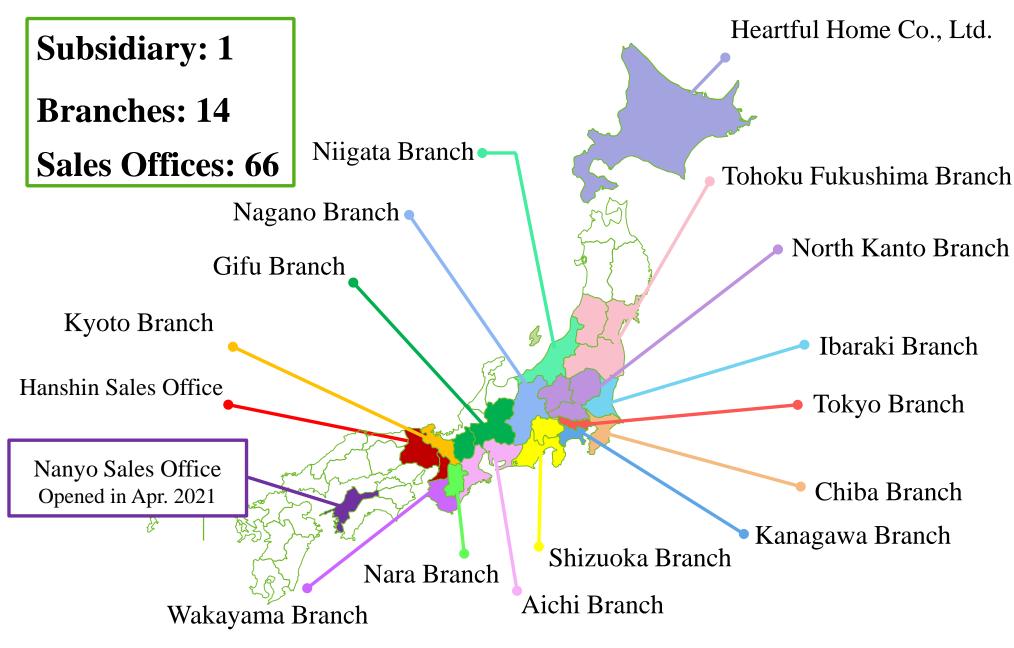




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Marketing Area Development





Area Development



Opening of new sales office



Nanyo sales office (Opened on April 1, 2021)

We opened a new sales office in Ehime Prefecture in order to expand our sales area in western Japan for our main services such as termite control.



- Community-based sales activities
- Promote area expansion to western Japan

Results for Profit and Loss (1H Ratio of Initial Forecasts)

Net sales Achievement ratio on 1H initial forecasts: 90.6% Operating income Achievement ratio on 1H initial forecasts: 73.2%

| | FY3/22 1H | | | | | | | |
|---|--|---------|-------------------------------|----------------------|--|--|--|--|
| (Unit: Million yen) | Initial Forecasts (Announced on May 7) | Results | Ratio of Initial Forecasts | Achievement Ratio | | | | |
| Net Sales | 8,306 | 7,524 | -781 | 90.6% | | | | |
| Gross Profit | 5,918 | 5,288 | -629 | 89.4% | | | | |
| Gross profit ratio | 71.3% | 70.3% | -1.0pt | <u> </u> | | | | |
| Operating Income | 1,491 | 1,092 | -399 | 73.2% | | | | |
| Operating income ratio | 18.0% | 14.5% | -3.4pt | _ | | | | |
| Ordinary Income | 1,516 | 1,121 | -394 | 74.0% | | | | |
| Ordinary income ratio | 18.3% | 14.9% | -3.3pt | _ | | | | |
| Net income attributable to owners of parent | 1,010 | 735 | -275 | 72.8% | | | | |
| Net income ratio | 12.2% | 9.8% | -2.4pt | _ | | | | |
| EPS (yen) | 92.16 | 67.08 | -25.08 | 72.8% | | | | |

Results for Profit and Loss (1H YoY)

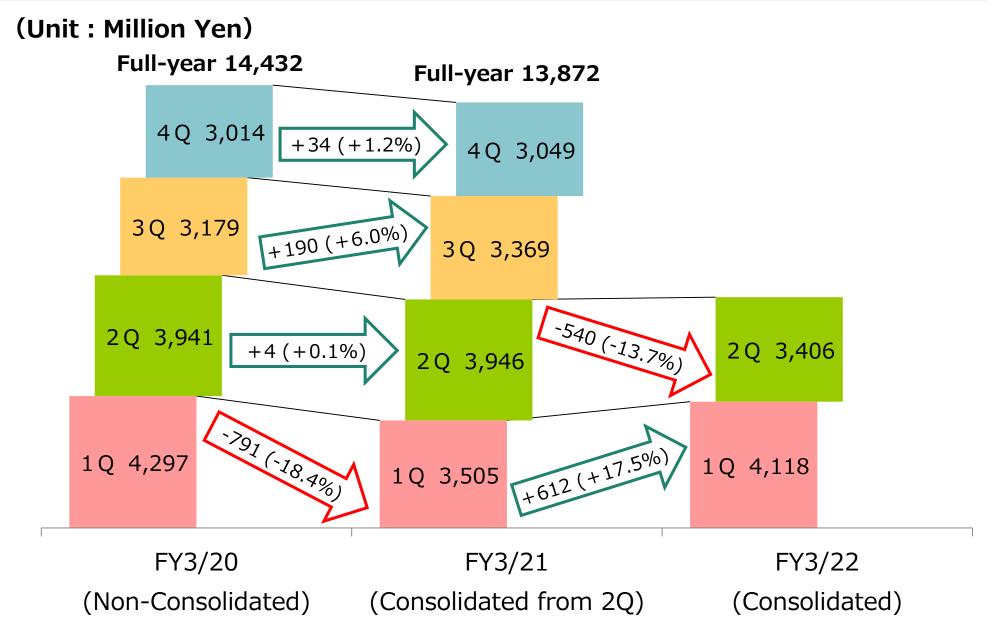


- Net sales increased by 71 million yen
 Operating income decreased by 74 million yen
- * We adopted consolidated accounting from the second quarter of the fiscal year ended March 2021.

| | (Consolidated from 2Q) FY3/21 1H | (Consolidated) FY3/22 1H | Yo | Y |
|---|-------------------------------------|-----------------------------|--------|-----------------|
| (Unit: Million yen) | Results | Results | Change | Change in Ratio |
| Net Sales | 7,452 | 7,524 | 71 | 1.0% |
| Gross Profit | 5,334 | 5,288 | -45 | -0.9% |
| Gross profit ratio | 71.6% | 70.3% | -1.3pt | |
| Operating Income | 1,166 | 1,092 | -74 | -6.4% |
| Operating income ratio | 15.7% | 14.5% | -1.1pt | |
| Ordinary Income | 1,265 | 1,121 | -144 | -11.4% |
| Ordinary income ratio | 17.0% | 14.9% | -2.1pt | |
| Net income attributable to owners of parent | 825 | 735 | -89 | -10.9% |
| Net income ratio | 11.1% | 9.8% | -1.3pt | _ |
| EPS (yen) | 66.84 | 67.08 | 0.23 | 0.3% |

Net Sales by Quarter (Consolidated)

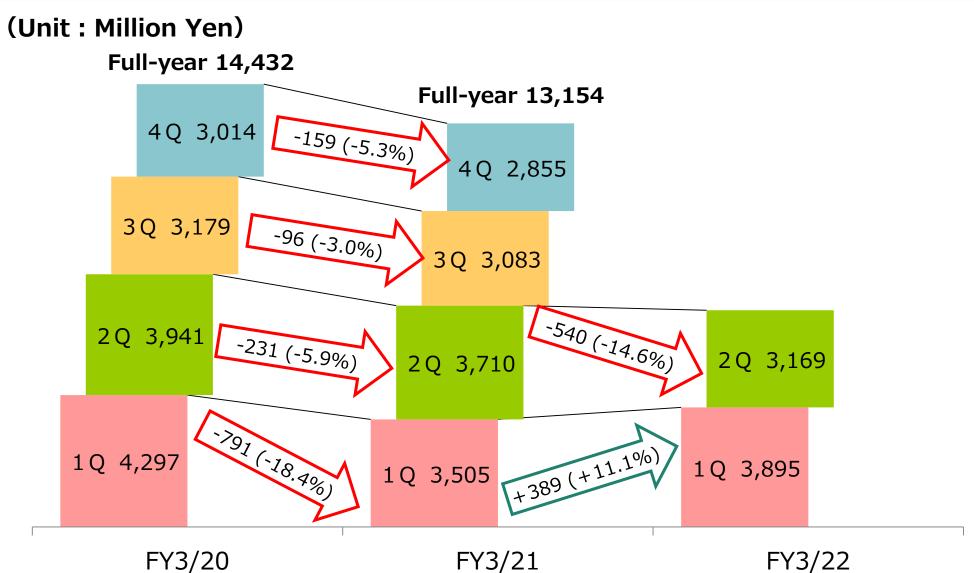




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Net Sales by Quarter (Non-consolidated)





Sales Composition by Service (1H)



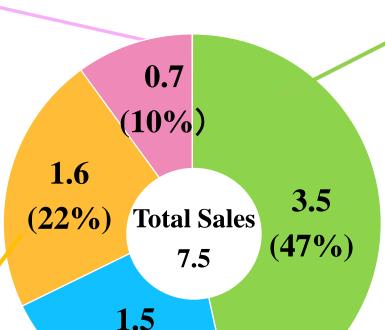


Heartful Home Co., Ltd.

Pest Control

Housing Renovation

Others





Termite Control

* Unit: Billion yen

[Anti-earthquake Measures]

Repair Housing Foundations

Housing Reinforcement

(21%)

[Anti-humidity Measures]

Underfloor Ventilation Fans



Humidity Adjusting
Materials

Net Sales by Service (1H YoY)

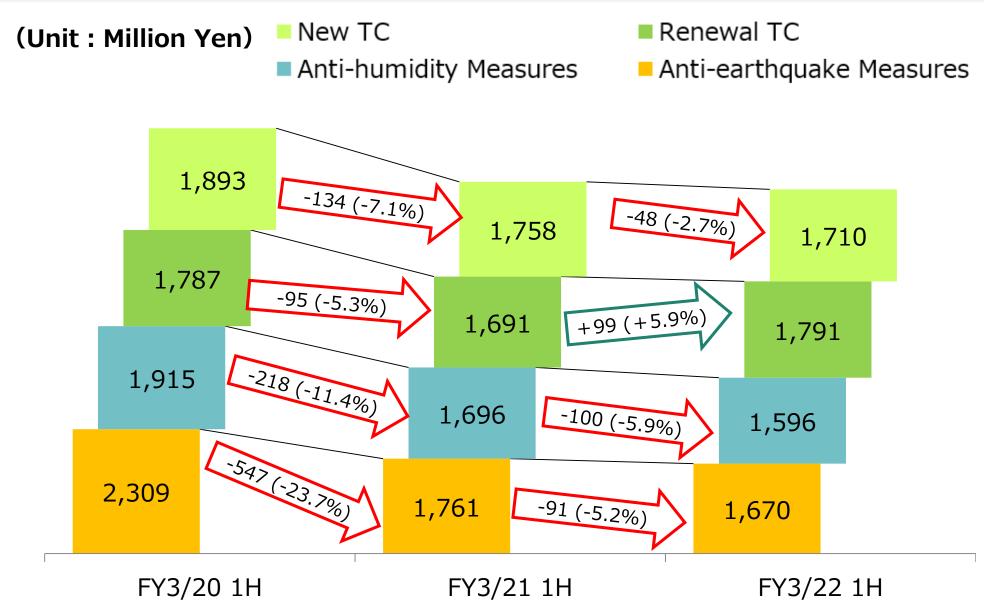


- Net sales increased by 1.0%
- Termite Control increased by 1.5% (Termite control for new customers decreased by 2.7%, Renewal termite control increased by 5.9%)
- Anti-humidity measures decreased by 5.9%
- Anti-earthquake measures decreased by 5.2%

| | (Consolidate FY3/2 | | (Consolidated) FY3/22 1H YoY | | | |
|--------------------------|-----------------------|-------------------|---------------------------------|-------------------|--------|-----------------|
| (Unit: Million yen) | Results | Composition ratio | Results | Composition ratio | Change | Change in ratio |
| Net sales | 7,452 | _ | 7,524 | _ | 71 | 1.0% |
| Termite control | 3,450 | 46.3% | 3,501 | 46.5% | 50 | 1.5% |
| New | 1,758 | 23.6% | 1,710 | 22.7% | -48 | -2.7% |
| Renewal | 1,691 | 22.7% | 1,791 | 23.8% | 99 | 5.9% |
| Anti-humidity measures | 1,696 | 22.8% | 1,596 | 21.2% | -100 | -5.9% |
| Anti-earthquake measures | 1,761 | 23.6% | 1,670 | 22.2% | -91 | -5.2% |
| Others | 543 | 7.3% | 756 | 10.0% | 212 | 39.0% |

Net Sales by 3 Service (1H)





Number of Staffs, Sales per Staff (1H YoY)



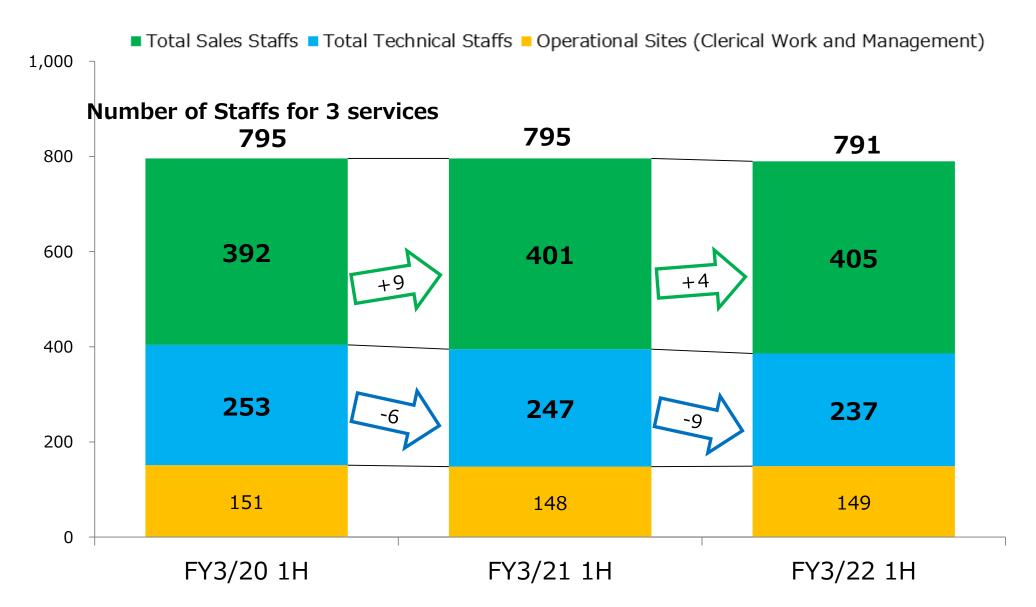
Average number of staffs increased by 17

| | (Consolidated from 2Q) FY3/21 1H | (Consolidated) FY3/22 1H | YoY | | |
|--|-------------------------------------|-----------------------------|--------|-----------------|--|
| | Results | Results | Change | Change in ratio | |
| Net Sales (Million yen) | 7,452 | 7,524 | 71 | 1.0% | |
| Within the three services | 6,908 | 6,768 | -140 | -2.0% | |
| Average number of staffs during the period | 1,018 | 1,035 | 17 | 1.7% | |
| Within the three services | 795 | 791 | -4 | -0.5% | |
| Within sales staffs | 401 | 405 | 4 | 0.9% | |
| Sales per staff (Thousand yen/month) | 1,220 | 1,212 | -8 | -0.7% | |
| Within the three services | 1,447 | 1,425 | -22 | -1.5% | |
| Within sales staffs | 2,870 | 2,786 | -83 | -2.9% | |
| Number of staffs at end of period | 1,037 | 1,021 | -16 | -1.5% | |
| Within the three services | 797 | 779 | -18 | -2.3% | |
| Within sales staffs | 422 | 407 | -15 | -3.6% | |

- "Number of staffs": total number of staffs actually working including part-time employees and contract employees (excluding dispatched and seconded staffs)
- "Sales of three services": total sales of termite control, anti-humidity measures and anti-earthquake measures
- "Number of staffs for three services": total of staffs engaging in sales, technical, and clerical work and management of operational sites

Number of Staffs for 3 Services (1H)





• "Number of staffs for three services": total of staffs engaging in sales, technical, and clerical work and management of operational sites working including part-time employees and contract employees (excluding dispatched and seconded staffs)

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Results for Profit and Loss (1Q YoY)



| | (Non-Consolidated) FY3/21 1Q | (Consolidated) FY3/22 1Q | Yo | Y |
|------------------------|---------------------------------|-----------------------------|--------|-----------------|
| (Unit: Million yen) | Results | Results | Change | Change in Ratio |
| Net Sales | 3,505 | 4,118 | 612 | 17.5% |
| Gross Profit | 2,521 | 2,933 | 412 | 16.4% |
| Gross profit ratio | 71.9% | 71.2% | -0.7pt | _ |
| Operating Income | 453 | 679 | 226 | 49.8% |
| Operating income ratio | 12.9% | 16.5% | +3.6Pt | _ |
| Ordinary Income | 484 | 680 | 196 | 40.6% |
| Ordinary income ratio | 13.8% | 16.5% | +2.7pt | _ |
| Net Income | 321 | 450 | 129 | 40.2% |
| Net income ratio | 9.2% | 10.9% | +1.8pt | |
| EPS (yen) | 26.05 | 41.10 | 15.06 | 57.8% |

Results for Profit and Loss (2Q YoY)



| | (Consolidated) FY3/21 2Q | (Consolidated) FY3/22 2Q | Yo | Y |
|---|-----------------------------|-----------------------------|--------|--------------------|
| (Unit: Million yen) | Results | Results | Change | Change in Ratio |
| Net Sales | 3,946 | 3,406 | -540 | -13.7% |
| Gross Profit | 2,813 | 2,355 | -458 | -16.3% |
| Gross profit ratio | 71.3% | 69.1% | -2.1pt | _ |
| Operating Income | 712 | 412 | -300 | -42.1% |
| Operating income ratio | 18.1% | 12.1% | -5.9pt | _ |
| Ordinary Income | 781 | 441 | -340 | -43.6% |
| Ordinary income ratio | 19.8% | 12.9% | -6.9pt | _ |
| Net income attributable to owners of parent | 503 | 284 | -218 | -43.5% |
| Net income ratio | 12.8% | 8.4% | -4.4pt | _ |
| EPS (yen) | 40.80 | 25.97 | -14.82 | -36.3% |

Factors for Changes in Operating Income (1H YoY)



| | (Unit: Million yen) | (Consolidated from 2Q) FY3/21 1H | (Consolidated) FY3/22 1H | YoY | Change in Ratio |
|----|----------------------------|-------------------------------------|-----------------------------|------|--------------------|
| Ne | et Sales | 7,452 | 7,524 | +71 | +1.0% |
| Co | est of Sales | 2,117 | 2,235 | +117 | +5.5% |
| | Material Costs | 891 | 920 | +28 | +3.2% |
| | Labor Costs | 738 | 728 | -10 | -1.4% |
| | Other Cost of Sales | 487 | 586 | +98 | +20.3% |
| Gr | oss Profit | 5,334 | 5,288 | -45 | -0.9% |
| SC | &A Expenses | 4,168 | 4,196 | +28 | +0.7% |
| | Personnel Expenses | 2,596 | 2,670 | +73 | +2.8% |
| | Recruiting Expenses | 81 | 89 | +8 | +10.2% |
| | Sales Promotional Expenses | 277 | 283 | +5 | +2.0% |
| | Other SG&A Expenses | 1,212 | 1,153 | -59 | -4.9% |
| Op | perating Income | 1,166 | 1,092 | -74 | -6.4% |

Sales Promotional Expenses: Advertising expenses related to promotional activities

Forecasts of Profit and Loss (Full-year)



| | FY3/21 Full -year | | 3/22 -year | Ratio of Fore | | YoY | |
|---|----------------------|--|---|------------------|-----------------|--------|-----------------|
| (Unit: Million yen) | Results | Initial Forecasts (Announced on May 7) | Revised Forecasts (Announced on Nov. 2) | Change | Change in ratio | Change | Change in ratio |
| Net Sales | 13,872 | 14,992 | 14,098 | -893 | -6.0% | 226 | 1.6% |
| Gross Profit | 9,709 | 10,459 | 9,735 | -723 | -6.9% | 26 | 0.3% |
| Gross profit ratio | 70.0% | 69.8% | 69.1% | -0.7pt | | -0.9pt | |
| Operating Income | 1,602 | 1,996 | 1,530 | -465 | -23.3% | -71 | -4.5% |
| Operating income ratio | 11.6% | 13.3% | 10.9% | -2.5pt | _ | -0.7pt | |
| Ordinary Income | 1,703 | 2,016 | 1,555 | -460 | -22.9% | -147 | -8.7% |
| Ordinary income ratio | 12.3% | 13.5% | 11.0% | -2.4pt | _ | -1.2pt | |
| Net income attributable to owners of parent | 1,063 | 1,300 | 973 | -326 | -25.1% | -90 | -8.5% |
| Net income ratio | 7.7% | 8.7% | 6.9% | -1.8pt | _ | -0.8pt | |
| EPS (yen) | 89.52 | 118.58 | 88.77 | -29.81 | -25.1% | -0.76 | -0.8% |

Forecasts of Number of Staffs, Sales per Staff (Full-year)

| | FY3/21 Full -year | | 3/22 -year | Ratio o Fore | f Initial casts | YoY | |
|--|----------------------|--|---|-----------------|--------------------|--------|-----------------|
| (Unit: Million yen) | Results | Initial Forecasts (Announced on May 7) | Revised Forecasts (Announced on Nov. 2) | Change | Change in ratio | Change | Change in ratio |
| Net Sales (Million yen) | 13,872 | 14,992 | 14,098 | -893 | -6.0% | 226 | 1.6% |
| Within the three services | 12,501 | 13,312 | 12,430 | -882 | -6.6% | -71 | -0.6% |
| Average number of staffs during the period | 1,020 | 1,047 | 1,028 | -18 | -1.7% | 8 | 0.8% |
| Within the three services | 789 | 799 | 783 | -15 | -1.9% | -5 | -0.7% |
| Sales per staff (Thousand yen/month) | 1,133 | 1,193 | 1,142 | -51 | -4.3% | 9 | 0.8% |
| Within the three services | 1,321 | 1,389 | 1,322 | -66 | -4.8% | 1 | 0.1% |
| Number of staffs at end of period | 1,049 | 1,073 | 1,018 | -55 | -5.1% | -31 | -3.0% |
| Within the three services | 808 | 823 | 805 | -18 | -2.2% | -3 | -0.4% |

Forecasts of Factors for Changes in Operating Income (Full-year)

| | FY3 Full | 3/22 -year | Ratio of Initial Forecasts | | 1 10/21 1 10/22 | | YoY | |
|-------------------------------|-------------|---|-------------------------------|-----------------|-------------------|--|--------|-----------------|
| (Unit: Million yen) | | Revised Forecasts (Announced on Nov. 2) | Change | Change in ratio | Results | Revised Forecasts (Announced on Nov. 2) | Change | Change in ratio |
| Net Sales | 14,992 | 14,098 | -893 | -6.0% | 13,872 | 14,098 | +226 | +1.6% |
| Cost of Sales | 4,532 | 4,362 | -169 | -3.7% | 4,162 | 4,362 | +200 | +4.8% |
| Material Costs | 1,905 | 1,805 | -99 | -5.2% | 1,756 | 1,805 | +49 | +2.8% |
| Labor Costs | 1,471 | 1,419 | -51 | -3.5% | 1,391 | 1,419 | +27 | +2.0% |
| Other Cost of Sales | 1,155 | 1,137 | -18 | -1.6% | 1,014 | 1,137 | +122 | +12.1% |
| Gross Profit | 10,459 | 9,735 | -723 | -6.9% | 9,709 | 9,735 | +26 | +0.3% |
| SG&A Expenses | 8,463 | 8,204 | -258 | -3.1% | 8,107 | 8,204 | +97 | +1.2% |
| Personnel Expenses | 5,476 | 5,312 | -163 | -3.0% | 5,306 | 5,312 | +5 | +0.1% |
| Recruiting Expenses | 187 | 171 | -16 | -8.7% | 150 | 171 | +20 | +13.7% |
| Sales Promotional Expenses | 369 | 341 | -28 | -7.6% | 324 | 341 | +16 | +5.1% |
| Other SG&A Expenses | 2,429 | 2,379 | -50 | -2.1% | 2,324 | 2,379 | +54 | +2.3% |
| Operating Income | 1,996 | 1,530 | -465 | -23.3% | 1,602 | 1,530 | -71 | -4.5% |

Major Initiatives for 2H



- 1. Thoroughly prevent the spread of COVID-19 and strengthen sales activities for business recovery
- 2. Secure excellent human resources and strengthen the education system

3. Promotion of area expansion

Initiatives for Environmental Issues



We are working to protect the environment through our business

Aiming to create a sustainable society as an extension of our business

Relevant SDGs







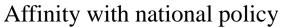


Our business

Reduction of waste generated by rebuilding houses and of CO2 emissions generated by producing new construction materials

⇒ Protecting the environment

Housing Life Master Plan (National Plan) (By MLIT, March 2021)



• Shift to a market model that utilizes housing stocks with promoting the distribution of existing housing through renovation and other means



Extend the lifetime of housing to maintain the value of existing wooden houses



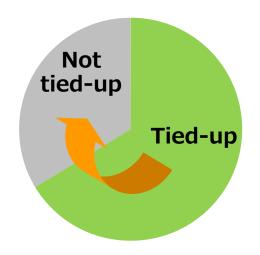
Growth Strategy 1 (Direction of the Area Development)



Cultivation of existing areas

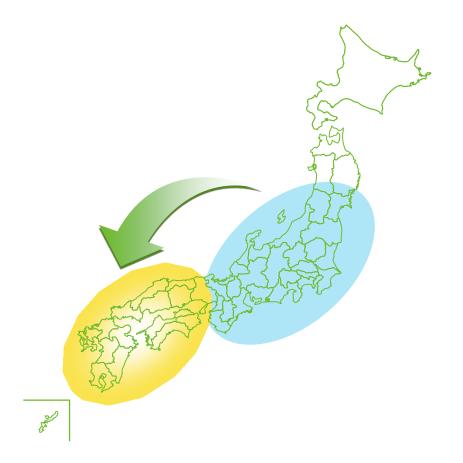
- There is still room for development
- Rise in profit margin due to improvement in operating efficiency

Pct. of tie-ups with JA within the existing areas



Expansion of new areas

- Expand in to the west of Japan
- Develop areas in tie-ups with JA



Growth Strategy 2 (Direction of the Service Field Expansion)

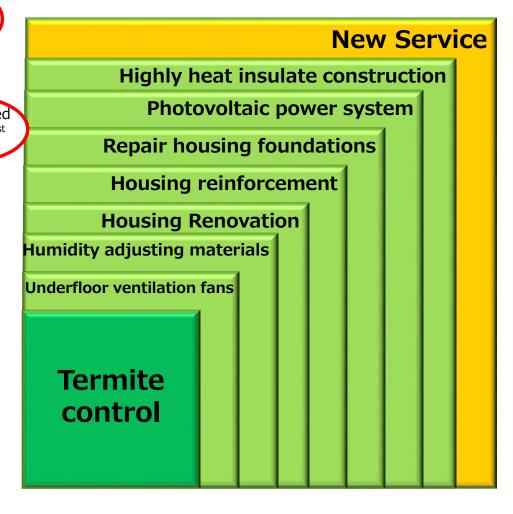
Change of Net Sales by Service

*Unit: Billion yen 0 10 15 FY3/12 Listed on TSE 2nd section FY3/13 FY3/14 Designated to TSE 1st FY3/15 section FY3/16 FY3/17 FY3/18 FY3/19 FY3/20 FY3/21 ■ Termite Control Anti-humidity Measures

■ Anti-earthquake Measures ■ Others

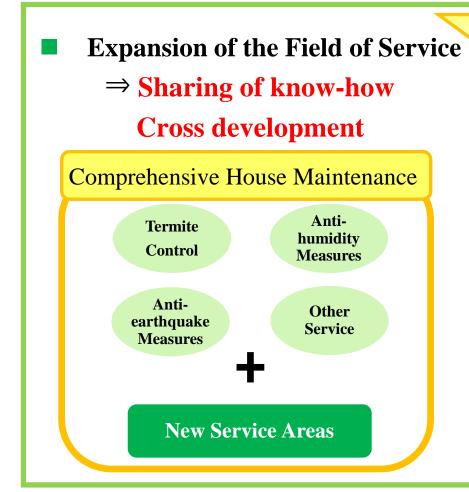
Expansion of the Field of Service

Lineup of house maintenance services



Growth Strategy 3 (Acquisition of external resources through M&A)

The policy is to focus on house maintenance projects for existing wooden houses





Growth Strategy 4 (Future Image)



Sustainable growth with termite control-related services at the core

Acceleration by M&A

Basic Strategy

[Basis for growth]

- Huge potential demand
- Spur to national policy
- High-quality services
- Superiority of industry leader
- High profit margins

[Issues to be approached]

- Expand areas across the country
- **Expansion of the Field of Service**
- Securing and fostering of excellent human resources
- Maintenance and improvement of competitive advantage
- ◆Enhancement of **productivity**

[Target vision]

Realize a sustainable and stable growth



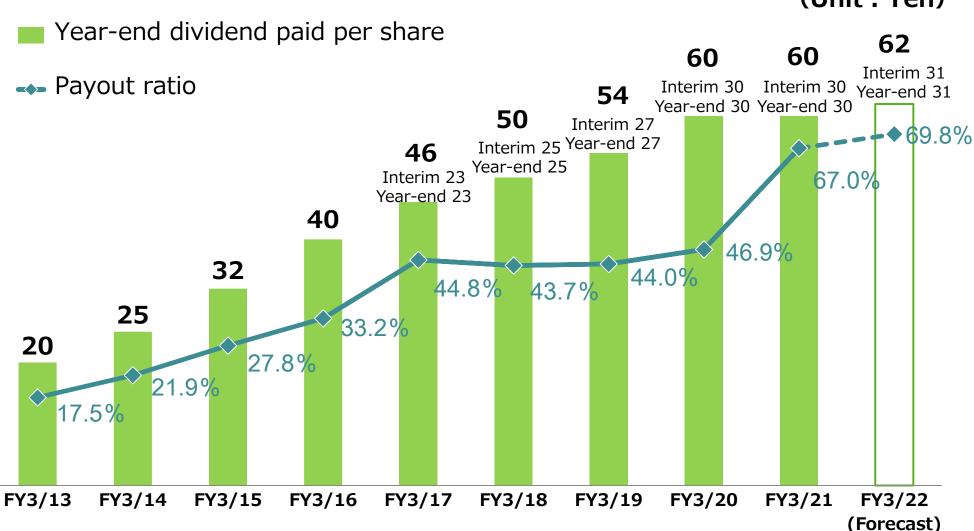
To a house maintenance industry-leading company

Dividend (Results and Forecasts)



Since listing, we have focused on shareholder returns

(Unit: Yen)



^{*}We adopted consolidated accounting from the second quarter of the fiscal year ended March 2021.

Notes on Future Forecasts

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References to future forecasts in this document are based on goals and predictions, and are not certain or guaranteed.

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