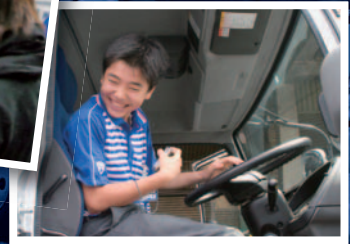


A Sound society by developing and seeking the next generations  
 – report from work experience learning programs

## “Distribution supports our life and work!”

- Experience ‘the distribution’ field, a social infrastructure -



Work experience learning program

Parcels received from our customers are delivered to the place and time they are needed. Parcels ordered yesterday are delivered this morning. These are very important, but also quite common in modern society. We understand that ‘physical distribution’, which supports such a common practice, is a key part of the system which supports the industrial and social infrastructures of modern society. We believe that our serious engagement in this business, with such high exposure, is exactly our CSR.

SG Holdings Group cooperates in the ‘work experience learning programs of junior high school students’ recommended by the Ministry of Education, Culture, Sports, Science and Technology as a part of career education at a company-wide level, hoping to support the education of children who will be responsible for the next generation through this ‘distribution’ field.

In Sagawa Express Tokyo branch (Tokyo)

### Experience encourages a cheerful ‘thank you.’

As an on-the-job training program at the Tokyo branch, three first year students of Nihonbashi Junior High School experienced the delivery and pick up operations of parcels at the Service Center in Horidome 1-Chome. On the first day, the students were nervous and shy, and they hesitated to say, “Sagawa Express. Thank you.” From the 2nd day, however, they spoke confidently and gradually got used to the worksite and atmosphere.



<Example of 5-day curriculum of Sagawa Express work experience learning program>

Day 1	Training of morals and manners
Day 2	Visit to branches, learning safety
Day 3	Experiencing delivery to companies
Day 4	Experiencing delivery to individual houses
Day 5	Experiencing dispatch of parcels

#### Many voices of students who joined the work experience learning programs of other branches

“I was surprised when I heard that parcels were carried not only by cars but also by cart. I was tired but had fun every day. I like this work experience learning program.”

“It was hard because the parcels were heavy. But I was glad when the customers thanked me.”

- Conveying our message through work experience learning programs and various opportunities -

## Role of ‘physical distribution’ and responsibility of SG Holdings Group

SG Holdings Group is a general distribution business group which consists of companies engaged in the physical distribution business such as the delivery business and logistics business and other various businesses to support their system and structure such as vehicle servicing, insurance, and customs clearance. It can be said that the ‘physical distribution’ system is a social infrastructure which plays a very important role to support our life and work, and we believe SG Holdings Group assumes great responsibility in society for this reason. We understand we must convey our important role in various places and fulfill our responsibility.

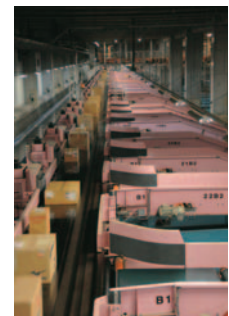
We can contribute to the education of the next-generations through our business operations if our workplace is shared and the learning can lead to the building of a positive view of work through our cooperation.

### ‘Physical distribution’ which delivers parcels received from our customers to a place and time they are needed.

‘Physical distribution’, which delivers parcels to a requested place at a requested time, is a common practice in modern society, and this is important as society develops and changes. To practice such a physical distribution, we make various efforts in logistics and systems by constructing various processes and maintaining close networks both domestically and abroad while paying attention to the environment with efficient transport means and methods. For this reason, it can be called a social infrastructure. SG Holdings Group hopes that students experience these invisible roles and functions of ‘physical distribution’ through our work experience learning programs.



Parcels collected from around the country are distributed to each destination at our hub centers.



### ‘Physical distribution’ as a partner to support offices, residential areas, industries, and life

One of the major purposes of ‘physical distribution’ is to support industries and the economy. A great many parcels such as documents and products are transported from factories and offices. ‘Physical distribution’ also needs to be developed closely with networks to transport parcels securely and safely. Another major purpose is ‘physical distribution’ to support our life. This means transport of parcels such as daily commodities and gifts.

We believe ‘physical distribution’ is a partner to our work and life, and that is the responsibility and mission of SG Holdings Group.

An important partner to our life and work, ‘physical distribution’



‘Physical distribution’ which also pays attention to the environment by using vehicles and delivery methods with less CO<sub>2</sub> emissions

# SG Holdings Group conducts work experience learning across the country. We hope students experience the first step toward fulfillment through work.

SG Holdings Group widely conducts work experience learning throughout its group companies including Sagawa Express Co., Ltd. and Nouvelle Golf Club Co., Ltd. SG Holdings Group will proactively continue to support local educational activities through our work experience learning programs in which students work as responsible members of the society as part of our CSR.

## Sagawa Express has placed 178 students from 57 schools on the front lines of physical distribution

Actual results of accepted students in 2008

### ■ Work experience learning program

	Elementary school	Junior high school	High school	University
Participating schools (No. of schools)	2	38	15	2
Students (No.)	42	99	34	3

### ■ Internship

	Elementary school	Junior high school	High school	University
Participating schools (No. of schools)	0	0	6	6
Students (No.)	0	0	23	8

### Elementary school students experience the job of sales drivers!

Our work experience learning programs accept not only junior high school students but also elementary school students. Sagawa Express participated in 'The front lines of society – a field trip to the front lines of distribution' organized by the Future Innovation Forum (FIF) held in March 2009.

We invited 20 children from the 5th and 6th grade for a learning program entitled 'A day of hands-on experience to learn what the sales drivers do,' in which they learned about the flow of parcels, work site distribution, and experienced pick up and delivery operations.



### High school and university internship students are also welcomed!

SG Holdings Group also accepts high school and university internship students.

A high school student who joined the training program at the Hiroshima branch in July 2008 said, 'I learned a lot about the importance of work and the challenges of the sales drives who work with a smile.'

These work experience learning programs inspired many students to enter the company as sales drivers after they graduated from school and they are now working hard. This makes the employees who serve as instructors on site rethink work and saying, 'I remember the time when I entered the company, and at the same time I feel a responsibility for the future of young people.'



A smile is very important for work.