

# Press Release



June 9, 2023  
transcosmos inc.

## transcosmos joins HIROGARE MIRAI JYUKU, an employment support project for single-parents

**An upskilling course designed for single mothers finding a job in a post-COVID-19 world  
Offers business etiquette/call center agent training as a single-parent education/employment support project**

transcosmos inc. (Representative Director, Co-presidents: Masaaki Muta, Takeshi Kamiya) hereby announces that the company will collaborate with a non-profit organization, Single Mothers' Forum, in its HIROGARE MIRAI JUKU, or Expand Your Future Academy project, offering business etiquette and call center agent training courses.



HIROGARE MIRAI JYUKU is an upskilling course run by the NPO Single Mothers' Forum that provides support for single mothers and their children. Through this program, single mothers who still face difficulty in finding a job even after the crisis can acquire and develop computer skills to be a successful office clerk starting from a basic level. The project is open for registration for single mothers living in the Tokyo metropolitan area - Tokyo, Kanagawa, Chiba and Saitama.

To assist HIROGARE MIRAI JYUKU, transcosmos will provide people who wish to acquire skills required for a call center agent with customer service training, call center tour, and round-table sessions with transcosmos employees. In addition, the company will also offer employment opportunities for people who wish to work at its centers. The training sessions are scheduled to be held on Sunday, July 23<sup>rd</sup> and Sunday July 30<sup>th</sup>. A call center tour will be on Friday, August 4<sup>th</sup> at MCM Center Ikebukuro EAST - its call center located in Ikebukuro, Tokyo.

Under the vision – Be the link between happiness and a well-being society with the power of communication – about 23,000 communicators under the transcosmos Digital Customer Communications (DCC) Sector offer call center and other communication services from 34 locations across Japan. transcosmos will continue to carry out initiatives towards happiness and a well-being society.

■ About HIROGARE MIRAI JYUKU (no translation available): <https://single-mama.com/hirogare/>

\*transcosmos is a trademark or registered trademark of transcosmos inc. in Japan and other countries.

\*Other company names and product or service names used here are trademarks or registered trademarks of respective companies.

### About transcosmos inc.

transcosmos launched its operations in 1966. Since then, we have combined superior “people” with up-to-date “technology” to enhance the competitive strength of our clients by providing them with superior and valuable services. transcosmos currently

offers services that support clients' business processes focusing on both sales expansion and cost optimization through our 170 bases across 28 countries/regions with a focus on Asia, while continuously pursuing Operational Excellence. Furthermore, following the expansion of e-commerce market on the global scale, transcosmos provides a comprehensive One-Stop Global E-Commerce Services to deliver our clients' excellent products and services to consumers in 46 countries/regions around the globe. transcosmos aims to be the "Global Digital Transformation Partner" of our clients, supporting the clients' transformation by leveraging digital technology, responding to the ever-changing business environment. Visit us here <https://www.transcosmos.co.jp/english/>

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