

Note: This English translation is for reference purposes only. In the event of any discrepancy between the Japanese original and this English translation, the Japanese original shall prevail.

March 26, 2021

To Whom It May Concern,

Name of Company: transcosmos inc.
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Announcement Regarding Organizational and Personnel Changes

transcosmos (the Company) today announced the following organizational changes and executive-level personnel changes.

Details

1. Major organizational changes (effective as of April 1, 2021)

- Digital Marketing・E-Commerce・Contact Center Headquarters
 - ◆ Set “Digital Experience Division,” “Digital Agency Division,” and “ECX Division” under the Digital Transformation Sector, and rename “Digital Experience Agency” “Digital Interactive Services Division.”
 - ◆ Establish “DX Promotion Division.”
 - ◆ Establish “Strategic Account Department II” and “Strategic Account Department III” under the Digital Customer Communication Sector.
 - ◆ Establish “Digital Promotion Department” under the Digital Customer Communication Sector.
 - ◆ Rename “Strategic Account Division” under the Digital Customer Communication Sector “Strategic Account Division I.”
- BPO Services Headquarters
 - ◆ Establish “Account Management Department III” under the Business Promotion Division.
- Global Business Headquarters
 - ◆ Establish “Global Account Management Department.”
 - ◆ Put “Corporate Planning Department,” “Services Promotion Department,” “Human Resources Management Department,” and “Global Business Development Department” under the Global Business Headquarters, and rename “Global Business Development Department” “Business Development Department.”
 - ◆ Integrate “Business Promotion Department” into the Global Sales Department.
- Corporate Functions
 - ◆ Establish “Legal Division” under the Corporate Management Sector.

2. Changes in corporate officers' positions and areas of responsibility (effective as of April 1, 2021)

(1) Change in corporate officer's position

Name	New Position	Current Position
Yoshikazu Majima	Corporate Senior Officer Co-Sector Manager of Digital Transformation Sector, Digital Marketing·E-Commerce·Contact Center Headquarters & Division Manager of Digital Agency Division, Digital Marketing·E-Commerce·Contact Center Headquarters	Corporate Officer Division Manager of Customer Centric Division, Digital Transformation Sector, Digital Marketing·E-Commerce·Contact Center Headquarters & Responsible for Digital Agency Division, Digital Marketing·E-Commerce·Contact Center Headquarters

(2) Changes in corporate officers' areas of responsibilities

Name	New Position	Current Position
Eijiro Yamashita	Corporate Executive Officer Deputy Headquarters Manager of Global Business Headquarters & Division Manager of China Business Division, Global Business Headquarters & President of Shanghai transcocosmos Marketing Services Co., Ltd. (transcocosmos China)	Corporate Executive Officer Deputy Headquarters Manager of Global Business Headquarters & Division Manager of Global Business Strategy Division & Division Manager of China Business Division, Global Business Headquarters & President of Shanghai transcocosmos Marketing Services Co., Ltd. (transcocosmos China)
Tsuyoshi Washio	Corporate Senior Officer Division Manager of ITO Services Division, BPO Services Headquarters & Deputy Division Manager of Business Promotion Division, BPO Services Headquarters & Department Manager of Global Business Promotion Department, Business Promotion Division, BPO Services Headquarters	Corporate Senior Officer Division Manager of ITO Services Division, BPO Services Headquarters & Deputy Division Manager of Business Promotion Division, BPO Services Headquarters & Department Manager of Global Promotion Department, Business Promotion Division, BPO Services Headquarters
Hiroyuki Morita	Corporate Senior Officer Directly reporting to Business Development Office, BPO Services Headquarters, Responsible for Back Office Services Division I, BPO Services Headquarters	Corporate Senior Officer Responsible for Back Office Services Division I, BPO Services Headquarters
Matahiro Kashiwagi	Corporate Senior Officer Co-Section Manager of Digital Transformation Sector, Digital Marketing·E-Commerce·Contact Center Headquarters	Corporate Senior Officer Sector Manager of Retail Commerce Sector, Digital Marketing·E-Commerce·Contact Center Headquarters
Satoshi Takayama	Corporate Senior Officer Division Manager of Government Relations & Public Affairs Division, Business Development Sector & Deputy Manager of Sales Headquarters Responsible for Sales Division VI, Sales Headquarters & Deputy Division Manager of DX Promotion Division, Digital Marketing·E-Commerce·Contact Center Headquarters	Corporate Senior Officer Division Manager of Government Relations & Public Affairs Division, Business Development Sector & Deputy Manager of Sales Headquarters Responsible for Sales Division VI, Sales Headquarters

Name	New Position	Current Position
Kei Yamane	<p>Corporate Officer Deputy Division Manager of Digital Technology Promotion Division, Services Promotion Sector & Department Manager of TCI Platform Promotion Department, Digital Technology Promotions Division, Services Promotion Sector & Directly reporting to Global Business Headquarters</p>	<p>Corporate Officer Deputy Division Manager of Digital Technology Promotion Division, Services Promotion Sector & Department Manager of TCI Platform Promotion Department, Digital Technology Promotions Division, Services Promotion Sector & Responsible for System Project Management Promotion Department, Digital Transformation Sector, Digital Marketing・E-Commerce・Contact Center Headquarters & Directly reporting to Global Business Headquarters</p>
Toshio Tokoro	<p>Corporate Officer Deputy Sector Manager of Digital Transformation Sector, Digital Marketing・E-Commerce・Contact Center Headquarters & Division Manager of Digital Interactive Services Division, Digital Transformation Sector, Digital Marketing・E-Commerce・Contact Center Headquarters</p>	<p>Corporate Officer Responsible for Digital Experience Division, Digital Marketing・E-Commerce・Contact Center Headquarters</p>
Kazuo Asano	<p>Corporate Officer Deputy Headquarters Manager of Sales Headquarters & Division Manager of Sales Division V, Sales Headquarters & Responsible for Chubu Region Sales Division, Sales Headquarters</p>	<p>Corporate Officer Deputy Headquarters Manager of Sales Headquarters & Division Manager of Sales Division V, Sales Headquarters & Division Manager of Chubu Region Sales Division, Sales Headquarters</p>
Shohei Shimoda	<p>Corporate Officer Deputy Division Manager of Business Innovation Division, Business Development Sector & Deputy Department Manager of CX Business Strategy Department, Global Business Headquarters</p>	<p>Corporate Officer Directly reporting to Business Innovation Division, Business Development Sector</p>
Kotobuki Morita	<p>Corporate Officer Deputy Division Manager of DX Promotion Division, Digital Marketing・E-Commerce・Contact Center Headquarters & Department Manager of Business Planning Department, DX Promotion Division, Digital Marketing・E-Commerce・Contact Center Headquarters</p>	<p>Corporate Officer Department Manager of Business Planning Department, Digital Transformation Sector, Digital Marketing・E-Commerce・Contact Center Headquarters</p>
Tadayuki Togashi	<p>Corporate Officer Directly reporting to Digital Transformation Sector, Digital Marketing・E-Commerce・Contact Center Headquarters</p>	<p>Corporate Officer Deputy Division Manager of Business Innovation Division, Business Development Sector</p>
Yuzuru Mitsumoto	<p>Corporate Officer Directly reporting to Digital Transformation Sector, Digital Marketing・E-Commerce・Contact Center Headquarters</p>	<p>Corporate Officer Directly reporting to Business Innovation Division, Business Development Sector</p>
Kazuhiro Yamada	<p>Corporate Officer Division Manager of DX Promotion Division, Digital Marketing・E-Commerce・Contact Center Headquarters & Deputy Sector Manager of Digital Transformation Sector, Digital Marketing・E-Commerce・Contact Center Headquarters</p>	<p>Corporate Officer Division Manager of DEC Business Promotion Division, Digital Transformation Sector, Digital Marketing・E-Commerce・Contact Center Headquarters & Division Manager of Digital Experience Division, Digital Marketing・E-Commerce・Contact Center Headquarters</p>

3. Appointment of a corporate officer (effective as of April 1, 2021)

(1) Appointment of a corporate officer

Name	New position
Hisao Horiishi	Corporate Executive Officer Deputy Sector Manager of Corporate Management Sector & Division Manager of Legal Division, Corporate Management Sector

4. New organizational chart (effective as of April 1, 2021)

