

## **Administrative Directive from the Tokyo Labor Bureau to Recruit Career Co., Ltd.**

September 6, 2019

Recruit Holdings Co., Ltd. (the "Company")

The Tokyo Labor Bureau issued an administrative directive today to Recruit Career Co., Ltd. (Headquarter: Chiyoda-ku, Tokyo, CEO, President and Representative Director: Daizo Kobayashi, hereinafter referred to as "Recruit Career"), a subsidiary of the Company's subsidiary, Recruit Co., Ltd. (Headquarter: Chiyoda-ku, Tokyo, President: Yoshihiro Kitamura), finding that the "Rikunabi DMP Follow" service provided by Recruit Career was in violation of the Employment Security Act (Act No. 141 of November 30, 1947, hereinafter referred to as the "Act") and the guidelines established under the Act (hereinafter referred to as the "Guidelines") and instructing Recruit Career to implement the following measures:

- ① In relation to all of the job advertising businesses provided by Recruit Career including "Rikunabi" services, confirm that there is no violation of, and that Recruit Career is in compliance with, the Act and the Guidelines, and implement necessary corrective and preventative measures through improving Recruit Career's operation of its businesses as well as its systems.
- ② In relation to all of the placement businesses provided by Recruit Career, confirm that there is no violation of, and that Recruit Career is in compliance with, the Act and the Guidelines, and implement necessary corrective and preventative measures addressing any violation or non-compliance.
- ③ Properly address any inquiries from students whose information was used to estimate the probability of their declining job offers and was provided to companies through "Rikunabi DMP Follow", and implement appropriate measures including offering sufficient explanations regarding the relevant information and the provision of such information.
- ④ Operate its businesses going forward in a manner consistent with the primary purpose of recruiting businesses and placement businesses.

As a group, the Company takes the administrative directive received from the Tokyo Labor Bureau very seriously, and will work on strengthening its governance as well as on preventing the recurrence of such issues.

\* The Company expects that this incident will not have a significant impact to the Company's

consolidated financial results for the fiscal year ending March 31, 2020.

\* Recruit Career's press release regarding this incident can be found [here](#).

\* The "Rikunabi DMP Follow" service, which was the subject of the administrative directive, was terminated as of August 4, 2019.