Note: This document has been translated from the Japanese original for reference purposes only. In the event of any discrepancy between this translated document and the Japanese original, the original shall prevail.

May 26, 2025

Company name: TOKAI Corp.

Name of representative: Toshiaki Asai, Representative

Director and President

(Securities code: 9729; Prime Market Tokyo Stock Exchange)

Inquiries: Kenji Yoshida, Corporate Officer,

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Notice Regarding the Formulation of the Medium-term Management Plan (FY3/26 to FY3/28)

TOKAI Corp. (the Company) hereby announces that, at a meeting of the Board of Directors on May 26, 2025, it has formulated the Medium-term Management Plan (the Plan) for the three-year period from the fiscal year ending March 2026 to the fiscal year ending March 2028, based on the outline of "The next Medium-term Management Plan" released on November 28, 2024, as described below.

1. The Long-term Vision and Positioning of the Plan

As a foundation for the Plan, our Group has formulated a long-term vision titled "Vision 2035." This vision outlines our desired future state 10 years from now:

"Contribute to the realization of a health and longevity society as an infrastructure company supporting clean and healthy living for people."

The Plan is positioned as a phase of sowing seeds for increasing profitability and creating new value toward achieving this long-term vision.

2. Basic Policies of the Plan

- 1) Reform business structure in each business to maximize profit
- 2) Develop new businesses to drive growth in 10 years
- 3) Create and maximize Group synergies
- 4) Establish a beneficial cycle in which human capital investment leads to growth
- 5) Implement balanced growth investments and shareholder returns

3. Key Performance Targets of the Plan

	FY3/25	FY3/28	FY3/35
	results	targets	vision
Net sales	149.5bn	170.0bn	250.0bn
Operating profit	8.2bn	9.5bn	16.0bn
ROE	5.5%	8%	10%

For more information, please refer to the attached document entitled "Medium-term Management Plan."

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FY3/26 to FY3/28 Medium-term Management Plan

Monday, May 26, 2025



Tokyo Stock Exchange Prime Market Securities Code: 9729

Review of the Previous Medium-term Management Plan (FY3/22 to FY3/25)

Review of the Previous Medium-term Management Plan (Net Sales and Operating Profit Targets)



- ✓ Sales targets reached due to steady growth in existing businesses and proactive M&A activity
- Operating profit target not met, mainly due to increase in the cost ratio in pharmacy business and food supply business, as well as increased investment in new factories

	FY3/25 medium- term plan target	FY3/25 result	Main results and key factors in difference from target
Net sales	¥140.0bn	¥149.5bn	
Healthcare Services	¥71.0bn	¥76.9bn	 Favorable performance in hospital business and elderly care equipment rental, with contribution from M&As in the elderly care equipment business Dramatic growth in hotel linen following expansion in tourism demand
Pharmacy Services	¥54.0bn	¥58.0bn	Favorable trend in prescription unit price, although prescription numbers fell below the plan, mainly due to revision in store-opening plan
Environmental Services	¥14.8bn	¥14.4bn	 Leasekin business grew significantly due to the effect of M&As, but did not reach the target, mainly due to revision of the Kansai expansion plan for the cleaning business
Operating profit	¥9.5bn	¥8.2bn	 In Pharmacy Services, drug procurement costs increased due to factors such as drug price revisions, and technical fees declined due to a decrease in the number of prescriptions. In food supply business, the cost ratio increased mainly due to higher food ingredient costs The amount invested in the Saitama Plant increased due to high construction costs, with an attendant increase in depreciation System related-costs, such as security measures, increased

Review of the Previous Medium-term Management Plan (Qualitative Evaluation)



Basic policies

Main results

Main ongoing issues

Continue

to meet the needs of society and of customers

Change

to respond to changes in the business environment and that will lead to further growth

Create

to generate new value that will lead to nextgeneration businesses

- Achieve new record high consolidated net sales by expanding the core rental business
- Expansion of service provision capabilities by establishing new production facilities such as the Saitama Plant and the Kyushu Maintenance Center
- Strengthening of training and education systems for employee expertise enhancement and career development based on the Human Resource Development Policy, etc.
- Response to various cost increases through service price optimization
- Diversification of pharmacy store-opening formats and transformation of the business structure through initiatives such as strengthening toilet-related products in the Leasekin business
- Promotion of DX strategies and work style reforms initiatives across the entire Group
- Promotion of overseas expansion of the linen supply business
- Launch foreign national recruitment business for nursing care facilities
- New entry into new business domains, including rehabilitation-type daycare services and the drugstore business

- Continued investment to strengthen and expand business foundation
- Need to continuously implement initiatives for using human resource development to drive company growth

- Profitability increase through business structure reforms and DX for further productivity improvement remains a work in progress
- Execution of specific human capital measures to encourage participation by diverse human resources
- Establishment of new businesses to become next generation of earnings pillars
- Business value creation utilizing Group synergies such as mutual use of abundant management resources
- Execution of growth investments and shareholder returns based on balance sheet management

Review of the Previous Medium-term Management Plan (Growth Investment Amount During the Period)



- ✓ Conducted ¥34.5bn in growth investments, exceeding the growth investment budget (¥25.0bn) of the initial plan
- ✓ Proactively conducted initiatives including plant investment to create a foundation for the mainstay rental business, M&As to strengthen existing businesses and expand peripheral businesses, and investments in DX and systems

FY3/22 to FY3/25 growth investment amount (cumulative for four years)

Growth investment budget under the medium-term management plan

¥25.0bn

[Main investmen	t areas]
Plant equipment Including new plant construction	¥9.5bn
Rental materials	¥6.5bn
Digital field	¥3.5bn
New store opening expenses, M&A	¥3.0bn
Others	¥2.5bn

F	Plant equipment	¥11.2bn	
	(Of which, new plan	t construction ¥8.6bn)	
F	Rental materials	¥5.4bn	
[Digital field	¥2.1bn	
- N	New store openings and M&A - new business- elated	¥11.9bn	
(Others	¥3.8bn	

Main results

mik japan ¥2.4bn (rehabilitation-type daycare services, drugstore business)
Kaigo Center Hanaoka ¥4.8bn (elderly care equipment rental business)
Others ¥2.7bn (A total of 15 businesses, including 11 elderly care equipment rental businesses)

Total ¥34.5bn

Proceeded with plant investments essential to strengthening the foundation of the rental business

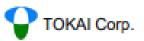
Promoted M&As and new business development for strengthening the service foundation for existing businesses and expanding peripheral businesses that utilize management resources

Of which, M&A expenses ¥9.9bn

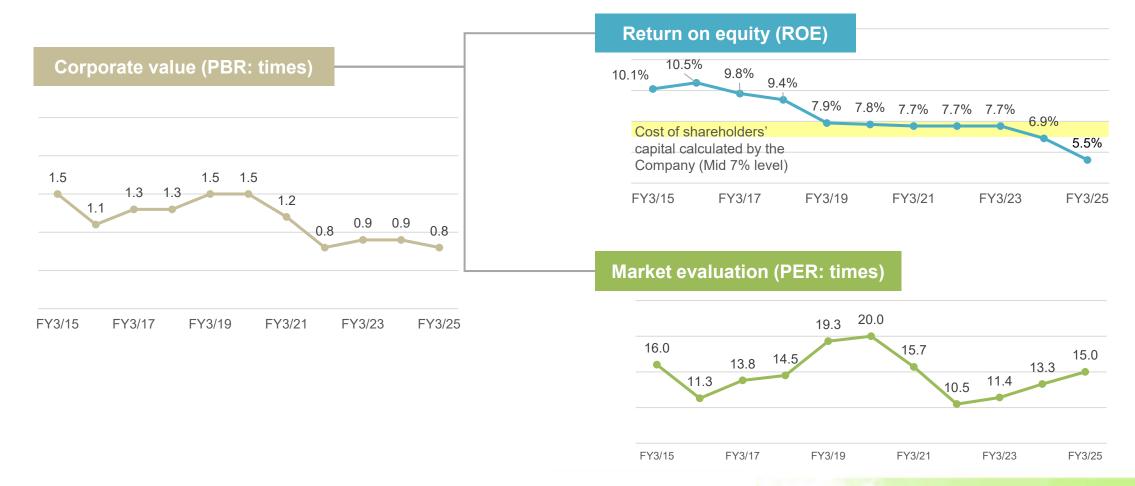
^{*&}quot;Growth investment" includes related costs other than capital investment.

^{*}The main factor behind the divergence of digital field investment was an increase in certain expenses.

Current Status of Main Management Indicators — Analysis



- ✓ PER is currently lower than FY3/19–FY3/20 due to factors such as business maturation and environmental changes. Despite continued stable profit growth, ROE is lower than the cost of shareholders' equity due to the accumulation of net assets
- √ To achieve management that is conscious of the cost of capital, the Company must take steps to improve ROE, which is the most important management indicator under the new medium-term plan



Long-Term Vision —Vision 2035

Group Philosophy



✓ In discussing the management plan based on the medium- to long-term management environment and business environment, we reorganized the corporate philosophy and management policy in the form of a Purpose, Mission, and Vision that encompasses the concepts and values that Group employees should share

Purpose

The reason for our existence

Mission

What we must do to realize our purpose

Vision

Our ideal form while realizing our purpose

Purpose (Preamble to the Tokai Charter)

We will realize the happiness of all people connected to the Company, taking as our mission the cleanliness and health of people and the earth

Mission (Basic Policy on Sustainability)

- We will contribute to the reduction of waste and the realization of a recycling-based society through the rental business, a core area since our founding
- 2. We will contribute to the sound development of the medical care and nursing care areas in a super-aging society
- 3. We will aim to be a company infused with smiles and appreciation among all Group employees

Vision 2035

Contribute to the realization of a health and longevity society as an infrastructure company supporting clean and healthy living for people.

The Tokai Group's Business Domains



Supporting medical and elderly care front lines

- Bedding and linen supply for medical institutions and nursing care facilities
- Nursing assistance
- Distribution management within hospitals
- Food supply
- Hospitalization and residence sets
- NEXSURG (surgical linen reuse)
- Cleaning







Supporting the health of the local community

- Pharmacy / At-home dispensing services
- Drugstores





<Reference> Business Segments

Healthcare Services

- Bedding and linen supply for medical institutions and nursing care facilities
- Nursing assistance
- Rental and sales of elderly care equipment
- Home modification
- Rehabilitation-type daycare service
- Distribution management within hospitals
- Food supply
- Hospitalization and residence sets
- NEXSURG

Supporting independent living for seniors

- Rental and sales of elderly care equipment
- Home modification (barrier free conversion)
- Rehabilitation-type daycare service









Supporting clean daily living

- Bedding and linen supply for accommodation facilities
- Development and sale of labor-saving equipment for linen supply factories
- Aqua Clara (water server rental and water home delivery)
- Leasekin (environmental beautification equipment rental)

Pharmacy Services

- Pharmacy / At-home dispensing services
- Drugstores

Bedding and linen supply for

accommodation facilities

labor-saving equipment for linen supply factories

Development and sale of

Aqua Clara

Environmental Services

- Leasekin
- Cleaning

Tokai Group Strengths



✓ The Tokai Group is developing a wide range of businesses centered on medical and elderly care services, with the themes of "cleanliness and health" and "rental"

Customer base

(management resource)

built up through 70

years of business

activities

The Group has a variety of management resources that will form the foundation for future business expansion, such as knowledge in rental services and a strong customer base

Keyword 1

"Cleanliness and health"



Cleanliness and health are essential to modern society, and are the Group's main theme.

We have accumulated expertise in professional hygiene management and health management services.

Keyword 2

"Rental"



Since its foundation, the Group has developed its business centered on rental, which contributes to the realization of a sustainable society.

Keyword 3

"Medical and elderly care"



The Group is developing a wide range of businesses in the medical and elderly care fields, contributing to the building of Community-based Integrated Care Systems.



Connections with medical institutions, etc.

Medical institutions

Customers

Approx. 1,000 contracts
(Linen supply contracts)

Nursing care facilities, etc.

Customers

Approx. 2,900 contracts (Linen supply contracts)



Connections with elderly people at home

Elderly care equipment rental

Users

Approx. 143,000 people
Sales offices
95 locations nationwide

Rehabilitation-type daycare service

Users
Approx. 2,500 people
Locations
33 locations nationwide

At-home support business offices (Care managers)

Approx. 17,500



Connections with community medical care

Pharmacies

Users per year

700,000 people

No. of stores 164 stores nationwide LINE App Users

Approx. 280,000 people

Drugstores

Cumulative users per year Approx. 1.9 million people

No. of stores

12 stores in Kansai area



Connections with clean life

Hotels and other accommodation facilities

Business partners

Approx. 1,900 contracts (Linen supply contracts)

Leasekin franchise chain

Affiliated stores
Nationwide Approx. 900 locations
Toilet advisers
Approx. 500 people

Note: Numbers of locations and stores are as of March 31, 2025.

Vision 2035 (Ideal Form for 2035)



✓ Leveraging the strengths we have built up in terms of our connection with customers, we will aim to resolve social issues through our business activities, aiming to grow continuously as a corporate group that is essential for people

Contribute to the realization of a health and longevity society as an infrastructure company supporting clean and healthy living for people

Problems facing society

- Further progression of falling birthrates and aging population
- Serious labor shortages due to decrease in childbearing age population
- Concerns regarding sustainability of social security system
- Increase in hygiene consciousness
- Fear of disease transmission risk
- Deepening climate change problem

Themes addressed by the Tokai Group's business activities

Provision of support services for realizing sustainable medical and elderly care

Assistance for seniors' autonomy and extension of healthy life expectancy

Expansion of products and services that respond to labor shortages in various front lines

Creating secure and comfortable lives for people with the "cleanliness" of Japanese quality

Environmentally friendly business model

Vision of the society that the Tokai Group seeks to realize

- Living healthily in your own way in the era of the 100-year life span
- Living with peace of mind, even if medical and elderly care become necessary
- Hygienic spaces for a relaxing time wherever you go

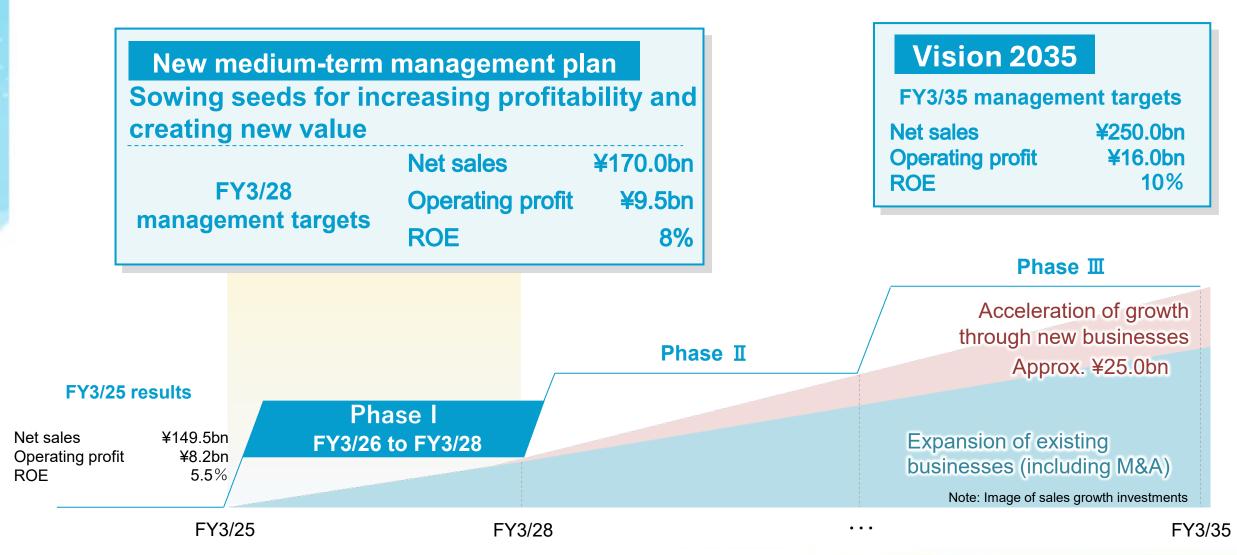


The New Medium-term Management Plan (FY3/26 to FY3/28)

Envisaged Growth for Realization of the Long-term Vision and Positioning of the Medium-term Management Plan



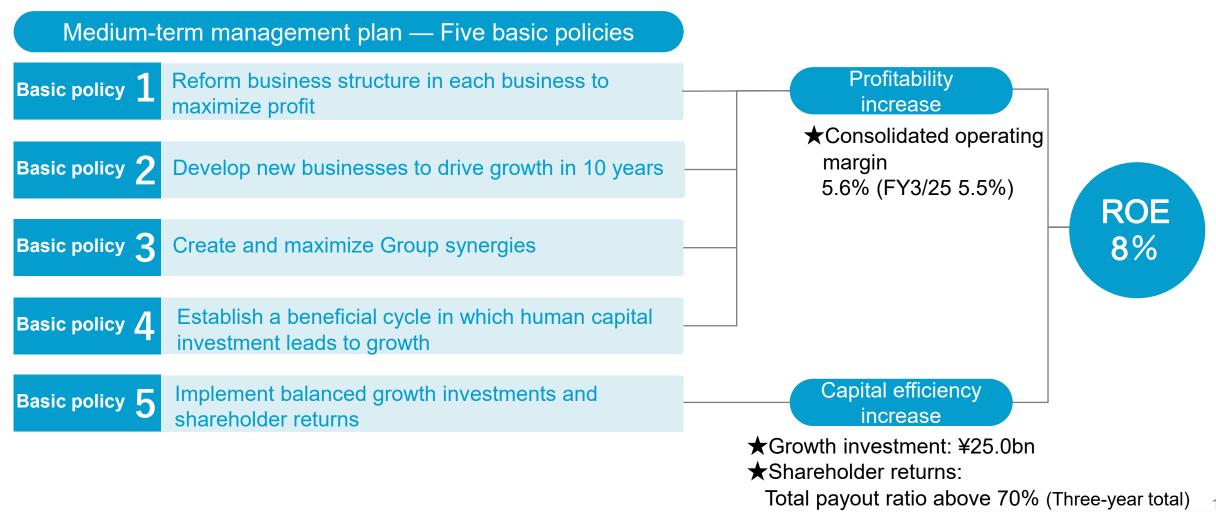
"Sowing seeds for increasing profitability and creating new value" phase for realization of Vision 2035



Basic Policies for Achieving ROE 8%



✓ We aim to enhance profitability and capital efficiency through initiatives based on the five basic policies ,with an early achievement of ROE 8% as a key target



New Medium-term Management Plan Targets

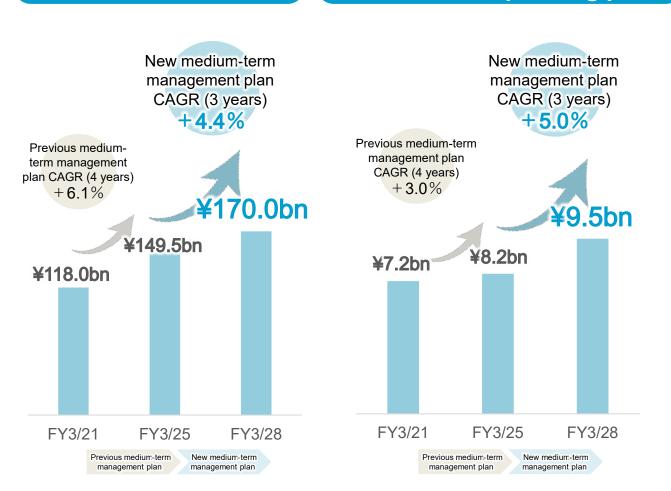


✓ We will address profitability increase as the top priority, aiming to increase net sales by approx.14% and operating profit by approx.16% over three years

Consolidated net sales

Consolidated operating profit

Management targets by segment

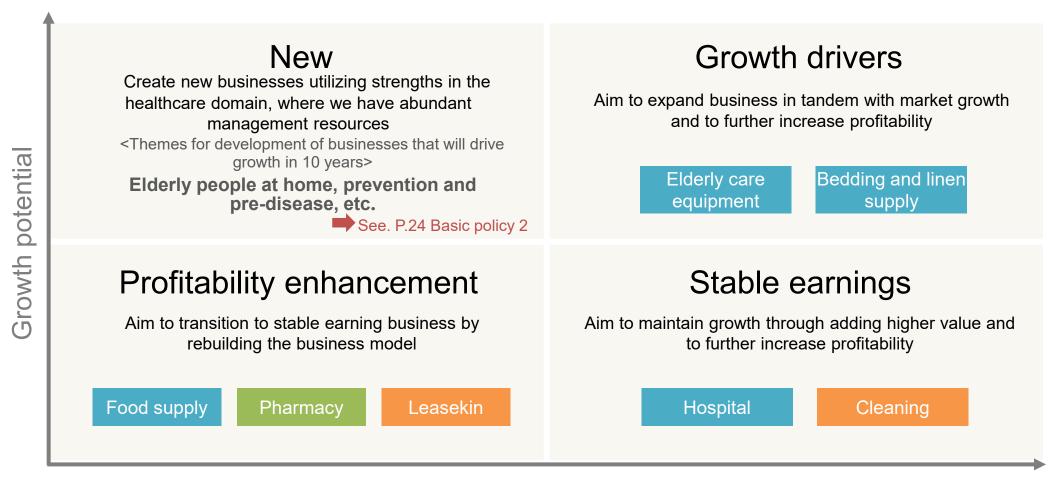


		FY3/25 results	FY3/28 targets
Healthcare	Net sales	¥76.9bn	¥89.0bn
	Operating profit	¥7.1bn	¥9.0bn
Pharmacy	Net sales	¥58.0bn	¥65.3bn
	Operating profit	¥2.3bn	¥2.1bn
Environmental	Net sales	¥14.3bn	¥15.8bn
	Operating profit	¥1.2bn	¥1.5bn
Adjusted amount		-¥2.5bn	-¥3.1bn

Recognition of Current Business Portfolio Predicated on Medium-term Management Plan



✓ We will establish clear positioning and strategic direction for each business to allocate management resources appropriately, while working to increase profitability in line with their respective positions



Basic policy 1

Reform business structure in each business to maximize profit

Reform Business Structure in Each Business to Maximize Profit



✓ Each business will specialize in high-value added services for which there are higher needs, while transforming to a business structure that can realized sustainable profit growth through cost structure revisions

Direction of reforms

Specialize in highvalue-added services

Review cost structure

Priority measures

Focus of management resources on high profitability items and areas

Increase in per-person profitability

Service provision at appropriate prices

Maximization of profit through business structure reforms

Healthcare

Pharmacy

Environmental

Profitability increase in each segment

Main Strategies in Each Business to Maximize Profit



✓ Based on our business portfolio, we will implement strategies aligned with the target direction of each business to maximize the profits of the Tokai Group

Segment and Direct		Direction	Main strategies for profit maximization
Healthcare	Hospital	Stable growth	 Increase added value and expand sales of hospitalization and residence sets Increase operational efficiency with new core systems
	Bedding an linen suppl		 Aim to strengthen the production system and steadily capture expanding hotel linen demand Optimize pricing for stable supplies
	Elderly car equipment		 Expand business scale through aggressive store openings and M&As centered on cities Streamline operations through pursuit of capital efficiency by strengthening maintenance center functions and through DX promotion Pursue Group synergies and strengthen coordination with other companies in the elderly care field
	Food suppl	y Profitability increase	 Transition business model from cooking inside hospital (inside facilities) to completed meal provision using a central kitchen
Pharmacy	Pharmacy	Profitability increase Strengthen pharmacy functions and promote store openings aligned with needs under a dominant strategy Improve operational efficiency and store operation efficiency through centralization of pharmacy operations and promotion of DX Strengthen the role required by Community-based Integrated Care Systems through Group synergies Enhance the product line-up to the characteristics and needs of each area in the drugstore business, and expand e-commerce sales through the Company's website and other channels	
Environmental	Leasekin	Profitability increase	 Expand sales of high-added-value toilet-related products, based on dust control products (increase profitability through an increase in the ratio of toilet-related products)
	Cleaning	Stable growth	 Expand contracts for high-added-value operating room support services Increase operation efficiency and respond to labor shortages through the introduction of AI cleaning robots

Medium-Term Direction of the Elderly Care Equipment Rental Business as a Growth Driver



✓ The elderly care equipment rental business has been positioned as a growth drive. We aim to increase our share of the elderly care equipment rental market to 10% through aggressive store openings and M&As

Direction of medium-term strategies

Expansion of business scale through aggressive store openings and M&As

- Store openings in areas where the senior population is expected to grow, centered on cities
- Aggressive promotion of M&As that increase geographical share
- Open new stores through satellite sales offices utilizing the stores of Tanpopo Pharmacy (Details on P.28)

Improvement of production efficiency and operational efficiency

- Pursuit of asset efficiency by enhancing he functions of maintenance centers
- Promotion of operational efficiency gains by integrating sales and back office, including the operation start of a one-stop order system

Strengthening of internal and external coordination

- Strengthening of sales though coordination with elder care equipment rental and rehabilitation-type daycare services
- Creation of growth opportunities through collaboration with other companies in the elderly care field

Vision for 10 years in the future

Industry leader with a share of 10%*

Elderly care equipment business

Positioning of the business

Growth driver

*Ratio of expenditures for welfare equipment rental and preventive care welfare equipment rental services (Ministry of Health, Labour and Welfare statistics) representing the Group's corresponding service sales. Approximately 5% in FY2023.

Medium-Term Direction of the Pharmacy Business



✓ We aim to expand existing store sales by strengthening family pharmacy functions, strengthen public-facing roles through DX promotion, and increase profitability by streamlining operations

Direction of medium-term strategies

Strengthening of pharmacy functions and promotion of a dominant strategy

- Strengthening registration of certified pharmacies and cultivating specialist pharmacists and experts
- Promotion of store opening formats aligned to local needs
- Strengthening public-facing duties of pharmacists by utilizing store staff (pharmacy operation assistants)

Improvement of operational efficiency and store operation efficiency

- Strengthening of store network through centralization of pharmacy operations
- Promotion of DX such as visualization of data through introduction of cloud-based electronic medication records

Pursuit of Group synergies

- Strengthening of role in Community-based Integrated Care Systems through coordination with elderly care equipment business and drug store business, etc.
- Development of expert personnel in the elderly care field

Vision for 10 years in the future

A primary pharmacy that comprehensively meets the health needs of the local community

Pharmacy business

Positioning of the business
Profitability

Basic policy 2

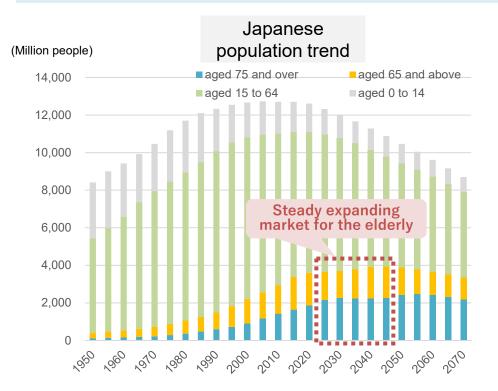
Develop new businesses to drive growth in 10 years

Preconditions for New Businesses



- ✓ In light of future population statistics and social security system maintenance, the field of prevention and pre-disease is set to grow in importance alongside at-home nursing care
 - → In addition to services based on the insurance system, we will establish new services not covered by insurance in these fields

Current status of the healthcare market, which the Tokai Group is focused on (assumed fields for engaging in new business development)



Trend by age group

Late-stage elderly population (aged 75 and over)

· Continues increasing until 2055

Elderly population (aged 65 and over)

Peaks in 2043 then begins to decline

Working-age population (aged 15 to 64)

· Continued contraction since 1995

- Strained financial resources for medical and elderly care expenses
- Labor shortages for medical and elderly care
- Decline in the elderly population over the long term

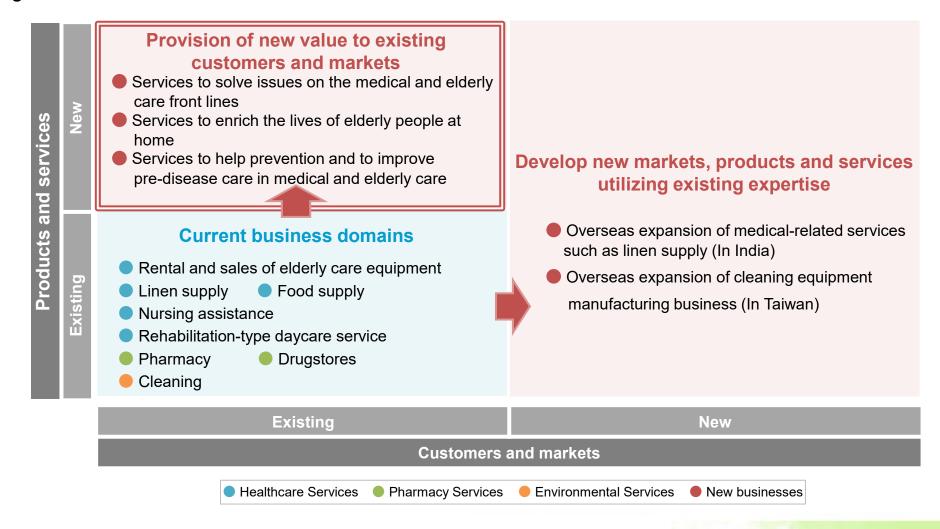
How to extend healthy life expectancy and enhance services outside of the public insurance system have become important social issues

Note: Based on the Population Census (1950–2015) and Population Projections for Japan (2023 Estimates, Medium-Fertility and Medium-Mortality Scenario), National Institute of Population and Social Security Research from 2020 and beyond.

Strategic concepts of new business domains



✓ We will continue to strengthen and expand our existing core businesses, while focusing on the development of new businesses that leverage our strengths in the healthcare domain, where we have abundant management resources through our business activities to date



Basic policy 3

Create and maximize Group synergies

Create and Maximize Group Synergies



- ✓ While sales collaboration and information sharing have taken place across businesses and organizations, efforts have primarily focused on local optimization at the individual department level
- ✓ From a perspective of overall optimization, we will create Group synergies focused on our current management resources and customer base, aiming to maximize the value of the entire Tokai Group

New business and service creation synergies:

Create new value proposition utilizing the management resources of each business

Example

Solutions to customer issues in the hospital business based on expertise from the cleaning business (commercialized from January 2024)

Customer base and needs

Hospital business

Approx. 2,900 nursing care facilities





Expertise

Cleaning business

 Experience in accepting foreign technical interns (building cleaning)



Launch overseas human resources (nursing care workers) staffing business

Contributing to solution of issues for customers, mainly nursing care facilities

Status of overseas human resources staffing business (As of May 31, 2025)

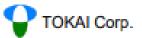
New Requirements*

over 100



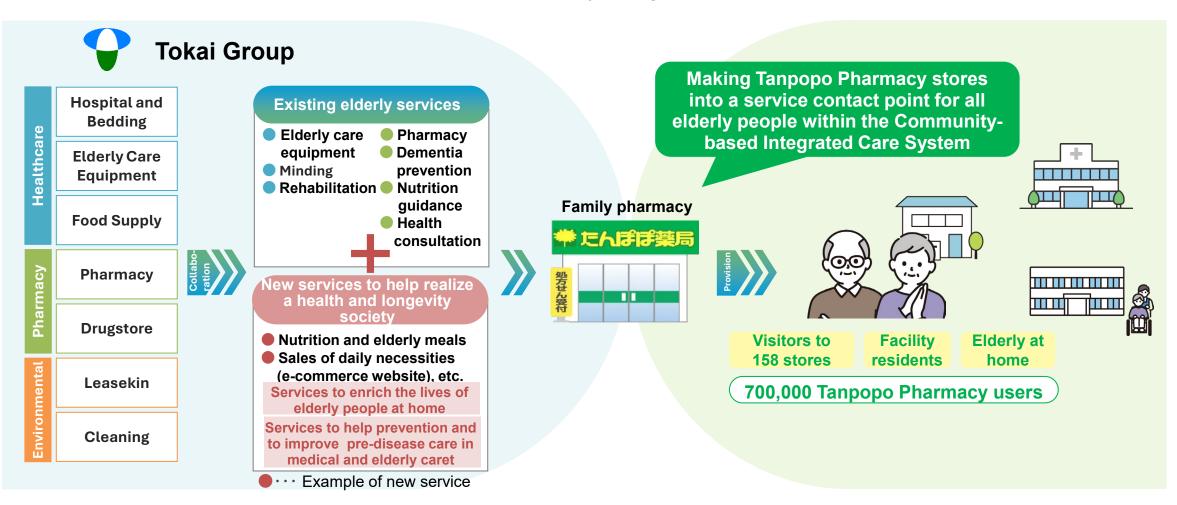
*Numbers of staffing requested by clients for placement

Group Synergies Targeted in the Long-Term Vision



Vision 2035

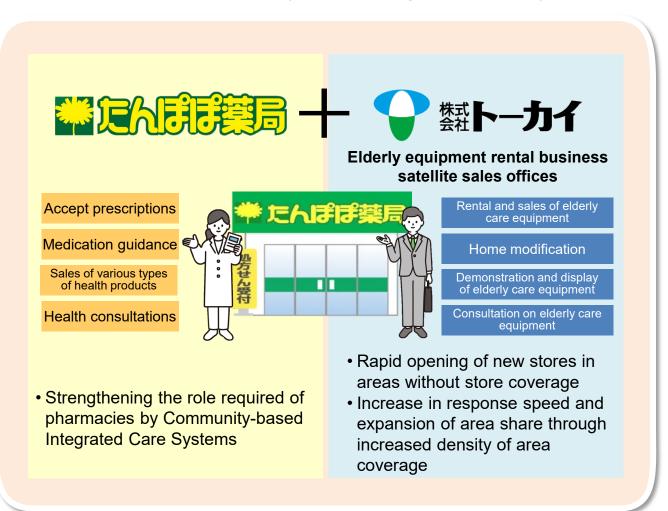
Contribute to the realization of a health and longevity society as an infrastructure company supporting clean and healthy living for people.

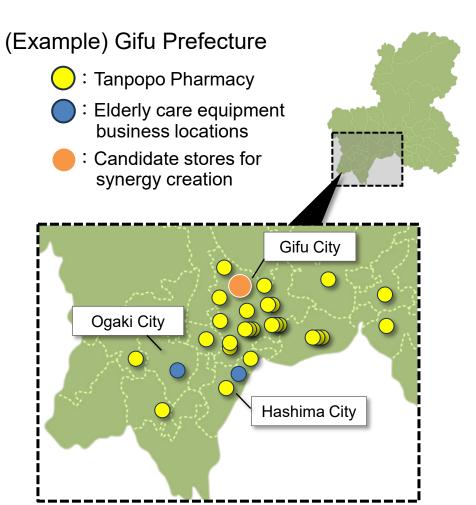


New Group Synergy Created by Tanpopo Pharmacy and the Elderly Care Equipment Business



- ✓ Planning to open satellite sales offices for the elderly equipment rental business inside Tanpopo Pharmacy stores
- ✓ Aiming for low-cost, rapid elderly equipment rental business store opening, with strengthening of functions required of pharmacies in the Community-based Integrated Care System

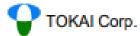




Basic policy 4

Establish a beneficial cycle in which human capital investment leads to growth

Establish a Beneficial Cycle in which Human Capital Investment Leads to Growth



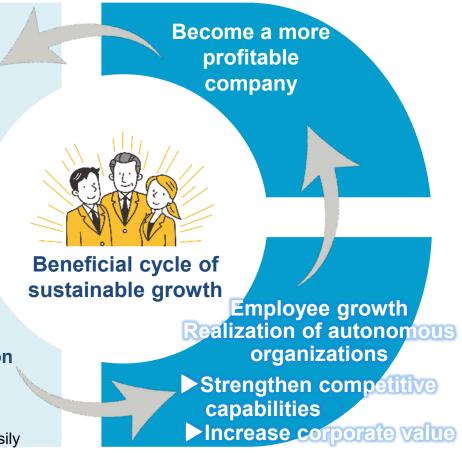
✓ We will continue proactive investment in human capital to promote sustainable corporate growth

All themes corresponding to the realization of sustainable growth

- Development of human resources capable of upholding customer trust
- Creation of an appealing company that attracts and retains workers
- Fostering of a corporate culture of continued challenges

Proactive investment in human capital

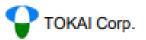
- ■Strengthen development of human resources who will drive growth
 - · DX human resources who drive transformation
 - High-level expert human resources who support our service front lines
 - · Next generation leaders for each business
- Review of the status of human resource systems and organization to increase employee satisfaction
 - Establishment of remuneration and evaluation systems that are commensurate with employees results and efforts
- Promotion of diversity, equity and inclusion (DE&I)
 - Creation of environments where diverse human resources can participate
 - Creation of workplaces where anyone can work easily through work style reforms



Basic policy 5

Implement balanced growth investments and shareholder returns

Implementing Balanced Growth Investments and Shareholder Returns



- √ We will proactively conduct balanced growth investment and shareholders returns to enhance capital efficiency.
- ✓ For shareholder returns, we will aim for a total return ratio of 70% or higher over the cumulative three-year period

Cash allocation plan under the new shareholder return policy (cumulative three-year total)

 Conduct additional growth investments within an appropriate scope of the capital composition

 Generate stable operating cash flow from recurring revenue business Cash in

Utilization of cash on hand and interestbearing debt Approx. ¥7.0bn

Operating cash flow creation
Approx. ¥30.0bn

Cash out

New investments Approx. ¥10.0bn

Investment for maintaining and expanding existing business
Approx. ¥15.0bn

Shareholder returns
Approx. ¥12.0bn

Growth investments

See P.33 for details

New investment (Growth investments other than the capital investments listed below)

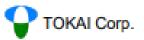
Investment to maintain and expand existing businesses (Capital investment)

Shareholder returns

See P.34 for details

- In addition to stable dividends, consider flexible treasury share acquisitions
- Aim for a total return ratio of over 70% over the cumulative three-year period

Growth Investments



- √ We are allocating a new investment budget of ¥10.0 billion, primarily for new business development and for mergers and acquisitions in the elderly care equipment business
- ✓ We will continue to invest in expanding the foundation of our rental business, while proactively promoting system investments and new store openings aimed at improving profitability

New investment

(growth investment allocation other than the capital investments below)

Approx. ¥10.0bn

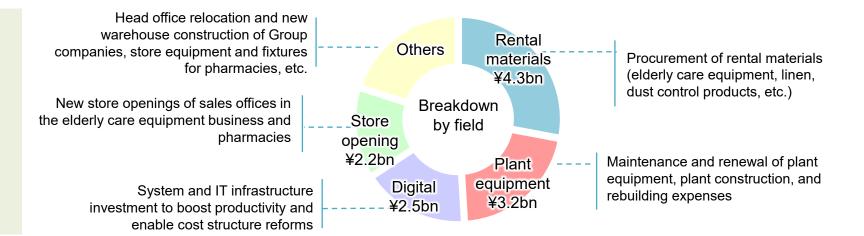
<Investment in fields to help realize a health and longevity society>

- Investment in new business development domains (P.24)
- · M&A in growth driver fields such as the elderly care equipment business (P.16)
- Research and development, M&A, and strategic alliances to expand and strengthen our business foundation

Investment for maintaining and expanding existing business

(capital investment)

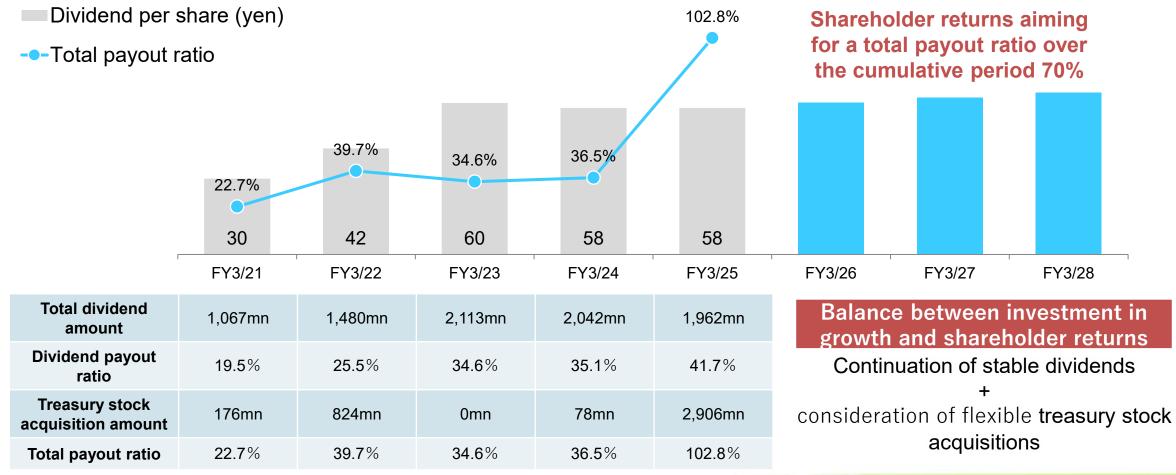
Approx. ¥15.0bn

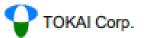


Shareholder Returns



- ✓ We will aim for a total return ratio of 70% or higher over the cumulative period (approx. 50% over the cumulative period of the previous medium-term management plan)
- ✓ Prioritizing the continued payment of stable dividends, we will consider shareholder return measures such as flexible treasury stock acquisitions, aiming to achieve an appropriate capital composition





For inquiries regarding these materials and other IR matters:

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Caution Regarding Forecasts

These materials contain predictions and forecasts regarding the future. These reflect the judgment of the Company based on information currently available, and they include potential risks and uncertainties. Therefore, please understand that changes in various factors could cause the actual results to be different from the forecasts herein.