

## UNOFFICIAL TRANSLATION

Although the Company pays close attention to provide English translation of the information disclosed in Japanese, the Japanese original prevails over its English translation in the case of any discrepancy.



February 10, 2026

Company name:	Japan Post Holdings Co., Ltd.
Representative:	NEGISHI Kazuyuki Director and Representative Executive Officer, President & CEO (Code number: 6178, Prime Market of the Tokyo Stock Exchange)
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### **Completion of receiving the administrative dispositions execution notice concerning deficiencies in roll call operations**

With regard to the execution of administrative dispositions relating to the incidents of unperformed roll calls announced on October 1, 2025, Japan Post Co., Ltd. (Head Office: Chiyodaku, Tokyo; President and CEO: KOIKE Shinya) discovered deficiencies in roll call operations through an internal survey conducted last fiscal year regarding the execution status of roll call operations. As a result, the company underwent a special audit by the Regional Transport Bureaus of the Ministry of Land, Infrastructure, Transport and Tourism concerning the light cargo vehicle transportation business.

As a result of this audit, suspension of certain vehicles under the jurisdiction of the relevant bureaus will commence from October 8, 2025, and on February 10, 2026, we received the final administrative dispositions notice related to the series of deficiencies in roll call operations based on the audit.

As of today, among the post offices subject to the audit, 1,862 offices have received notices of execution of administrative dispositions for vehicle usage suspension. Of the offices subject to administrative dispositions, 98% (1,822 offices) will complete the suspension of certain vehicles by the end of fiscal 2025. The remaining 2% (40 offices) will continue to have some vehicles suspended into fiscal 2026, but this is expected to conclude by June 1, 2026.

To date, under the strong leadership of the President and CEO, we have been implementing recurrence prevention measures focused on (1) reforming awareness through training other means, (2) improving workplace management awareness and environment, and (3) strengthening governance systems, in order to ensure proper roll call operations and eradicate drunk driving. We would like to once again sincerely apologize for the great concern and anxiety caused to our customers who use our postal and parcel services, as well as all other related parties, due to the occurrence of deficiencies in roll call operations.

We will continue to reliably implement these recurrence prevention measures, and as a transportation provider, we are fully committed to restoring trust by maintaining and improving systems to ensure thorough roll call operations and the safety of operations, drivers, and customers. In addition, under our commitment to ensuring the safety of our customers and employees, we will continue to provide reliable and appropriate transportation services for the important postal items and parcels entrusted to us.

The impact of this matter on Japan Post Holdings Co., Ltd.'s financial results continues to be under review. We will promptly notify the public if any matters arise that should be disclosed relating to this impact.