



The Nomura Real Estate Group's Stance on Sustainability

Our Group Vision represents the Nomura Real Estate Group's corporate philosophy. It was determined by the Board of Directors in order to set out the goals that the Group aims to achieve under its mid- to long-term business plan entitled “New Value, Real Value.” In addition, the Group set the Four Key Themes for Sustainability: “Safety and Security,” “Environment,” “Community,” and “Health and Well-being;” two Promotion Foundations: “Human Resources and “Management Structure.” Based on these, the Group promotes management strategies and sustainability in an integrated manner.

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The Nomura Real Estate Group's Stance on Sustainability

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Business and Sustainability >

Learn about the Group's responses to stakeholder expectations and social issues in relation to each of its business activities.

Special Features in the Past >

Find articles featured in the Group's past sustainability Reports.

Sustainability Management

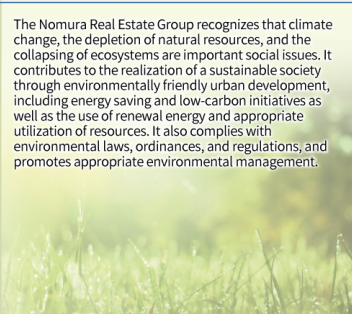




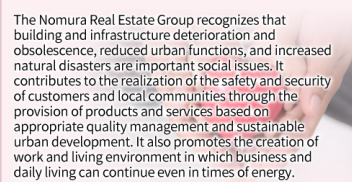



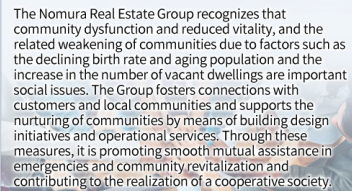



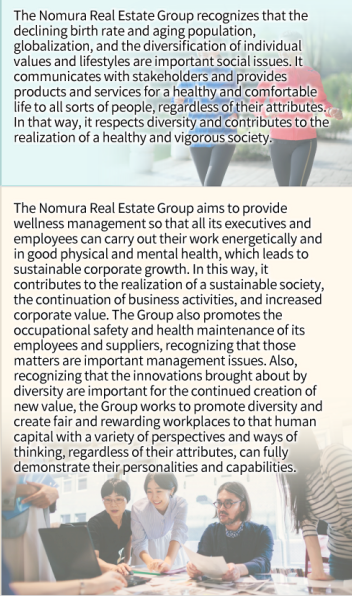











Sustainability Management and Sustainability Policies and Objectives

In April 2020, the Group established the Sustainability Management Department to strengthen and promote its sustainability activities. In addition, after reviewing the meeting system, we established the Sustainability Committee in April 2020, and it has been chaired since April 2021 by the president and Group CEO of Nomura Real Estate Holdings. The committee checks progress on the initiatives for Sustainability Policies and the Objectives and deliberates and makes decisions on activity plans. In fiscal 2020, the Sustainability Committee discussed the Group's Sustainability Policy, response to climate change and Human Rights Policy. The results are reported to the Board of Directors and the Management Committee twice a year before being reflected in management plans and business activities.

The Sustainability Committee met three times in fiscal 2020, while the Sustainability Subcommittee, a group set up to stimulate internal discussion, the Environmental Subcommittee and the Human Rights Subcommittee had 13 meetings in total. The Sustainability Management Department continues to promote the Group's sustainability activities and to improve each of them through PDCA cycles.



Nomura Real Estate Group's Policy on Sustainability(Based on the Four Key Themes for Sustainability as of March 31 2022)

	Sustainability Theme	Group Policy	Material Issues	Group Targets / Indicators	Related SDGs	
Environment	Environment	<p>The Nomura Real Estate Group recognizes that climate change, the depletion of natural resources, and the collapsing of ecosystems are important social issues. It contributes to the realization of a sustainable society through environmentally friendly urban development, including energy saving and low-carbon initiatives as well as the use of renewable energy and appropriate utilization of resources. It also complies with environmental laws, ordinances, and regulations, and promotes appropriate environmental management.</p> 	Enhancement of environmental management	Acquiring of advanced environmental management certification (DBJ Green Building, LEED, CASBEE, etc.)	   	
			Responding to climate change	Reducing CO ₂ emissions		Promoting solar power generation
			Effective utilization of water resources	Reducing energy use		Reducing water usage
			Consideration for biodiversity	Acquiring biodiversity certification (ABINC / JHEP / SEGES)		Reducing waste discharge
Society	Four Key Themes	<p>The Nomura Real Estate Group recognizes that building and infrastructure deterioration and obsolescence, reduced urban functions, and increased natural disasters are important social issues. It contributes to the realization of the safety and security of customers and local communities through the provision of products and services based on appropriate quality management and sustainable urban development. It also promotes the creation of work and living environment in which business and daily living can continue even in times of energy.</p> 	Improved safety/security in design and construction	Complying with design and construction standards and quality manuals	  	
			Improved quality of safety/security in operation and management	Improved management quality and expanding after-sales service		Proving of long life and high durability products and services
			Initiatives for longer life and increased durability	Expanding of disaster preparedness		
			Safety and security in disasters			
Society	Two promotion foundations	<p>The Nomura Real Estate Group recognizes that community dysfunction and reduced vitality, and the related weakening of communities due to factors such as the declining birth rate and aging population are important social issues. The Group fosters connections with customers and local communities and supports the nurturing of communities by means of building design initiatives and operational services. Through these measures, it is promoting smooth mutual assistance in emergencies and community revitalization and contributing to the realization of a cooperative society.</p> 	Care for and activation of communities	Expanding of planning and design for revitalization of communities	  	
			Response to aging population and diversity, and health support	Promoting universal design		Supporting health and increasing healthy life expectancy
			Improved customer satisfaction and comfort	Promoting communication to improve customer satisfaction		Improving comfort
			Health and Well-being			
Governance	Management Structure	<p>The Nomura Real Estate Group aims to provide wellness management so that all its executives and employees can carry out their work energetically and in good physical and mental health, which leads to sustainable corporate growth. In this way, it contributes to the realization of a sustainable society, the continuation of business activities, and increased corporate value. The Group also promotes the occupational safety and health maintenance of its employees and suppliers, recognizing that those matters are important management issues. Also, recognizing that the innovations brought about by diversity are important for the continued creation of new value, the Group works to promote diversity and create fair and rewarding workplaces to that human capital with a variety of perspectives and ways of thinking, regardless of their attributes, can fully demonstrate their personalities and capabilities.</p> 	Health and safety of employees	Preventing work-related accidents	          	
			Promotion of diversity	Promoting thorough physical and mental health management		Promoting taking of paid leave
			Creation of fair and rewarding workplaces	Preventing overwork		Promoting active participation by women
			Improvements to human capital	Supporting childcare and nursing care		Promoting hiring of seniors and people with disabilities
			Supplier safety	Implementing fair assessment and compensation		Improving employee satisfaction
			Supplier safety	Improving employee satisfaction		Enhancing cultivation of human capital
			Supplier safety	Complying with CSR procurement guidelines		Ensuring supplier safety
			Supplier safety	Ensuring supplier safety		Ensuring diversity in Board of Directors
			Supplier safety	Ensuring supplier safety		Observing compliance requirements
			Supplier safety	Ensuring supplier safety		Implementing thorough risk management
Supplier safety	Ensuring supplier safety	Implementing thorough human rights training				
Supplier safety	Ensuring supplier safety	Compliance with CSR procurement guidelines				

Reflecting Sustainability and ESG Perspectives in Director Compensation

From fiscal 2019 onward, the Group now requires that directors have a strong awareness of the need to adapt to changes in society and the needs of the times under their selection criteria. The Group has also incorporated the sustainability/ESG perspectives, such as climate change, into decisions on director compensation. Directors are assigned roles that reflect the sustainability/ESG perspectives. In determining the amount of compensation, variable compensation is calculated based on their performance results.

[📄 Please click here for details on officers' compensation plan.](#)

Materiality determination process

Process of Determining the Four Key Themes as of March 31, 2022.

In fiscal 2015, the Group's four key themes were determined through the following process.



Step 1. Examine social issues extensively

Social issues were broadly identified using international frameworks such as ISO 26000 and the GRI G4 Guidelines as references.

Candidate key themes were selected from among those social issues that are closely related to the Group's business.

Step 2. Identify key themes for the Group

The CSR Committee (current Sustainability Committee) discussed the degree of impact of the candidate themes mentioned above on the Group's business (relevancy and magnitude of risk) and provisionally determined the key themes.

Step 3. Identify key themes for stakeholders

Questionnaire surveys and interviews were conducted to ask major stakeholders which social issues the Group needs to address.

Themes believed to be important to stakeholders were identified.

Major Stakeholders	Reasons for Selection	Opportunities for Dialogue	Main Topics
Customers	The trust of customers is essential for the Group to promote sustainable business activities. The Group is committed to listening to customers and meeting their expectations.	<ul style="list-style-type: none"> • Explanation of products and services • Opinion exchange • Questionnaires • Installation of special counters 	<ul style="list-style-type: none"> • Safety/Security • Quality enhancement • Community revitalization • Universal design

Employees	Employees are the basis of all business activities. The Group recognizes that having employees engage I their work with enthusiasm and in good physical and mental health is a source of growth for the Group's business activities and for the employees themselves.	<ul style="list-style-type: none"> • Interview with the Human Resources Division and supervisors • Labor-management talks • Group/Company newsletters 	<ul style="list-style-type: none"> • Diversity • Work style reform • Mi- to long-term careers
Local Communities	The Group believes that working with local communities is important for promoting sustainable business. It also recognizes he importance of confronting the issues faced by local communities and engaging in dialogue with them to encourage community revitalization.	<ul style="list-style-type: none"> • Opinion exchange • Questionnaires 	<ul style="list-style-type: none"> • Community revitalization • Environmental conservation
Government	Being engaged in the development business, it is essential for the Group to have partnerships with the government, including in the area of permits and approvals. To build urban areas for the future (tomorrow), the Group will promote its business activities while maintaining communication with the government.	<ul style="list-style-type: none"> • Opinion exchange 	<ul style="list-style-type: none"> • Community revitalization • Environmental conservation • Compliance
Suppliers	All of the Group's business activities are supported by suppliers. The Group recognizes its mission as creating healthy and pleasant working environments for all suppliers.	<ul style="list-style-type: none"> • Opinion-sharing on the Procurement Guidelines • Safety Conference 	<ul style="list-style-type: none"> • Planning and design of products and services • Quality control • Compliance
Shareholders and Investors	The Group recognizes that the understanding and trust of its shareholders and investors is essential for conducting sustainable business activities. It will promote appropriate information disclosure and communication.	<ul style="list-style-type: none"> • General shareholder meeting • IR meeting • Reports 	<ul style="list-style-type: none"> • Settlement and financial status • Mid- to long-term business strategies

Step 4. Finalize four key themes

Based on the perspectives of both stakeholders and the Group, candidate themes were mapped according to their importance and the four key themes were selected.



In regard to the four key themes, social issues, primary reasons, the Group's approach, and related strategies and so on were clarified.

Safety/Security	
Stakeholders	Employees, suppliers, customers, local communities
Major Social Issues	Obsolescence and aging of buildings and infrastructure, deterioration of urban functions, increase in natural disasters
Primary Reasons	<ul style="list-style-type: none"> ■ The Group's business significantly requires natural resources and energy, and environmental issues have an impact on business continuity ■ In addition to improving the aging and obsolescence of buildings, it is necessary to increase life spans and enhance durability into the future
The Group's Approach	<ul style="list-style-type: none"> ■ Contribute to the realization of safety and security for customers and local communities through the provision of products and services based on appropriate quality control and sustainable community development. ■ Promote the development of work and living environments that allow for business continuity and normal life activities during emergencies.
Environment	
Stakeholders	Employees, suppliers, customers, local communities
Major Social Issues	Global warming, climate change, depletion of natural resources, degradation of ecosystems
Primary Reasons	<ul style="list-style-type: none"> ■ As the Group's business uses large amounts of natural resources and energy, environmental issues significantly impact business continuity ■ Environmental problems are major issues that affect not only the Group's business, but also the livelihoods and businesses of stakeholders
The Group's Approach	<ul style="list-style-type: none"> ■ Contribute to the realization of sustainable societies through urban development with environmental care such as initiatives toward energy efficient and low carbon society, renewable energy use, and appropriate use of resources. ■ Comply with environmental laws and regulations and promote the implementation of appropriate environmental management.
Community	
Stakeholders	Employees, suppliers, customers, local communities
Major Social Issues	Community failure, decline in dynamism, and weakening of ties due to declining birth rate, aging population, or increasing number of vacant homes

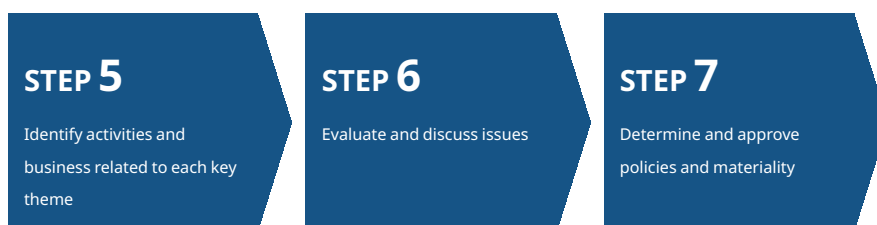
Primary Reasons	<ul style="list-style-type: none"> ■ Sound functions of and independent actions by communities are essential for sustainable urban development ■ Developing sound communities requires support in the form of design and services
The Group's Approach	<ul style="list-style-type: none"> ■ Support community development by encouraging connections between customers and local society through our building design measures and operation services. ■ Contribute to the creation of harmonious societies by promoting effective mutual assistance in emergencies as well as neighborhood and community revitalization.
Health and Well-being	
Stakeholders	Employees, suppliers, customers, local communities
Major Social Issues	Declining birth rate, aging population, globalization, diversification of individual values and lifestyles
Primary Reasons	<ul style="list-style-type: none"> ■ The health and comfort of each individual is important for cities and communities to be sustainable ■ Support in the form of design and services is necessary for individuals with various attributes to live independently and comfortably
The Group's Approach	<ul style="list-style-type: none"> ■ Leverage communication with stakeholders to provide products and services that enable people to live healthy and comfortable lives regardless of their diverse attributes. ■ Contribute to the realization of a healthy and vibrant society with mutual respect for diversity.

We sorted the relevance of four key themes for sustainability with four value creation initiatives, which have been determined by the Mid- to Long-term Business Plan (from the fiscal year ended March 31, 2020 to the fiscal year ending March 31, 2028)

	Safety and Security	Environment	Community	Health and Well-being
(1) Realization of enriched lifestyles and workstyles	Develop new asset brands (shared offices, hotels, etc.) that ensure high quality.	Achieve both environmental friendliness and spatial warmth by promoting switch to timber for buildings with use of domestic materials.	Realize a community that accepts diverse lifestyles and workstyles.	Provide products and services designed to increase healthy lifespan and urban development with consideration given to diversity.
(2) Multifunctional urban development aiming for exceptional convenience, comfort, and safety	Improve the safety and security of buildings including disaster responses and thoroughly implement quality control.	Provide comfortable spaces that can adapt to changes in the environment such as global warming and respond to natural disasters.	Multifunctional urban development providing convenience such as urban compact towns.	Urban development that allows diverse people including seniors to lead healthy and comfortable lives.

(3) Urban development and community building concerning the future of the global environment and local communities	Enhance repair construction and maintenance to extend building lifespans and durability.	Enhance the environmental performance, acquire green building certification, and improve environmental consciousness and customer services through energy-related businesses.	Build systems and expand products and services to create sustainable communities.	Provide various programs to local residents by creating an open community based on the BE UNITED concept.
(4) Global expansion of high-quality products and services	Globally expand high-quality products and services that realize safety/security.	Globally expand buildings with high environmental value and operation business.	Globally expand urban development with consideration to communities and leveraging knowledge related to community revitalization.	Globally expand urban development that allows diverse people to lead healthy and comfortable lives.
Corresponding GRI Standards	Effluents and waste, customer health and safety	Energy, water, biodiversity, emissions, effluents and waste, supplier environmental assessment	Indirect economic impact, local communities, supplier social assessment	Diversity and equal opportunity
Main Related SDGs				

Process of Determining the Sustainability Policies and Objectives(Based on the Four Key Themes for Sustainability as of March 31 2022)



Step 5. Identify activities and business related to each key theme

Following interviews with business divisions, business and operations related to the Four Key Themes were identified and investigated with the business units.

Step 6. Evaluate and discuss issues

Issues relating to the environment, society, and governance within international frameworks and responsible investment were clarified.

Step 7. Determine and approve policies and materiality

Following deliberation by the CSR Committee (current Sustainability Committee), the Group-wide Sustainability Objectives were determined. The Sustainability Objectives were approved by the Nomura Real Estate Holdings Board of Directors.

[Nomura Real Estate Group's Policy on Sustainability](#)

Results of The Sustainability Policies and Objectives(Based on the Four Key Themes for Sustainability as of March 31 2022)

Sustainability Theme	Material Issues	Group Targets / Indicators
Four Key Themes		
Environment	Enhancement of environmental management	Acquiring of advanced environmental management certification (DBJ Green Building, LEED, CASBEE, etc.) Enhancement of environmental management
	Responding to climate change	Reducing CO ₂ emissions Responding to climate change
		Promoting solar power generation Responding to climate change
		Reducing energy use Responding to climate change
	Effective utilization of water resources	Reducing water usage Effective utilization of water resources
	Consideration for biodiversity	Acquiring biodiversity certification (ABINC / JHEP / SEGES) Consideration for biodiversity
	Appropriate utilization of resources and pollution control	Reducing waste discharge Appropriate utilization of resources and pollution control
Promoting use of domestic/certified timber Appropriate utilization of resources and pollution control		

Safety/Security	Improved safety/security in design and construction	Complying with design and construction standards and quality manuals ☐ Improved safety/security in design and construction
	Improved quality of safety/security in operation and management	Improved management quality and expanding after-sales service ☐ Improved quality of safety/security in operation and management
	Initiatives for longer life and increased durability	Proving of long life and high durability products and services ☐ Initiatives for longer life and increased durability
	Safety and security in disasters	Expanding of disaster preparedness ☐ Safety and security in disasters
Community	Care for and activation of communities	Expanding of planning and design for revitalization of communities ☐ Care for and activation of communities
		Supporting revitalization of communities in operations and management ☐ Care for and activation of communities
Health and Well-being	Response to aging population and diversity, and health support	Promoting universal design ☐ Response to aging population and diversity, and health support
		Supporting health and increasing healthy life expectancy ☐ Response to aging population and diversity, and health support
	Improved customer satisfaction and comfort	Promoting communication to improve customer satisfaction ☐ Improved customer satisfaction and comfort
		Improving comfort ☐ Improved customer satisfaction and comfort
Two promotion foundations		
Human Resources	Health and safety of employees	Preventing work-related accidents ☐ Health and safety of employees
		Promoting thorough physical and mental health management ☐ Health and safety of employees
		Promoting taking of paid leave ☐ Health and safety of employees
		Preventing overwork ☐ Health and safety of employees
	Promotion of diversity	Promoting active participation by women ☐ Promotion of diversity
		Supporting childcare and nursing care ☐ Promotion of diversity

		Promoting hiring of seniors and people with disabilities <input type="checkbox"/> Promotion of diversity
	Creation of fair and rewarding workplaces	Improving employee satisfaction <input type="checkbox"/> Creation of fair and rewarding workplaces
	Improvements to human capital	Enhancing cultivation of human capital <input type="checkbox"/> Improvements to human capital
	Supplier safety	Ensuring supplier safety <input type="checkbox"/> Supplier safety
Management Structure	Improved supplier management	Compliance with CSR procurement guidelines <input type="checkbox"/> Improved supplier management




Dialogue with Stakeholders

Approach and Policies

We serve a wide range of stakeholders through the Group’s products and services, and our mission is to operate the organization sustainably. Our responsibility, therefore, is to achieve the SDGs and resolve social and environmental issues that could pose risks to the Group’s business. We enhance our communication with stakeholders to listen and respond better to requests and expectations from all of them, and we strive to earn their trust toward attaining a prosperous co-existence and co-creating shared value.

Overview of Stakeholder Engagement

The Group endeavors to engage in good-faith communications and build trusting relationships with stakeholders.

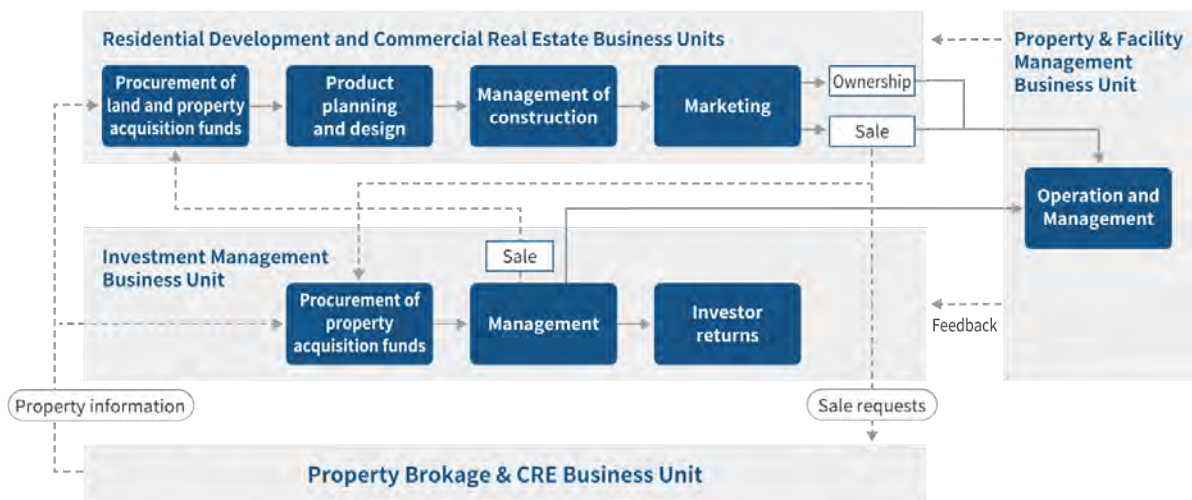
 Means for Dialogue	 Main Issues Raised	 Responses
Customers		
<ul style="list-style-type: none"> - Explanation of products and services - Opinion exchange - Questionnaires - Installation of special counters 	<ul style="list-style-type: none"> - Revitalize communities and improve the image among residents of neighboring communities - Give consideration to ecosystems and select highly sustainable materials 	<ul style="list-style-type: none"> - Revitalization of communities based on the BE UNITED initiative - Acquisition of biodiversity certification - Proactive use of domestic/certified lumber - Incorporation of questionnaire results in operations and services
Employees		
<ul style="list-style-type: none"> - Interview with the Human Resources Division and supervisors - Labor-management talks - Group/Company newsletters 	<ul style="list-style-type: none"> - Revitalize communities to give rise to new services and businesses - Provide healthcare facilities and comfortable spaces for the growing number of senior citizens 	<ul style="list-style-type: none"> - Revitalization of communities based on the BE UNITED initiative - Promotion of barrier free/universal design - Reinforcement of business targeting senior citizens
Suppliers		

<ul style="list-style-type: none"> - Opinion-sharing on the Procurement Guidelines - Safety Conference (once a year) 	<ul style="list-style-type: none"> - Safety and security are the foundation of real estate as social infrastructure - Community development initiatives accompanied by health and well-being Initiatives 	<ul style="list-style-type: none"> - Observance of the Design and Construction Standards and the Quality Manual - Observance of the Building Management Quality Assessment Guidelines - Deeper imprinting of the Procurement Guidelines
Shareholders and Investors		
<ul style="list-style-type: none"> - General shareholder meeting - IR meeting - ESG meeting - Reports 	<ul style="list-style-type: none"> - Safe and secure real estate is a need of society and customers - Develop vibrant communities 	<ul style="list-style-type: none"> - Provision of Nomura Real Estate's facilities for disaster victims - Observance of the Design and Construction Standards and the Quality Manual - Revitalization of communities based on the BE UNITED initiative
CSR experts (on socially-responsible investment, environmental issues, etc.)		
<ul style="list-style-type: none"> - Third-party opinions - Questionnaires 	<ul style="list-style-type: none"> - Seek both environmental and economic performance - Nomura Real Estate's focus on safety and security will further raise corporate value 	<ul style="list-style-type: none"> - Enhancement and promotion of the structure and activities for sustainability management - Enhancement of financial and non-financial KPIs
NPOs and NGOs (on environment, community, architecture, etc.)		
<ul style="list-style-type: none"> - Opinion exchange - Questionnaires 	<ul style="list-style-type: none"> - Expecting initiatives for senior citizens' households to be implemented as the number of senior citizens increases - Environmental impact from building construction and demolition activities is significant 	<ul style="list-style-type: none"> - Reinforcement of the business targeting senior citizens - Design development for revitalizing communities - Use of materials with high durability and equally durable methods for new construction, and prolongation of the large-scale repair work cycle

Business and Sustainability

Through its business activities, the Nomura Real Estate Group addresses social issues that require consideration. It meets the expectations of stakeholders and implements Sustainability initiatives.

Business Activities of the Nomura Real Estate Group



Business Activities	Main Activities	Major Stakeholders	Response to Major Social Issues
Acquisition of Land and Properties, and Capital Procurement	<ul style="list-style-type: none"> Investigation of properties Real estate appraisal Environmental assessment Negotiation and bidding Contract execution Capital procurement etc. 	<ul style="list-style-type: none"> Sellers Brokers Financial institutions Investors Real estate appraisers Employees etc. 	<ul style="list-style-type: none"> Care for and Activation of Communities Improved Supplier Management

Business Activities	Main Activities	Major Stakeholders	Response to Major Social Issues
Planning and designing products	<ul style="list-style-type: none"> • Administration of questionnaires to customers and local communities • Planning of products • Design etc. 	<ul style="list-style-type: none"> • Customers • Local communities • NPOs • Design companies • Government agencies • Employees etc. 	<ul style="list-style-type: none"> • Enhancement of Environmental Management • Improved Safety and Security in Design and Construction • Initiatives for Longer life and increased Durability • Safety and Security in Disasters • Care for and Activation of Communities • Response to the Aging Population and Diversity and Support for Health • Improved Customer Satisfaction and Comfort • Improved Supplier Management
Managing construction	<ul style="list-style-type: none"> • Supervising construction • Quality control • Cost management • Briefings for local residents etc. 	<ul style="list-style-type: none"> • Customers • Local communities • Construction companies • Employees etc. 	<ul style="list-style-type: none"> • Responding to Climate Change • Effective Utilization of Water Resources • Consideration for Biodiversity • Appropriate utilization of resources and pollution control • Improved Safety and Security in Design and Construction • Safety and Security in disasters • Care for and Activation of Communities • Supplier Safety • Improved Supplier Management
Sales and tenant recruiting	<ul style="list-style-type: none"> • Marketing • Preparing website and pamphlets • Advertising • Offering explanations of material matters • Contract execution etc. 	<ul style="list-style-type: none"> • Customers • Local communities • NPOs • Judicial scriveners • Employees etc. 	<ul style="list-style-type: none"> • Response to Aging Population and Diversity and Support for Health • Improved Customer Satisfaction and Comfort

Business Activities	Main Activities	Major Stakeholders	Response to Major Social Issues
Investments and Investor Returns	<ul style="list-style-type: none"> • Fund formation • Property management • Asset management etc. 	<ul style="list-style-type: none"> • Investors • Customers • Financial institutions • Property management companies • Local communities • Employees etc. 	<ul style="list-style-type: none"> • Enhancement of Environmental Management • Responding to Climate Change • Effective Utilization of Water Resources • Appropriate utilization of resources and pollution control • Improved Quality of Safety and Security in Operation and Management • Safety and Security in Disasters • Care for and Activation of Communities • Improved Supplier Management
Operations and management	<ul style="list-style-type: none"> • Property management • Asset management • Management and repair works, operation of sports clubs and elderly housing with supportive services etc. 	<ul style="list-style-type: none"> • Customers • Local communities • Business owners • Service providers • Construction companies • Employees etc. 	<ul style="list-style-type: none"> • Responding to Climate Change • Effective Utilization of Water Resources • Appropriate utilization of resources and pollution control • Improved Quality of Safety and Security in Operation and Management • Safety and Security and in Disasters • Care for and Activation of Communities • Response to Aging Population and Diversity and Support for Health • Supplier Safety • Improved Supplier Management
Brokerage and CRE	<ul style="list-style-type: none"> • Investigation of properties • Real estate appraisal • Environmental assessment • Offering explanations of material matters • Contract execution etc. 	<ul style="list-style-type: none"> • Customers • Brokers • Financial institutions • Real estate appraisers • Judicial scriveners • Employees etc. 	<ul style="list-style-type: none"> • Care for and Activation of Communities • Response to Aging Population and Diversity and Support for Health • Improved Customer Satisfaction and Comfort

Response to social issues relating to human resources and management structures are the Sustainability foundations, and are therefore related to all of our business activities.

Our response to social issues relating to human resources and management structure serves as the basis of our promotion foundation for sustainability and therefore affects all of the Group's business activities.

Provision of Sustainable Products and Services

We deliver sustainable products and services that help society overcome challenges.

Key Themes	Products and Services
 <p>Environment</p>	<ul style="list-style-type: none"> ☐ Introduction of the “YUKAFULL” floor air-conditioning system ☐ News Release (Japanese only) ☐ Development of net zero energy homes (ZEH) in condominiums ☐ News Release (Japanese only) (Initiatives of Residential Development Business) ☐ News Release (Japanese only) (Initiatives of Commercial Real Estate Business) ☐ Proactive use of wood materials made in Japan ☐ News Release (Japanese only) ☐ Urban development for reducing CO₂ emissions in Proud City Hiyoshi ☐ News Release (Japanese only)
 <p>Safety and Security</p>	<ul style="list-style-type: none"> ☐ Provision of re:Premium, a service designed to lengthen large-scale repair work cycles at PROUD condominiums ☐ News Release (Japanese only) ☐ Announcement of Attractive 30, a service designed to lengthen the cycle of large-scale repair work for condominiums and provide long-lasting safety and security ☐ News Release (Japanese only) <p>Initiatives to provide customers and residents with safety and security against COVID-19</p> <ul style="list-style-type: none"> ☐ Special Feature: Response to COVID-19 ☐ News Release (Japanese only)
 <p>Community</p>	<ul style="list-style-type: none"> ☐ Revitalization of communities based on the BE UNITED Initiative ☐ News Release (Japanese only)
 <p>Health and Wellbeing</p>	<ul style="list-style-type: none"> ☐ Development of Health-conscious Senior Rental Housing with the Aim of Extending Healthy Lifespans ☐ News Release (Japanese only) ☐ Kodomo Mirai Project promotes sports activities and community revitalization and was designed to nurture spiritually rich children ☐ News Release (Japanese only) ☐ Promoting increases in healthy lifespan through the Fitness Business ☐ News Release (Japanese only)

Special Feature Archives

FY2020



Response to COVID-19

Measures taken in response to COVID-19