



CSR priority theme

Safety and Security

Demand is on the rise for better real estate safety and security. This includes efforts to ensure natural disaster readiness, measures to address aging real estate stock, and expectations concerning urban revitalization.

The Nomura Real Estate Group is engaged in the technical aspects of this pursuit in ways that include ensuring building quality by deploying state-of-the-art technologies and satisfying our own quality control standards and improving the city functions in urban development projects. Non-technical efforts involve bolstering disaster prevention plans, BCPs, and after-sales services. Through these efforts, we seek to ensure safety and security for customers and communities.

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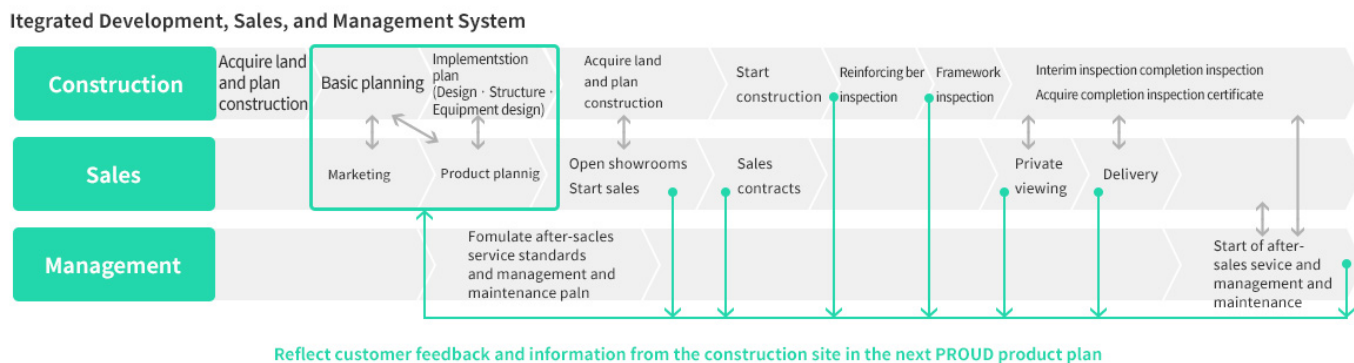
CSR | Safety and Security

Building Safety and Security (PROUD Condominiums)

Quality Improvement Initiatives

Integrated Development, Sales, and Management System

The Nomura Real Estate Group provides a complete range of integrated residential services, from development to after-sales maintenance. This commitment to tightly integrated services enables the Group to accurately grasp the opinions and preferences of its customers at each stage. As a result, we can better meet the needs of the market as we utilize feedback to improve subsequent product development.



Condominium Design Standards and Condominium Manual

Nomura Real Estate Development has established proprietary design and construction standards, including its Condominium Design Standards, Condominium Design Manual (Structure, Construction, Facilities), and After-sales Service Standards. These manuals and standards are distributed to all construction companies and other business partners, and efforts are made to increase awareness about these by holding regular seminars. The goal of these activities is to ensure the supply of high-quality, safe, and secure housing.



Condominium Design Standards and Condominium Manual

Deploying a Long-Period Ground Motion Countermeasure for the Shinjuku Nomura Building

The diagram illustrates the structural components and load path of a building. At the top is a grey rectangular block representing the roof, labeled "700 ton weight". Below it is a network of blue and yellow structural members. A yellow member is labeled "Oil dumper", and a blue member is labeled "Oil buffer". The entire structure is supported by a grid of blue vertical columns, with one column labeled "Frame". At the bottom, a grey rectangular block represents the foundation, labeled "Subsides for resistance".

700 ton weight
To make them transportable via elevators, they're split into plates. This minimizes the transporting of building materials from the outside.

Oil dumper

Oil buffer

Frame

Subsides for resistance
This supports the weights when small deformations occur, and even over-actives against wind induced sway.

Long slider
These support weights when large deformations occur.

Usage of "Standard Specifications"

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Construction Progress Reporting

With a view to making known the safety, security, and quality provided by our PROUD condominiums, Nomura Real Estate Development uses a special website to provide construction progress reports to our contract holders. The site provides monthly updates on construction progress and provides information about the main work being performed at each stage of construction.



Site for Contract Holders

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Safety and Security after a Sale

Improving After-Sales Services

■ National Customer Conference

Every year, Nomura Real Estate Development hosts the National Customer Conference as a means to enhance after-sales services in its housing business. After-sales service personnel from our branches around the nation share information about and discuss cases and problems that occurred at their offices.

■ NEXT PASS 10

Nomura Real Estate Development has run the NEXT PASS 10 paid program to respond to home needs, including problems and malfunctions, for a period of 10 years. In fiscal 2016, we launched NEXT PASS 15 in order to extend the program another five years. This service consists of equipment warranty extensions, emergency response and repair services, and long-term maintenance support. The first maintenance and support system for private floor space to be offered in the condominium industry.

■ Nomura Real Estate Relocation Service

Nomura Real Estate Development offers the Nomura Real Estate Relocation service for owners of condominium units. When owners of Nomura Real Estate condominium units in the Tokyo metropolitan area are absent from their homes for long periods due to job transfer or other reasons, we lease the vacant homes directly from the owners and sublet them as rented accommodations. The owners receive rent payments and enjoy peace of mind because they are leasing their homes to the company that originally sold the property.

■ Earnest Repair Guarantee Service

Nomura Real Estate Urban Net Co., Ltd. offers its Earnest Repair Guarantee service to bring safety and security to customers purchasing resale housing.

This service guarantees secure housing by promptly inspecting the property sold and repairing any problem areas before a brokerage agreement is signed. This service was launched in December 2012, and is now provided for some 10,000 properties.

About the Earnest Repair Guarantee Service

■ Introducing the Housing Equipment Guarantee Featuring Maintenance Support

Nomura Real Estate Urban Net Co., Ltd. has launched a guarantee program for the repair or replacement of major equipment belonging to properties purchased through a broker. The guarantee, which extends for one year after each sale, covers any breakdown or failure. Even for properties not covered by this guarantee, the company offers a service beginning 10 months after the date of sale that provides tenants with peace of mind by handling repairs in wet areas and inspecting major equipment.

Improving Quality Control

■ Managing in Accordance with the Guideline to Assessing Building Quality Control

Nomura Real Estate Partners has formulated the Guideline to Assessing Building Quality control in order to standardize and improve quality control efforts, and follows this guideline when managing its office buildings and other facilities. The guideline contains more than 400 items that pertain to topics such as quality control, legal compliance, and internal audits.

■ Promoting the Acquisition of ISO Certification

Nomura Real Estate Partners holds ISO 20000 international certification for IT service management systems (ITSMS) for services provided to three data centers (as of the end of March, 2017): Yokohama Data Center #1, Yokohama Data Center #2, and the Osaka Data Center. This marks the first time that a company in Japan's building management industry has obtained this certification.

Nomura Real Estate Development has also acquired ISO 9001: 2015 certification (an international standard for quality management systems) for design management operations pertaining to important equipment and construction management operations conducted by the facility.

Nomura Real Estate Partners has also acquired ISO 9001 certification (an international quality management system standard) for 21 properties in the office building segment and 19 complexes in the condominium segment.

ISO 14001 and ISO 50001, please see Environmental Activity Promotion Framework.

■ Regular Study Sessions Held With Partner Companies

Nomura Real Estate Partners holds study sessions with partner companies on a regular basis in an effort to prevent the recurrence of accidents and improve business quality. Discussions at these study sessions cover topics such as reporting accidents and other problems and giving improvement instructions. In fiscal 2016 we launched the East Japan Safety and Health Council and West Japan Safety and Health Council as part of the Architectural Design Office.

■ Delegation of an Adviser for the Prevention of Damage from Bank Transfer Scams

As of April 2017, 453 people from Nomura Real Estate Partners have designated by the Metropolitan Police Department as advisers in charge of preventing damage from bank transfer scams. Known as “smile supporters,” these condominium managers reach out to residents in order to raise awareness of and caution them against such scams.



Disaster Preparedness Initiatives

Disaster Preparedness Support

Advancing the "Circle Aid" Disaster Preparedness Concept

We have formulated the Circle Aid disaster preparedness concept for PROUD brand condominiums. This concept encompasses earthquake-resistant design and disaster preparedness storerooms, and assists residents in helping themselves and others when disasters strike. As part of this initiative, we have distributed guidebooks and support disaster drills.

🏠 Protect yourself. Help one another. Circle Aid

Disaster Preparedness at Managed Condominiums

Nomura Real Estate Partners provides assistance for disaster preparedness, helping condominium associations formulate and implement disaster preparedness drills and earthquake response manuals. We have also created a Disaster Preparedness Guidebook, a set of guidelines for earthquakes and power outages that is being distributed to all condominium associations contracted for management.

Disaster Preparedness Hub Set up for Office Building Tenants

The Nomura Real Estate Group is developing premium midsize offices (PMOs) for small- and medium-sized enterprises that feature the same functions and design standards found in much larger office buildings. To respond to the disaster preparedness and BCP needs of tenants in PMO series buildings, we opened N-FORT disaster preparedness hub at PMO Nihonbashi Muromachi. N-FORT houses food rations for some 2,000 people and an emergency generator that can supply power for up to 72 hours following a blackout caused by a major disaster.



PMO Nihonbashi
Muromachi

Disaster Response Drills at Office Buildings and Commercial Facilities

Nomura Real Estate Partners conducts a number of initiatives aimed at ensuring the safety of tenants and their visitors. These include holding disaster preparedness drills, assisting in the creation of earthquake and fire preparedness manuals, and running basic lifesaving certification classes for building managers.

In addition, disaster communication drills are held every month between the head office of Nomura Building Management and local sites. Once a year, a widespread disaster response drill is held. The drill involves identifying, assessing, and communicating damage levels and building a system that uses wireless devices and teleconferencing.

Sheltering of and Support for Disaster Victims through Temporary Living Accommodations for Those Unable to Return Home

The Shinjuku Nomura Building (Shinjuku Ward, Tokyo) and Nihonbashi Muromachi Nomura Building (Chuo Ward, Tokyo) have signed agreements with their respective wards to serve as temporary living accommodations for disaster victims unable to return to their homes.