

TOPIC Response to COVID-19

Basic approach to COVID-19

The Company has adhered to the policy of appropriately collaborating with employees, customers, suppliers, shareholders, and all other diverse stakeholders in consideration of their interests. In responding to COVID-19, we are taking a wide range of measures based on this policy to secure the safety of our stakeholders and prevent the further spread of infection.



Initiatives to protect people who are sustaining the Group's businesses and services

The Group aims to provide wellness management so that all of our executives and employees can work energetically in good physical and mental health, which leads to sustainable corporate growth. Based on this understanding, we take numerous measures putting the safety of our employees, parties concerned, and suppliers first.

Specific initiative examples

- Introduced stand by at home or work from home for employees other than those designated for core business
- Special paid leave for employees with children whose schools are closed
- A selection of training programs for employees to enhance their skills while they remain at home
- Guaranteed pay for condominium resident managers
- Flexible rescheduling of projects under development and giving maximum consideration to the safety and security of contractors



A group employee working from home during school closure

Click here for details on how we deal with employees

[Health and safety of employees](#)

Click here for details on how we deal with stakeholders

[Risk management](#)

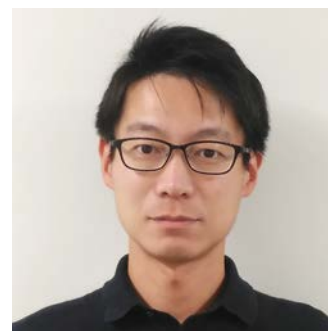
CASE1 : Management meeting safety & health standards

Measures taken in our hotel business

At the end of January 2020, when COVID-19 became a pandemic, our hotels kept ahead of its competitors to have all front desk and restaurant staff wear face masks to prevent the spread of infection among customers and employees.

In addition, we formulated the Nomura Real Estate Group Hotels Safety & Cleanliness Policy based on the guidelines set by an industry association in Japan, among others. Our hotels also became the first hotels in Japan to acquire the SAFEGUARD Label, demonstrating that they meet the international safety and health standards set by Bureau Veritas, one of the world's leading testing, inspection, and certification services providers.

Acquisition of the label reassured us of the high rating given to the safety and health measures of our Group hotels. Also, through our preparation to acquire the label, we were able to strengthen our commitment to deliver safety and security to our customers through our concerted efforts.



Akira Kawatsuji

Commercial Real Estate

Development

& Management Division II

Nomura Real Estate Development



Serving customers while wearing a face mask



Performing thorough disinfection

CASE2 :Maintaining residents' healthy lifestyles

Initiatives at OUKAS, elderly housing with supportive services

Amid COVID-19, we are giving top priority to providing a safe and secure living environment for our residents, while focusing especially on maintaining their healthy lifestyle.

Specifically, to prevent the spread of infection, we thoroughly disinfected our facility, ensured ventilation, prohibited face-to-face seating in the dining room, and changed our health management service from group-based programs to individual programs, while providing healthy meals and an environment for getting some exercise. In addition, we divided our operation staff into two teams in an effort to reduce the risk of infection, giving full consideration to the health of our employees.

Currently, we are devising ways to continue providing services while dealing with COVID-19. We have resumed group-based programs in our health management service with various measures taken against COVID-19, such as offering online programs alongside in-person programs and setting rules for participation.



Yasutomo Nakamura

OUKAS Funabashi Manager

Nomura Real Estate Wellness



Online yoga lesson



Online broadcasting within the facility



Coping with COVID-19

CASE3 : Pursuit of well-being

Initiatives at MEGALOS fitness clubs

In response to the government's declaration of the state of emergency, we had no choice but to close our fitness clubs, but we continued providing services in new ways and strived to maintain our valued bonds with our customers by distributing online training videos and live lessons and having our instructors send letters to junior members.

Meanwhile, we also offered online training programs to our employees during the closure to enable them to provide our customers with enhanced services.

After reopening the fitness clubs, we have been disinfecting and cleaning our facilities and applying anti-virus coating. We also introduced anti-virus filters and installed an automatic thermometer at facility entrances in an effort to create an environment where our customers can come with peace of mind.



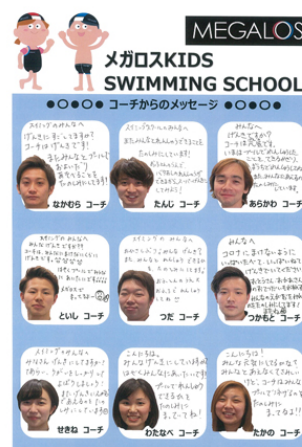
Asami Yamazaki

MEGALOS Soka Manager

Nomura Real Estate Life & Sports



Introduced online lessons



Instructors and junior members sent letters to each other

