



Key Themes of Materiality

Community

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 and the increase in the number of vacant dwellings 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. In addition, when conducting real estate and urban development, we take into consideration the impact on the living and business environments of people in the local communities and endeavor to create ongoing and trusting relationships with our stakeholders.

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Care for and Activation of Communities

Group Policy

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Management

The officer responsible for quality management and architectural design has been put in charge of this issue for the Group, and we are carrying out measures to consider and support the revitalization of communities. In addition, the Sustainability Committee, which comprises Nomura Real Estate Holdings and Group company directors and others and is chaired by the Nomura Real Estate Holdings president and Group CEO, deliberates on and decides related policies and action plans. The Sustainability Committee sets targets each year regarding consideration of and support for the revitalization of communities, and is monitoring progress.

Targets and Results

Targets

The Group has set the following two targets regarding consideration of and support for the revitalization of communities.

Target 1: Expand and Improve Plans and Designs that Revitalize Communities

Target 2: Operation and Management that Supports Community Revitalization

Results

Result 1: Expand and Improve Plans and Designs that Revitalize Communities

	FY2018	FY2019	FY2020
Newly constructed residential properties with facilities that contribute to local communities (properties)	3	6	5

Result 2: Operation and Management that Supports Community Revitalization

	FY2018	FY2019	FY2020
Number of community Be ACTO opened (cumulative total)	-	2	2
Number of preoccupancy housewarming events held at residential properties (events)	56	27	-(*)
Number of companies that participated in tenant networking events at mid-sized office brand PMO	101	27	-(*)

※ To help contain the spread of COVID-19 in fiscal 2020, no events were held.

For more information about Be ACTO, please click [here](#).

Initiatives

Plans and Designs that Care Communities

The Group promotes plans and designs that support the development and activation revitalization so that customers including residents and tenant companies can develop communities over the long term after they take up occupancy.

100 Design Techniques for Condominium Communities

The Group formulated the 100 Design Techniques for Condominium Communities (the “100 Design Techniques”) through an industry-academia joint research project with the graduate

school of Japan Women's University and reflects them in condominium product planning. The 100 Design Techniques organize plans and designs for revitalizing communities based on the results of surveys on the status of use of common areas in condominiums developed by the Group and surveys of livability satisfaction. The objective is to create comfortable communities where residents respect individual lifestyles of others and can support one another during emergencies such as in the event of a disaster.

☞ [100 Design Techniques](#)

☞ [Disaster Preparedness in Housing](#)



An inner courtyard designed based on the 100 Design Techniques

Tenant-Only Community Floor NEON

At the Shinjuku Nomura Building (where our headquarters and several Group companies locate, in Shinjuku-ku, Tokyo) and the Hamamatsucho Building (located in Minato-ku, Tokyo), the Group created community floors for the exclusive use by officers and employees of tenant companies and the Group. The aim is to increase options for places for internal and external interactions and working, and the spaces are used for dining, coworking, and holding events.



Community floor NEON

H¹O, a Small Office with Support Services

Common areas of buildings of the new H¹O series, which are being developed by the Group, provide spaces that are designed to enable people to switch on and off from work. H¹O will not only provide places with aroma air conditioning and shower rooms (for some properties) where a person can take a rest and relax but also provide healthy foods and organize various training and events in order to promote community formation among tenant workers.



H¹O Nihonbashi Muromachi

Flow Planning for Common Areas Where a Community Is Naturally Formed

At OUKAS (Funabashi, Kaihin Makuhari, Kichijoji, etc.), senior housing with support services, the Group provides common areas (main guest dining, karaoke & theater, fitness studio, community cafe, large communal bath, etc.) on the 1st floor and develops flow planning so that residents can gather and naturally interact each other.



Dining room



Large communal bath



Karaoke room

Operation and Management that Supports Community

The Group also holds social events for residents and tenant companies, issues newsletters and engages in other initiatives to help customer communities function in a healthy manner over the long term after taking up occupancy. In fiscal 2019, we held 27 pre-occupancy housewarming events at residences. We also held tenant networking events at three PMO office buildings and 27 tenant companies participated. (In fiscal 2020, these events were not held due to the COVID-19 pandemic).



A networking event for PMO tenant companies

Condominium Community Guide Released

The Group distributes the Condominium Community Guide to management associations. The Guide is a pamphlet that includes know-how regarding community activities from planning to execution.

Holding Events for Condominium Residents

The Group holds events for residents in condominiums managed by the Group, where residents (families, etc.) can deepen interactions while enjoying food and farming through harvesting experiences in spacious fields surrounded by rich nature. In fiscal 2019, a total of 406 persons participated for two days. (In fiscal 2020, these events were not held due to the COVID-19 pandemic).



Event for Condominium Residents: Partners Farm Autumn Vegetable Harvesting Experience

Development of Communities with Local Ties

The Group collaborates with NPOs, governmental bodies, and local communities from the development stage to support the community development and build communities with local ties so that customers can form trusting relationships with local residents over the long-term after taking up occupancy.

Activation of Communities Based on the BE UNITED Initiative

The Group will promote urban development based on the BE UNITED initiative with the aim of creating towns that people want to continue to live in and visit by developing multigenerational and circulatory communities while fostering ties with local communities and people. Following the first project of the initiative, Be ACTO Hiyoshi, the BE UNITED initiative has been introduced to condominiums in various areas, such as Be ACTO Minamiyama and Be ACTO Kameido.

 [Be ACTO](#)

Communication with the Community and Customers

The Group, as a business entity that develops businesses involved in the community, places emphasis on implementing engagement with stakeholders. The Group promotes exchanges between the Group and customers as well as between the Group and community residents. It also facilitates communication between customers and communication between customers and municipalities and government when community events such as summer festivals and Christmas events are held at office buildings and commercial facilities. In addition, we set up suggestion boxes at commercial facilities and inquiry counters for customers to make inquiries when they have problems, in order to facilitate easy communication.

Ties Between OUKAS Funabashi and Local Communities

The Group periodically makes available the fitness studio and community cafe at OUKAS Funabashi, a senior housing facility with support services, to local residents as a hub for health support and multi-generation social interaction.



Community café (OUKAS Funabashi)

Ties of Fitness Clubs with Local Communities and Schools

We believe that sports have an immense impact on developing the abilities of growing children, especially if there is a focus on non-cognitive skills, such as self-esteem, perseverance and cooperation. To help children develop non-cognitive skills, our Megalos fitness club created the Kodomo Mirai Project (project for children's futures), which connects Megalos with local communities, actively provides a place to develop children's non-cognitive skills, and contributes to creating stronger communities.

To successfully implement a project designed for children, Megalos must maintain and strengthen its ties with the local community, kindergartens, nursery schools and schools, which play an important role in children's growth. For that reason, Megalos is making various efforts, such as holding swimming and physical education classes at its location, conducting lessons at schools, and renting out swimming pools. In recognition of these efforts, the club has received the Good Design Award.

 [Kodomo Mirai Project](#)

 [Contributions to Local Communities and Society](#)

Establishing Relationships of Trust with Local Communities

When conducting real estate and urban development, we focus on building consensus and relationships of trust with local governments, landowners and residents in the areas where we operate.

Neighborhood Briefings

The Group states in its human rights policy that it aims to coexist in harmony with local communities in the countries and regions in which it operates. In each of these locations, the Group shall foster and support sustainable communities that continue to attract a diverse group of people. The Group shall also respect human rights related to the lives and health of local residents affected by its business activities by ensuring the safety of its buildings and taking into consideration the impact of construction work on the surrounding environment, including noise, vibration, and dust. We understand that construction often causes concerns for local residents, particularly about the possible deterioration of water quality and landslides, noise, vibration and debris as well as accidents caused by falling objects. To clearly and sincerely respond to these concerns, we hold neighboring briefings at development sites and place top priority on the safety and security of nearby residents during construction.

Giving Consideration to Ease of Access to Public Transportation Services

When acquiring land and properties, the Group gives consideration to the accessibility to public transportation services in all cases so that customers can live in and/or use them with ease.

Employment and Procurement from Communities

The Group is promoting employment and procurement from local communities in which it conducts business to contribute to their continuous development and establish an ongoing trusting relationship with them.

In particular, we actively utilize local specialty products in our hotel business and employ local staff for our overseas business.