



## Key Themes of Materiality

# Health and Well-being

The Nomura Real Estate Group recognizes that the declining birth rate and aging population, globalization, and the diversification of individual values and lifestyles are important social issues. It communicates with stakeholders and provides products and services for a healthy and comfortable life to all sorts of people, regardless of their attributes. In that way, it respects diversity and contributes to the realization of a healthy and vigorous society.

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# Health and Well-being

## Group Policy

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## Management

Nomura Real Estate Group initiatives in response to the aging and diversifying population, and to increase customer satisfaction while making their lives healthier and more comfortable, are led by the officer responsible for each business unit. 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 committee also sets targets for these actions on an annual basis and monitors progress.

### Response to Aging Population and Diversity and Support for Health

- Approach and Policies
- Management
- Targets and Results
- Initiatives

### Improved Customer Satisfaction and Comfort

- Approach and Policies
- Management
- Targets and Results
- Initiatives

# Response to Aging Population and Diversity and Support for Health

## Approach and Policies

### Group Policy (Health and Well-being)

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To address the social issues mentioned in the Group Policy, the Group bears a key responsibility for providing products and services that facilitate healthy and comfortable living regardless of the varied attributes of users. The Group cooperates with suppliers, universities, healthcare institutions, NPOs, and other organizations to respond to the aging and diversifying population, support peoples’ health and lengthen their healthy lifespan.

## Management

### Management (Health and Well-being)

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## Targets and Results

### Targets

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The Group has set the following two targets to respond to the aging and more diverse population and support health.

**Target 1: Promote Barrier Free/Universal Design**

**Target 2: Promote Health Support Services**

### Result 1: Promote Barrier Free/Universal Design

The Group conducted its real estate development in compliance with laws and regulations, such as the Act on Promotion of Smooth Transportation, etc. of Elderly Persons, Disabled Persons, etc., as well as the Design and Construction Standards and Quality Manuals.

### Result 2: Promote Health Support Services

	FY2018	FY2019	FY2020
<b>Development results of Health Promoting Senior Rental Housing* (units)</b>	125	125	382

※ Cumulative total based on the opening dates

	FY2018	FY2019	FY2020
<b>Number of CASBEE Wellness Office Assessment Certifications acquired</b>	—	4	3

☞ For more details, see the ESG data (Society).

## Initiatives

### Initiatives to Promote Barrier Free/Universal Design

In addition to complying with laws and regulations such as the Act on Promotion of Smooth Transportation, etc. of Elderly Persons, Disabled Persons, etc., the Group established barrier free and universal design standards to supplement its Design and Construction Standards and Quality Manuals and complies with these standards at all of its developed properties. The Group promotes universal design with the aim of providing products and services that can easily be used by a wide range of individuals irrespective of not only disability, but also differences in age, body, and language.

☞ Compliance with Design and Construction Standards and Quality Manuals

## Seven Principles of Universal Design

- Equity: Facilities are equally usable by everyone
- Diversity: Facilities can be used in a variety of ways
- Simplicity: Methods of use are easy to understand
- Perceptible information: Information is easily conveyed
- Safety: Facilities do not pose any risks
- Efficiency: Facilities can be easily used with low physical effort
- Operability: Facilities are easy to operate



Examples of Universal Design

## Encouraging Use of Barrier Free and Quality of Life Guidebook

Nomura Real Estate Group and the Sonoda Lab of Meiji University Graduate School created the Barrier Free and Quality of Life Guidebook under an industry-academia joint research project. The Guidebook is used in condominium design.

 [Barrier Free and Quality of Life Guidebook](#)



An example of dwelling caring for seniors and wheelchair users

## Distribution of Resident Manuals for Foreign Residents

The Group distributed English, Chinese, and Korean versions of a Resident Manual for foreign residents to explain rules and etiquette when living in a condominium.



Chinese edition

Korean edition

## Initiatives to Promote Health Support Services

The Group is responding to the aging population and increase demand for health care services and contributing to the support of good health and increases in healthy lifespans of stakeholders by operating fitness businesses that promote maintenance and improvement of physical function and by developing health promoting senior rental housing with support services.



## Development of OUKAS health promoting senior rental housing with the Aim of Extending Healthy Lifespans

The Group is undertaking development of OUKAS health promoting senior rental housing with support services to promote extension of the healthy lifespan of seniors and reduce social security costs. The OUKAS health promoting senior rental housing is characterized by its (1) location with convenient access to transportation, (2) its building that makes residents feel proud to live in and various common spaces and residential units that enrich residents' daily lives, and (3) the OUKAS Wellness Program<sup>\*1</sup>, which offers services intended to help residents maintain and improve both physical and mental health. OUKAS health promoting senior rental housing helps residents and their family members enjoy daily life with a sense of security and safety while incorporating these mechanisms that enable them to maintain their physical and mental health every day. As of July 2021, three buildings with 382 units have already opened and three more buildings with 451 units are scheduled to open.

### Features of OUKAS Wellness Program

- (1) Exercise: A unique exercise program jointly developed with Nomura Real Estate Life & Sports that operate the Megalos sports clubs
- (2) Diet: Well-balanced, delicious meals prepared by nutritionists
- (3) Community: About 50 community events per month<sup>\*2</sup> for residents
- (4) Medical and welfare: Support from staff with experience in medical and nursing care

※1 Won a Good Design Award 2019.

※2 2018–2019 results



OUKAS Wellness Program (won a Good Design Award 2019)

## Promoting Increases in Healthy Lifespan through the Fitness Business

At Megalos sports clubs, the Group is implementing the following initiatives to promote longer, healthier lives for senior citizens.

Initiatives	Details
<b>REBORNS FUN</b>	A new program developed under the theme of “We want people to regain their healthy, functional and physical youthfulness, and based on that, to improve their basic physical fitness for new challenges, and enjoy life.” The program sets six themes on a month-by-month basis: joint pain prevention, metabolic syndrome, immunity, prevention of falls, prevention of lifestyle-related diseases, and posture, and it is comprised of various exercises suited to each theme.

## Healthy personal muscle training for adults aged 65 and over

A personalized training program for seniors designed under the supervision of Professor Tsuneji Kanaoka of Waseda University, Faculty of Sport Sciences, which was the first attempt for a general sports club.

## Collaboration with the Tokyo Metropolitan Geriatric Hospital and Institute of Gerontology

Entered into an academic agreement with the Tokyo Metropolitan Geriatric Hospital and Institute of Gerontology to realize a society in which seniors can extend their healthy life expectancy through exercise and feel a sense of purpose in life. Services to prevent secondary health problems will be developed by conducting and analyzing the results of a health survey on physical and mental functions and vitality status during the COVID-19 pandemic. Going forward, efforts will continue for developing new service models for seniors, including exercise programs for seniors and app-linked health management systems.



REBORNS FUN



Healthy Personal

## Comprehensive Collaboration Agreement Entered into with a Local Government with Regard to Health Promotion

In October 2019, Nomura Real Estate Life & Sports entered into a collaboration agreement with Tachikawa City with regard to fitness projects implemented by the City aimed at health promotion and prevention of lifestyle-related diseases among adults.

In collaboration with 12 residents' associations within the City, we will hold a variety of events such as health seminars and physical fitness measuring events to support the fitness projects within the community. We will also implement initiatives such as physical fitness measuring events at retail premises in collaboration with the community.

## Acquisition of CASBEE Wellness Office Assessment Certification

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To contribute to the maintenance of stakeholder health and comfort, the Group has adopted the policy of acquiring CASBEE Wellness Office Assessment Certification for all newly developed office buildings. This certification program was first established in 2019 to evaluate specifications and performance of buildings, initiatives that support maintenance and improvement of the health and well-being of building users as well as factors contributing to improvement of intellectual productivity and performance regarding safety and security. As of the end of July 2021, seven properties have acquired certification.



# Improved Customer Satisfaction and Comfort

## Approach and Policies

### Group Policy (Health and Comfort)

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To address the social issues recognized in the Group Policy, the Group bears a key responsibility to communicate with stakeholders and provide products and services that reflect their needs. The Group cooperate with suppliers, universities, healthcare institutions, NPOs, and other organizations to improve customer satisfaction and comfort.

## Management

### Management (Health and Comfort)

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## Targets and Performance

### Targets ---

The Group has set the following two targets to improve customer satisfaction and comfort.

**Target 1. Improve Communication to Improve Customer Satisfaction and Comfort**

**Target 2. Enhance the Comfort of Customers**

## 1. Improve Communication to Improve Customer Satisfaction and Comfort

In fiscal 2019, the following questionnaires were conducted.

Residential Development Business Unit		
• Livability Satisfaction Survey	• After-Contract Survey	• After-Delivery Survey
• After-Sales Services Survey	• Leased Condominium Residents Survey	
Commercial Real Estate Business Unit		
• Tenant Company Satisfaction Survey	• Fitness Satisfaction Survey	
Property & Facility Management Business Unit		
• Condominium Board of Directors Survey		
Property Brokerage Business Unit		
• Contracting Party Satisfaction Survey		

Results of a Customer Satisfaction Survey Conducted Independently by Each Business Company

	FY2017	FY2018	FY2019	FY2020
<b>Livability Satisfaction Survey one year after residents take up occupancy of PROUD</b>	3.9 (36)	3.9 (25)	3.8 (36)	3.8 (31)
<b>Post-contract survey on housing</b>	—	—	4.0 (27)	4.1 (29)
<b>Post-delivery survey on housing</b>	—	—	3.8 (33)	3.8 (34)
<b>Questionnaires for residents in leased condominiums (PROUD FLAT)</b>	—	—	4.2 (41)	4.1 (58)
<b>Questionnaires for residents in office buildings (PMO)</b>	—	4.1 (24)	4.2 (46)	4.3 (28)
<b>Questionnaires on fitness satisfaction</b>	—	3.4	3.4	3.4

※ Figures in parentheses indicate survey response rates (%).

※ Above results are all disclosed based on a five-point scale.

※ As the Fitness Satisfaction Survey was not conducted using a form of customer questionnaire, a response rate is not indicated.

Reference: External Evaluation

	FY2017	FY2018	FY2019	FY2020
<b>Nikkei Condominium Brand Questionnaires*</b>	No. 1	No. 1	No. 1	No. 1
<b>ORICON Customer Satisfaction Survey on new condominiums Tokyo metropolitan area after-sales follow-up</b>	No. 1	No. 1	No. 1	No. 1
<b>SANKEI LIVING SHIMBUN's Women Research: Fitness Club Satisfaction selected by women</b>	—	—	No. 1	No. 3
<b>ORICON Customer Satisfaction Survey on real estate brokerage (Sale: detached housing)</b>	No. 1	No. 1	No. 1	No. 1
<b>SumaiSurfin: Management Company Satisfaction Survey Ranking</b>	No. 1	No. 1	No. 1	No. 1

※ Indicates a first-place ranking given for most of the 10 question items in the questionnaire.

## Result 2. Enhance the Comfort of Customers

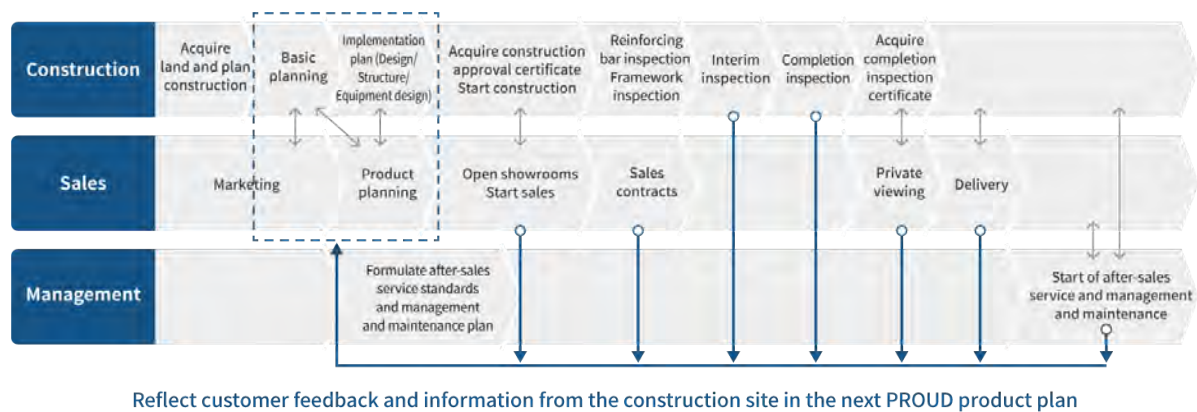
	FY2017	FY2018	FY2019	FY2020
<b>Number of Good Design Awards won (properties)</b>	8	9	12	10

📄 For more details, see the ESG data (Society).

## Initiatives

### Integrated Development, Sales, and Management System

In an effort to provide high-quality products and services and raise customer satisfaction, the Group has integrated development, sales, and management and provides integrated services including land acquisition, architectural design, marketing and sales, and post-occupancy management and after-sales services. The opinions of customers are reflected in business improvements and product planning.



### Communication for Improving Customer Satisfaction

The Group communicates with customers through questionnaires and interviews. The results of questionnaires are used in business improvements and the next generation of products and services.

### Disclosure of Information on Safety and Security

With the aim of gaining the understanding of customers regarding building safety and security, the Group has created a website for customers that have signed purchase agreements and posts progress reports on new construction and explanations of the details of major aspects of the construction.



Site for Contract Holders

### Implementation of a Livability Satisfaction Survey and Other Surveys

Every year, the Group conducts the Post-contract Surveys and Post-delivery Surveys in the residential development business as well as a Livability Satisfaction Survey of PROUD condominium residents one year after moving in.

## Results of Livability Satisfaction Survey Reflected in Products and Services

The Group investigated improvement measures based on the opinions and requests expressed in the Livability Satisfaction Survey, and some opinions and requests relating to design were reflected in Design and Construction Standards and Quality Manuals. In fiscal 2020, we received opinions and requests regarding exclusive areas and common areas such as storage and common facilities overall, and we are considering improvement measures based on the opinions and requests.

## Carrying out Tenant Company Satisfaction Surveys

Every year, the Group conducts a Tenant Company Satisfaction Survey relating to the Group's services among tenants of retail facilities owned by the Group. The survey includes questions related to safety management (performance of security and security guards) and the working environment (air conditioning, smoking areas, and restrooms). We use the results of the survey to consider and implement improvement measures.

## Measures Towards Good Design Award

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The Group strives to provide socially and environmentally sustainable products and services. As part of this, it undertakes measures encouraged by the Good Design Award\*, which leads to improved customer comfort. The Good Design Awards are evaluated from the perspective of whether a design can enrich lives and society.

In fiscal 2020, Nomura Real Estate Holdings, Nomura Real Estate Development, Nomura Real Estate Partners, and Nomura Real Estate Life & Sports collectively won 10 Good Design Awards, marking the 19th consecutive year in which the Group won Good Design Awards.

※ The Good Design Award: Japan's unique comprehensive design evaluation and commendation system, operated by the Japan Institute of Design Promotion. The purpose of the Award is to find and share exemplary design in many spheres with the potential to drive industrial growth and enrich lives.

## Award-Winning Projects

### ■ Nomura Real Estate Holdings

- Sports co-creation program, Machi-Oni

### ■ Nomura Real Estate Development

- Yukai full won the BEST 100 Award
- PROUD Uehara Fores
- PROUD City Shinonome Canal Marks
- PROUD Kohoku Center Kita
- PROUD City Sendai Uesugiyama-dori
- Cotonoma



- Makuhari Bay-Park Area Management (B-Pam)

### ■ Nomura Real Estate Development and Nomura Real Estate Partners

- Attractive 30

### ■ Nomura Real Estate Life & Sports

- Kodomo Mirai Project

 [News Release](#)

## Design Review Contest

Every year, the Group invites outside architects in residential development to conduct a design review. The architects look over the detached residences completed the previous fiscal year and also conduct a 360-degree review of the design, management, community, and other factors of several representative properties toward improving customer satisfaction. In fiscal 2020, the construction project of the wooden common building at PROUD City Kichijoji was shared and reviewed, which subsequently contributed to setting standards for wooden construction projects.



Wooden Building of PROUD City Kichijoji

### Evaluation Points

- Plan and design
- Responses to social and environmental issues
- Community development
- Contribution to the local community