

— CSR

+ Tokyu Fudosan Holdings Group's CSR

> A Commitment from Top Management

+ Create Value for Customers

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TOKYU FUDOSAN HOLDINGS GROUP

Recovery Support Project

Great East Japan Earthquake



For smiling faces all over Japan

Contributions to Local Communities



The Tokyu Fudosan Holdings Group conducts social contribution activities that will lead to the resolution of issues in local communities with the aim of developing a sustainable society and creating abundant communities.

> Supply Chain (Society)

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Supply Chain (Society)

Policy

The Tokyu Fudosan Holdings Group recognizes the cooperation of stakeholders is necessary and important to ensuring proper social responses in our business activities across the entire supply chain. In particular, the real estate business of the Group largely affects communities and parties over long-term time horizons from development to operation, so it is essential that we work closely with a variety of stakeholders. Additionally, the development and operation of homes, office buildings, commercial facilities and resorts that are mindful of local community development will create business opportunities and enhance the competitiveness of the Group.

It is based on this awareness that we will continue to work with stakeholders such as local governments, local communities, design firms, construction companies, and end customers to help revitalize and develop society across the entire supply chain of our businesses.

Tokyu Fudosan Holdings

Management Structure

The Group strives to create value for local communities and end users by actively working to reduce the environmental burdens through urban revitalization or improved access to transit or to construct buildings that have barrier-free designs for individual projects in response to the initiatives it is carrying out for social issues in the supply chain.

Our group demands all of our business associates compliance with the following:

- (1) Ban on associating with anti-social forces
- (2) Compliance with general contractor selection criteria
- (3) Compliance with laws and regulations regarding reuse/recycling ratio of construction materials
- (4) Reduction of CO₂ emissions
- (5) Ban on unfair labor practice

Tokyu Fudosan Holdings

Real estate development with excellent access to transit

Tokyu Land Corporation is developing a number of office building properties mainly located around major hub stations with excellent access to transit. About 90% of the office buildings it develops are within a five-minute walk of the station and such excellent locations near stations with quick access to transit have received high marks from tenants because of the convenience and shortened commute times they offer. These buildings also help to mitigate CO₂ emissions because their location encourages the use of public transit, which has less of an impact on the environment.

TOKYU LAND CORPORATION

Practice and Implementation

Redevelopment project in Shibuya

The Group is actively involved in urban redevelopment projects in an effort to create more appeal and attractive urban communities.

One of Japan's largest terminal stations, Shibuya fulfills a role not only as a hub of transportation, but also a hub of community information and culture. Currently, a public-private partnership is taking place to make fundamental changes to Shibuya's urban functions and Tokyu Land Corporation is a participant in this redevelopment project. In 2027 when all redevelopment is completed and the area serves as a hub for creative contents industries and urban tourism, Shibuya will be transformed into a community that attracts even more people from Japan and abroad.



Conceptual image upon completion of the redevelopment project around Shibuya Station

TOKYU LAND CORPORATION

Adoption of universal design and barrier-free design

Tokyu Land Corporation's office buildings adopt barrier-free and universal design concepts to ensure that everyone using the building, from office workers to visitors, can do so safely. The company has created the Office Building Universal Design Guidelines to ensure a standardized approach. All of its newly constructed office buildings must comply with these guidelines, while existing buildings must comply within the extent possible, such as when carrying out remodeling work.

TOKYU LAND CORPORATION

Partnerships with university hospitals

In July 2015, Tokyu Sports Oasis, Inc. began accepting heart disease patients from Nippon Medical School Musashi Kosugi Hospital for heart rehabilitation. The company's heart rehabilitation program is carried out using preselected exercises based on a medical exam and ensures participant safety by having a physician on call to respond immediately in case of an emergency. In the future, Tokyu Sports Oasis, Inc. will work with Nippon Medical School Musashi Kosugi Hospital to create an urban area heart rehabilitation program jointly run by both.



Rehabilitation (sample image)

TOKYU SPORTS OASIS Inc.

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Human Rights and Community

Policy

The Tokyu Fudosan Holdings Group recognizes that respecting the human rights of employees and all stakeholders involved in its businesses is an essential requirement of a company with global operations and an expectation placed in all companies. It is based on this belief that we support the Universal Declaration of Human Rights and other international human rights doctrines and conduct business activities that fully respect human rights.

We take action both inside and outside of Japan to ensure that we do not violate the human rights of local residents due to economic disparities. We also support UNICEF's Children's Rights and Business Principles in an effort to effectively eliminate child labor and respect human rights.

Tokyu Fudosan Holdings

Management Structure

The Group has established the CSR Promotion Committee headed by the President & CEO, and to respect the human rights of the stakeholders involved in the business of the Group, the Diversity Council, established as a subcommittee, leads relevant management activities across the entire Group.

Tokyu Fudosan Holdings

Human rights impact or risk assessments

Regarding the potential new projects and the existing projects, Tokyu Land Corporation respects the human rights of stakeholders regarding the project itself and business activities in the local community by continuously evaluating risks related to respect for human rights in accordance with our risk management process.

TOKYU LAND CORPORATION

Practice and Implementation

Understanding of LGBT penetration

In July 2017, the Group invited Mx.Maki Muraki who is the representative director of a specific NPO "Rainbow Color Diversity", and Mx.Yuji Kato who is a staff of Tokyo office. We held a study group titled " We can make use from tomorrow! LGBT basic knowledge and current Japan" and 85 people from 16 companies of our group participated.

LGBT is an acronym for a lesbian, gay, bisexual, and transgender that refers to sexual oriented (which sexuality) or sexual recognition (what is your sex).

On that day, they explained the challenges of the LGBT and talked about the expected response to the company. Participants received opinions such as frank stories of the parties and felt the need for future response.

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Contribution to Local Communities and Society

Policy

The Tokyu Fudosan Holdings Group recognizes the sustainability of communities and society is an important issue for the sustainable development of companies.

It is based on this awareness that the Group carries out various self-led activities through its businesses for communities and society, such as enhancing the value of an area or generating economic benefits. We will continue to work with stakeholders such as design firms, construction companies, and end customers to help revitalize local communities through our businesses.

Tokyu Fudosan Holdings

Practice and Implementation

Community investment for developing startup companies in Shibuya

Tokyu Fudosan Holdings Corporation and Tokyu Land Corporation established two programs with total investment of 5 billion yen for financially vulnerable start-up companies.



Tokyu Fudosan Holdings, TOKYU LAND CORPORATION

Creation of local employment opportunities

Ewel, Inc. opened a second operation center that handles administrative processing in Yonago City, Tottori Prefecture to follow the other center in Matsue City, Shimane Prefecture. The Yonago Operation Center, which opened in February 2015, plans on hiring around 300 people from the local community over the next five years, which will contribute to the creation of local employment opportunities.



Yonago Operation Center
(Yonago City, Tottori Prefecture)



Work space

Contributing to communities in the tourist haven of Palau

For nearly three decades Tokyu Land Corporation through its management of the Palau Pacific Resort has continually worked on environmental conservation, the passing down of cultural traditions, the creation of employment opportunities and development of infrastructure in Palau. More than 80% of the Palau Pacific Resort's staff is hired from Palau and Tokyu Land Corporation gives back to the local community through the creation of employment opportunities and developing human resources qualified for working in the hospitality industry.



Palau Pacific Resort

TOKYU LAND CORPORATION

Continuing to support disaster-stricken areas in the recovery effort

The Group has continued to provide assistance toward the recovery effort of the Great East Japan Earthquake since 2011 by utilizing its network of resources. Our ongoing efforts include employee volunteer activities in Rikuzentakata City and the Midori no Tohoku Genki Camp Program, which seeks to provide mental care to children affected by the disaster mainly living in Fukushima Prefecture.

Tokyu Land Corporation has established a volunteer leave program that enables employees to take up to five days of leave per year in order to take part in volunteer activities in support of the reconstruction effort from the Great East Japan Earthquake. This program also provides up to a 20,000 yen (including consumption tax) stipend per person per activity to defray their costs. Additionally, Tokyu Land Corporation dispatches personnel around once or twice per month to attend local meetings with Kesenuma Regional Development, the developer of a planned commercial facility in the city's port area that will serve as a symbol of Kesenuma's reconstruction. In turn, these personnel provide advice concerning the operation, management and tenant solicitation for this facility to support its pre-opening preparations.

Tokyu Fudosan Holdings Corporation and Tokyu Resort Service Co., Ltd. have established an e-commerce site selling products from the Tohoku region and Kumamoto in order to support the reconstruction of these areas. One percent of the sales from this site will be donated locally through the Japanese Red Cross Society.

[Click here for more details.](#)



Tokyu Fudosan Holdings, Tokyu Resort Service Co., Ltd, TOKYU LAND CORPORATION

Contribution to the community through partnerships with NPOs

Tokyu Land Corporation and Tokyu Land SC Management Corporation are implementing the Smile Project at Q's Malls with the vision to revitalize the area jointly with local communities and transform it into a comfortable urban space where people can feel happy, which is embodied in the brand slogan "the town is generous and people are joyful".

Since the city of Amagasaki is considered a town of candy because the plant and head office of a major candy maker is located there, at Amagasaki Q's Mall (Hyogo Prefecture), we organized an event featuring candy sales and designing candy homes with the help of social welfare corporations and NPOs involved with candy making and local candy stores from the community. In addition, we conduct various activities in partnership with the local community in areas surrounding Q's Malls.



Event in progress

TOKYU LAND SC MANAGEMENT CORPORATION, TOKYU LAND CORPORATION

Supporting local activities

Tokyu Land Corporation is involved with the activities of an NPO called the Shibuya Station Area Community Planning Council, which was established in order to promote Shibuya Station area, where Tokyu Land Corporation was founded, as a place to live, work to raise the profile of the community and promote its attractiveness. As part of its support, Tokyu Land Corporation sponsors the Shibuya Music Festival, a local event organized by the Council every year, and provides direct support to the Festival with employee volunteers. In addition, Tokyu Land Corporation is a member and supports the activities of the Shibuya Sakuragaoka Community Planning Council, established with a similar goal for the nearby Shibuya and Sakuragaoka neighborhoods.

In addition, TFHD and TLC have sponsored the Aoyama Festival's "Aoyama Sports Halloween Parade" since moving the headquarters to Minamiaoyama in Minato-ku in 2015. We organize the music event "BOSSA Aoyama" which is the main content of the Aoyama festival, and it is held free in the main lobby of the head office.

Tokyu Fudosan Holdings, TOKYU LAND CORPORATION
