

- CSR

+ Tokyu Fudosan Holdings Group's CSR

> A Commitment from Top Management

+ Create Value for Customers

+ Environmental Conservation Initiatives

+ Contributions to Local Communities

■ Employment and Labor Practice Initiatives

> Health and Safety

> Labor Standards

> Diversity Promotion

+ Management Structure

> Elected for SRI Indices

> CSR Reports / Integrated Reports

> For ESG Investors

> Facts and Figures



> Mid-/Long-Term Management Plan

Value Frontier 2020

> CSR



TOKYU FUDOSAN HOLDINGS GROUP

Recovery Support Project

Great East Japan Earthquake



For smiling faces all over Japan

Employment and Labor Practice Initiatives



The Tokyu Fudosan Holdings Group aims to establish energetic workplaces that allow each and every employee to perform to the best of their ability and work in a lively manner in order to improve customer satisfaction and corporate value.

> Health and Safety

> Labor Standards

> Diversity Promotion

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■ Employment and Labor Practice Initiatives

> Health and Safety

> Labor Standards

> Diversity Promotion

+ Management Structure

> Elected for SRI Indices

> CSR Reports / Integrated Reports

> For ESG Investors

> Facts and Figures



> Mid-/Long-Term Management Plan

Value Frontier 2020

> CSR



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Health and Safety

Policy

The Tokyu Fudosan Holdings Group recognizes that ensuring the health and safety of its employees is an important issue for its sustainable development.

It is based on this awareness that the Group continuously works toward maintaining a positive workplace environment, ensuring the safety of employees, and supporting employees' health maintenance and improvement so as to create workplace environments where its diverse pool of human resources can thrive. We will also ask outsourcing partners, construction companies and other important stakeholders of the Group's business to thoroughly ensure health and safety at their own workplaces.

Tokyu Fudosan Holdings

Management Structure

Health committees , Labor liaison meetings

The Group has established health committees at its business offices that have 50 or more employees. These committees meet at least once per month to deliberate on three areas in order to improve occupational health standards in workplaces. The three areas include: (1) fundamental measures for preventing health problems in workers; (2) fundamental measures for promoting the health maintenance and improvement of workers; and (3) ways to identify the cause and prevent the reoccurrence of occupational injuries. At Tokyu Land Corporation, labor managers or health managers, industrial physicians, and labor union representatives participate in the company's health committee.

Starting in fiscal 2011, we began sharing information on labor management as it pertains to the overall health and safety of the Group through the Group's labor liaison meetings. From fiscal 2016, a stress check was conducted on employees via the Group's shared infrastructure. As of today, none of our business sites has obtained OHSAS 18001 certification.

Application to stakeholders

We have concluded a construction contract with the construction company. The agreement contains the fact that it takes measures necessary to prevent occupational accidents of workers of construction companies and workers of related contractors at construction sites.

Tokyu Fudosan Holdings

Practice and Implementation

Employees' physical health and mental health

The Group endeavors to offer sound workplaces that are dynamic so that each and every employee can contribute their skill set to the fullest extent possible, based on the belief that employees are one of our most important assets.

Tokyu Land Corporation offers employees training programs based on their number of years of service in order to enhance the skills needed to produce new value. It also provides self-development programs that allow employees to select the program that best fits their needs. All the company's employees also undergo annual health examinations to safeguard their health. The company has established no overtime days and Commitment Leave as a means to rest their mind and body and return to work fresh and with a new sense of vigor. For employees' mental health, Tokyu Land Corporation carries out stress checks and has introduced an employee assistance program (EAP) implemented by an external health organization. Mental health training is provided annually to newly appointed managers, and in fiscal 2017 a total of 16 newly appointed managers participated.

Tokyu Fudosan Holdings, TOKYU LAND CORPORATION

Acquired Health Management Rating from the DBJ

In February 2015, Ewel, Inc. received the highest DBJ Employee's Health Management Rating of A from the Development Bank of Japan Inc, which awards ratings to companies with excellent health management practices. The company's wide ranging activities carried out at all of its business sites were impetus for this rating. These activities included promoting action through the company-wide Well Being Project that includes detailed health measures and incentive programs as well as its offices that are considerate of the work environment.



Logo of the DBJ
Employee's Health
Management Rating

EWEL, Inc.

Number of fatal occupational accidents – Employees including contract employees

2014 (FY)	2015 (FY)	2016 (FY)
0 incidents	0 incidents	0 incidents

Tokyu Fudosan Holdings

Injury and morbidity rate with leave (LTIFR) - Employees including contract employees

2014 (FY)	2015 (FY)	2016 (FY)
- incidents	0 incidents	0 incidents

Tokyu Fudosan Holdings

- CSR

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+ Environmental Conservation Initiatives

+ Contributions to Local Communities

■ Employment and Labor Practice Initiatives

> Health and Safety

> Labor Standards

> Diversity Promotion

+ Management Structure

> Elected for SRI Indices

> CSR Reports / Integrated Reports

> For ESG Investors

> Facts and Figures



> Mid-/Long-Term Management Plan

Value Frontier 2020

> CSR



TOKYU FUDOSAN HOLDINGS GROUP

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Labor Standards

Policy

The Tokyu Fudosan Holdings Group will respect the following matters as a set of fundamental rights in hiring and employment in order to achieve co-existence and co-prosperity with employees.

- (1) Prohibition of discrimination: We will eliminate all discriminatory actions based on nationality, race, religion, beliefs, gender, age, sexual orientation and/or disability and will strive to maintain equal opportunity and treatment in hiring and employment.
- (2) Prohibition of harassment: We will never engage in sexual harassment, power harassment, or any other form of harassment toward people in the workplace. We will also never tolerate language or actions related to harassment.
- (3) Prevention of forced labor: We will strive to eliminate and prevent all forms of forced labor.
- (4) Curtailment of overwork and reduction of overtime: We will establish a fundamental policy on work management to curtail overwork and reduce overtime work giving consideration to employees' work-life balance and their health maintenance/improvement. In Japan, we will comply with the "Article 36 Agreement."
- (5) Prevention of child labor: We will support and practice the effective abolishment of child labor.
- (6) Respect for freedom of association and the right to collective bargaining: In recognizing that the freedom of association and the right to collective bargaining are fundamental human rights that must be respected by a company, in countries and regions where the formation of labor unions is allowed we fully recognize employees' right to organize, right to collective bargaining and right to strike in labor agreements. In addition, even in countries and regions that do not allow the formation of labor unions due to laws or practice, we will effectively promote conflict resolution through dialogue involving management and labor with the purpose of securing the freedom of association and the right to collective bargaining.
- (7) Payment of wages above and beyond the minimum wage: We will comply with labor laws and regulations and adopt a fundamental policy on labor management in which we will pay wages to employees above and beyond the minimum wage.

Supporting international initiatives


The Group supports and respects the OECD Guidelines for Multinational Enterprises and international labor standards. In December, 2016, we stated our support for the UN Global Compact. In accordance with the 10 principles of the UN Global Compact broken down by the subjects of human rights, labour, environment, and anti-corruption, we are promoting responsible management aimed at contributing to the realization of a sustainable society.

The 10 Principles of the UN Global Compact

Human rights	<ul style="list-style-type: none"> ● Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and ● Principle 2: make sure that they are not complicit in human rights abuses
Labour	<ul style="list-style-type: none"> ● Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining ● Principle 4: the elimination of all forms of forced and compulsory labour: ● Principle 5: the effective abolition of child labour; and ● Principle 6: the elimination of discrimination in respect of employment and occupation
Environment	<ul style="list-style-type: none"> ● Principle 7: Businesses should support a precautionary approach to environmental challenges; ● Principle 8: undertake initiatives to promote greater environmental responsibility; and ● Principle 9: encourage the development and diffusion of environmentally friendly technologies
Anti-corruption	<ul style="list-style-type: none"> ● Principle 10: Businesses should work against all forms of corruption, including extortion and bribery

[Click here to learn more about the UN Global Compact](#) 

Tokyu Fudosan Holdings engages in activities as a member of the Global Compact Network Japan (GCNJ), the local network of United Nations Global Compact in Japan.

[Click here to learn more about the GCNJ](#) 



Tokyu Fudosan Holdings

Management Structure

Diversity Council

The Group has established the CSR Promotion Committee headed by the President & CEO, and to address the issues of diversity with regard to employees and work styles, the Diversity Council, established as a subcommittee, leads relevant management activities across the entire Group.

Management of work hours

Each subsidiary of the Group monitors employees for chronic and constant prolonged work hours and makes improvements when necessary by discussing information about employees working prolonged hours and solutions at meetings of the Group Executive Committee and meetings involving executive officers.

Tokyu Land Corporation has a mechanism in place for labor-management negotiations and it also holds no overtime days and takes other measures. Tokyu Livable, Inc. also strives to prevent prolonged work hours by using a program to automatically shutdown computers after a certain period of time and other solutions.

Management of wages

The Group follows the minimum wage laws of each country where it operates to ensure that it pays wages that exceed the local minimum wage. The average annual wage of Tokyu Fudosan Holdings Corporation was 12.13 million yen in fiscal 2015.

Dialogue between labor and management

Tokyu Land Corporation has established a mechanism for negotiations between labor and management that enables employee representatives to hold dialogue with the company's senior management.

Preventing child labor

The Group primarily provides knowledge-based services, which means child labor or forced labor does not typically occur in this business segment. In its employment regulations, Tokyu Land Corporation prohibits employees under the age of 18 from working more than eight hours in one day, and as of today, there have been no cases of child labor or forced labor. To prevent child labor or forced labor from occurring in the future, checks are conducted as part of daily operations. If a case of child labor or forced labor is found, a mechanism and reporting system are in place to report the matter to the company.

Respect for Human Rights

The Group has clear stipulations prohibiting discrimination based on race, religion, gender, age, sexual orientation, disability or nationality. Such forms of discrimination are not present within the Group as of the present, and checks are conducted as part of daily operations in order to prevent discrimination from occurring in the future. If a case of discrimination is found, a mechanism and reporting system are in place to report the matter to the company.

In addition, The Tokyu Fudosan Holdings Group states "Respect human rights" in the Code of Conduct and encourages individual employees to give due consideration to human rights in their activities. The Group respects basic human rights in compliance with "the Universal Declaration of Human Rights" adopted by the United Nations as well as with the local laws and regulations implemented in the regions where it has bases. The Group also takes steps to prevent discriminatory behavior and speech, sexual harassment and power abuse while making efforts to respect the diverse values, individuality, and privacy of individuals. Tokyu Land Corporation holds a training seminar for all new employees on the theme "Issues Surrounding Companies and Human Rights," so that they can have a grasp of human rights issues.

Tokyu Fudosan Holdings

Practice and Implementation

Seminar for executive officers led by outside expert

In October 2015, as part of its diversity promotion efforts the Group held a seminar for executive seminars led by Ms. Yoshie Komuro, President & Representative Director of Work Life Balance Co., Ltd. Ms. Komuro spoke about the importance of the commitment expected of management and top management as employees and work styles become more diverse. During the seminar participants engaged in active discussions on the topic.

Tokyu Fudosan Holdings

Promoting diversity and creating dynamic workplaces

Tokyu Livable, Inc. has established the Diversity Promotion Section in an effort to create a workplace environment where women, seniors, foreign nationals and people with disabilities can be more actively involved. The company has introduced a mentor program for female real estate agents and provides training in an effort to increase the number of female managers. In 2015, Tokyu Livable, Inc. became the first major real estate sales company to receive the Tokyo Labor Bureau Director-General's Award of Excellence in the category of equal opportunity promotion at the Equal Opportunity and Work-Life Balance Promotion Awards organized by the Ministry of Health, Labor and Welfare.

The company also has a Career Expert Re-employment System in place that enables the continued employment of employees that fulfill certain internal standards until age 70 if they wish to remain employed. In addition to promoting the proactive use of female employees, the Group will actively work towards creating a workplace that can take advantage of the abundant experience and personal connections of senior employees that are expected to increase in the future so that they can be effectively used in the organization.

TOKYU LIVABLE, INC.

Initiatives to create an employee-friendly work culture

Tokyu Community Corp. introduced the teleworking system from May 2016. Approximately 120 people are currently applying for the system. In addition by using the "slide work system" already introduced which can advance the working hours can forward at the same time, more flexible way of working can be done. On the other hand, we have launched the "Women Employment Project Team" and are working on improving support for balancing child rearing and continuing employment. As a result, the number of women adopted increased, employment continued, we were able to earn the highest rank of "Eruboshi Certified*" as a company with good work on promoting women's success.

* "Eruboshi Certified*" is a certification system of Minister of health , Labor and Welfare.

TOKYU COMMUNITY CORP.

Employee training hours dedicated to skills development

The average hours spent on skills development per regular employee of Tokyu Land Corporation was 13 hours per year.(FY2016)

TOKYU LAND CORPORATION

Turnover rate

The average turnover rate per voluntary reason at the Group's six main subsidiaries was 3.6%, and there were no cases of dismissal due to personnel cuts.(FY2016)

Tokyu Fudosan Holdings

Ratio of non-regular employees

The Group employs 10,024 contract workers, and 37% of all persons employed, including regular employees, have fixed term contracts.(April 1,2017)

Tokyu Fudosan Holdings

Social Data

	(Unit)	2014	2015	2016
Number of employees	person	18,243	19,230	20,421
Ratio of female managers	%	5.70	5.91	5.7
Female directors	person	0	0	0
Female audit & supervisory board member	person	0	0	0
Female operating officer	person	2	2	2
Average years of service (male employees)	year	13.21	13.01	12.9
Average years of service (female employees)	year	8.96	8.71	8.8
Ratio of full-time employees (female employees)	%	24.22	25.26	26.5
Ratio of new female employee hires to total hires	%	33.00	35.37	41.6

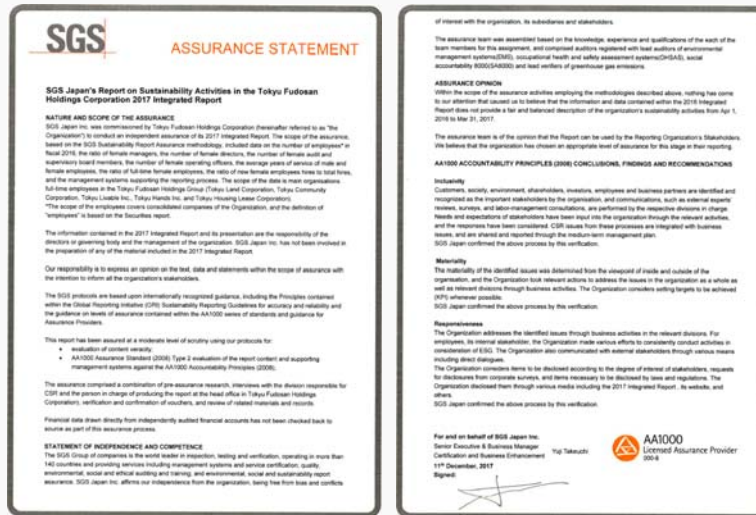
*Numerical data for companies that fall within the scope of disclosure based on the Law on Promoting Women in the Workforce (Ministry of Health, Labour and Welfare): Tokyu Community Corporation, Tokyu Livable, Inc., Tokyu hands, Inc., and Tokyu Housing Lease Corporation


Tokyu Fudosan Holdings

Third-party Verification of Social Data

The Tokyu Fudosan Holdings Group receives verification of its non-financial data from a third-party in order to ensure the reliability of this information. For fiscal 2017, the scope of this verification includes social data (nine items including the ratio of female managers, average years of service, and the ratio of new female employee hires to total hires, etc.).

Third-party Verification Report on Social Data



 Third-party Verification Report.pdf (PDF:171KB)

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■ Employment and Labor Practice Initiatives

> Health and Safety

> Labor Standards

> Diversity Promotion

+ Management Structure

> Elected for SRI Indices

> CSR Reports / Integrated Reports

> For ESG Investors

> Facts and Figures



> Mid-/Long-Term Management Plan

Value Frontier 2020

> CSR



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Recovery Support Project

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Diversity Promotion

Policy

The Tokyu Fudosan Holdings Group will eliminate all discriminatory actions based on nationality, race, religion, beliefs, gender, age, sexual orientation and/or disability and will strive to maintain equal opportunity and treatment in hiring and employment. We accept each other in the difference in a variety of attributes and bring about innovation by showing individual ability to the maximum and continue to create value through our business activities.

Tokyu Fudosan Holdings

Management Structure

The Group has established the CSR Promotion Committee headed by the President & CEO, and to address the issues of diversity with regard to employees and work styles, the Diversity Council, established as a subcommittee, leads relevant management activities across the entire Group.

Tokyu Fudosan Holdings

Practice and Implementation

[Promotion of women's participation and advancement]

Diversity promotion and enhancement

Tokyu Fudosan Holdings Group organizes biannual Diversity Conference where representatives from group companies come together to promote group-wide diversity. The conference set KPI targets and monitor progress on percentage of female employees and women in managerial positions as well as employment of persons with disabilities. It also serves as a place to share innovative measures within and outside the group to improve group-wide diversity.

Tokyu Fudosan Holdings

Promoting women's participation

With an aim to promote women's participation, Tokyu Fudosan Holdings Group supports group-wide networking group where group employees, mostly women, meet up for "Positive Networking College" to discuss relevant issues. The program is open to everyone including male employees.



Positive networking college session

Tokyu Fudosan Holdings

Japan Innovative Women's Network(J-win)-encouraging women's leadership

In 2015, our effort to encourage growth mindset and more aspiration for women to fully display their capabilities led us to join an NPO, Japan Innovative Women's Network(J-win), who provides tailored supports for member companies in all industries in implementing measures to advance women in workplace. Tokyu Fudosan Corporation send two female employees to participate in workshops and seminars hosted by J-win on nurturing women's leadership and skill development.

Tokyu Fudosan Holdings

[Work style reform]

Achieving Work-life balance

Our group offer diverse working arrangements to achieve better efficiency and productivity as well as employees' work-life balance. Thanks to advanced IT, Tokyu Fudosan, Tokyu Community and Tokyu Livable have introduced telework scheme to accommodate more flexible work style. Many employees have already been taking advantage of the arrangement, which have proven to lead to more efficient use of time, improving productivities and employee satisfaction.

TOKYU COMMUNITY CORP., TOKYU LIVABLE, INC., TOKYU LAND CORPORATION

[Support for balancing work, childcare and eldercare]

Support for childcare and eldercare

Each company in Tokyu Fudosan Holdings Group has been taking measures suitable to its business environment, to achieve a workplace where employees can balance their work and various life events or personal commitments including childcare and eldercare, and continue in their career.

<Examples of Group companies' and measures and programs>

- Tokyu Hands believes employees are their greatest asset, and none of them should have to leave the company for childcare, eldercare or other personal commitments. That is why they have launched "Now and Future Support Team" to support all employees in both professional and personal life. Tokyu Hands' employees at their career milestones have opportunities to visualize and plan their future career and personal life through workshops. The company also offers seminars for better understanding of balancing work and eldercare.



Diversity campaign poster

- In addition to reemployment program for those who leave work for childcare, Tokyu Community has "Pro Career Path" program for former employees who are qualified and willing. Employees leaving the company can sign up for the program if they meet certain criteria, and when ready to come back to work, they are eligible to take reemployment test in which they are given priority over others.

TOKYU COMMUNITY CORP., TOKYU HANDS INC.

Seminar on diversity

As part of our diversity initiative, Tokyu Fudosan Holdings held an executive seminar in October 2015 with Work-Life Balance Co. President Ms. Toshie Komuro as a speaker. Participants learned how to manage increasingly diverse workforce and workstyles and importance of executive commitment , and also engaged in a lively discussion.

Tokyu Fudosan Holdings

[Role of elderly and workers with disabilities]

Employment for people with disabilities

Tokyu Livable offers employment opportunities for those with disabilities, where everyone finds right work for his/her skills and competencies and becomes a valuable member of the company. Many physically or mentally challenged employees, or “satellite staff” have been teleworking, drawing plans and guide maps on PC, while mentally disabled employees or “challenge staff” have been working as a team at the head office and each division, taking on wide range of back office tasks including handling interoffice mails and issuing certificates.

TOKYU LIVABLE, INC.

Employment for older workers

Tokyu Livable’s “Career expert re-employment” program ensures extended employment up to 70 years of age for older workers who are willing and meet the company standards. Tokyu Community’s retirement extension program, just introduced in October 2017, extends retirement age to 65 years old from current 60 for their technical staff. Both schemes are intended for growing number of older workers to take active roles in the workplace, as well as for the companies to tap on senior workers’ valuable experience and connections.

TOKYU COMMUNITY CORP., TOKYU LIVABLE, INC.

LGBT Employees Forum

As gender identity and sexual orientation have gained recognition as part of human rights in today’s society, Tokyu Fudosan Holdings Group hosted in July 2016, a forum on LGBT workers, inviting two speakers from NPO Nijiuro (rainbow) Diversity, Ms. Maki Muraki, a representative director and its staff member, Mr. Yuji Kato. 85 employees from 6 companies across the group participated in the event to raise awareness and deepen understanding of LGBT issues in Japan.

Tokyu Fudosan Holdings

[Awards & Rankings]

L-boshi certified* with highest ratings

Tokyu Community launched Women's Working Project Team to develop support programs to balance work and childcare/eldercare to ensure women's continuing career. This project was highly evaluated for achieving more employment opportunities and continuous career for women, and led to the highest ratings in L-boshi certificate awarded by Health, Labor and Welfare Minister as a company with excellent program implementation for advancement of women in workplace.



"L-boshi" Logo

*L-boshi(star) certification is given to companies that meet criteria set forth based on the Act on Promotion of Women's Participation and Advancement in the Workplace.

TOKYU COMMUNITY CORP.

Ranked as a "Great Place to Work"

Tokyu Livable ranked 24th in 2018 Great Place to Work in Japan. Based on feedbacks from employees around the world, Great Place to Work®, one of the world's largest survey institutes, shares 50 country specific ranking lists, and listed companies are recognized worldwide for their excellence.



"Great Place to Work®" Logo

TOKYU LIVABLE, INC.

Social Data

	Unit	2014	2015	2016
1. Total number of employees in senior management	person	1,508	1,538	1,530
2. Number of women in senior management	person	86	91	87
3. Percentage of women in senior management	%	5.7	5.9	5.7
4. Total number of directors on board	person	13	11	13
5. Number of women directors on board	person	0	0	0
6. Percentage of women directors on the board	%	0	0	0
7. Total workforce	person	18,243	19,230	20,421
8. Number of women employees in workforce	person	1,840	2,089	2,125
9. women employees in total workforce	%	24.2	25.3	26.5
10. Total number of newly hired employees	person	600	831	411
11. Number of women employees in new hires	person	198	294	171
12. Percentage of women employees in new hires	%	33.0	35.4	41.6
13. Average years employed by the company for female employees	year	9.0	8.7	8.8
14. Average years employed by the company for male employees	year	24.2	25.3	26.5
15. Percentage difference in average employment years for female to male employees	year	15.3	16.6	17.7

*Main company of the Tokyu Fudosan holdings group (Tokyu Land Corporation, Tokyu Community Corporation, Tokyu Livable, Inc., Tokyu hands, Inc., and Tokyu Housing Lease Corporation) 7. Total workforce : Includes it other than the regular staff.

Tokyu Fudosan Holdings