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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)

> Human Rights and Community

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TOKYU FUDOSAN HOLDINGS GROUP Recovery Support Project



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

Sustainable Procurement Policy

Tokyu Fudosan Holdings Group Sustainable Procurement Policy

1. Sustainable Procurement Policy

The sustainability vision of the Tokyu Fudosan Holdings Group (hereinafter, "the Group"), "We will solve social issues through our business activities and work with stakeholders to realize a sustainable society and growth." To address this vision, the Group will treat environmental, social, and governance (ESG) matters as important management issues and practice ESG management.

As social and environmental issues have become more pressing in recent years, stakeholders and society increasingly expect that corporate decision-making and other business activities be based on sustainability as well as profitability.

With the aim of always maintaining a stable business, the Group strives to contribute to economic and social development by handling social business operations based on proper fulfillment of social responsibilities and to public opinion, while abiding by thorough compliance. To recognize and fulfill the social responsibilities pertaining to its business activities, the Group recently established the Sustainable Procurement Policy (hereinafter, "this Policy") with a view to responding to stakeholder needs.

By properly procuring under this Policy, the Group will strengthen ESG management to realize corporate growth and a sustainable society. Therefore, it needs to be revised and improved to engage the entire supply chain, including business partners. The Group asks its business partners to understand the purpose and content of this Policy, and to help it implement sustainable procurement activities.

[Sustainable Procurement Policy Article]

1. Legal compliance

10-1. Total compliance with relevant laws and regulations

2. Respect for human rights

20-1. Compliance with and respect for international human rights and labor standards

20-2. No tolerance of discrimination

20-3. No tolerance of harassment

20-4. Respect for child labor

20-4. Respect for slavery rights

3. Striving to work environment based on safety, health and well-being

30-1. Freedom of association, collective bargaining rights

30-2. No tolerance of forced labor

30-3. No tolerance of child labor

30-4. Fair wages

30-4. Elimination of excessive working hours

30-4. Workplace health and safety measures

30-5. Emergency preparedness

30-6. Prevention of occupational accidents and illness

30-6. Industrial hygiene measures

30-10. Measures for physically demanding work

4. Striving to protect business ethics

40-1. Preventing corruption

40-2. Preventing contact with organized crime

40-3. Ensuring fair trade practices

40-4. Applicable measures to conflicts of interest

40-5. Prevention of bribery and kickbacks

40-6. Protection of intellectual property rights

40-7. Maintaining confidential information and disclosure

40-8. Compliance follow-up and whistleblower protection

5. Environmental measures

50-1. Combating climate change

50-2. Biodiversity protection

50-3. Effective use of resources

50-4. Proper waste use

50-6. Strive appropriate use of natural resources

6. Improving service and quality

60-1. Ensuring safety

60-2. Quality control and quality assurance systems

60-3. Proper information disclosure for products and services

7. Proper information management

70-1. Proper information management

8. Business Continuity Planning

80-1. Business Continuity Planning

9. Contributing to local communities

90-1. Contributing to local communities

10. Objective of the Sustainable Procurement Policy

100-1. Extension to business partners

100-2. Cooperation for realizing

2. Scope

This Policy applies to the Group's entire supply chain, including direct and indirect suppliers of all products, services and raw materials procured by each Group company.

[Tokyu Fudosan Holdings Group Sustainable Procurement Policy\(PDF:137KB\)](#)

[Tokyu Fudosan Holdings Group Sustainable Procurement Policy Article Text\(PDF:140KB\)](#)

Tokyu Fudosan Holdings

Management Structure

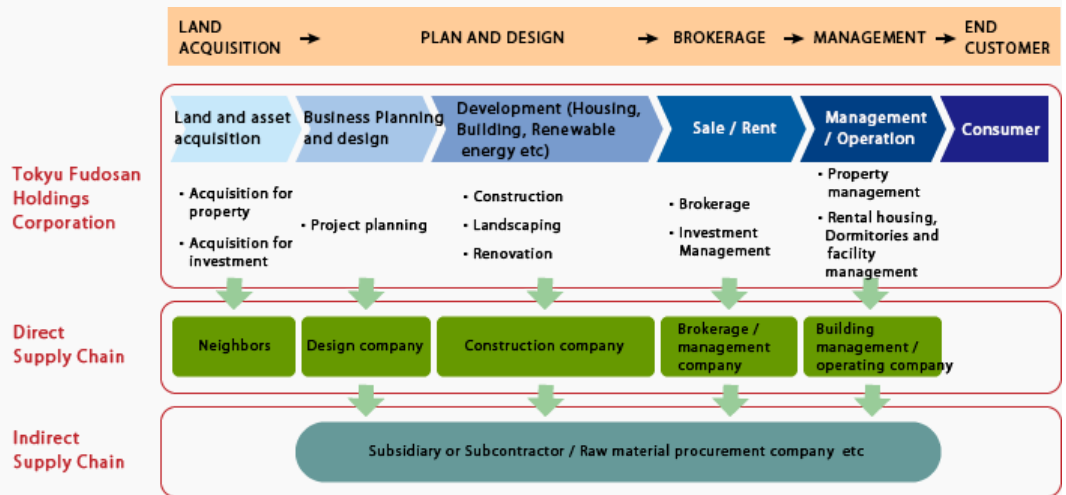
The Group strives to create value for local communities and end users by actively working to reduce the environmental burdens through urban revitalization or improved access to transit or to construct buildings that have barrier-free designs for individual projects in response to the initiatives it is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

Arrangement of Real Estate business value chain



Tokyu Fudosan Holdings

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

Every real estate development with excellent access to transit

Tokyu Land Corporation has a basic philosophy of every developing office buildings that can access public transportation. 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

Adoption of universal design and barrier-free design for people with disabilities

Tokyu Land Corporation's office buildings adopt barrier-free and universal design concepts to ensure that people with disabilities can use facilities 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 are handled sequentially, 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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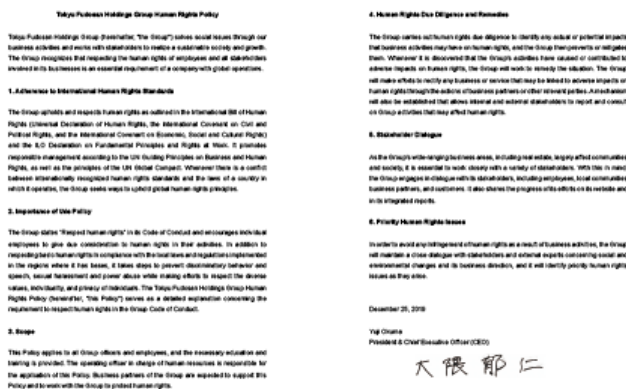
Policy

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. Then, in December 2019, we formulated the Tokyu Fudosan Holdings Group Human Rights Policy. It is based on this belief that we support the Universal Declaration of Human Rights and other international human rights doctrines and conduct with our suppliers to carry out 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

Human Rights Policy



[Tokyu Fudosan Holdings Group Human Rights Policy\(PDF:95KB\)](#)

Tokyu Fudosan Holdings

Management Structure

The Group has established the Sustainability 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

Identification of salient real estate industry-specific human rights issues and human rights vulnerable

The Group conducted a risk assessment in FY2019. In addition to the issues common to all businesses, we analyzed the possibility and potential impact of human rights issues in real estate-related business (domestic / overseas), wellness business, and hands business, and as a result, we conducted the Group. We have identified the following items regarding salient human rights issues related to our business activities.

- (1) Forced labor / child labor
- (2) Work conditions and work environment of employees and suppliers
- (3) Participation in infringement of employees' privacy and personal information protection rights
- (4) Impact on Local communities while land development
- (5) Employees and suppliers' safety in development
- (6) Infringement of rights to access remedy

We also considered the impact on human rights caused by corporate practices, and decided that "use of construction materials (concrete formwork)" and "consideration of humanright for foreign technical intern trainees(or workers)" should be priority committed.

In fiscal 2020, we will conduct a human rights and procurement questionnaire on priority issues to 24 construction companies, and strive to engage with our business partners in due diligence.

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

Commitments

We are committed to take the Group's business and advance it to serve our local communities in creating jobs and making them revitalize and flourish.

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.

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. 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 operations.

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

Promoting Local Community Revitalization Programs

Tokyu Land Corporation and Tokyu Land SC Management Corporation which runs Q's Mall have been partnering with local communities in neighborhood revitalization, the "Smile Project".

As part of the project at Q's Mall embracing its slogan "Town is generous, people are joyful", the mall membership card holders donate their shopping points to "Let's give our school kids' safety alarms" program to make Q's Mall personal safety alarms to be presented to first graders in neighboring elementary schools every year.

The Smile Project has also implemented a number of community revitalization programs including donation of gym equipment to elementary schools around the Mall, responding to a local request for the better environment for local children to enjoy sports.



Q's Mall Original Personal Safety Alarms

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.

For these activities we made the following donation in FY 2019.

(JPY)

Cash contributions	111,565,000
Time contributions	13,440,000
Management overheads	12,662,000
Total	137,667,000

Tokyu Fudosan Holdings, TOKYU LAND CORPORATION