

— Sustainability

> Message from the President

+ Tokyu Fudosan Holdings Group's Sustainability

+ Create Value for Customers

+ Environmental Conservation Initiatives

▣ Contributions to Local Communities

> Supply Chain (Society)

> Human Rights and Community

> Contribution to Local Communities and Society

+ Employment and Labor Practice Initiatives

+ Management Structure

> Integrated Reports / CSR Reports

+ For ESG Investors / (Index)

> Elected for SRI Indices

> Facts and Figures



> Long-Term Vision

GROUP VISION 2030 >

> The Group Sustainability



TOKYU FUDOSAN HOLDINGS GROUP
Recovery Support Project
 Smile for Japan
 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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+ Environmental Conservation Initiatives

+ Contributions to Local Communities

> Supply Chain (Society)

> Human Rights and Community

> Contribution to Local Communities and Society

+ Employment and Labor Practice Initiatives

+ Management Structure

> Integrated Reports / CSR Reports

+ For ESG Investors / (Index)

> Elected for SRI Indices

> Facts and Figures



> Long-Term Vision

GROUP VISION 2030

> The Group Sustainability



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Supply Chain (Society)

Policy

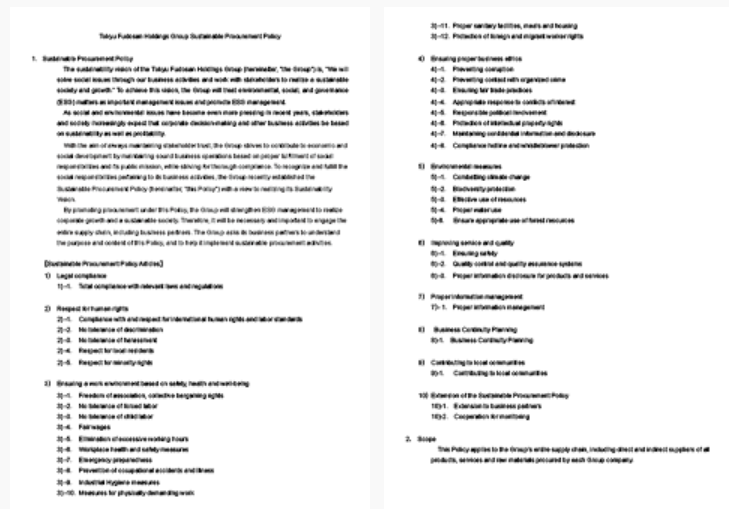
The Tokyu Fudosan Holdings Group recognizes the cooperation of stakeholders is necessary and important to ensuring proper social responses in our business activities across the entire supply chain.

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

Sustainable Procurement Policy



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

[Tokyu Fudosan Holdings Group Sustainable Procurement Policy Article Text\(PDF:41.7KB\)](#)

In the Tokyu Fudosan Holdings Group, buyers comply with the Sustainable Procurement Policy.

Tokyu Fudosan Holdings

Property portfolio management policy

We believe that addressing social issues such as health and safety in our real estate business will create business opportunities and improve our competitiveness. Based on this recognition, the Group is committed to addressing social issues for the benefit of its tenant employees. For example, with regard to safety, we will conduct annual drills for tenant employees at each of our facilities to prepare them for possible fires, evacuations, firefighting, and other drills. In terms of health, we will strive to maintain a good air environment by implementing appropriate ventilation at each facility and regularly measuring CO2 concentration.

Management Structure

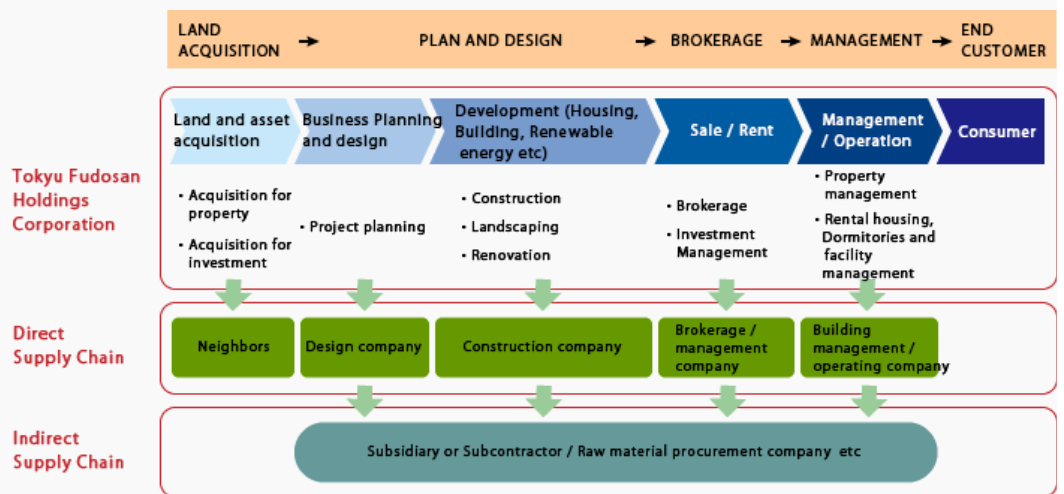
The Group strives to create value for local communities and end users by actively working to reduce the environmental burdens through urban revitalization or improved access to transit or to construct buildings that have barrier-free designs for individual projects in response to the initiatives it is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

Resolving Social Issues through dialogue with local communities and tenants

Tokyu Land Corporation provides opportunities for dialogue with local communities and tenants, and works to resolve local issues with all stakeholders.

For example, with regard to "disaster prevention," which is a common issue in the community, we conduct regular disaster prevention drills with our tenant employees and discuss the results of these drills with them to ensure that they are prepared to evacuate safely in the event of a disaster. In addition, to "improve the beauty of the community," our employees participate in volunteer cleanup activities in the community where our facilities are located, interacting and conversing with the local community association and residents. When developing office buildings and commercial facilities, we engage in dialogue with local merchants' associations, etc., and when necessary, we install local cargo handling areas within the facilities to "improve safety" for pedestrians when handling cargo.

TOKYU LAND CORPORATION

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

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

Disabled persons access is assessed for all buildings

Tokyu Land Corporation is taking measures such as stipulating design standards so that people with disabilities can use the facility safely in all development projects that are the main business entity. For example, for office buildings, we have introduced barrier-free and universal design, and have formulated the "Office Building Universal Design Guidelines" for the purpose of achieving a unified response. In addition, condominiums, office buildings, and commercial facilities are constructed as close as possible to railroad stations so that they can be easily accessed.

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.

Supplier due diligence and engagement on environmental and social issues

Tokyu Land Corporation provides due diligence to domestic general construction companies. We have continued to evaluate the soundness of corporate management based on business conditions and credit factors since 2013, and we also started due diligence from fiscal 2020 to identify high risk companies regarding environmental and social issues such as human rights. In fiscal 2021, we conducted a questionnaire to 172 general construction companies that have transactions with us and received responses from 46 companies. Since it was found that there was a suspicion of non-compliance in five of them, we plan to have them submit an improvement plan and confirm its reliable implementation. We also provide similar due diligence to new suppliers and promote the building of a responsible supply chain.

TOKYU LAND CORPORATION

Capacity building for suppliers

Tokyu Re・design Corporation conducts training such as safety competitions for managers and staff every year for construction companies that are suppliers. Among them, we explain social issues such as safety measures in construction, human rights, and the use of certified timber, and invite outside lecturers to share good practices and strive to strengthen their capabilities. In 2021, we conducted training on illegal logging of timber and human rights issues.

Tokyu Re・design Corporation

Integrated Social Supply Chain policy

(1) Buyer training

Tokyu Land Corporation outsources various operations such as construction orders, and all employees play the role of buyers. For this reason, we have stated the supply chain policy in the e-Learning conducted for all employees as training, and we are training on the scope and content of our responsibility.

(2) Supplier contracts

We integrate the supply chain policy into the supplier contract for construction orders by describing the supply chain policy in the quotation outline.

TOKYU LAND CORPORATION

Monitoring of suppliers for social issues

Tokyu Land Corporation conducts on-site audits of suppliers regarding safety and the environment in all development projects in which we are the main business entity. We regularly inspect construction sites to see what measures construction companies are taking to ensure safety and the environment, and if any problems are found, we discuss them with the construction company managers and implement measures to quickly resolve them.

TOKYU LAND CORPORATION

Sustainability

> Message from the President

+ Tokyu Fudosan Holdings Group's Sustainability

+ Create Value for Customers

+ Environmental Conservation Initiatives

+ Contributions to Local Communities

> Supply Chain (Society)

> Human Rights and Community

> Contribution to Local Communities and Society

+ Employment and Labor Practice Initiatives

+ Management Structure

> Integrated Reports / CSR Reports

+ For ESG Investors / (Index)

> Elected for SRI Indices

> Facts and Figures



> Long-Term Vision

GROUP VISION 2030 >

> The Group Sustainability



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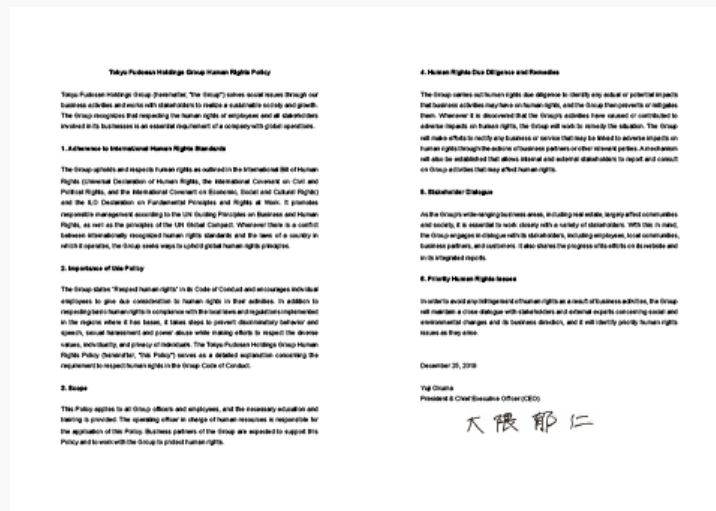
The Tokyu Fudosan Holdings Group recognizes that respecting the human rights of employees and all stakeholders involved in its businesses is an essential requirement of a company with global operations and an expectation placed in all companies. Then, in December 2019, we formulated the Tokyu Fudosan 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.

We also expect all stakeholders, including business partners, to 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, that report to the Board of Directors, and to respect the human rights of the stakeholders involved in the business of the Group. The Diversity Council to Human Resources Department, established as a subcommittee, leads relevant management activities across the entire Group. Day-to-day responsibilities and resources for relevant functions have been allocated to Human Resources Department.

Tokyu Fudosan Holdings

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

The Group conducted a risk assessment about in our own operations, value chain, other activities related to our business 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 (including migrant workers)
- (3) Participation in infringement of employees' privacy and personal information protection rights
- (4) Impact on Local communities while land development (including Indigenous people and migrant workers)
- (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.

We will continue to engage with construction companies, which are particularly important as stakeholders, by conducting surveys on human rights.

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

Existing suppliers to identify those that are high risk

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. We did not find any non-compliance, so we did not take any concrete measures.

TOKYU LAND CORPORATION

Practice and Implementation

Clear communication of human rights expectations to stakeholders

Tokyu Fudosan Holdings, Inc. requests that all stakeholders, including business partners, consider respect for human rights through its Sustainable Procurement Policy and other means. In particular, Tokyu Land Corporation holds regular engagement meetings with general contractors, as business partners, regarding human rights and communicates its expectations regarding human rights. In particular, we have separately addressed the human rights of foreign technical intern trainees, which has become an issue in recent years.

Tokyu Fudosan Holdings, TOKYU LAND CORPORATION

Efforts to respect human rights of suppliers and ensure sustainable procurement

At the 2021 Supplier Safety Convention, Tokyu Re・design Corporation gave a notice and explained from the president about the human rights consideration and timber procurement of foreign technical intern trainees for sustainable procurement.

Tokyu Re・design Corporation

Target for 2030 – 100% Sustainable Wood for Concrete Formworks

Much of plywood used for concrete formwork in Japan is made of south-sea timber logged in Malaysia, Indonesia and other nations, where some NGOs have pointed out that land grabbing in indigenous peoples' territories and environmental destruction have become problems.

In view of this situation, the Tokyu Fudosan Holdings Group takes human rights issues and environment protection seriously and pledge to obtain 100% of our plywood for our constructions' concrete formworks to from sustainable sources including FSC or PEFC certified or domestically sourced by year 2030.

Tokyu Fudosan Holdings

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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+ Create Value for Customers

+ Environmental Conservation Initiatives

▣ Contributions to Local Communities

> Supply Chain (Society)

> Human Rights and Community

> Contribution to Local Communities and Society

+ Employment and Labor Practice Initiatives

+ Management Structure

> Integrated Reports / CSR Reports

+ For ESG Investors / (Index)

> Elected for SRI Indices

> Facts and Figures



> Long-Term Vision

GROUP VISION 2030 >

> The Group Sustainability



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 investments

Tokyu Land Corporation has set the priority strategy of producing attractive cities in its long-term management policy for fiscal 2030 and is promoting urban development projects based on that strategy. Especially in large-scale redevelopment projects, we will strengthen disaster prevention functions for temporary returnees in the event of a disaster, improve the road network by replacing arterial roads, and improve public transportation facilities by improving bus stops, etc. We have positioned the area centered around Shibuya Station as the group's priority base "the Greater Shibuya Area", and in addition to the redevelopment project to improve the mobility around the station, we have developed and operated various commercial facilities and office buildings. It contributes to improving the international competitiveness of the city.

In addition, based on the concept of "future sharing," in which we share the "future" with all people, we are developing area branding to enhance the attractiveness of the city through startup co-creation, cooperation with people involved in Shibuya, area management, and other activities. For example, we are actively participating in the Shibuya Ekimae Area Management Association as its secretariat, and are working to make the Shibuya area more attractive through public-private partnerships under the theme of "Let your playful spirit move Shibuya."

● Cleanup Efforts

In Shibuya, we participate and cooperate in a wide range of community activities such as local festivals, volunteer cleanups, and events to enliven the city. For example, in cleanup activities, we regularly conduct volunteer cleanups before work in cooperation with various partners, including our employees, local residents, neighborhood workers, and entrepreneurs.

● Donation of crime-prevention buzzers to local elementary school students

Q's mall, a commercial facility in the Kansai area, collects point donations from its loyalty card members for "community use" and donates "original crime prevention buzzers" to first-year elementary school students in the vicinity of the facility on an annual basis. The program began in fiscal 2018, and 16,721 buzzers had been donated by fiscal 2021.

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

EWEL, Inc.

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 Kesennuma Regional Development, the developer of a planned commercial facility in the city's port area that will serve as a symbol of Kesennuma'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 Resorts & Stays 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 2020.

(JPY)

Cash contributions	57,604,000
Time contributions	6,762,000
Management overheads	31,480,000
Total	95,846,000

Tokyu Fudosan Holdings, TOKYU LAND CORPORATION