

SUSTAINABILITY

Society



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, and also 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.

[Supply Chain \(Society\)](#) >

[Human Rights and Community](#) >

[Contribution to Local Communities and Society](#) >

[Health and Safety](#) >

[Labor Standards](#) >

[Diversity Promotion](#) >

SOCIETY

Supply Chain (Society)

< Society

Supply Chain (Society)

Human Rights and Community

Contribution to Local Communities and Society

Health and Safety

Labor Standards

Diversity Promotion

Policy

Management Structure

Goals, Initiatives, and Achievements

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.

Sustainable Procurement Policy

[Tokyu Fudosan Holdings Group Sustainable Procurement Policy](#)



[Tokyu Fudosan Holdings Group Sustainable Procurement Policy Article Text](#)



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

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

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

Management Structure

In our group, to address challenges in the supply chain, we have established the 'Sustainability Committee' directly under the President and CEO, and within its sub-organization, the 'Sustainability Council,' we are advancing cross-functional management across the group.

Goals, Initiatives, and Achievements

Management policy

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.

In order to provide equal opportunities, we communicate with tenants to ensure that there are no problems in recruiting employees for tenants of commercial facilities.

In addition, Tokyu Land Corporation is working with tenants of the facilities it operates and manages to increase the recycling rate of waste in order to reduce resource consumption. At office buildings, we distribute recycling guides on waste separation, explaining the distinction between recyclable and non-recyclable waste and the necessity of waste separation, and encourage the installation of mix paper boxes to promote recycling.

Supply Chain Management

Critical Suppliers

The buildings developed by our group are not only sold and leased directly to customers, but are also important assets that generate the business of our group companies, including subsequent brokerage, management, and operation.

Introduction of ESG Factors

As part of the supply chain management strategy, selection criteria for cost, construction period, and quality are set by the implementing departments to screen suppliers, and financial information from the head office department is used to screen suppliers with regard to business stability. In addition, our Sustainable Procurement Policy stipulates respect for human rights, a healthy, safe, and comfortable work environment, and consideration for the environment, and we conduct due diligence surveys of our supplier general contractors, using the results as a reference index when deciding which suppliers to order from.

Policy addressing product related requirements

Our group's construction department procures materials and supplies products to customers in accordance with our sustainable procurement policy.

Creating a Safe and Secure Community

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

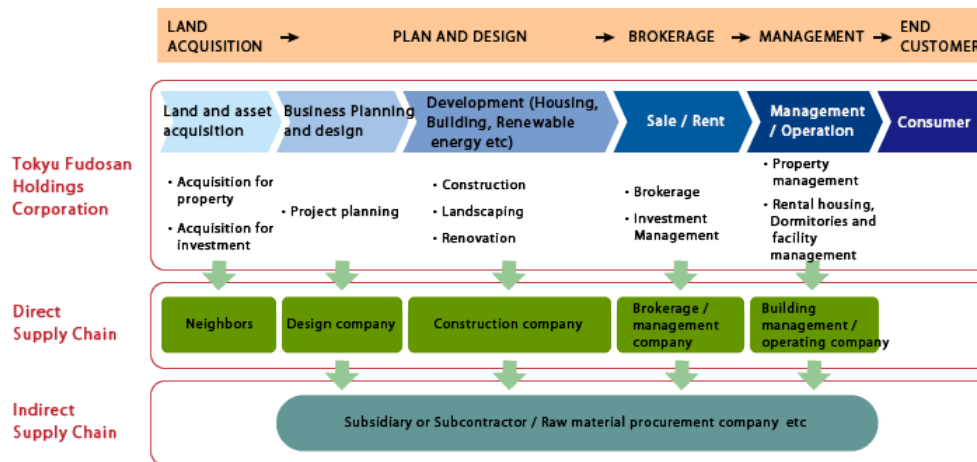
Tokyu Land Corporation has a basic philosophy of every developing office buildings that can access public transportation. Such excellent locations near stations with quick access to transit have received high marks from tenants because of the convenience and shortened commute times they offer. These 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.

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.

Arrangement of Real Estate business value chain

Supply Chain in the Real Estate Industry (Example)



Request for supply chain policy on social issues

In our group, individual projects are dedicated to addressing social challenges in the supply chain, promoting environmental impact reduction in urban renewal and high-convenience transportation projects, and achieving barrier-free accessibility in buildings. We are committed to creating value for local communities and our customers.

The entire group requests compliance with the following standards from all business partners:

- (1) Prohibition of transactions with anti-social forces
- (2) Adherence to contractor selection criteria for general contractors
- (3) Compliance with laws related to the recycling rate of construction materials for building construction
- (4) CO₂ reduction
- (5) Prohibition of unfair labor practices

Furthermore, we are disseminating our supply chain policy through the following.

- (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.

Due diligence and engagement with suppliers regarding environmental and social issues

Tokyu Fudosan Holdings Corporation considers construction companies that construct buildings among its suppliers to be important stakeholders and is working to resolve priority human rights issues in its supply chain.

Based on the Human Rights Policy and Sustainable Procurement Policy formulated in FY2019, in FY2020, we conducted "Due Diligence on Environmental and Social Issues in the Supply Chain" for 24 construction companies with which we have transactions, to identify negative impacts on social issues such as human rights and to understand procurement risks. We identified negative impacts on social issues such as human rights and identified procurement risks. (In addition, as part of our due diligence activities for construction companies, we have been regularly assessing the soundness of their corporate management, particularly from a financial perspective, as well as the risk of credit factors, every year since fiscal 2013.)

In fiscal 2021, we presented our "Human Rights Policy" and "Sustainable Procurement Policy" to all 172 construction companies with which we do business, and began requesting compliance with the policies, including secondary suppliers. We also conducted an online sustainable procurement questionnaire (self-assessment questionnaire) to determine the compliance status of 46 responding companies with respect to the Human Rights Policy and the Sustainable Procurement Policy, and rated 39 companies as low risk and 7 companies as high risk. We provided each company with written feedback including risk assessment results and improvement plans (conducted annually on a regular basis). (The results of the risk assessment and feedback, including improvement plans, were provided to each company in writing (conducted annually).

In FY2022, we will present our "Human Rights Policy" and "Sustainable Procurement Policy" to construction companies and others even at the stage of obtaining quotations before placing construction orders, as a prerequisite for placing orders if secondary suppliers and other suppliers comply with the policies, and conduct supplier engagement on environmental and social issues with two construction companies with which we have business relationships at real meetings.

In addition, we held real meetings with two construction companies with which we have business relationships to discuss measures to prevent and mitigate human rights, environmental and other risks and to deepen mutual understanding of our initiatives, based on our risk assessment for fiscal 2021.

Through due diligence on suppliers, we will continue to identify procurement risks in the supply chain, prevent and mitigate negative impacts on human rights and other issues, increase the effectiveness of human rights risk reduction, and promote the resolution of human rights issues throughout the supply chain.



Engagement with TODA CORPORATION
(Date: December 20, 2022; Location: Toda Corporation Headquarters; Number of participants: 13)

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.

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.

Stakeholder Engagement

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.

Engage with Local communities on social issues:

Tokyu Land Corporation aims to solve social issues through business activities and is working on environmentally friendly renewable energy business. As a general developer, we will develop solar power plants and wind power plants all over the country and contribute to the realization of a sustainable society by utilizing the know-how that we have gained through large-scale development while gaining the understanding of local communities.

In addition, Tokyu Land Corporation serves as the representative director of The Association for Reciprocal Revitalization of Renewable energy and Region(FOURE). In order to work together with local communities to tackle local issues, we will actively engage in dialogue, such as giving lectures at municipal councils and workshops hosted by the prefecture, and build long-term relationships with local communities.

Improvement of Services and Quality

Building homes that take customers views into account

Tokyu Land Corporation's "BRANZ" condominium brand has been using the "BRANZ VOICE" activity to canvas customers' views using surveys and interviews.

The opinions expressed by customers in these venues are used to identify customer needs; BRANZ then leverages its know-how and integration capability to transform these into physical form. Based around the concept of "Functional beauty that enhances your living experience," BRANZ has developed the "MEUP" original product plan. To date, surveys conducted regarding the issue of water circulation—an issue that many customers had expressed opinions about—have resulted in the commercial launch of MEUP kitchens, powder rooms and bathrooms.



Group interview



Wash-basin

Two different types of wash-basin are available, to meet the needs of people who like to be able to relax and use the wash-basin alone, and people who want to be able to use it together with another person in the morning when people are getting ready to go out.

Service Way Forum aiming for improved customer service.

In 2009, the Tokyu Fudosan Holdings Group launched the Service-way Forum (SWF), the aim of which is to ensure a high level of customer satisfaction with service provision throughout the Group by promoting the sharing of know-how and information between Group member companies, particularly the five companies* whose personnel are most likely to have direct contact with customers (in relation to operation, etc.).

For example, one SWF activity is the implementation of the Hospitality Enhancement Program, a training program conducted by Tokyu Harvest Club, a membership resort hotel chain, which aims at ensuring that Tokyu Harvest Club employees provide guests with service that reflects a higher level of hospitality.

Besides putting in place measures to ensure that staff members remember guests' names, steps have also been taken to make sure that guests remember staff members' names, including the display of a Staff Board and the use of "face-cards" instead of conventional name-cards. The aim of these measures is to strengthen staff members' relationship with guests.

*Tokyu Resort Service Co., Ltd., Tokyu Sports Oasis, Inc., Tokyu Stay Service Co., Ltd., Tokyu E-LIFE DESIGN, Inc., and TOKYU LAND SC MANAGEMENT CORPORATION



Training in progress



Staff Board

Tenant satisfaction survey

Tokyu Land SC Management Co., Ltd. investigates the satisfaction level of our company's management (relations, safety management, working environment in tenants, etc.) once a year for store managers of residents of major commercial facilities. Based on the responses of the questionnaire, we are extracting the issues of each facility and working on improvement.

Facilitating Communication

Communication with customers

Reflecting the Group's desire to continue to enrich customers' lives even after they have purchased our products or used one of our services, we run the Tokyu Cosmos Club, which is an exclusive member's only organization. We are broadening communication with the more than 100,000 members of the Tokyu Cosmos Club through the Group newsletter Cosmos and the member's only website called Cosmos WEB. In particular, in the customer satisfaction survey carried out in 2021, 92.2% of the members gave us opinions that they are "satisfied". We will continue to strive to deepen communication with our customers. In FY2021, we began measuring the Net Percentage of Recommended Customers (NPS®), which measures "how well a company treats its customers and how well it generates customer loyalty. We will continue to analyze customer feedback and strive to provide even better service.



the Group newsletter
Cosmos

Communication with tenants

With the aim of helping the office workers working in buildings managed by the company to enjoy a more fulfilling office lifestyle, Tokyu Land Corporation publishes the free newspaper Office To, and also operates the Office To CLUB website in collaboration with EWEL Inc. to inform tenants about special services offered by the Tokyu Fudosan Holdings Group that they can access. Both Office To and Office To CLUB have proved very popular with readers and site-users.



the free newspaper
Office To

Pursuit of Safety and Security in Buildings

Strengthening disaster preparedness measures

Tokyu Land Corporation's "BRANZ" condominium brand has been working actively to strengthen disaster preparedness, for example by becoming the first condominium brand in Japan to incorporate "pantry shelters" (which are used as storage space under normal circumstances, but can be used as an emergency shelter in the event of an earthquake etc.) Comprehensive measures have been taken to enhance disaster preparedness, including strengthening of the building structure, the making of improvements to storage facilities, and the arrangement of disaster prevention activities at the level of the building management unit, etc., with the aim of strengthening residents' awareness of the importance of being prepared for disasters.



Example of a storage area optimized for disaster preparedness

Clear evacuation plans and Regular evacuation training for tenants

The Group prepares a clear evacuation plans in accordance with the Fire Service Act at each facility, and conducts annual training such as reporting, evacuation, and fire extinguishing to tenant employees under the guidance of the local fire department.

Condominium design that emphasizes safety and peace of mind

Tokyu Land Corporation is working to create condominiums whose residents can enjoy safety and peace of mind.

To prevent furniture from falling over during an earthquake, we conduct testing in a vibration simulator to ensure that walls that will have furniture fixed to them using metal fixings have sufficient rigidity and strength and we utilize a specially reinforced specification for the metal fixings.



Testing in a vibration simulator
Cooperation:
Tokyu Construction Co., Ltd.
Engineering Research Laboratory

Strengthening seismic resistance through home renovation

Tokyu Re·design Corporation's "Total housing renovation system" goes beyond renewing a property's interior and exterior decoration and facilities to achieve a complete renewal that "strengthens the building from the core to create a home that will last". Tokyu Re·design Corporation's "Seismic Resistance System" is designed to protect against earthquakes up to 6 on the Japan Meteorological Agency Seismic Intensity Scale, and with the aftershocks, and also includes the latest seismic damping device as standard. With "Total housing renovation system" and "Seismic Resistance System", your residence can be transformed into a new home that provides real security and peace of mind.



SOCIETY

Human Rights and Community

< Society

Supply Chain (Society)

Human Rights and Community

Contribution to Local Communities and Society

Health and Safety

Labor Standards

Diversity Promotion

Policy

Management Structure

Goals, Initiatives, and Achievements

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.

We also expect all stakeholders, including business partners, to respect human rights.

Human Rights Policy

[Tokyu Fudosan Holdings Group Human Rights Policy](#)



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

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.



Goals, Initiatives, and Achievements

Identification of salient human rights issues specific to the business

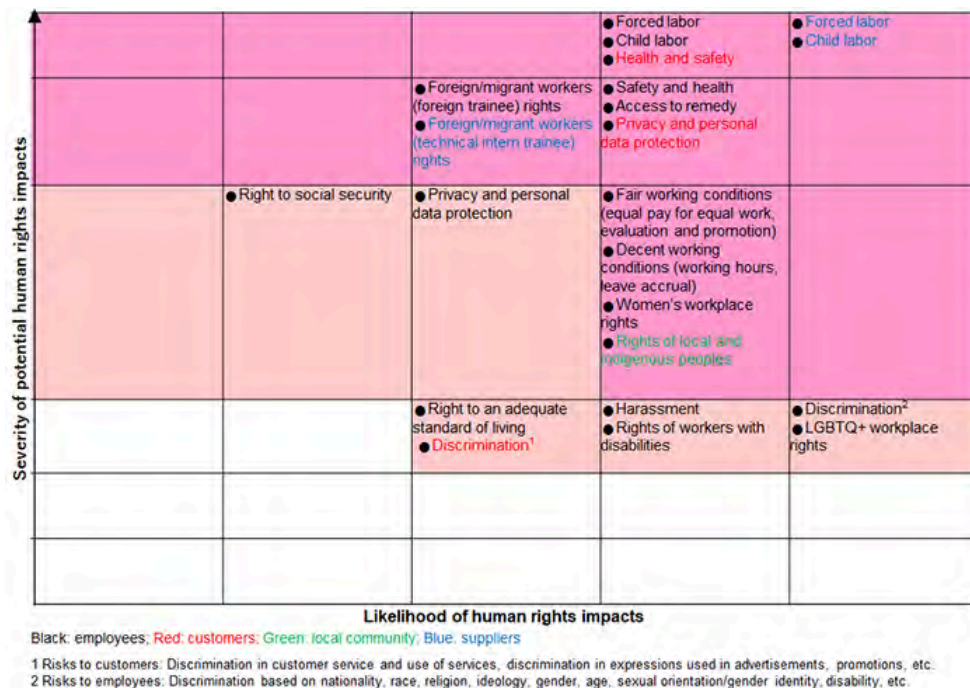
In FY 2019, the Group conducted a human rights risk assessment of its own businesses, value chains, etc., to analyze human rights issues in its domestic and international real estate-related businesses (urban, residential, management, brokerage, etc.) and domestic wellness businesses (resort hotels, urban hotels, senior housing, healthcare, golf courses, golf courses, and), and domestic wellness businesses (resort hotels, urban hotels, senior housing, healthcare, golf courses, ski resorts, fitness clubs, etc.), we analyzed human rights issues using the likelihood of occurrence and potential impact severity of human rights issues as indicators. As a result, the following important human rights issues were identified

- (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

In FY2022, we have reviewed the risks in line with changes in the Group's business and the materiality risks in our long-term vision, and have organized them into the following risk map.

■ 人 Human Rights Risk Map

* Some issues salient to Group (February 2023)



As a result of reviewing the impact on human rights caused by our business activities among material human rights issues, we set "sustainable procurement (concrete formwork lumber)" and "consideration of human rights in the supply chain (implementation of due diligence on forced labor and child labor)" as KPIs for the fiscal 2030 target in our long-term vision. We are promoting human rights due diligence in our supply chain. As for suppliers, we are prioritizing "consideration of human rights for foreign technical intern trainees (workers).

As a specific initiative in human rights due diligence, we conduct human rights questionnaires, evaluations, and dialogues with suppliers to construction companies that are important to us as stakeholders. We will continue to engage with stakeholders to identify outstanding human rights issues and prevent and mitigate human rights risks.

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.

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.

Continued positive assessment of negative impacts on human rights

The Group has built a framework for human rights due diligence and have been continually assessing human rights as a business risk. And in order to increase the effect, if a problem is discovered, we will continue to improve it. If it is determined that our business activities have caused a negative impact on human rights or have been involved, we will provide remedies to the affected parties.

- Tokyu Fudosan Holdings Co., Ltd. confirmed the acceptance status of foreign technical intern trainees at each group company, and conducted a questionnaire to see if each company was responding in accordance with the guidelines. is continuously evaluated.
- Tokyu Land Corporation conducts human rights due diligence on construction companies, which are major suppliers, in order to minimize the negative impact on human rights.

Actions implemented for avoidance, prevention and mitigation of human rights issues

In our group, in response to the human rights issues related to foreign technical intern trainees in Japan, respecting the human rights of foreign technical intern trainees is a priority issue for human rights risks. Tokyu Fudosan Holdings investigated the status of acceptance of foreign technical intern trainees at group companies and identified issues related to foreign technical intern trainees. We will organize matters that may cause problems in the activities of foreign technical intern trainees, such as remuneration, accommodation facilities, and living, and create requests (guidelines) regarding the treatment of foreign technical intern trainees at construction sites. bottom. Each group company communicates these guidelines to business partners when requesting quotations or conducting questionnaire surveys of suppliers, in an effort to avoid, prevent, and mitigate human rights violations.

Clear communication of human rights expectations to stakeholders

The Group requests all stakeholders to respect human rights through our sustainable procurement policy. For example, Tokyu Land Corporation clearly communicates its expectations regarding human rights by communicating its human rights policy and sustainable procurement policy when conducting regular questionnaire surveys and requesting estimates for construction costs to construction companies that are business partners. In particular, regarding foreign technical interns, which has become a problem in recent years, we decide on suppliers after evaluating the interns' stance on human rights.

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.

SOCIETY

Contribution to Local Communities and Society

< Society

Supply Chain (Society)

Human Rights and Community

Contribution to Local Communities and Society

Health and Safety

Labor Standards

Diversity Promotion

Policy

Management Structure

Goals, Initiatives, and Achievements

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.

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.

Management Structure

In our group, to address challenges in the community and society, we have established the 'Sustainability Committee' directly under the President and CEO, and within its sub-organization, the 'Sustainability Council,' we are advancing cross-functional management across the group.

Goals, Initiatives, and Achievements

The town development in the Greater SHIBUYA area:

Our accumulated history, achievements, strengths, and aspirations are being utilized in the large-scale development centered around Shibuya Station, described as a once-in-a-century project. Within the Tokyu Group, the area within a 2.5 km radius from Shibuya Station is defined as the 'Greater SHIBUYA' zone, and we are promoting town development as a comprehensive initiative. Enhancing the charm of 'Shibuya' in the broad sense, where people and culture flow smoothly. In our group, by the fiscal year 2024, we plan to complete and open four new projects, including 'Shibuya Sakura Stage,' and will continue to advance further initiatives.

About Greater SHIBUYA 2.0

In July 2021, we formulated the Shibuya town development strategy 'Greater SHIBUYA 2.0,' which evolved and deepened two visions: the 'Greater SHIBUYA Area Concept' by Tokyu Fudosan and the 'Entertainment City SHIBUYA' by Tokyu. In addition to strengthening the visions of both companies, we focus on the 'living' element, working towards the integration of 'work,' 'play,' and 'live,' and addressing the foundations of 'digital' and 'sustainable.' By doing so, we aim to create synergies and realize a 'Shibuya-style urban life' that can only be experienced in Shibuya.

Community investments

1. Covering defined focus areas

(1) Social Contributions through The Tokyu Foundation

We contribute to improving the welfare of local communities, promoting international goodwill, and promoting culture and the arts through The Tokyu Foundation. In the field of culture and the arts in particular, we have honored and provided grants to 140 talented newcomers and people who are engaged in creative and outstanding artistic activities in the community.

① Environment

- We support and subsidize activities for environmental awareness through research, testing and studies, symposiums, concerts, publications, and other activities related to the global environment, and works to spread awareness.
- Grants for "basic research, applied research, and research for environmental improvement plans on environmental cleanup of the Tama River and its basin" for academic researchers and the general public

② International Exchange

- We provide scholarship grants without repayment obligation to foreign students from Asia-Pacific countries studying or researching at graduate schools in Japan, subsidies for travel expenses to attend academic conferences in Japan, and subsidies for medical expenses. Scholarships have been granted to approximately 1,000 students over the past 45 years.
- Communication activities including regular meetings, study tours, and social tours for scholarship recipients

③ Culture and Arts

- The "Gotoh Memorial Culture Prize" is awarded to selected young talents with high potential for future growth in the fields of opera and fine arts, and subsidizes the cost of one year of overseas training. Providing opportunities and subsidies to present the results of their training upon their return to their home countries
- Subsidies for opera performances.

(2) Other social contributions

① Culture and Arts

TOKYU LIVABLE,INC. Ltd. holds the Livable Classical Concert every year. Through a program that incorporates the topic of the classical music world of the year, we are working to spread classical music and support the activities of the orchestra. It will be held for the 34th time in 2022, and has been enjoyed by a total of 68,000 people so far.

② Sports

- Tokyu Land Corporation and Tokyu Resorts & Stay, Inc. hold the "Summer Vacation Junior Golf Lesson," a free lesson event for elementary school students, every year with the support of the Japan Professional Golfers' Association and other organizations. Fifty elementary school students and 32 parent-child pairs, regardless of golf experience, are invited to participate in the event, where lesson instruction is provided by professionals. The program promotes social moral education by helping children develop a sound body and improve their skills, and by educating them on the manners and sportsmanship necessary for social life through the promotion of golf.
- TOKYU LIVABLE,INC. has concluded an official partnership agreement with the Japan Para Sports Association (JPSA). Tokyu Livable supports athletes who inspire us through sports and engages in support activities toward JPSA's goal of "a society where everyone can enjoy the value of sports."

③ International Exchange Field

NATIONAL STUDENTS INFORMATION CENTER CO., LTD. sponsors the "Nasic Cup Japanese Speech Contest" organized by the Student Support Center, a general incorporated foundation. The purpose of the contest is to deepen understanding of Japanese culture and language, and to strengthen friendly relations between Japan and Vietnam.

2. Community investment focus areas linked to the company's business strategy

●Urban Infrastructure Improvement

Tokyu Land Corporation is promoting urban development projects in line with the priority strategy of producing attractive cities in its long-term management policy for fiscal 2030. In particular, large-scale redevelopment projects are contributing to the improvement of local urban infrastructure by enhancing disaster prevention functions such as furloughs in the event of disasters, improving road networks by replacing trunk roads, and improving public transportation facilities by upgrading bus stops and other facilities. In particular, we have positioned the area centering on Shibuya Station as the "Greater Shibuya Area," which is the Group's key location, and are developing and operating various commercial facilities and office buildings, in addition to redevelopment projects to enhance the circulation around the station, thereby contributing to improving the international competitiveness of the city.

●Area Branding

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 activities such as startup co-creation, cooperation with local leaders in Shibuya, and area management. For example, we are actively participating as the secretariat of the Shibuya Ekimae Area Management Association, and are working with the public and private sectors under the theme of "Let's move Shibuya with a playful spirit. We are working to make the Shibuya area more attractive through public-private partnerships under the theme of "Let your playful spirit move Shibuya."

●Cleanup activities

In Shibuya, we participate and cooperate in a wide range of community activities, such as local festivals, volunteer cleanups, and events, in an effort to enliven the town. 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.

●Child Development

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.

3.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.

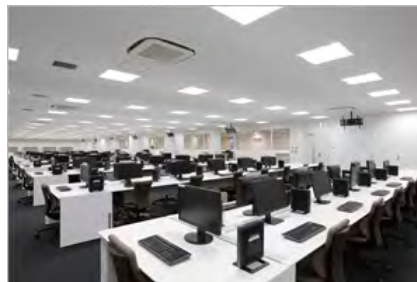
Community Contribution Activities

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

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.](#)



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

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. We continue to make donations for community activities, including these efforts.

ESG Data : Supporting local activities ↻

Initiatives Through Customer Engagement

Initiatives to Address Social Issues through the Senior Housing Business

In Japan, the aging of society is accelerating, with people age 65 or older accounting for more than 27% of the population. At the same time, there is a severe shortage in the supply of housing where senior citizens can continue to live comfortably with a sense of security. Moreover, partly because of the weakening of community bonds, there are many cases in which senior citizens and people who need long-term care live in isolation. The Group is applying the experience and expertise it has acquired over more than 10 years to support integrated community care and conduct initiatives to promote interaction among generations that include participation of community residents. We will continue to support the lifestyles of senior citizens so that everyone in the community, not just those who live in the housing the Group provides, can enjoy their own lifestyles for all time.

SDGs in the Senior Housing Business



Long-term urban development project to promote interaction among generations and lifestyle continuity from one generation to the next

In view of social issues such as interaction among generations and changes in life stages with the extension of healthy life expectancy, the Setagaya Nakamachi Project (Setagaya-ku, Tokyo), a complex consisting of senior housing and condominiums for sale, opened in 2017 based on the concept of promoting interaction among generations and lifestyle continuity from one generation to the next. This project involves development of a community where residents can continue to live in comfort, security and health no matter what life stage they are at. The project, which takes into account the needs of Japan's aging modern society, including the need for a sense of security from having multiple generations living nearby and realization of diverse home styles in the same community, was the first to be selected in the Tokyo Metropolitan Government's "Project to Establish Senior Housing with Services Combined with Ordinary Residences."



Grancreer Setagaya Nakamachi
(senior housing)



BRANZ City Setagaya Nakamachi
(condominiums for sale)



Setagaya Nakamachi Festival
(scene on a festival day)



Setagaya Nakamachi Festival
(exploring the town)

Junior golf lessons

Tokyu Land Corporation and Tokyu Resort Service Co., Ltd. have been arranging golf lessons for elementary school students during summer break to help children get fit and learn new skills and good manners. The lessons, led by golf pros, were held at the Otakijo Golf Club in Chiba Prefecture in August 2019. (These photos are from 2018)



Otakijo Golf Club



Golf lesson in progress

Supporting child raising through condominiums

In September 2015, Tokyu Livable, Inc. opened the doors to the model unit for L'gente Liber Shiki, the first in a series of renovated condominiums with the concept of "creating happiness for families raising children." This building features a unique "child raising support master plan" in which layouts provide a comfortable living environment for families raising children and considers the future of the children living there. So that both children and families alike can live in comfort and peace of mind, condominiums that adopt this master plan are thoroughly checked by accredited experts in all aspects, from individual units, common areas and management system to property location and surrounding environment, receiving accreditation as a "child-friendly housing and environment" from Mikihouse Child & Family Research and Marketing Institute Inc.



Model unit for L'gente Liber Shiki

Tokyu Land Corporation has received the following certification as a condominium supporting child raising. (The figures in parentheses indicate the year and month of certification)

- BRANZ Kawaguchi Motogo (Aug. 2016)
- BRANZ Kawaguchi Honcho (Apr. 2018)
- BRANZ Hasuda (Jan. 2019)
- BRANZ Tower Tokorozawa (Apr. 2021)

SOCIETY

Health and Safety

< Society

Supply Chain (Society)

Human Rights and Community

Contribution to Local Communities and Society

Health and Safety

Labor Standards

Diversity Promotion

Policy

Management Structure

Goals, Initiatives, and Achievements

Third-party Independent Verification

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 continue to seek to create a work environment where our diverse employees can thrive, by maintaining a positive working environment, ensuring employee safety, supporting maintenance and improvement of employee health as well as proactively eliminate factors that negatively impact our workplace environment. We also ask our outsourcing partners, construction companies and other important stakeholders of the Group businesses to thoroughly ensure health and safety at their own workplaces.

Management Structure

In our group, to align human resources strategy, including health and safety, with business strategy, the Sustainability Committee and the Risk Management Committee report the challenges and progress of human resources strategy, including KPIs, and discuss the policy among the executive management. The results are then reported to the Board of Directors.

For the implementation of the human resources strategy, our Group Human Resources Department oversees and manages the human resources departments of the five major companies within the company. As part of specific monitoring functions, the Group Human Resources Council is held twice a year to report and share the challenges and progress of KPIs among the various group companies. Additionally, individual subcommittees are established for specific themes such as diversity, recruitment, and labor management, ensuring a solid framework for the effective execution of human resources strategy.

■ System for Advancing Human Resources Strategy



Board of Directors to Oversee Health and Safety Issues

Tokyu Land Holdings conducts monthly labor management surveys at each Group company to oversee the management of employee health and safety risks.

In this survey, the status of overtime work, the use of five days of annual leave, and other performance figures are monitored on a regular basis. The results are reported once a year to the Risk Management Committee and the Board of Directors to manage risks to the health and safety of Group employees' personnel and labor systems.

In addition, a Group Labor Management Meeting is held twice a year with labor managers from each Group company to share issues related to health and safety.

Named position responsible at Board level to Oversee Health and Safety Issues

The director responsible for promoting occupational safety management is the director in charge of the human resources and other general administrative divisions.

Goals, Initiatives, and Achievements

Health management

Tokyu Land Holdings has set targets for the rate of health checkups and stress checks to maintain the health of employees at each Group company, and is sequentially expanding initiatives to improve the rate of health checkups and stress checks.

Health checkup uptake rate Target: 100% in FY2030; Actual: 99.0% in FY2018, 100% in FY2019, 100% in FY2020

ESG Data : Employee-targeted health management 

Health committees , Labor liaison meetings

The Group has established Health Committees at its business offices with 50 or more employees. With a goal of improving occupational health, these committees usually meet once a month to discuss 1) fundamental measures for preventing employees' health hazards, 2) fundamental measures for maintaining and promoting employees' health and 3) cause of occupational injuries and recurrence prevention measures involving health aspects. At TOKYU LAND CORPORATION, members of Health Committee include managers of labor division, employees' health management personnel, industrial physicians and labor union representatives.

Starting in fiscal 2011, we began sharing information on labor management pertaining to health and safety across the Group through the Group's labor liaison meetings. In addition, we have been conducting employee stress testing via Group-wide infrastructure since fiscal 2016. (Not all companies included.)

Currently, we have no offices that have received ISO45001 certification.

Risk Assessment carried out regarding health and safety

● Potential new operations or projects

In all development projects in which Tokyu Land Corporation is a principal operator, the site of potential new projects is checked and evaluated in advance and discussed with the construction company, and necessary guidance and measures are provided to ensure the safety of employees and the surrounding environment.

● Existing operations or projects

For existing buildings under management and operation, we regularly investigate the installation status of equipment inside and outside the building, the possibility of signboards falling off, the management status of asbestos, etc. and assess the risks based on these findings. We assess the health and work environment risks of not only tenant employees and visitors, but also our employees, and implement safety measures as necessary.

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 is engaged in health management to maintain and improve employees' nasal health and to create a comfortable workplace in order to achieve sustainable growth with healthy employees. Health management includes the use of health management measures such as health checkups and stress checks, support for employee self-care such as internal and external consultation services, flextime, telework, commitment leave (planned encouragement of annual leave), curbing long working hours, and promoting internal communication. We are also working to improve employee satisfaction through flex-time, telework, committed leave (planned encouragement of annual leave), curbing long working hours and promoting internal communication.

Number of staff trained on health and safety standards

Tokyu Fudosan Holdings conducts annual health and safety training for new employees, new group leaders and employees.

ESG Data : Training on Health and Safety Management 

Addressing Global Health Issues

Currently, HIV (AIDS), tuberculosis, and malaria, which are said to be the three major infectious diseases, claim the precious lives of approximately several million people around the world every year. In developing countries, it is a major impediment to their development and growth, and countermeasures against these infectious diseases are positioned as an important issue for the international community. On the other hand, these health issues are not a major problem in Japan compared to other countries, so Tokyu Fudosan Holdings Group promotes measures to prevent infection, mainly when employees are posted overseas, in response to global health issues such as these.

(1) Employees

To make sure our employees have the right knowledge of and are protected against major infectious diseases, the Group companies provide their expatriate staff and families with health checkups prior to their assignments and recommend vaccinations as necessary.

We make it our priority to support our expatriate staff and their families lead healthy and safe living abroad.

(2) Community

Tokyu Land Corporation has been operating in Indonesia since 1975, and through its local subsidiary PT. Tokyu Land Indonesia, we hold various programs related to the prevention and management of health problems of local residents. In FY2021, as a measure against COVID-19, we provided a total of 1000 vaccines twice in September and October. We will continue to contribute to Indonesia through these activities.



The opening ceremony



Waiting residents

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.

The ratio of workplaces certified with OHSAS 18001:

Currently, there are no workplaces that have obtained OHSAS 18001 certification.

Monitoring and managing health and safety performance

In order to ensure safety in construction, the construction divisions of our group companies set targets for frequency rate^{*1} and strength rate^{*2} and manage them annually based on actual performance to foster safety awareness.

*1 Number of fatalities and injuries due to industrial accidents/total number of actual working hours x 1,000,000

*2 Number of days lost per 1,000 total actual working hours/total actual working hours x 1,000,000

ESG data : Monitoring and managing health and safety performance →

Status of Workplace Accidents

Since FY2017, we have had no workplace accidents regarding the above, not to mention fatalities. We will continue our efforts to achieve zero accidents in the future.

ESG Data : Situation of Occupational Accidents →

Various Awards History

Seven Companies Certified as Outstanding Health and Productivity Management Companies in 2024

Tokyu Fudosan Holdings and the seven companies of the Group have been certified as outstanding health management and productivity companies in 2024 under the program encouraged by the Ministry of Economy, Trade and Industry.



The two companies Tokyu Livable, Inc. and EWEL, Inc. are among the top 500 (large companies) in the healthcare survey.



Receives The DBJ Employees' Health Management Rated Loan Program

EWEL, Inc. has received the highest rank of "A" for "particularly outstanding efforts to ensure employee health" in "The DBJ Employees' Health Management Rated Loan Program" by Development Bank of Japan Inc.(hereinafter "DBJ")."The DBJ Employees' Health Management Rated Loan Program" is the world's first rating system that uses a specialized "health management rating" method to evaluate and select companies with outstanding employee health initiatives based on a proprietary evaluation system, and to set loan terms and conditions according to that evaluation.



Third-party Independent Verification

The Tokyu Fudosan Holdings Group receives independent verification of its environmental data from a third-party in order to ensure the reliability of this information.

For fiscal 2022, the scope of this verification includes data for our Worker's compensation(Number of injuries and illnesses resulting in absence from work) .

Third-party Independent Verification Report on Social Data (Health and Safty)



[Independent Verification Report by a third party](#) ↻



SOCIETY

Labor Standards

[< Society](#) | [Supply Chain \(Society\)](#) | [Human Rights and Community](#) | [Contribution to Local Communities and Society](#) | [Health and Safety](#) | **[Labor Standards](#)** | [Diversity Promotion](#)

[Policy](#) | [Management Structure](#) | [Goals, Initiatives, and Achievements](#)

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 and human trafficking: We will strive to eliminate and prevent all forms of forced labor and human trafficking.
- (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 for acceptable living conditions.

Supporting international initiatives

The Group supports and respects the OECD Guidelines for Multinational Enterprises, international labor standards and Guiding Principles on Business and Human Rights. In December 2016, we stated our support for the UN Global Compact. In accordance with the ten principles of the UN Global Compact in the areas of human rights, labor, environment and anti-corruption, we promote responsible management and contribute to a sustainable society.

The 10 Principles of the UN Global Compact

Human rights	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	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	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	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](#)



Management Structure

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■ System for Advancing Human Resources Strategy



Goals, Initiatives, and Achievements

Launched and Participated in Builders and Realtors Human Rights Due Diligence Promotion Council

On September 21, 2018, with Mitsubishi Estate as an organizer, Tokyu Fudosan Holdings, NTT Urban Development, Tokyo Tatemono Co., Nomura Real Estate Holdings, Obayashi Co., Shimizu Corporation and Taisei Corporation joined in launching of Builders and Realtors Human Rights Due Diligence Workshop.

The Workshop aims to identify adverse impacts that builders and realtors have on human rights, research and explore how we can address them and share good practices with general construction companies which are one sector of the suppliers. By doing so, we make sure we are in line with the UN Guiding Principles on Business and Human Rights which require business enterprises to avoid infringing on human rights of others and to implement measures to prevent, mitigate and remedy human rights abuses on those linked to their businesses.

In April 2023, the Workshop changed its name to Human Rights Due Diligence Promotion Council, and in December of the same year, Mitsui Fudosan Co., Ltd.

Amid recent globalization, our businesses today operate well beyond national boundaries and we are expected to embrace more internationalized, sophisticated corporate social responsibilities(CSR). At the same time, adaption of UN Sustainable Development Goals(SDGs) in 2015 has accelerated ESG investing practices where investors screen and invest in companies with strong E(environment), S(society) and G(governance) due diligence.

Regarding Human Rights, a core subject in Social Responsibility, UN Commission on Human Rights adopted UN Guiding Principles on Business and Human Rights in 2011, providing a framework for businesses to respect human rights, in which companies are required to practice human rights due diligence in order to avoid and mitigate human rights infringement.

Human rights due diligence practice involves four steps: assessing human rights impacts; integrating findings and responding to impacts; tracking performance; and communicating about how impacts are addressed. Because these steps are to be taken not only on our own business entity but also on its entire supply chain and value chain network, the vastness of this scope has hindered us from thoroughly addressing the issues. That is why developers as well as construction companies in the supply chains decided to launch the Workshop, the first of its kind in the industry, to establish Human rights due diligence framework.

The Workshop provides member companies with opportunities to learn about human rights including international human rights standards and approaches expected of us. We intend to invite specialists from NGO such as FoE Japan and other experts to help us identify actual human rights risks and engage in biodiversity dialogues to explore specific approaches.

External response to labor issues

Participate in industry collaboration in labor standards

Tokyu Land Corporation are a member of the Shibuya Labor Standards Association, and we are always working closely with the labor standards administration promoted by the Shibuya Labor Standards Inspection Office, and we strive to create a safe, healthy and comfortable workplace through mutual communication and cooperation among our members.

Risk Assessment on Labor Issues

●New project

When Tokyu Fudosan Holdings invests in a new project such as an M&A, it conducts due diligence on the other company's management system, including personnel management and internal rules, and assesses risks related to labor issues.

●Existing project

In our group, we regularly conduct assessments of human resources and labor matters in existing operations, performing risk assessments related to labor issues.

Whistleblower System

Whistleblower System of the TFHD Group assumes it step 1-4 as below. We strongly believe that we should take actions by employee and organization themselves before reporting to compliance desk step 4. It also applies to early detection and the prevention of the compliance violation.



Non-retaliation policy

In accordance with the Whistleblower Protection Act, whistleblowers are legally protected so that their personal information is kept anonymous, their reports are kept confidential, and they are not subjected to any prejudicial treatment.

Proactively communicated to employees

This system is actively communicated to employees by the following.

- Distribution of report window card
- Notification using compliance communication (issued monthly) and e-learning (twice a year)
- Posting on the TLC portal site

Corrective and remedial initiatives

Respect for human rights and mechanism for reporting violations of human rights

The Group strives to help individuals and communities by clearly stating that it will not discriminate on the basis of race, religion, gender, age, sexual orientation, disability, or nationality. In order to prevent future occurrences, we check them in our daily work inspections. We have a system in place to notify the company through a whistle-blowing system if it is discovered, and if we can identify that it has had a negative impact on human rights or has been involved in it, we will provide relief to the affected party. 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.

Response to Compliance Violations

At the Tokyu Fudosan Holdings Group, in the event of non-compliance with labor standards, the consulter can use the internal reporting system to report the matter to the contact point.

The Group Human Resources Department identifies, evaluates, and analyzes consultations or reports received through the helpline, which are reported to the Risk Management Committee and the Board of Directors, and appropriate action is taken within each company, such as issuing cautions to the individual concerned and other relevant personnel, in an effort to improve the situation.

ESG Data : Helpline performance 

Initiatives for respecting human rights

Initiatives to create an employee-friendly work culture

With the exception of a few companies, Tokyu Land Holdings Group companies have established telecommuting systems to create a comfortable work environment through flexible work styles.

TOKYU COMMUNITY CORP. enables a more flexible way of working by simultaneously using the “sliding work system” that allows working hours to be pushed up and pushed down.

Taking steps to promote diverse workforce regardless of race, religion, gender, age, sexual orientation, handicap, nationality, and equal opportunities, and to eliminate discrimination ~ Equal Employment Opportunities

Tokyu Fudosan Holdings has set forth a code of conduct regarding human rights for each Group company to observe. The Compliance Group of the Group Legal Affairs Department and the Human Resources Development Group in the Group Human Resources Department are responsible for the company's positive and voluntary fulfillment of social responsibilities regarding human rights, and raising awareness and understanding of human rights issues throughout the Group.

Specific measures include trainings and e-learning programs on sexual, power and other types of harassments, discrimination and LGBT as part of our continuous awareness campaign. In addition, compliance helplines are available both within and outside of the company for employees to consult to via phone or e-mail regarding harassments and other issues.

We have launched an information liaison committee to further our effort to raise human rights awareness throughout the Group and strive to improve disability employment and hiring foreign nationals residing in Japan.

Acceptance of foreign technical intern trainees and efforts to respect their human rights

The Group responds to the fact that forced labors related to the foreign technical intern training program is regarded as a issue in Japan. We fully respect the human rights of foreign technical intern trainees as a priority issue for human rights risks, and have organized the issues related to the trainees and created the guidelines. By conducting surveys of the Group's host companies, we are continuously and proactively evaluating whether there are any negative impacts on human rights, and are working to avoid and prevent human rights violations. The results of the survey conducted in FY2020 showed no problems, but if problems are discovered in the future, we will work to mitigate them.



Interviews were conducted with foreign technical intern trainees.

The Employment of under-privileged groups and Internship Programs for Youth unemployment initiatives

Tokyu Land Corporation and TOKYU LIVABLE, INC. provide an environment where people with disabilities can work comfortably, such as by arranging work according to disabilities so that employees with disabilities can fully exert their abilities.

Tokyu Land Corporation offers internship opportunities for students to make educated career choices. Both undergraduate and graduate students are eligible to apply to the internship program which accepted 199 students in fiscal 2022.

Information Provision to Employees

The 'Guidebook for Preventing Sexual Harassment' and the 'Guidebook for Preventing Power Harassment' are available on the intranet at our group, allowing employees to access them at any time.

Improvement of working conditions.

Preventing child labour and forced labour

The Group is committed to preventing child labor and forced labor by complying with the laws and regulations of each country concerning human rights and labor. In order to prevent child labor, we verify the age of each employee by using his or her certificate of residence when hiring.

To prevent forced and compulsory labor, we conduct periodic monitoring at each Group company and have established a contact point where employees can report possible violations. In addition, we always hire based on the applicant's willingness to apply, and mid-career hires, in particular, are hired based on the applicant's agreement after presenting working hours, wages, and other information in writing.

Supporting a living wage

In addition to monthly salaries, Tokyu Land Corporation pays employees bonuses according to business performance several times a year.

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" or a program to automatically shutdown computers after a certain period of time. TOKYU COMMUNITY CORP.,Tokyu Livable, Inc. and Tokyu Housing Lease Corporation also strive to prevent prolonged work hours by using a program to automatically shutdown computers after a certain period of time and other solutions.

Equal Pay for Equal Work Policy

In accordance with the provisions of the Part-Time and Fixed-Term Worker Law, the Worker Dispatching Law, etc., we are working to establish a system to ensure equal and balanced treatment regardless of gender or employment status.

Communication with employees

Dialogue between labor and management

Tokyu Land Corporation has instituted a labor negotiation mechanism to ensure dialogue between its employee representatives and senior management. Under the mechanism, the company's directors and the labor union meet annually and exchange their views and opinions, which nurtures better mutual understanding necessary for healthy labor-management relationship enabling both employees and the management to identify and share present issues, seek solutions and implement measures.

Communicate labor standards globally to employees

Tokyu Land Corporation explains labor laws, employment regulations, labor contracts, and other labor standards to all employees, including those of Group companies in overseas locations, during training for new employees, newly appointed managers, and other level-specific education. In such cases, necessary materials are distributed in Japanese, English, and other languages as needed to create an environment in which employees can understand the information in their native language (or an equivalent language).

Various training programs.

Employee training dedicated to skills development

Tokyu Land Corporation conducts annual training programs for the skill development of regular employees, including hierarchical training, optional training and nomination type training.

ESG Data : Training Attendance Records 

Skill Development Programs for Employees

In order to foster innovation within the Group required to create values for diverse lifestyles, the Group proactively promote individual skill development. A number of Group companies offer certificate assistance programs to help their employees obtain professional certifications including Licensed Real Estate Realtor, First-class Qualified Architect, Real Estate Transaction Specialist, Small and Medium Enterprise Management Consultant, Licensed Representative of Condominium Management Company, Licensed Strata Management Consultant, and The Official Business Skills Test in Bookkeeping. Language classes and other training programs are also available for the employees.

In addition, Tokyu Land Holdings holds "Knowledge Forums," self-development seminars in which professionals and top runners in various fields and industries are invited to share their experiences, and "Knowledge Cafés," in which employees serve as lecturers to promote mutual understanding of business operations. The "Knowledge Café" is held about four times a year for Group employees as a place for mutual understanding.

These seminars are popular as a place to deepen knowledge, with one particularly popular event attracting more than 200 participants, exceeding the venue's capacity.

Training on human rights policy

The Group conducts human rights policy training in e-learning for all employees to raise awareness of the need to protect human rights in business. In addition, Tokyu Land Corporation provides all new employees with training on the company's human rights policy, deepening their understanding of human rights issues under the theme of "Companies and Human Rights Issues."

Harassment training for all employees and managers

The Group regularly holds e-learning and training by inviting external lecturers for all employees and managers to prevent harassment. The themes are not limited to mere learning, but also cover practical themes such as communication gaps between generations, unconscious bias and anger management, and include instances of harassment and how to respond to reports of harassment. We strive to prevent harassment by deepening the understanding of all employees and managers.

Various data

Freedom of Association

ESG Data : Labor Union-Related 

Turnover rate

ESG Data : Turnover rate 

Ratio of non-regular employees

ESG Data : Regular employees 

SOCIETY

Diversity Promotion

- < Society
- Supply Chain (Society)
- Human Rights and Community
- Contribution to Local Communities and Society
- Health and Safety
- Labor Standards
- Diversity Promotion**

- Policy
- Management Structure
- Goals, Initiatives, and Achievements
- Third-party Independent Verification

Policy

DE&I vision

Diversity of human resources is essential to realize our group's vision of "a future where everyone can be themselves and shine with vitality through the creation of attractive and diverse lifestyles. Our group will create innovation by recognizing differences in diverse attributes, eliminating discrimination based on gender, age, nationality, race, ethnicity, religion, social status, disability, gender identity, sexual orientation, gender expression and other factors, providing fair opportunities for advancement, and creating an environment in which everyone can work as they wish and be themselves, We will work to create value through our business activities.

Management Structure

In our group, to align human resources strategy, including health and safety, with business strategy, the Sustainability Committee and the Risk Management Committee report the challenges and progress of human resources strategy, including KPIs, and discuss the policy among the executive management. The results are then reported to the Board of Directors.

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System for Advancing Human Resources Strategy



Goals, Initiatives, and Achievements

Promotion of Women's Participation and Advancement in the Workplace

Action Plan for Act on Promotion of Women's Participation and Advancement in the Workplace

Based on Act on Promotion of Women's Participation and Advancement in the Workplace, Tokyu Land Corporation is committed to realize a society where everyone regardless of gender is free to exert his/her individuality and capability, and hereby establish action plans in pursuit of this goal.

1. Period : FY2022 to FY2025

2. Present issues :

Although the percentage of women hired is steadily increasing, the talent pool of female management candidates remains small compared to that of men.

3. Quantitative Goal :

- (1) The ratio of female hires among new graduates will be approximately 40%.
- (2) By FY2025, the ratio of female managers will be approximately 10%.

4. Actions and Implementation Period

(1) Incorporation into management policy from FY2022

Management will commit to and communicate the importance of promoting women's activities in the management strategy.

(2) Recruitment—ongoing efforts

Actively publicize to job seekers that the company is a workplace where diverse human resources, including women, can play an active role.

(3) Training from FY2022

Consider development measures for female employees and supervisors.

(4) Flexible work styles—ongoing efforts

Promote flexible work styles, including telework.

(5) Fostering a corporate culture —ongoing efforts

Conduct training on diversity, equity and inclusion for all employees.

Promoting diversity and creating dynamic workplaces

In April 2013, TOKYU LIVABLE, INC. became the first major real estate distribution company to establish a division dedicated to diversity, followed by the establishment of a division dedicated to work style reform in April 2018. Tokyu Livable aims to be a company where each and every employee, regardless of gender, age, or disability, can fulfill their potential in their own way, and is committed to promoting diversity and reforming the way they work. For example, we have established a "partner system" for female sales and brokerage salespeople working shorter hours to work on projects with a partner in conjunction with reduced targets, to provide backup for customer service and a shift system for days off.

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.

Diversity promotion and enhancement

Tokyu Fudosan Holdings Group organizes 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. It also serves as a place to share innovative measures within and outside the group to improve group-wide diversity.

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, Tokyu Livable and Tokyu Housing Lease 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. enables employees to work even more flexibly by simultaneously using a "sliding work hour system" that allows them to move up or down their work hours.

Improvement of work engagement (Employee satisfaction survey)

Tokyu Land Corporation continues to conduct employee satisfaction surveys. We aim to create a more organized organization and workplace by visualizing the involvement situation of employees and improving organizational capabilities.

Human capital strategies 

Support for balancing work, 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.

Support for childcare and eldercare

Tokyu Land Corporation, TOKYU COMMUNITY CORP., Tokyu Housing Lease Corporation, NATIONAL STUDENTS INFORMATION CENTER CO., LTD., and other companies provide paid leave (2 days, 5 days, etc.) for childcare purposes to support male employees' participation in childcare.

Tokyu Land Corporation

In order to encourage male employees to take childcare leave, Tokyu Land Corporation provides e-learning programs for all employees, explaining the importance of childcare leave and how to adjust work duties during childcare leave.

TOKYU COMMUNITY CORP.

TOKYU COMMUNITY CORP. holds seminars for managers on nursing care, where they learn about support measures based on specific examples, in an effort to prevent employees from leaving their jobs to care for family members, and to support employees who are working while caring for family members.

In addition, the company has prepared a "Work-Life Balance Promotion Guidebook" that outlines childcare, nursing care, and other benefit programs, and continues to promote awareness of these programs.

TOKYU LIVABLE, INC.

TOKYU LIVABLE, INC. has introduced a system for employees on childcare leave to exchange information and conduct interviews before and after returning from maternity leave to help employees balance work and childcare.

At the same time, we have introduced a "partner system" for employees who wish to work shorter hours, which, in conjunction with reduced targets, provides a system for working on projects with a partner to provide backup in dealing with customers and a shift system for days off.

Role of elderly and workers with disabilities

Employment for people with disabilities

Tokyu Livable Staff Corporation, a subsidiary of 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.

Ons with disabilities at the five major Tokyu Land Holdings companies ranges from 2.3% to 2.8%, with each company achieving the legally mandated employment rate. (As of June 1, 2023)

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 Land Corporation supports the diverse work styles of its senior employees by introducing a side job system for rehired contract employees and a partner system that allows them to choose the number of days they work.

Correspondence to diverse races, religions, and nationalities]

Correspondence to Muslims

Tokyu Land Corporation has set up a prayer room for Muslims in Shibuya SOLASTA, our headquarter, to create an environment where people can play an active role regardless of race, religion, or nationality for the local employees in Indonesia, where our affiliated companies operate.

Various training programs

Education on Diversity, Equity and Inclusion

Tokyu Fudosan Holdings believes that creating a workplace where a diverse workforce can work with vigor and enthusiasm leads to increased corporate value. To this end, we regularly conduct e-learning programs to deepen understanding of the importance of diversity, equity and inclusion in corporate management.

Various awards, rankings, etc.

Recognition for LGBTQ Initiatives through the 'PRIDE Index'

In the 'PRIDE Index,' which evaluates corporate and organizational efforts towards LGBTQ inclusion, Tokyu Real Estate Co., Ltd. and Tokyu Community were awarded the highest ranking of 'Gold' (as of 2023). Under the Tokyu Land Holdings Group Human Rights Policy, the Tokyu Land Holdings Group is committed to eliminating discrimination based on gender, age, nationality, race, ethnicity, religion, social status, disability, gender identity, sexual orientation, and other factors, and to creating a mutually respectful organization that provides value to society. We will give back to society by creating an organization that respects each other.



L-boshi certified* with highest ratings

Tokyu Community 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 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(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.



"L-boshi" Logo

Third-party Independent Verification

The Tokyu Fudosan Holdings Group receives independent verification of its environmental data from a third-party in order to ensure the reliability of this information.

For fiscal 2022, the scope of this verification includes data for our Employee(Percentage of female managers,Percentage of full-time female employees and Percentage of new hires that are women).

Third-party Independent Verification Report on Social Data (Diversity)



[Independent Verification Report by a third party](#) →