

SUSTAINABILITY

Stakeholder Engagement

Policy and Basic Philosophy ☒ Goals, Initiatives, and Achievements ☒

Policy and Basic Philosophy

Our group believes that the sum of the satisfaction of all stakeholders contributes to corporate value, and we strive to enhance satisfaction. Through active dialogue facilitated by our business operations, we aim to create improvements and new value, fulfilling our responsibility to all stakeholders. Additionally, we work towards building a sustainable society for the 'future society'.



Goals, Initiatives, and Achievements

Stakeholders	Overview of Initiatives	Key Initiatives
Customers	We consistently engage with our customers, providing ongoing value to be chosen continuously. Through various sales activities, we conduct surveys and initiatives such as issuing free papers to tenants in the office building business and promoting energy and water conservation, contributing to environmental awareness. Additionally, we operate the 'Tokyu Kosumosu-kai,' a membership organization comprising approximately 130,000 customers who have made purchases, maintaining daily points of contact through various services.	➤ Supply Chain (Society): Improvement of Services and Quality ➤ Supply Chain (Society): Pursuit of Safety and Security in Buildings ➤ Supply Chain (Society): Facilitating Communication ➤ Biodiversity: Existing projects ➤ Goals, Initiatives, and Achievements: Forming a reuse cycle for wood resources
Group Employees	We cultivate talents who embrace challenges and create an environment where everyone can work with enthusiasm. Based on the group's human resources strategy, we establish mechanisms and systems tailored to each company to ensure that diverse talents can thrive and maximize their individual capabilities. To create a workplace with high psychological safety, we conduct regular work engagement surveys and monitoring. Additionally, we work on fostering an environment where everyone can work with enthusiasm and promoting an innovative organizational culture through initiatives such as periodic DE&I e-learning training, setting KPI goals for mental and physical health, and more.	➤ Provision of programs and training to enhance employees' environmental and sustainability awareness ➤ Real Estate Portfolio Management Policy ➤ Goals, Initiatives, and Achievements (Human Rights and Community) ➤ Health and Safety ➤ Human Rights and Labor Standards for Workers ➤ Promotion of Diversity ➤ Anti-Corruption / Compliance
Business Partners	We create value through partnerships and aim for mutual growth. We strive for the enhancement and growth of both our company and our trading partners through collaboration. This includes hosting joint safety conferences with collaborative companies, raising awareness of sustainable procurement policies, and engaging in activities such as information exchange on social issues such as human rights and the environment.	➤ Promotion of renewable energy projects ➤ Signing of green lease contracts ➤ [Summary] Collaboration in the supply chain, our initiatives and future efforts ➤ Initiatives on nature-related risks, opportunities, and impacts ➤ Collaborative efforts with external parties to reduce waste and raw material usage ➤ Permeation of environmental policies ➤ Application of biodiversity commitments to the supply chain ➤ Efforts toward zero deforestation ➤ Sustainable Procurement Policy (compliance with the buyer's sustainable procurement policy)

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Local Community	We strive for coexistence and development with the local community, contributing to a sustainable society. Our area management activities, such as cleanup events, disaster preparedness drills, and classroom visits to elementary schools, aim to create a sustainable town and revitalize the community. Additionally, we participate in district councils, working towards solving community issues through business activities and contributing to the enhancement of the area's value and economic effects.	➤ Involvement in industry associations addressing climate-related challenges ➤ Appropriate responses in cases of conflicting positions with industry associations ➤ Dialogues conducted to mitigate the loss of biodiversity (engagement) ➤ Participation in initiatives related to environmental impact ➤ Commitment to greenfield development ➤ Dialogue with the local community on social issues ➤ Achievements (supply chain and society) ➤ Contribution to the local community
Shareholders and Investors	We enhance shareholder value through sustainable growth. We regularly conduct one-on-one meetings with shareholders and investors by the President, relevant executives, and staff. Additionally, we hold earnings briefings for institutional investors and analysts, as well as briefings for individual investors. We have set KPI goals for shareholder and investor engagement. Furthermore, insights, opinions, and concerns gathered from shareholders and investors through dialogues are regularly reported to meetings attended by top management. This information is utilized for continuous improvement in management practices, contributing to the long-term enhancement of corporate value.	• Regularly scheduled earnings briefings for institutional investors and analysts, as well as individual investors • Establishment of KPI goals for shareholder and investor engagement • Regular reporting of insights, opinions, and concerns from shareholders and investors obtained through dialogue to meetings attended by top management
Future Society	We connect a world full of hope and a rich environment to future generations. Engaging with the generation responsible for the sustainable growth of both the company and society, we implement initiatives for young employees in each business company. Collaborating with the city of Kyoto, we organize workshops such as the 'Creating the Future of the Town with Students Project,' where students and social issues are considered. Moreover, various career development support activities for students are conducted at the Student Information Center.	➤ Creating the Future of the Town with Students Project ➤ Career development support activities for students at the Student Information Center ➤ Reasons why young employees can thrive Tokyu Land Corporation Recruit Site Recruitment Site (tokyu-land.co.jp) ➤ [Tokyu Community] Creating an organization where employees can thrive autonomously YOURVERSE Yourverse ➤ Contribution to the community and society through activities such as promoting the healthy development of children and improving golf skills and manners in junior golf lessons