

# Safety & Security Initiatives

## Improving Quality and Customer Satisfaction

### Policy and Concept

The Tokyo Tatemono Group strives to offer services and mechanisms improving quality and customer satisfaction, using our role as a developer to promote safety and security in urban development.

We believe that our attention to quality both in hard (finished products, e.g. buildings) and soft (services offered) aspects of our business, as well as our ongoing work to improve customer

satisfaction, are the source of our corporate competitiveness.

Therefore, the Tokyo Tatemono Group has adopted a barrier-free, universal design for the offices and residences we develop. Our purpose here is to achieve usability for a diverse range of customers, including the elderly and persons with disabilities. Moreover, in response to customer feedback, we have implemented a number of varied mechanisms in our business activities, striving to further enhance quality from the customer's perspective to improve satisfaction.

## Improving Quality and Customer Satisfaction in the Office Buildings Business

### The Human Building Philosophy

In our Office Buildings Business, we engage in a wide range of initiatives under the internal concept, *Human Building-People are always in the middle*. Under this concept, the people using the buildings we develop, i.e., our customers, can feel safe, secure, and comfortable across both hard and soft aspects of our services.

We instill this concept deeply in all employees who work in the Office Buildings Business. We have also formulated Ideals (Targets) that we seek to embody in the Human Building philosophy and the Five Actions (Code of Conduct) that must be a central focus in our everyday tasks to further drive our efforts.

### Refining our Work with Customer Satisfaction Surveys

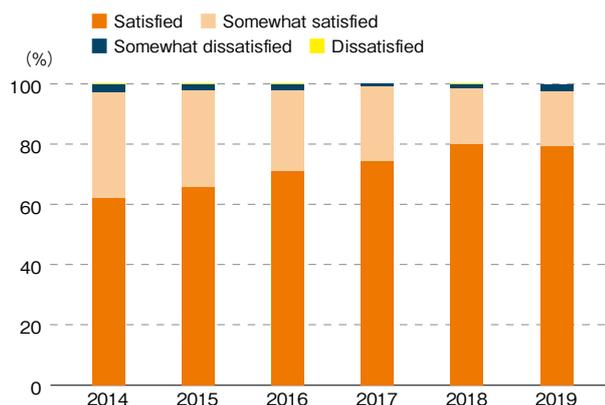
The Office Buildings Business conducts customer satisfaction surveys once every year for office building tenants.

Our surveys gather direct, unfiltered customer perspectives addressing safety, security, and comfort. We use these perspectives to refine our work based on tenant needs.

Moreover, we share these refinements with other relevant departments to improve customer satisfaction further. Moreover, we share these refinements with other relevant departments to improve customer satisfaction further.

For example, we have improved PC screen operability and detailed zoning during construction for air conditioning equipment in buildings, offering greater control. We have also worked to install e-cigarette smoking rooms and adopt measures related to blind zones for mobile phones.

### ▶ Office Building Customer Satisfaction Survey Results



### ▶ Customer Satisfaction Survey, Response Ranking (FY2019)

#### Satisfied

- #1 Tokyo Tatemono staff support
- #2 Disaster prevention center emergency support
- #3 Parking lot staff support

#### Dissatisfied

- #1 A/C temperature and humidity
- #2 Divided smoking/non-smoking environments
- #3 Cellular signal reception

## Examples of Satisfaction Improvement Measures Enacted

We implement a variety of initiatives to reflect the opinions of our customers received through customer satisfaction surveys.

### [Examples of FY2019 Initiatives]

#### ● Building Portal Websites

Through Tokyo Tatemono-operated building portal websites, tenants can access and make various applications, check the status of those applications, and learn more about their building, disaster prevention, and other topics.

In addition, by establishing a notification function, we have facilitated more seamless communications of building events, improving work efficiency.

After a trial implementation in FY2019, we began a full-scale launch in May 2020.

#### ● Osaki Center Building Recreation Room

Our Osaki Center Building customer survey revealed numerous requests for an expanded recreation room on the second floor and lunchtime access, as well as responses asking for more building tenant interaction. In response, we renovated the recreation room, adding kitchen facilities, a projector, and a whiteboard to reflect the idea of creating a freely accessible living and dining room for office workers. In this way, we created a comfortable, multi-function space.



Osaki Center Building Recreation Room  
Before Renovation (Left),  
After Renovation (Bottom)



## The Human Building Competition: Facilitating Customer Safety, Security, and Comfort

The Tokyo Tatemono Group holds the Human Building Competition annually as an event to facilitate informational sharing and communication. Members of each company involved with our Office Buildings Business participate in this annual competition. Roughly 420 people participated in the ninth annual competition, held in February 2019. Five projects received the Division Director's Award.

Through this competition, we not only communicate the management policies of the Office Buildings Business, but also achieve safety, security, and comfort for our customers. Further, we introduce and celebrate examples of outstanding implementations of our Human Building philosophy. By sharing these positive examples and cultivating interaction among group employees, we expect to see more improvements leading to safety, security, and comfort for our customers.



Human Building Competition

## The Good Job Idea Competition: Strengthening On-Site Capabilities

In 2015, building management firm Tokyo Real Estate Management introduced the Good Job Idea Award commendation system. We use this campaign improve our activities at each work site. These activities include detailed refinements (kaizen) such as improved safety, security, and comfort, or proposals for energy-saving measures.

Every six months, we select and award examples of good practices provided by each of our locations with the Good Job Idea Award. We received 214 submissions in FY2019, of which 172 received awards.

In addition, we hold the Good Job Idea Competition each November. Here, we present and award especially superior examples that happened during that year. Through these efforts, we raise awareness of kaizen-style refinement at each work site, sharing improvement actions throughout the company to improve quality and service levels.

## Renovation of Commercial Complexes Incorporating Feedback From Mothers Raising Children

Looking ahead to the ten-year anniversary in November 2018, we renovated the SMARK Isesaki commercial complex to improve the environment of the facility. When considering how and what to renovate, we launched the Hapimama PLUS project to listen to and implement ideas from mothers raising children, the core customer base for SMARK.

We spoke directly with these mothers to get a sense of their ideas and desires. Then, we incorporated this feedback into our renovations to create a place where mothers could spend time in comfort and safety.



SMARK Isesaki

## Sample Actions Taken Through the Hapimama PLUS Project

### Food Court

- Booth seating enabling easy use of strollers
- Spaces with raised floors for visitors to take off their shoes and relax
- Stroller-specific parking spaces
- Monitors showing DVD content

### Baby Rooms

- Trash cans at each diaper changing table
- Milk preparation stations

### Kids Spaces

- Play areas separated by age for safety considerations
- Ample benches for guardians

## TFK Training Center for Building Management Improvement

Building management firm Tokyo Real Estate Management established the TFK Training Center in Tokyo's Nihonbashi area to improve work quality and cultivate talent. The center was expanded and renovated in January 2018.

We installed equipment and devices at the TFK Training Center that are in actual use in building management (electricity, air conditioning, hygiene, etc.). This allows trainees to practice an original curriculum that mixes practical skills training and lectures.

We conduct hands-on training about topics such as fundamental knowledge, operation methods, handling, repair, and parts replacement for equipment and systems. We also provide various seminars for all employees (including new graduate hires).



TFK Training Center

## Improving Quality and Customer Satisfaction in the Residence Business

### The Brillia Concept

The Residence Business is engaged in two major businesses. One is the residential condominium business, focused on the Brillia series and the Brillia brand of refinement and comfort. The second is the residential management business, focused on the Brillia *ist* series of rental condominiums for those seeking unique lifestyles. The underlying concept of both is the Tokyo Tatemono Group's unique disposition toward Brillia Quality, a constant aim for achieving and maintaining the elusively exquisite comfort that comes from high-quality products and services. We have built a unique system to consistently provide functions that lead to a more comfortable life for our customers. This system, which spans planning and development, management, repair, renovation, and brokerage, is what allows us to deliver Brillia Quality.

### Steadfast in Comprehensive Quality Management

Our Brillia residential condominium business maintains design guidelines for refinement and rigorous standards and management systems to offer comfort to our customers.

- **Use of housing performance display systems**
- **Quality checklists including approx. 1,000 items**  
We have established detailed regulations for architecture, construction, and facilities, and we operate in accordance with related checklists.
- **Quality discussion groups double-check quality throughout construction**  
We conduct two stages of quality checks before actual construction is complete: the Quality Pre-Review and the Quality Review. Here, management and design companies exchange opinions and work to improve quality.
- **Inspections at various stages (on-site test pile inspections, building frame inspections, etc.)**
- **Reports to customers (building reports)**  
As an initiative for comfort, we report the status of a given building to customers who have purchased property within it.

### Brillia Construction Site Tour

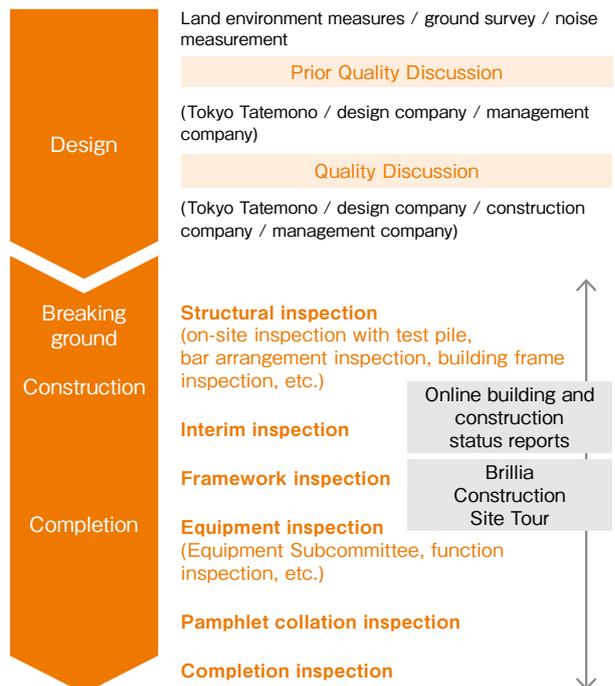
Brillia offers construction site tours, embracing the idea that providing information to customers leads to greater peace of mind.

We ensure customers have visibility to as many stages of the construction as possible in areas that will not be available after the completion of the building. Staff serve as guides to explain the construction. Customers have told us that tours were easy to understand, with specific examples and plain language.



Brillia Construction Site Tour

### ► Quality Management Through Completion of Construction



## Brillia Aftercare Support

With the Brillia series, we offer a variety of both hard and soft services for customers to live comfortably from the day they move in until the day they sell their property. This is the *Comfort from Day One* theme of the Brillia brand.

### ● Aftercare Support

In addition to regular repairs through the second year of residence, we provide unique regular checkups with our residents at the 10-, 15-, and 20-year marks. We have also established an industry-leading five-year aftercare service for issues with equipment in residential facilities.

For more information about our aftercare services, see:

<https://brillia.com/brillia/promise/management/>  
(Available in Japanese only)

### ● Brillia Owner's Hotline

The Brillia Owner's Dial is a comprehensive help desk where customers can inquire about their residence and lifestyle via a single telephone number available 24/7/365. Operators connect customers to the appropriate contact point based on the content of their inquiry.

### ● Value-Up Service

This service helps customers sell their property by providing any one of the following services free of charge: house cleaning, repairs, waste collection and disposal, unofficial property measurements, or acquiring earthquake resistance standard compliance certification. By offering these services, we raise the value of the customer's property, which aids in the selling process.

For more information about the Value Up Service:

[sumikae.ttfuhan.co.jp/sell/valueup/](http://sumikae.ttfuhan.co.jp/sell/valueup/) (Available in Japanese only)

### ● Brillia-Certified Used Condominium Program

A third-party agency inspects the Brillia condominiums for sale in advance and issues a certificate to properties that satisfy the specified criteria.

Both purchaser and seller can enter transactions with greater confidence under this system, which guarantees against issues for up to five years after transaction.

For more information about the Brillia-Certified Used Condominium Program:

[brillia.com/brillia/promise/chuko](http://brillia.com/brillia/promise/chuko) (Available in Japanese only)

## Brillia Condominium Management Quality

Property managers and management companies support the daily lives of customers living in condominiums under their care. Tokyo Tatemono Amenity Support has been entrusted with condominium management for the Tokyo Tatemono Group. The company formulated Brillia Life Support to fully support the lives of the group's condominium residents. Brillia Life Support makes six promises to residents ensuring a refined and peaceful life, which are the core concepts of the Brillia brand. The service offers appropriate upkeep and maintenance of condominiums, works to improve customer services and support by property managers, properly sustains condominium value (a key financial asset for our customers), and supports a comfortable, peaceful life.

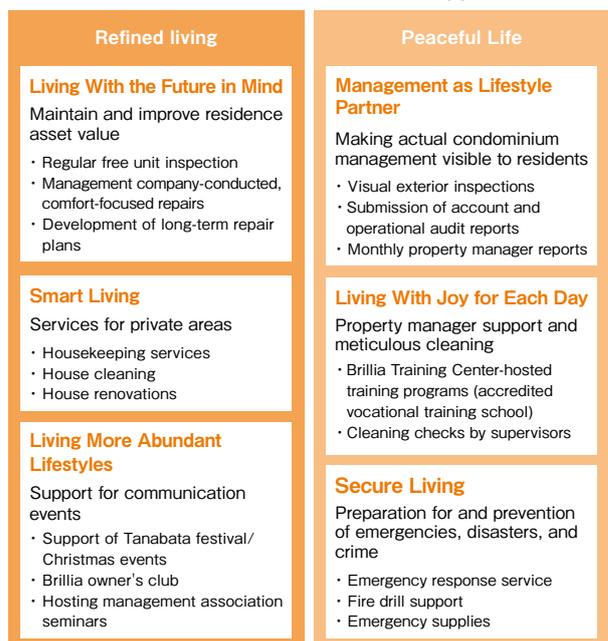
### ▶ Aftercare Support



\* Brillia home regular checkups and visual building inspections are limited to customers who have outsourced management to Tokyo Tatemono Amenity Support.

### ▶ Brillia Life Support

#### The Six Promises of Brillia Life Support



## Brillia Training Center for Education of and Exchange in Condominium Management

Condominium management company Tokyo Tatemono Amenity Support operates the Brillia Training Center to improve skills and educate managers on condominium management operations.

The center, which was renovated with all-new equipment and other facilities in January 2016, features equipment actually used in facilities (condominium management offices, fire-fighting facilities, plumbing facilities and piping facilities, etc.). Here, a wide range of specialized trainings are conducted for property managers, managers, janitorial staff, and others. The center also holds seminars that aid management association operations, including seminars for newly appointed chairpersons and large-scale repair construction seminars.

Moreover, the Tokyo prefectural government has certified the center as a vocational training school based on the Human Resources Development Promotion Act. This recognizes the fact that the center nurtures new condominium property managers through high-quality vocational training.

## Brillia Renovations

Brillia provides services related to remodeling, repairs, and renovations of living spaces, tailored to changes in the lifestyles of our customers. Brillia Renovations is a series of renovation plans providing safety and comfort to daily lifestyles under Brillia-original equipment specifications and quality standards, even as homes age over time.

Customers choose one of two different renovation plans under a clear pricing system. The basic renovation plan updates the interior and equipment without changing the layout of the residence, improving the quality and functionality of the space. The more complete skeleton renovation plan renovates everything from piping to floor plan, improving even the invisible elements of the property.

Brillia Renovations provides the same long-term warranty (two years for interior, five years for equipment) in its aftercare service as new Brillia constructions. This ensures we maintain Brillia quality and support customer security in their residences.



Living Room Before Renovation



Living Room After Renovation

## Brillia Design Award Internal Commendation System

A key facet for continuing to earn high praise for the Brillia brand is consistent and continuous improvement of refinement and comfort, two major brand concepts.

We introduced the Brillia Design Award commendation system to facilitate even greater refinement, recognizing designs that reach customers under a quantitative rubric based on survey responses from relevant stakeholder meetings.

This annual program judges the designs of condominiums completed during the calendar year and recognizes properties deemed outstanding. The judging process evaluates properties based on outstanding achievement in design based on seven categories: (1) overall plan, (2) exterior, (3) plants/landscape, (4) approach and entrance, (5) refinement in daily flow lines, (6) detail, and (7) challenges in the project.

We use this evaluation system to share superior examples and facilitate greater refinement in the Brillia brand. This system also raises awareness and motivation of team members with respect to the Brillia Design.

Brillia Utsukushigaoka was awarded first prize at the Brillia Design Award 2019 (for properties completed in calendar 2019). This property was highly commended for overcoming the challenges of a small, sloped site lot, offering detailed design and striking a good balance between effective planting and overall planning. Second prize was awarded to Brillia Tower Ueno Ikenohata, which won top marks for its approach and entrance. Third prize was awarded to Brillia Shonan Tsujido Seaside Park, highly rated for its overall plan, including its rooftop tsunami evacuation facility.



Brillia Utsukushigaoka

## Disaster Prevention

### Policy and Concept

Natural disasters such as major earthquakes and typhoons threaten our way of life. Climate change has resulted in frequent destructive typhoons and extreme weather over recent years. As a result, interest is rising faster than ever in the safety of real estate, which is a foundation of our lives.

As a real estate services provider, the Tokyo Tatemono Group believes that improving resilience against disasters in ordinary times and providing safety and comfort to our customers and other stakeholders are important responsibilities.

### Implementing a Disaster Damage Measurement System to Guard Buildings Against Disasters

The Office Buildings Business implements both hard measures (earthquake-proofing of the buildings we own as well as enhancement of emergency power sources, etc.) and soft measures (distribution of disaster stockpile goods to tenants and the installation of batteries for recharging mobile phones, etc.) for disaster response. We are working to enhance these disaster prevention policies, BCP support, and other measures.

When a major earthquake strikes, people must make a decision quickly as to whether to seek refuge indoors or outdoors for their safety. Buildings owned by Tokyo Tatemono are equipped with systems using an array of sensors to rapidly determine building deformation (degree of damage) and confirm the safety of the building after an earthquake. This system allows us to determine the safety and danger of an upcoming earthquake at the foreshock phase, even for a series of major foreshocks and shocks such as those that hit during the 2016 Kumamoto Earthquake.

Buildings managed by Tokyo Tatemono are served by a Disaster Status Monitoring System. Field staff and Tokyo Tatemono personnel can access this system via the internet and share information quickly about the situation on the ground. After information is shared, the system also allows instructions to be provided for actions to take depending on the scenario. Training exercises are also conducted at night with this system, as an earthquake could come at any time, day or night.

### Fire Brigade Training and First-Aid Courses

As part of soft-measure initiatives for disaster prevention, the Tokyo Tatemono Group hosts fire-fighting and other training and courses to enhance our ability to respond to disasters.

Fire brigade training is conducted once or twice yearly for the purpose of strengthening voluntary disaster prevention systems.

In this training, participants follow the instructions from members of the local fire brigade as they engage in several hands-on exercises for earthquake and fire response. These exercises include initial response, first-line fire-fighting, rescue and lifesaving, transporting injured persons, evacuation drills, and so on.

Further, the Tokyo Tatemono Group company fire squad trains on a daily basis. For many years, the squad has participated in the Self-Defense Fire-Fighting Drill Review Board held by the Nihonbashi Fire Department, earning five wins to date.

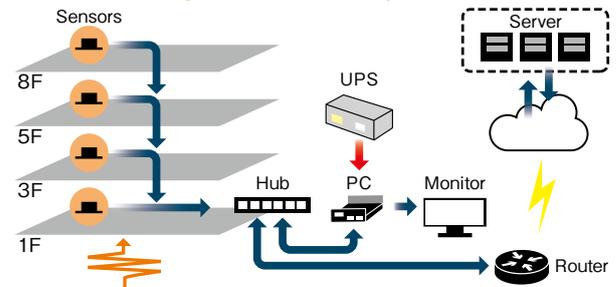
As of the end of December 2019, 231 Tokyo Tatemono employees and 587 Tokyo Real Estate Management employees have completed the lifesaving course, which includes first aid.

Tokyo Tatemono has been issued a certificate of excellence in first-aid as a business establishment encouraging first-aid from the Tokyo Fire Department.



Self-Defense Fire-Fighting Drill Review Board

### ▶ Disaster Damage Determination System



This system uses data from multiple vibration-detecting sensors to calculate and determine the degree of damage. After installation, this system collects and stores all information from subsequent seismic events, automatically calculating the cumulative damage to the building structure. Even for an earthquake with multiple, strong foreshocks and shocks, the system can make a determination of safety level of the earthquake based on foreshocks.

## Support for Stranded Commuters During Disasters

When major earthquakes or other disasters strike, public transportation functions may halt, stranding commuters. Large-scale office buildings managed by the Tokyo Tatemono Group have prepared support mechanisms for stranded tenants. We have entered into agreements with local municipalities and developed systems, structures, and resource stockpiles in anticipation of scenarios in which stranded commuters require housing.

Tokyo Square Garden participates in the Council to Support Stranded Commuters in Tokyo's Chuo Ward. We understand that the normal number of people needed for building management will be insufficient when housing stranded commuters. Therefore, we have prepared a manual that anticipates scenarios in which volunteers will be recruited from among these commuters to assist in operating support facilities.

Further, Otemachi Tower (in Chuo Ward, Tokyo) is engaged in measures that include resource stockpiling for potential stranded commuters who would be housed in the plaza, a large, spacious area that connects directly to the Otemachi subway station.

## Brillia Disaster Prevention Methods

As part of the Comfort From Day One theme, the Brillia brand offers disaster prevention measures unique to each property. Actions are divided into three phases to ensure appropriate action: normal, disaster, and post-disaster.

In accordance with the Brillia Disaster Prevention Guidelines, we created disaster prevention manuals unique to each property. We also hold disaster prevention seminars, evacuation drills, and life-saving courses for management staff. These daily preparations are lead to stronger awareness of disaster prevention.

We have implemented a number of measures to increase

earthquake resistance and mitigate disasters to ensure safety. These include wall bases that prevent furniture from falling, earthquake-resistant unit doors, and emergency lights at floor level during power outages. AED stations are also standard equipment in communal spaces. In addition, we have equipped each residence with Brillia-original chair-style disaster prevention backpacks, packed with key items that will help in critical moments, such as a multi-function radio and portable toilet.

It is also important that community residents help each other in times of disaster. We have set up stock areas for disaster goods and stockpiled items, including manhole toilets, water purifiers, and power generators. These items are placed in common spaces for mutual aid during evacuations.

These guidelines received the Good Design Award in the Service Design Category in 2011, highly commending our efforts in raising awareness about disaster prevention on a daily basis, as well as our improvement of mutual prevention awareness between residents.

### Phase 1: Normal Times (Prepare)

- Disaster prevention briefings
- Making original prevention backpacks standard equipment for all units
- Creating original disaster prevention manual



Original prevention backpacks

### Phase 2: Disaster (Protect)

- Installation of foot lights in corridors
- Installation of elevators with earthquake countermeasure functions
- Installation of wall bases to prevent falling furniture
- Unit doors with quake-resistant frames

### Phase 3: Post-Disaster (Preserve)

- Storage of emergency supplies in emergency stock areas
- Installation of AED (Automated External Defibrillator) units

## TOPICS Brillia Shonan Tsujido Seaside Park Tsunami Evacuation Facility Opened to Neighborhood Residents

Brillia Shonan Tsujido Seaside Park (a reinforced concrete property with 186 units and 5 floors) is located in a business revitalization area of Fujisawa City, Kanagawa Prefecture. It is the first privately owned condominium in the city to use the city's subsidy program to construct tsunami evacuation facilities. The rooftop evacuation facility, approximately 400 m<sup>2</sup> in area, has been made available to nearby residents.

In the unlikely event of a tsunami, residents and others (up to 660 people) in the area can evacuate to the Brillia property roof, waiting safely until the waves subside.

We held a launch event when the completed condominium building was delivered. During the event, we made neighborhood residents aware of the evacuation facility and how to evacuate smoothly in the event of an emergency. We invited not only nearby residents, but also children and staff from local kindergartens and nursery schools, who received demonstrations on how to open emergency doors and other important matters.



## Emergency Bath Facilitie

The *Ofuro no Osama* chain is a chain of Japanese-style bathhouses developed by Tokyo Tatemono Resort. The primary aim of these bathhouses is to offer a soothing space that is an important, integrated part of the local community. As a means to this end, Ofuro no Osama entered into an agreement with the cities of Ayase and Ebina in Kanagawa Prefecture to allow the use of Ofuro no Osama bathing facilities in the event of an emergency.

Thanks to this agreement, anyone affected by an earthquake or other disaster may use bathing facilities at three Ofuro no Osama locations (Ebina, Kozashibuya Ekimae, and Seya) located in and around the two aforementioned cities.



Ofuro no Osama Ebina



Ofuro no Osama Kozashibuya Ekimae



Ofuro no Osama Seya (Exterior)



Ofuro no Osama Seya (Interior)