

Relations with Tenants (Customers)

Basic Concept

The Company aims to provide safe and comfortable commercial spaces that meet the needs of the times to support our customers' businesses and achieve mutual growth.

Targets and Achievements

Initiatives	KPIs / Targets and results	
Provide properties and services with high customer satisfaction Customer satisfaction surveys	Target ● Conduct a customer satisfaction survey at least once a year	Result for FYE March 2025 ● Conducted once
Carry out preventive maintenance works to prevent problems in buildings and facilities	KPI / Target ● Zero serious incidents	Result for FYE March 2025 ● Zero incidents

Customer satisfaction surveys

By understanding direct feedback from our customers, their needs and levels of satisfaction, and finding issues and areas for improvement, we will work to provide safer and more comfortable commercial spaces.

Specific Initiatives

Planned repair and renovation investments

In order to provide safety, security and comfort to our customers, we implement planned repairs and renovations aimed to prevent major accidents based on the concept of preventive maintenance, which defines the useful life period (in years or hours) based on our own standards for each facility and replaces the facility before it breaks down or malfunctions.

Investments in renovations and repairs (examples)

The value to offer	Our initiatives	Description	
Safety	Earthquake countermeasures	Earthquake countermeasures for building frames	● Our main datacenter buildings and office buildings adopt advanced seismic isolation devices. ● All owned properties meet the new quake-resistance standards.
		Earthquake countermeasures for elevators	● Promoting the installation of emergency supplies within elevators in case passengers are trapped.
		Developing BCP and holding drills	● Periodic reviews of BCP and regular drills are conducted.
	Flooding countermeasures	Installation of flood-control panels	● Flood-control panels have been installed at the entrances to buildings to prevent flooding.
		The risk of submersion has been reduced	● Electrical rooms and equipment rooms set on the second floor or higher.
	Securing power sources	Receiving power from multiple lines	● Datacenter buildings and some office buildings receive power from multiple lines.
Installation of emergency-use generators		● In the event of a blackout, emergency-use generators are operated to ensure power.	
Comfort	Enhancing tenant services	Twin system by Business Department and Property Management Department	● A twin system by Business Department and Property Management Department has been set up, allowing for accurate understanding of and quick response to customer needs.
		Preventive maintenance	● Repairs and renovations of facilities are carried out in a planned way, based on the concept of preventive maintenance.
		Upgrading amenities	● Customer satisfaction surveys are conducted to implement improvements based on their requests.
		Improving accessibility	● Signs in braille are installed along with remodeling of buildings to be handicapped accessible.

Ready-to-use offices tailored to needs

In order to respond to changing work styles and office needs, the Company opened a ready-to-use office in the Keihanshin Azuchimachi Building. Relocating offices is a burden in terms of the cost and effort involved in interior construction and restoration when moving in and out, and the generation of a large amount of waste has also been identified as an issue. On the other hand, ready-to-use offices are furnished with fixtures and equipment, which minimizes waste when tenants move in and out, due to the need to only clean the fixtures. This in turn can reduce interior construction costs and management costs.

Although the building is an old construction completed in 1964, it is close to a train station. By leveraging our experience in office rental to provide comfortable spaces, we capture diverse needs and maintain high occupancy rates.



Keihanshin Azuchimachi Building ready-to-use office plot

Initiatives for barrier-free and universal design

All of our newly developed properties are developed in accordance with barrier-free laws through the implementation of evaluations of disability support. In addition, by introducing universal design, including barrier-free design, in older buildings as needed, we strive to enhance customer satisfaction by ensuring our buildings are accessible for all customers, including the elderly and those with disabilities.

Real estate acquisition considering access from public transportation

Aiming for properties that will continue to be chosen by tenants, we consider the convenience of access from public transportation when acquiring all land and properties.