

(1) Enhancement of Customer (Tenant/User) Satisfaction

Hulic Reit and Hulic REIT Management implement various initiatives that serve to enhance the well-being, safety and comfort of customers with a view to realizing enhancement of customer satisfaction.

1. Specific Initiatives

Acquisition of CASBEE for Wellness Office Certification for Hulic Toranomon Building

The CASBEE for Wellness Office certification is a system that evaluates the building's specifications, performance, and initiatives supporting the maintenance and enhancement of the building users' health and comfort.



Hulic Toranomon Building

Implementation of Tenant Satisfaction Surveys

We conduct tenant satisfaction surveys to ensure tenants' comfortable use of buildings, utilizing the results to identify potential needs and improve building management. Survey items include not only the tangible aspects and intangible aspects of buildings, but also things tenants have noticed while using our buildings on a daily basis. Tenant satisfaction surveys of approximately 300 tenant companies occupying properties held by Hulic Reit have been conducted on an ongoing basis since 2017. The majority of tenant companies who responded have indicated that they are satisfied overall.

The survey results are also shared with PM companies, BM companies, etc. to lead to enhancement of services.

Implementation of Initiatives in Consideration for the Well-Being of Customers

We take various measures at the properties held by Hulic Reit. Measures include not only routine cleaning (including disinfection, etc. of high-touch surfaces) and disinfecting entrances and installing alcohol-based hand sanitizers throughout the building, but also actively encouraging hand washing, improving indoor air quality through ventilation, etc. and such by tenants as needed.



Thorough implementation of daily cleaning (including disinfecting high-touch surfaces)

Implementation of Initiatives in Consideration for the Safety of Customers

■ Implementation of Safety Measures

We hold evacuation drills by working together with PM companies and BM companies in preparation for the event of a disaster with a view to enhancing customer safety.



Display of evacuation routes of properties on digital signage

■ Installation of Emergency Supplies in Elevators and AEDs

We install boxes storing emergency supplies in elevators and AEDs for use by also people in the local community at those properties held by Hulic Reit where such installations can be made, contributing to enhancement of the peace of mind and safety of customers and people in the community.



- Installation of boxes storing emergency supplies in elevators in preparation for such events as emergency elevator outages due to extraordinary disasters, power outages or malfunctions

Aiming to strengthen BCP and raise tenant satisfaction

Implementation of Initiatives in Consideration for the Comfort of Customers

■ Implementation of Renovation Work in Consideration for the Comfort of Customers

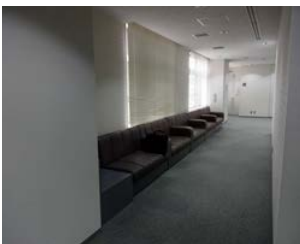
We carry out renovation work for enhancing the comfort of tenants at several properties held by Hulic Reit.

Hulic Takadanobaba Building:
Renovation work in common areas

Before renovation



After renovation



Hulic Kamiyacho Building:
Renovation work in common areas

Before renovation



After renovation

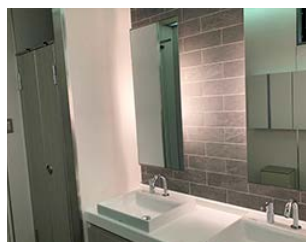


Hulic Shibuya 1 Chome Building:
Toilet renovation work on each floor

Before renovation



After renovation



Hulic Kakigaracho Building:
Renovation work of the entrance

Before renovation



After renovation



■ Inviting Food Trucks

We invite food trucks to several properties held by Hulic Reit for use by not only customers but also people in the community, contributing to enhancement of convenience for customers and people in the community.



■ Introduction of Digital Signage

Digital signage is introduced at several properties held by Hulic Reit to run advertisements on food trucks and nearby restaurants and communicate useful information to customers such as news, weather reports, and directions to evacuation sites in the event of a disaster.

The company installing and operating the digital signage makes donations to the Green Fund ^(Note) of the National Land Afforestation Promotion Organization for each new installation of digital signage from the perspective of environmental preservation, and Hulic Reit contributes to social contribution activities of the company through the provision of space for installing digital signage in properties owned.

(Note) The Green Fund is a fund utilized for reconnecting the richness provided to society by forests to the next generation through the preservation of forests in Japan and overseas, afforestation activities and the provision of activities for becoming familiar with forests.



Put TV screens on the wall at the elevator hall



Display of digital signage indicating that donations have been made to the Green Fund



Projected onto inside the elevator using the projector

■ Introduction of LUUP

We contribute to the improvement of the convenience of customers and people in the local community through the installation of the port for "LUUP," a sharing service of e-scooters, at properties held by Hulic Reit.



■ Introduction of Signage in Restrooms

Signage is introduced in restrooms at a property held by Hulic Reit, and a portion of the signage's advertising revenue is donated to aid for developing countries through WaterAid Japan (certified NPO).

