

# (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

Hulic Reit and Hulic REIT Management 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

Hulic Reit and Hulic REIT Management take various measures at the properties held by Hulic Reit from the perspective of preventing the spread of the coronavirus. Measures include not only routine cleaning (including disinfection, etc. of high-touch surfaces) and disinfecting entrances, temporarily suspending use of smoking rooms 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.

#### Initiatives to Prevent the Spread of Coronavirus

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



Installation of temperature-measuring devices and alcohol-based disinfectant solution dispensers



Running advertisements promoting infection countermeasures on TV screens in elevator hallways



## Implementation of Initiatives in Consideration for the Safety of Customers

### ■ Implementation of Safety Measures

Hulic Reit and Hulic REIT Management 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.

### ■ 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 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



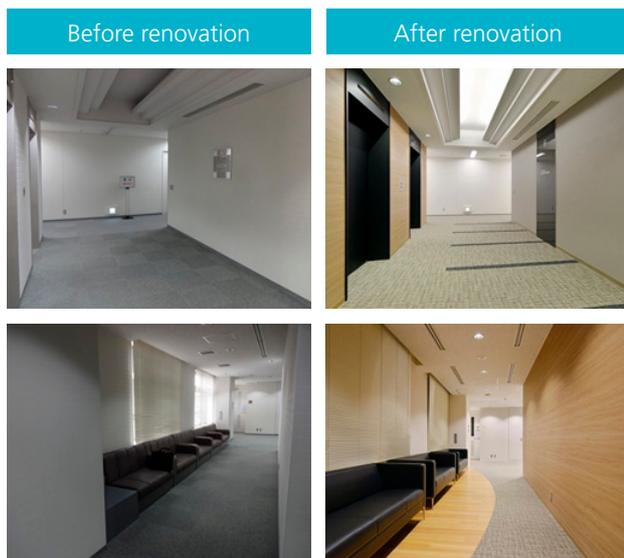
Aiming to strengthen BCP and raise tenant satisfaction

## Implementation of Initiatives in Consideration for the Comfort of Customers

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

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

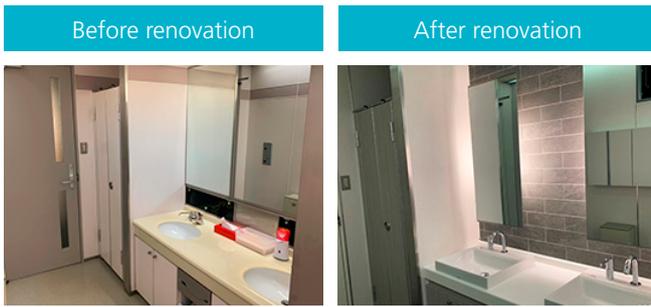
Hulic Takadanobaba Building:  
Renovation work in common areas



Hulic Kamiyacho Building:  
Renovation work in common areas



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



■ Inviting Food Trucks

Hulic Reit and Hulic REIT Management 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

Hulic Reit and Hulic REIT Management have introduced digital signage, 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.



Put TV screens on the wall at the elevator hall



Projected onto inside the elevator using the projector