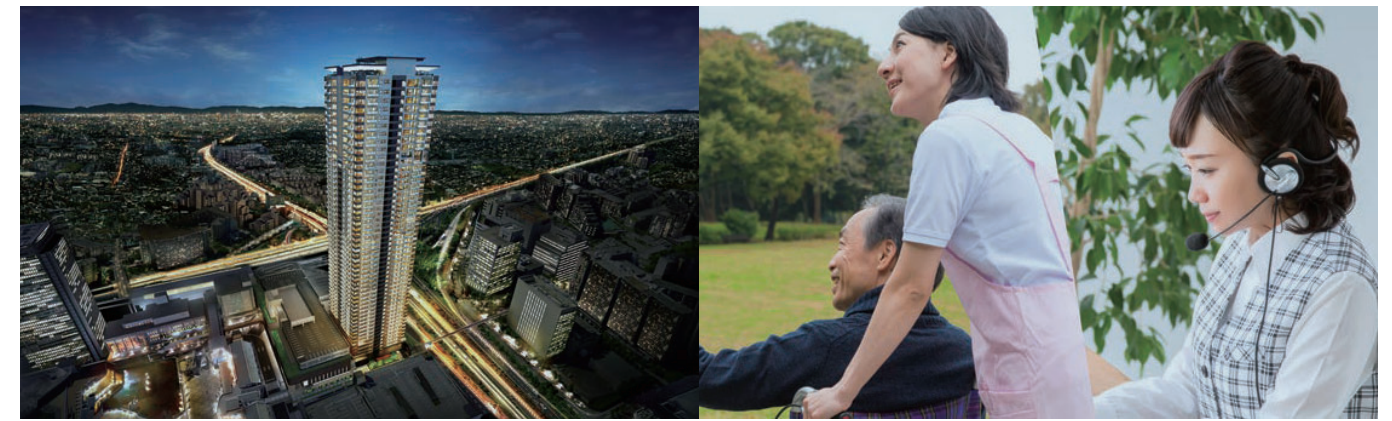


Business Segments

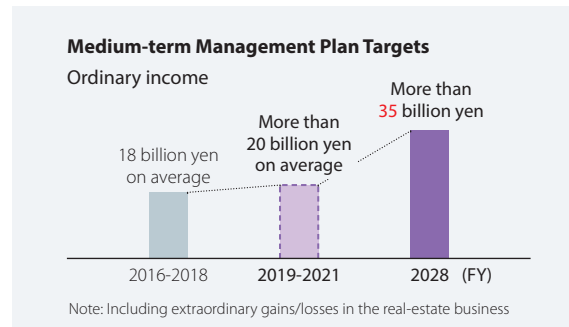
Life / Business Solution Business

Toyokazu Misono  
Director  
Representative Executive  
Officer, Vice President



Overview

In addition to comprehensive real estate services (leasing, condominium sales, property management, leisure, etc.) we provide specific services for both individuals (home security, healthcare, etc.) and businesses (call-center and staffing services, etc.) to provide support for their everyday needs.



Performance for fiscal year 2019

We have made active efforts to increase sales of "Cielia" condominiums in the Kansai and capital regions, and have provided 2,434 residences with this brand as of the end of March 2020.



Cielia Senri Chuo Tower  
(completed in February 2019)



Bangkok

Number of "Cielia" brand residences supplied

Total of condominium units and detached houses with residential land development completed since starting to supply Cielia brand residences (fiscal 2016) until fiscal 2019

2,434 units **CIELIA** HOTEL ELCIENT

About 54,000 contracts have been signed for our home security services as of the end of March 2020, a significant achievement in our efforts to reach out to customers and win their confidence.

Number of contracts for KANDEN SOS home security services

For detached houses and condominiums as of the end of March 2020

54,000 contracts



Our real estate business in the emerging economies, especially those in Southeast Asia, deals primarily with condominiums, while the focus is on office leasing in Europe, the U.S., Australia and in other developed countries. As of the end of March 2020, we have participated in three condominium development projects in Vietnam, Indonesia and Thailand, and eight office leasing projects in the U.S., Singapore and Australia.

Number of projects invested in since the first overseas real estate business (fiscal 2017) until fiscal 2019 **11 projects**



New York



Sydney



Customer satisfaction rate: 98%  
We help customers live a more secure and comfortable life.

In addition to providing real estate services, we monitor social trends in four business categories: life support (home security, housekeeping services, etc.), healthcare (health management support, caretaking services, etc.), financial services (collection agency services, financing, leasing, etc.) and business solutions (staffing services, call-center services and management, etc.). Moreover, by leveraging the Group's seed projects and those of others, we will continue to develop new service models that meet the needs of customers while providing high value-added services.

Business environment

- Growing expectations for healthcare services that contribute to solving problems associated with an aging society (increasing healthy life expectancy, etc.)
- Growing outsourcing needs due to short staffing, progress in working practice reforms, etc.
- Robust demand for office space, leasing and condominiums.
- Decreasing yields on newly acquired real estate due to intensifying competition in real estate acquisition

Medium-term Management Plan Strategies

What we aim to become in the future

We provide services that satisfy individual and business customers in their everyday needs, which in turn improves the Group's credibility and expands its revenues. At the same time, our aim is to transform ourselves into a general real estate business group to meet all real estate needs, capitalizing on a well-balanced mix of leasing, condominium and fee businesses.

Efforts (3-year Medium-term Management Plan)

- Enhance our brand power to expand operations in the Tokyo metropolitan area from our base in the Kansai urban area, while also branching out abroad.
- In the rental property field, expand and strengthen the asset management business for institutional investors.
- Expand and strengthen healthcare services by developing advanced services utilizing digital technology.
- Streamline operations and reduce labor by introducing RPA, etc.