Leopalace 21

Leopalace21 Corporation

Investor Meeting Presentation for the Six Months Ended September 30, 2021

November 2021

This document and reference materials may contain forward-looking statements, but please understand that actual results may differ significantly from these forecasts due to various factors.

*Reportable segments were changed in FY18/3 and FY21/3.

Contents

1.	About Leopalace21	p.2
2.	1H FY22/3 Results, Full-year Plan	p.5
3.	Structural Reforms and Occupancy Improvement Measures	p.14
4.	Data Related to Leasing Business	p.21
App	pendix	p.27

1. About Leopalace21





1-1: Corporate Profile

Corporate Data (as of September 30, 2021)

Established	August 17, 1973
Paid-in Capital	JPY 100 million
Representative Director	Bunya Miyao, President and CEO
Employees	4,645 (consolidated), 3,810 (non-consolidated)
Authorized Shares	750,000,000
Outstanding Shares	329,389,515 shares
Outstanding Shares	(not including 159,748,700 dilutive shares)
Shareholders	51,690

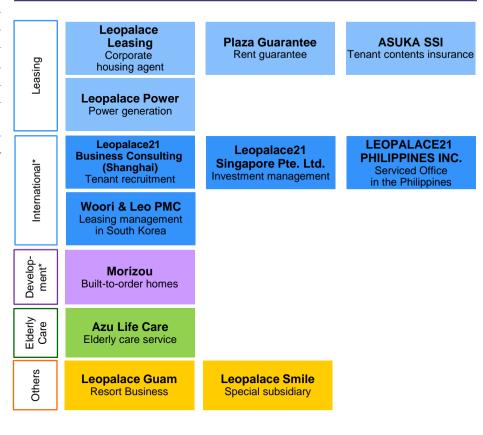
Business Model

Offer 570,000 studio-type units equipped with furniture and home appliances

approx. 80% of listed companies have used Leopalace21's services



Group Companies (as of October 31, 2021)

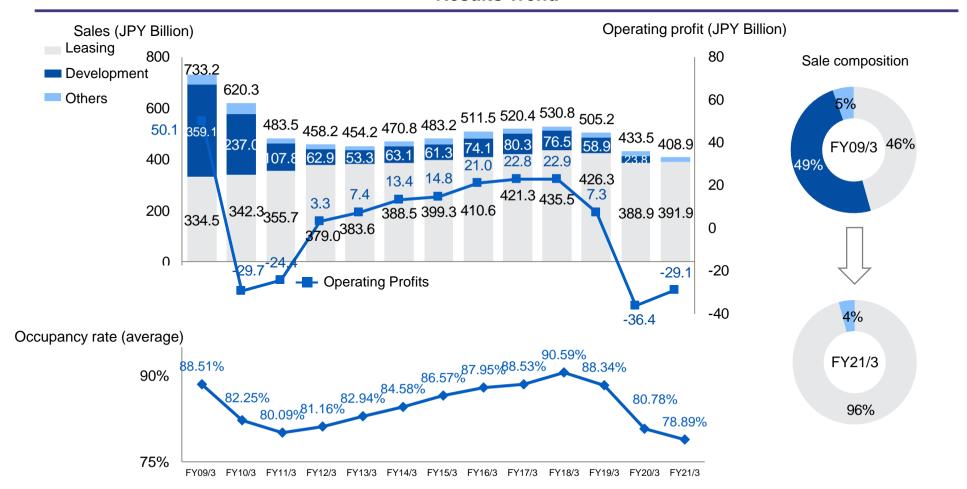


Results of the International Business and the Development Business are reported under the Leasing Business segment

→ 1-2: Results Trend

Decrease in occupancy rates and rent, as well as stringent loan screening caused by the Lehman Collapse led to a decrease in apartment construction, and Leopalace21 reported operating losses for two consecutive years. As a result, the Company shifted the business model to center on the Leasing Business in order to target a stable earnings structure for the mid to long term. Huge operating losses were recorded caused by construction defects problem during FY20/3. The Company recorded operating losses for the two consecutive years hit by COVID-19 impact despite its effort to be profitable by implementing structural reforms.

Results Trend



2. 1H FY22/3 Results, Full-year Plan



1H results were ahead of original plan from sales to net income due mainly to good results from occupancy improvement measures, reduction in cost of sales and SGAE, and reversal of provision. The Company successfully recorded operating profit and net income and disclosed the revision of earnings forecasts on November 8, 2021 for 1H and full fiscal year ending March 2022.

Highlights of Results

	1H FY21/3	1H FY22/3	1H FY22/3		
(JPY million)	Actual	Original Plan	Actual	YoY	Compared with Plan
Sales	208,647	198,000	199,550	(9,096)	+1,550
Cost of Sales	194,662	180,700	177,603	(17,059)	(3,096)
Gross profit	13,984	17,300	21,946	+7,962	+4,646
%	6.7%	8.7%	11.0%	+4.3p	+2.3p
SGAE	26,600	24,700	21,136	(5,463)	(3,563)
Operating profit	(12,616)	(7,400)	809	+13,425	+8,209
%	(6.0%)	(3.7%)	0.4%	+6.5p	+4.1p
Recurring profit	(12,854)	(9,700)	(1,332)	+11,521	+8,367
%	(6.2%)	(4.9%)	(0.7%)	+5.5p	+4.2p
Net income*	(17,571)	(11,500)	647	+18,218	+12,147

Factors contributing to changes

Reduction in sales of construction subcontracting were the major reasons behind negative growth YoY. Reversal of provision for apartment vacancy loss of JPY 2.5 billion (Q1: JPY 1.1 billion, Q2: JPY 1.3 billion) and reduction in cost of sales contributed to increased gross profit against original plan and the result for 1H FY21/3 result.

Reduction in SGAE centered on personnel expenses contributed to the recording of operating profit.

Interest expenses made recurring loss despite the fact that deficit margin was reduced.

Recorded reversal of provision for losses related to repairs of JPY 3.3 billion (Q1: JPY 1.9 billion, Q2: JPY 1.4 billion)

^{*} Net income refers to net income attributable to shareholders of the parent.



2-2: PL-Quarter Comparison

Quarter Comparison

	Q1 Apr-Jun		Q Jul-	2 Sep		.3 ·Dec	Q4 Jan-Mar		
(JPY million)	FY21/3 Actual	FY22/3 Actual	FY21/3 Actual	FY22/3 Actual	FY21/3 Actual	FY22/3 Revised Plan	FY21/3 Actual	FY21/3 Revised Plan	
Sales	103,986	100,244	104,660	99,30	5 99,679	99,700	100,632	101,300	
Cost of sales	97,016	90,472	97,646	87,13	1 92,447	87,100	100,762	88,600	
Gross profit	6,969	9,771	7,014	12,17	7,231	12,600	(129)	12,700	
SGAE	13,797	11,059	12,802	10,07	6 11,201	11,600	12,467	12,500	
Operating profit	(6,827)	(1,287)	(5,788)	2,09	7 (3,969)	1,000	(12,597)	200	
Recurring profit	(6,848)	(2,241)	(6,005)	90	9 (7,707)	100	(13,607)	(1,700)	
Net income (loss)*	(14,123)	(957)	(3,447)	1,60	5 (7,432)	100	1,322	(2,200)	
Key contributing factors	Cost-cutting for losses rel	measures and ated repairs c	ahead of the place and a second a second and	rovision	ovision disappointing sales at subsidiaries desp increasing occupancy rates. Manageme				

consolidated basis.

being the busiest season, hence resulting in net loss..

^{*} Net income refers to net income attributable to shareholders of the parent.

Balance Sheet - main items only

		24.4 271001 11					
(J	PY million)	FY21/3	Q1 FY22/3	1H FY22/3			
	Cash and deposits	54,863	45,774	43,852			
То	tal assets	161,708	150,332	145,255			
	Interest-bearing debt*	35,409	34,496	33,951			
	Provision for loss related to repairs	33,509	30,373	28,505			
	Provision for apartment vacancy loss	12,262	11,067	9,749			
То	tal liabilities	158,431	151,590	144,624			
	Common stock	81,282	81,282	100			
	Capital surplus	55,174	55,174	136,346			
	Retained earnings	(142,586)	(148,518)	(146,903)			
	Total shareholders' equity (A)	(6,474)	(12,364)	(10,759)			
	Total accumulated other comprehensive income (B)	(2,019)	(359)	(314)			
	Ownership equity (A)+(B)	(8,494)	(12,723)	(11,074)			
	Share subscription rights	388	357	357			
	Non-controlling interests	11,383	11,108	11,347			
То	tal net assets	3,277	(1,257)	630			
То	tal liabilities and total net assets	161,708	150,332	145,255			
	* Interest bearing debt berrowings a les	aa ahligatiana					

* Interest-bearing debt = borrowings + lease obligations

Factors contributing to changes (compared against end of FY21/3)

Cash and deposits

Decreased by JPY 11 billion due to expenditure for operation funds and payment related to repairs of construction defects

- Provision for loss related repairs (current: JPY 1.2 billion. non-current: JPY 27.2 billion) Writing-off the provision for JPY 1.6 billion due to progress of repairs and reversal of provision for JPY 3.3 billion due to streamlined process (Q1: JPY 1.9 billion, Q2: JPY 1.4 billion) totaled to JPY 5.0 billion.
- Provision for apartment vacancy loss (current: JPY 6.7 billion. non-current: JPY 2.9 billion) Total reversal of JPY 2.5 billion (Q1: JPY 1.1 billion, Q2: JPY 1.3 billion)

■ Common stock and capital surplus

Transferred common stock of JPY 81.1 billion to capital surplus as of August 10, an effective date..

Retained earnings

Recorded net income for 1H of JPY 0.6 billion (Q1 for JPY 0.9 billion, Q2 for JPY 1.6 billion) despite applying Accounting Standard for Revenue Recognition pushed down the retained earnings by JPY 4.9 billion

■ Non-controlling interests

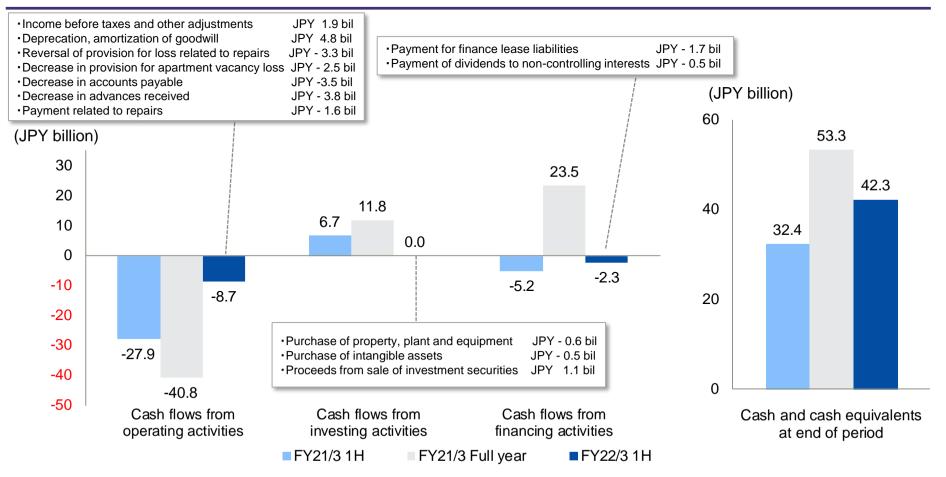
Became flat due to Leopalace Power Corporation's dividend payment and reduction of overseas subsidiaries' accumulated profit despite the recording of Leopalace Power Corporation's recording of net income

Net assets

Turned to positive at the end of 1H, which was JPY 0.6 billion, whereas deficit was recorded at the end of Q1

1H of FY22/3 resulted in net outflow from operating activities of JPY 8.7 billion, net inflow from investing activities of JPY 6 million, and net outflow from financing activities of JPY 2.3 billion, which resulted in net outflow of JPY 11.1 billion, an improvement of JPY 15.2 billion compared with 1H FY21/3.

Cash Flows



➤ 2-5:Roadmap

The Company disclosed revision of earnings forecasts on November 8, 2021 for 1H and full year of FY22/3. Revised plan confirmed operating profit due to continued effect of occupancy improvement measures and cost-cutting measures. FY23/3 will see net income expecting the effect of continued respective measures, along with both positive numbers for ownership equity + share subscription rights and for total net assets.

Plan

(JPY Million)	FY18/3 Actual	FY19/3 Actual	FY20/3 Actual	FY21/3 Actual	FY22/3 Revised Plan	FY23/3 Revised Plan (reference)
Sales	530,840	505,223	433,553	408,959	400,600	421,200
Cost of sales	434,762	428,988	408,112	387,872	353,400	349,300
Gross profit	96,077	76,235	25,441	21,086	47,200	71,900
%	18.1%	15.1%	5.9%	5.2%	11.8%	17.1%
SGAE	73,147	68,844	61,915	50,269	45,200	49,500
Operating profit	22,930	7,390	(36,473)	(29,182)	2,000	22,400
%	4.3%	1.5%	(8.4%)	(7.1%)	0.5%	5.3%
Recurring profit	22,354	7,063	(36,341)	(34,170)	(2,900)	17,200
Net income *	14,819	(68,662)	(80,224)	(23,680)	(1,500)	15,400
Average occupancy rate	90.59%	88.34%	80.78%	78.89%	81.62%	86.62%
Ownership equity	159,044	80,915	1,303	(8,494)	(16,300)	(200)
Ownership equity + Share subscription rights	159,328	81,320	1,572	(8,105)	(15,900)	200
Total net assets	159,438	81,338	1,589	3,277	(2,700)	12,900

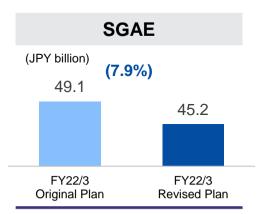
^{*} Net income refers to net income attributable to shareholder's of the parent.



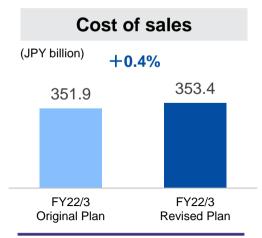
2-6: Revision of Full-year Plan in FY22/3



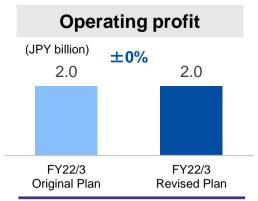
- Reduced unit rent revenue
- Disappointing earnings by subsidiaries



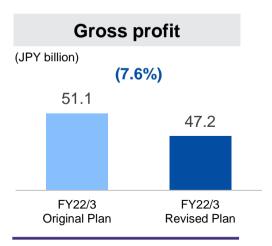
- Reduced number of employees
- Reduced taxes and public charges as a result of reduced common stock



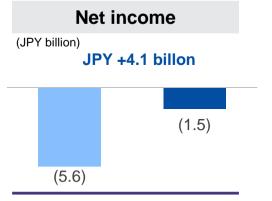
 Delay in reduction of operation cost for the Leasing Business



 SGAE reduction offset the reduction of gross profit

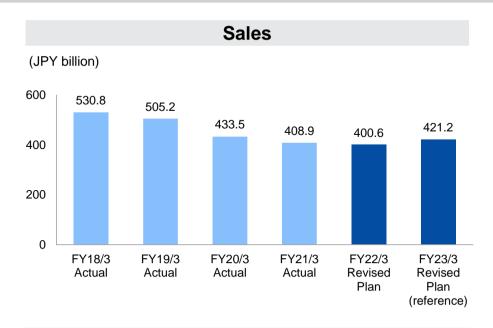


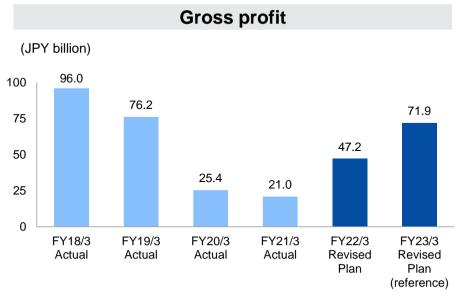
 Declined sales and increase in cost of sales

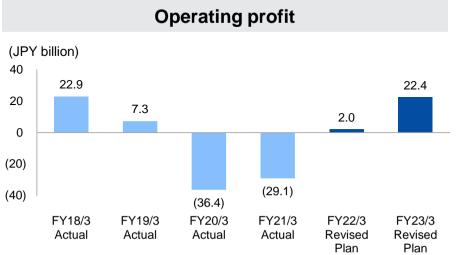


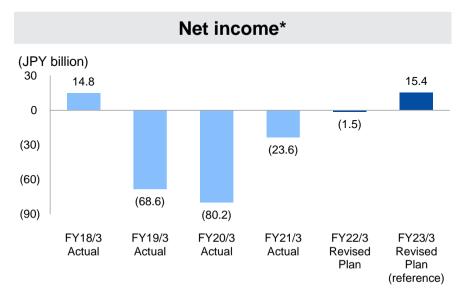
- Reversal of provision for losses related to repairs
- Restrained costs for transferring or withdrawing from the overseas businesses

2-7: Road Map - PL (Graph)







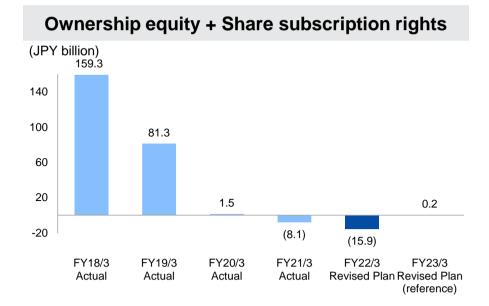


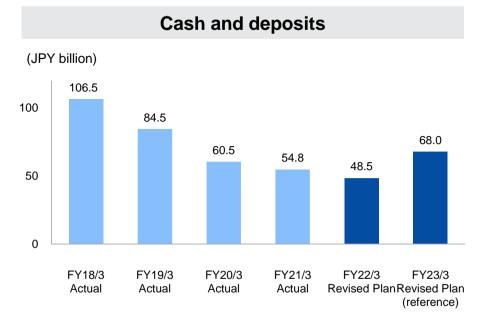
^{*} Net income refers to net income attributable to shareholder's of the parent

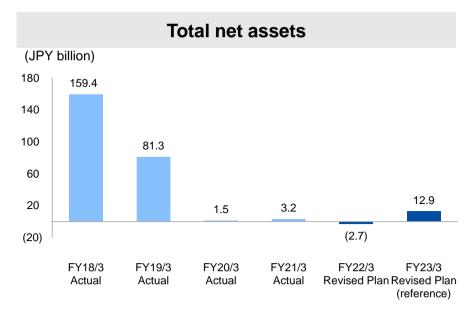
(reference)

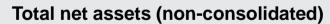


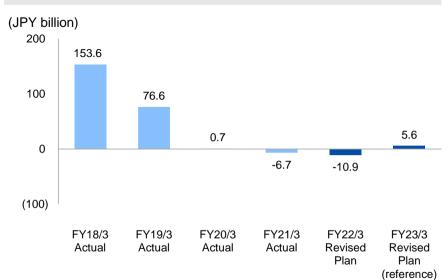
2-8: Road Map – BS (Graph)











3. Structural Reforms and Occupancy Improvement Measures





3-1: Progress Status for Excessive Liabilities Elimination

Continue Drastic Structural Reforms

- Cost reduction across the board has been showing effect as a result of having implemented
 measures for drastic structural reforms such as transferring or withdrawing from non-core and
 unprofitable businesses, reviewing personnel structure, curtailing operation cost and management
 cost in the Leasing Business, as well as lowering fixed cost through consolidating leasing sales
 offices.
- 1H FY22/3 has seen the recording of operating profit of JPY 809 million, which overachieved the 1H plan.
- 1H FY22/3 has seen the recording of cost of sales of JPY 177,603 million, which is an improvement of JPY 3,096 million compared with the plan. SGAE was JPY 21,136 million, which was ahead of the plan by JPY 3,563 million.

Improve Occupancy Rates

- Implemented the sales strategies such as prioritized allocation of management resources into the Leasing Business, introduction of area intensive approach, DX solution promotions such as webbased customer services, apartment viewing and rental contract signing, as well as longer reach of customers through the strengthened tie with real estate agents network.
- The average occupancy rate during 1H FY22/3 was 80.69%, which was ahead of plan by 0.21 point and 1.43 point higher than the result of 1H FY21/3.
- The delisting grace period has been extended from one year to two years to March 31, 2023 for the Company because its excessive liabilities was judged to be caused by the impact of COVID-19 pandemic.
- The Company disclosed on the website the notice of its efforts in excessive liabilities elimination dated May 14, 2021 and the notice of its entry into grace period pertaining to delisting caused by excessive liabilities dated June 29, 2021.



3-2: Reduction in Cost of Sales and SGAE

The Company has reduced cost of sales and SGAE for 1H FY22/3. Full year revised plan showed increased reduction of personnel expenses (JPY -2.6 billion in original) and other SGAE (JPY -0.8 billion in original) despite delay in reduction of operation cost for the Leasing Business.

1H Result

Decrease in Cost of Sales – main items

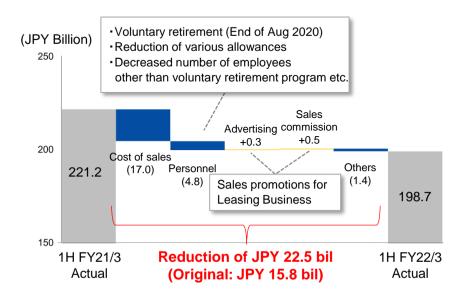
Leasing operation: about JPY -3.0 bil
 (-0.8 bil in original)

Construction and real estate: about JPY -6.1 bil

(-6.2 bil in original)

•Leasing management: about JPY -5.9 bil

(-4.3 bil in original)



FY22/3 Revised Plan

◆ Decrease in Cost of Sales - main items

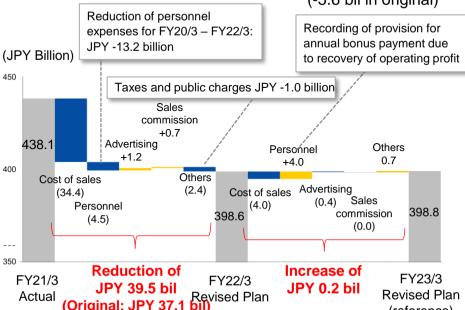
Leasing operation: about JPY -11.8 bil (-13.6 bil in original)

Construction and real estate: about JPY -10.9 bil

(-11.0 bil in original)

Leasing management: about JPY -6.8 bil

(-5.6 bil in original)



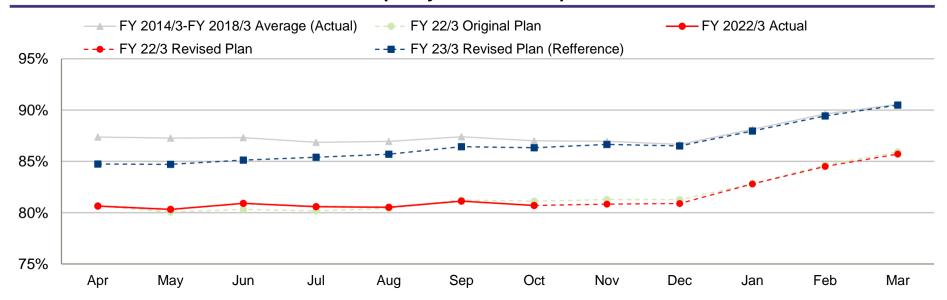
(reference)



3-3: Occupancy Rates Development for Past, Present and Future

Occupancy improvement measures and slowdown impact of COVID-19 pandemic helped the 1H results remained ahead of the plan. Considering the dip in October, the Company revised the average rate downward. The target rate at the end of FY22/3 is 85.70%, down 0.22p against original plan; and average for FY22/3 is 81.62%, down 0.03p against original plan.

Occupancy Rates Development



(Occupancy rate = Number of contracted rooms / Total number of rooms under management %)

	Apr	Мау	Jun	Jul	Aug	Sep	1H Ave.	Oct	Nov	Dec	Jan	Feb	Mar	Full-year Ave.
FY14/3 - FY18/3	87.37	87.26	87.31	86.86	86.94	87.40	87.19	87.00	86.96	86.65	88.12	89.62	90.56	87.67
FY22/3	80.65	80.32	80.91	80.59	80.53	81.13	80.69	80.70						80.69

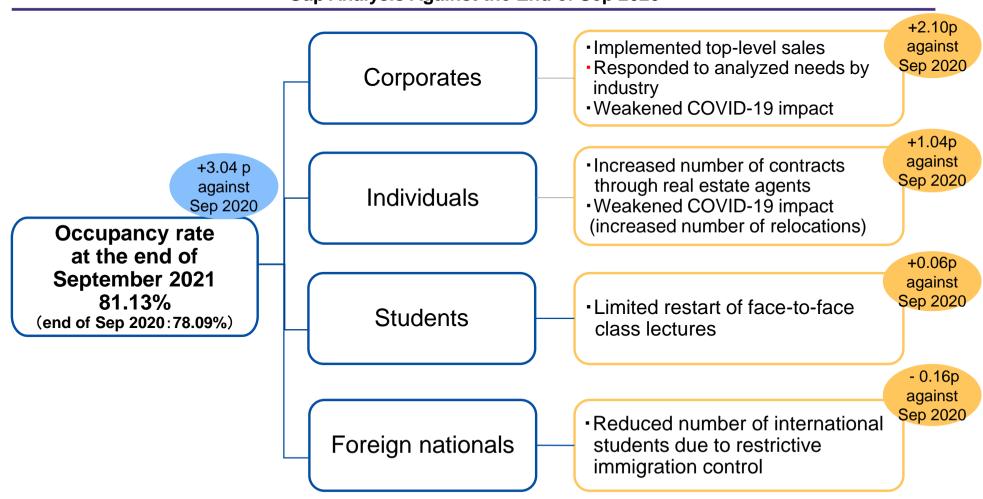
^{*}Monthly Data: http://eg.leopalace21.com/ir/finance/getsuji.html



3-4: Occupancy Rate Gap Analysis

Occupancy improvement measures by customer segment produced the results for 1H broadly in line with the plan, same as Q1 FY22/3. The demand for apartment rooms is recovering especially for corporate customers despite the demand by foreign nationals remained weak due to COVID-19 impact.

Gap Analysis Against the End of Sep 2020





3-5: Improve Occupancy Rates - 1

Leopalace21 has implemented area intensive strategy in which the national market is divided into 7 areas and respective managers have responsibilities for sales, cost and profit. Tailor the strategy to satisfy different customer requirements according to the customer segment.

Measures

Customer seament

Corporates

Individuals/Students

Measure Mix

Implement area intensive strategies*

Recover the number of occupied rooms*

Strengthen tie with real estate agents*

Implement sales campaigns

Foreign nationals

Reach new entrants into Japan for their use of apartment rooms (Total number of foreign nationals expected to come to Japan: approx. 370 thousand)

Provide service in five languages in the website for a room search

^{*}Please refer to p.20 for the details.



3-6: Improve Occupancy Rates - 2

Leopalace21 especially focuses on the following three strategies; Implement area intensive strategy; Recover the number of occupied rooms by corporate tenants; and Strengthen tie with real estate agents for individual customers, aiming for increasing both the number of contracts and the number of occupied rooms.

Implement area intensive strategy

- ◆ Divide national market into <u>7 areas</u> and appoint managers as *Area CEO* in each area.
- Aim to <u>realize optimal performance</u> by implementing area intensive strategy in each area, which are <u>not the uniform</u> <u>strategy</u> that Leopalace21 used to adopt.
- Manage sales, cost, and profit in each area and improve occupancy rates in order to increase sales and profit.

Recover the number of occupied rooms (corporates)

- Implement top-level sales
 Aim to be recognized as an expert for company housing strategies.
- Promote individual strategies for each corporate customer

Formulate and promote individual strategies in order to expand the respective market share

◆ <u>Strengthen tie with company housing agencies</u>

Change the strategies to put company housing agencies as a partner to pursue mutual benefits.

Strengthen tie with real estate agents (individuals)

- Strengthen the sales activities to work with the real estate agents with the help of Village House
 Management Co., Ltd. which is affiliated with Fortress Investment Group.
- ◆ 1H FY22/3 Result Number of contracts through real estate agents: 15,152 (increased by 56.3% yoy)

4. Data Related to Leasing Business





4-1: Leasing Offices

Leopalace21 closed 49 direct leasing sales offices and shifted their responsibilities to the ones in vicinity areas during FY21/3, which resulted in 133 offices in total as of end of Mar 2021.

In addition, the Company consolidated 28 offices in June and 2 offices in July 2021 to further improve sales efficiency and increase productivity.

Leasing Offices

(Office	es)								
350									
300									
250									
200						ш			
150							Ш		
100									Ш
50									
0	Sep	Mar	Sep	Mar	Sep	Mar	Sep	Mar	Oct
	FY18/		FY19		FY20/		FY21/3		FY22/3
			= 0	Direct		■Pa	artners		

	1H FY21/3 Actual	FY21/3 Actual	1H FY22/3 Actual
Total number of offices	246	239	209
of which, direct offices (domestic)	135	133	103
of which, direct offices (overseas)	7	6	6
of which, Partners offices	104	100	100
Number of corporate sales sections	51	51	48
Number of employees (non-consolidated)	2,771	2,547	2,469
of which, sales employees	1,126	1,047	1,403



4-2: Units and Occupancy Rates by Area

Implementing occupancy improvement measures and weakened spread of COVID-19 impact helped all areas to experience growth in occupancy rate against the 1H FY21/3 results. The national market has been divided into 7 areas in which sales, cost and profit are individually managed.

Managed Units and Occupancy Rates by Area

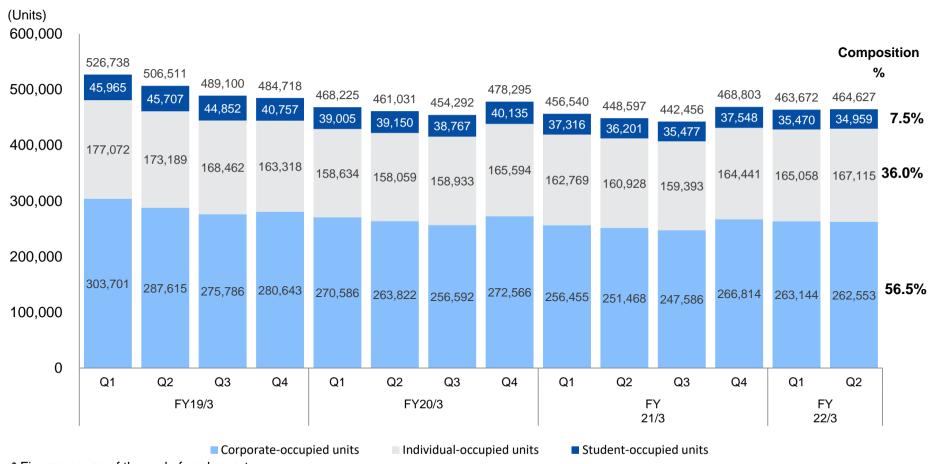
v	(Managed unit: in thousands, Occupancy:%)	FY	20/3	FY	21/3			FY	22/3		
areas		(Q2	C	Q2		Q1		Q2		
7	Occupancy. 76)	Managed units	Occupancy rate	YoY*	QoQ*						
	Hokkaido	14	72%	14	73%	14	73%	13	77%	+4p	+4p
1	Touhoku	36	82%	35	80%	35	83%	35	84%	+4p	+1p
	Kita-kanto	41	76%	40	73%	40	77%	40	78%	+5p	+1p
2	Tokyo metro	171	81%	171	77%	170	81%	170	80%	+3p	(1p)
3	Hokuriku & Koshinetsu	40	75%	40	78%	40	80%	40	81%	+3p	+1p
4	Chubu	88	80%	88	77%	88	80%	88	81%	+4p	+1p
(5)	Kinki	81	78%	81	78%	81	81%	81	81%	+3p	+0p
	Chugoku	39	85%	39	84%	39	85%	39	84%	+0p	(1p)
6	Shikoku	15	81%	15	80%	15	82%	15	82%	+2p	+0p
7	Kyushu & Okinawa	52	85%	51	83%	51	85%	51	84%	+1p	(1p)
	Total	576	80%	575	78%	573	81%	573	81%	+3p	+0p

^{*} YoY: compared with Q2 FY21/3, QoQ:compared with Q1 FY22/3



4-3: Shares of Occupied Units by Customer Segment

Weakened spread of COVID-19 impact and results from occupancy improvement measures during Q2 FY22/3 contributed to the growth in corporate and individual customers in comparison to Q2 FY21/3. The number of units occupied by students showed decline against Q2 FY21/3 result because of reduction in international students and prevailed online class lectures. Shares of Occupied Units by Group*



^{*} Figures are as of the end of each quarter



4-4: Occupied Units by Industry

Approximately 80% of listed companies* in Japan have used Leopalace21 services. Gradual slowdown impact of COVID-19 and the strong demand in staffing and outsourcing industry as well as construction industry produced significant growth during 1H FY22/3

Number of Occupied Units by Industry

(U	nits)							_
	(42,352)*	(42,358)*	(41,704)*	(43,046)*	(42,776)*	(43,349)*	YoY**	QoQ**
	256,455	251,468	247,586	266,814	263,144	202,001		(0.2)% Total
	14,489	14,215	13,856	14,826 29,093	14,489	14,233		(1.8)% Food service (3.0)% Hospitality
	30,273	28,904	27,570	29,093	28,001	27,158	(0.0) /6	(3.0) /6 Hospitality
	38,894	37,796	36,673	38,412	36,335	34,931	(7.6)%	(3.9)% Manufacturing
	27 204			39,396	37,690	36,542	+0.2%	(3.0)% Retail
	37,304	36,476	36,069	*****		38,042	(4.0)0/	(4.3)% Others
	39,218	38,488	36,955	39,865	39,743	30,042	(1.2)%	(4.3)%
	39,712	38,461	41,558	46,984	48,418	50,640 +	-31.7%	+4.6% Staffing, outsourcing
	56,565	57,128	54,905	58,238	58,468	61,005	+6.8%	+4.3% Construction
	1Q	2Q	3Q	4Q	1Q	2Q		
		FY2	21/3		FY22/3	3		

^{*} No of companies in parentheses.

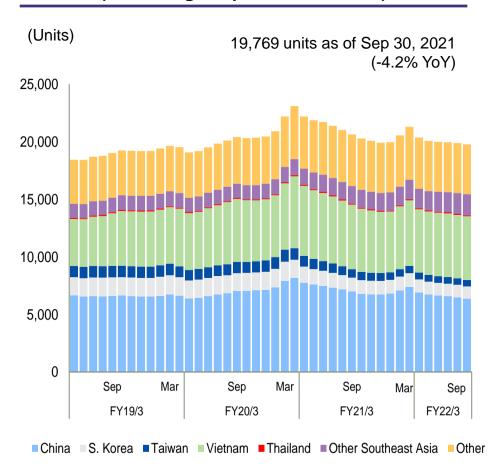
^{**} YoY: compared with Q2 FY21/3, QoQ: compared with Q1 FY22/3



4-5: Foreign National Tenants

By adding 13 thousand units contracted by corporate customers for their foreign national employees, totally about 33 thousand units are used by foreign national tenants, making up 7.1% of the total occupied units, which compared with 7.6% at the end of September 2020 and 7.2% at the end of June 2021.

Leased Units by Foreign Nationals (Excluding Corporate Contracts)



Leasing Business Overseas (9 locations)



Appendix





1: Repair Works on Properties Constructed by Leopalace21

Goal: Complete the repair for all obvious defects by the end of 2024

Progress of repairs

- Repair target for Sep Dec 2020: about 2,000 rooms Repair result: 2,183 rooms
- Repair target for Jan Jun 2021: about 6,000 rooms
 Repair result: 6,002 rooms
- Plan for Jul 2021 onward remains unchanged: complete the repair for all obvious defects by the end of 2024 and carry out the measures to tackle construction defects problem.

(as of October 31, 2021)

Apartment Series	No of Buildings	No of buildings containing obvious defects	No of all rooms which corresponds to No of buildings containing obvious defects	No of rooms	No of rooms with repairs completed
Nail Series / Six Series Total	15,283	7,761	121,877	94,495	44,468
Other Series Total	23,802	4,872	76,065	67,344	4,893
Grand Total	39,085	12,633	197,942	161,839	49,361

^{*} The number of rooms requiring repairs includes the rooms for which investigations are not complete.

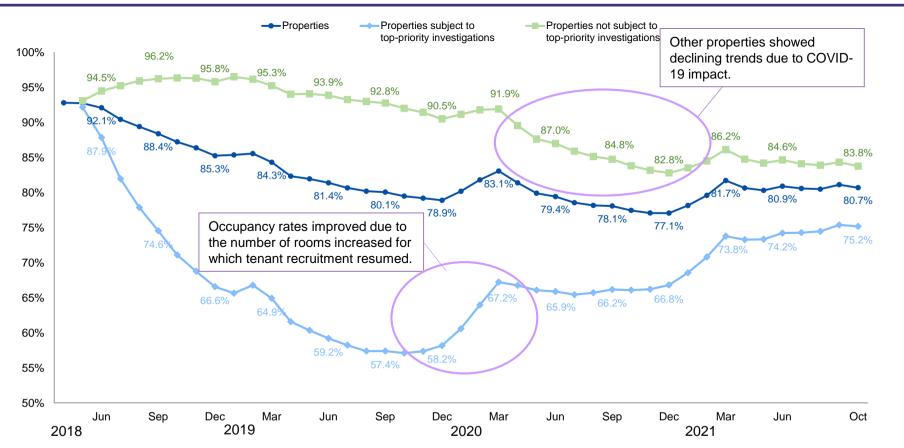
^{*} Progress of repair work: https://www.leopalace21.co.jp/info/en/news/progress.html



2: Occupancy Rates after Announcement of Construction Defects

The occupancy rates for apartment series subject to priority investigation, which had been declining due to suspension of tenant recruitment after announcement of the construction defects, recovered to 60% level in Jan 2020 owing to the progress of repair works and resumption of tenant recruitment. The rates for apartment series not subject to priority investigation have shown downward trends since Apr 2020 due to the spread of COVID-19 impact. Occupancy rates for properties both subject / not subject to priority investigations gradually increase from January 2021 because of implementing sales measures for the Leasing Business.

Occupancy Rates by Apartment Types



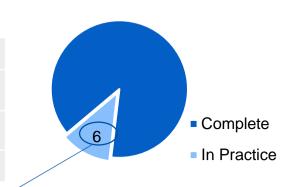


3: Preventive Measures for Construction Defects and Progress

Progress status of preventive measures (as of end of May 2021)

https://www.leopalace21.co.jp/info/en/approach.html

The state of the s				
	Completed	In practice	Started	Total
1. Fundamental Reform of the Corporate Culture	13	3	0	16
2. Restructuring of the System for Compliance and Risk Management	9	3	0	12
3. Revision of the Construction Business Framework	22	0	0	22
Total	44	6	0	50



Compliance and Risk Management

Compliance Committee

- Held every month, 12 times per year
- Headed by an outside Director elected through mutual election and includes external experts such as lawyers.
- Responsible for planning measures for trainings and information management systems in order to strengthen corporate governance; monitoring the state of compliance for issue identification and improvement.

Risk Management Committee

- Held every month, 12 times per year
- Headed by President & CEO and includes external experts such as lawyers.
- Responsible for reviewing risk management status, planning trainings to lower identified risk levels and avoid them to become incidents.

Six items in practice

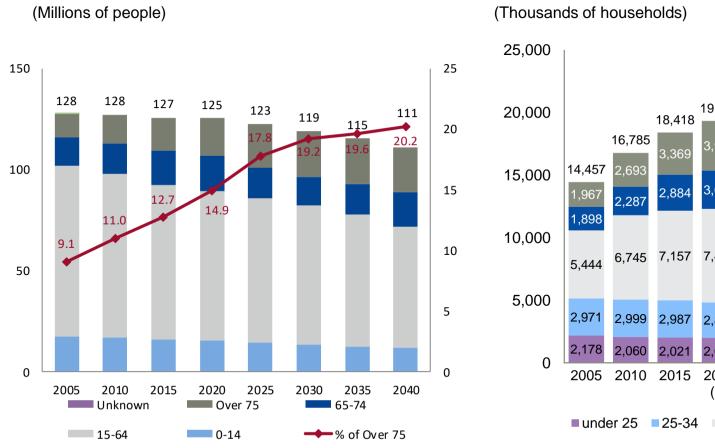
- 1. Develop customer-oriented corporate culture Continue to hold *Regional Small Meetings* as a vehicle for view exchanges between the management and employees.
- 2. Develop the persons in charge of handling whistleblowing Sent employees for seminars and encourage them getting compliance licenses to increase readiness.
- Acquire certification for whistleblowing system
 Make last preparations for being accredited for Aug 2021.
- 4. Improve the operation of Compliance Committee
 Continue to review optimal membership and rule for information
 dissemination. Implement measures to strengthen the Company
 group governance.
- 5. Review the system of assigning persons in charge of compliance Place compliance officers and examine to establish internal criteria for compliance roles in all over the Company group.
- Prepare a complaint handling guide
 PDCA cycle is being prepared so that all the complains reported to
 the Risk Management Committee are evaluated, analyzed, actioned
 and monitored.

4: Market Data - 1 Estimated Future Population and Single-person Households

Total population will decrease to 110.92 million in 2040, accelerating the aging society in Japan. On the other hand, single-person households, which is our main target, will continue to increase.

Number of General Households by Category

Number of Single-person Households by Age



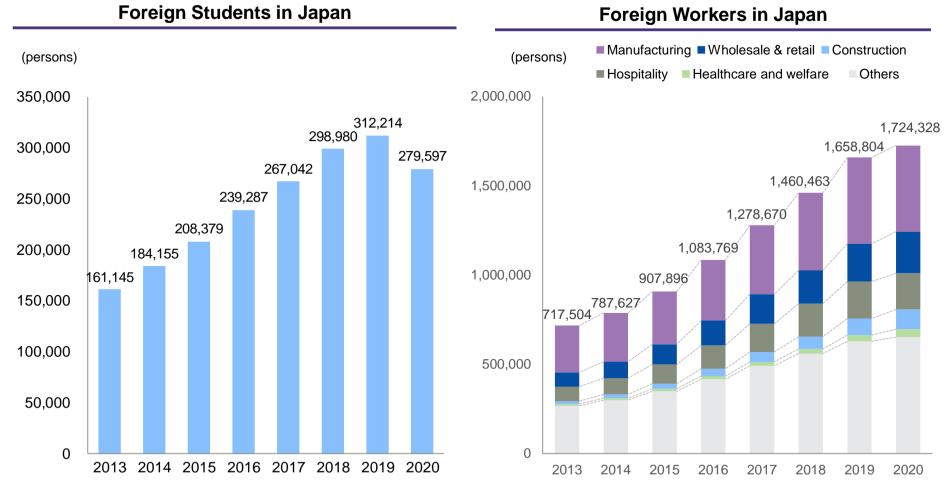
19,342 19,960 20,254 20,233 19,944 5,045 5.075 3.958 4.700 5.122 3.067 2,812 2,913 3,343 3.841 7.157 7.479 7.774 7,809 7,577 6.968 2,830 2,795 2,705 2,558 2,429 2,009 1,879 2020 2025 2030 2040 (E) (E) (E) (E) (E) ■ under 25 ■ 25-34 ■ 35 - 64 ■ 65-74 ■ Over 75

Source: White Paper on the Ageing Society prepared by Cabinet Office Excerpted from "Future Estimates of Households in Japan" (2018, National Institute of Population and Social Security Research)



5: Market Data - 2 Demand Generated by Foreign Nationals

Foreign students in Japan are increasing year by year: +11.6% in 2017, +12.0% in 2018, and +4.4% in 2019. Thus the demands for apartment rooms by corporate clients and foreign nationals are firm. Corporate clients are shifting to rental housing from their own company housing for the employees to save increasing management and maintenance costs.



Source: Excerpt from "Result of an Annual survey of International Students in Japan 2020" (Japan Student Services Organization)

Source: Excerpt from "Employment status of foreign workers in Japan" as of end of Oct 2020 (Ministry of Health, Labor, and Welfare)