

## *Mitsubishi Estate Group Declaration on Customer Respect*

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### **1. Philosophy**

#### **We strive to gain trust from customers**

We take our customers' point of view and provide safe, superior products and services designed to increase customer benefit, and we disclose information appropriately.

### **2. Action Policies**

- Top Management Commitment

We make it our mission to contribute to society through urban development, and we create the genuine value that our customers seek by listening sincerely to the views of every customer.

- Solid Corporate Governance

We value dialogue with diverse stakeholders, including customers, business partners, shareholders, investors, and local communities, and we share the feedback, awareness, and lessons learned internally throughout the entire Group for incorporation into our future activities and initiatives. We also aim to gain the trust of stakeholders by employing a highly transparent and objective corporate governance system.

- Proactive Initiatives by All Employees

We solicit, select and recognize examples of good practice and successful experiences demonstrating honesty, trust and customer-orientation among all Group employees. By sharing these exemplary practices throughout the entire Group, we aim to ensure our corporate group is trusted and highly rated among our customers.

- Strong Provision of Information to Consumers and Bilateral Exchange of Information

We create safe, secure, superior products and services by communicating with our customers. We respond sincerely, fairly and equitably to the feedback customers provide and compile the details at Mitsubishi Estate Co., Ltd. and share them among the entire Group for reflection in our business activities. We also act promptly on matters requiring remediation, ensuring relevant departments work together closely on all solutions.

- Actions Based on Consumer and Social Needs

We promote urban development together with local communities, focusing on both physical and social infrastructure to create communities where people can live, work and relax safely and securely and which are also conducive to child-raising and comfortable living for the elderly. We also engage with our customers and other diverse stakeholders to ascertain any potential impacts our business activities may have on human rights and the environment and take action accordingly.