

# Report 2



We will strive to earn the trust of our clients.

The Mitsubishi Estate Group takes every opportunity to listen to clients' views and strives to ensure close communication. The Group's mission is to respond to clients' wishes and needs faithfully and promptly while offering high-quality products and services. Mitsubishi Estate believes that its business is a way of giving back to the community. The company provides clients with greater satisfaction and pleasure in terms of safety, security and comfort, and always strives to think and act from the perspective of clients in order to earn their trust and achieve results.

## Report 2

### 30 Safe and Secure Urban Development

## Safe and Secure Urban Development

### Countermeasures for Disasters and Emergencies

#### Devising measures to prevent and counteract disasters

The main objective of the Mitsubishi Estate Group's disaster countermeasures is to ensure everything possible is done to preserve human life and relevant facilities in the event of a natural disaster such as a major earthquake or fire or other emergency, and to ensure recovery measures are carried out appropriately and rapidly after such a disaster strikes.

The Mitsubishi Estate Group has a long history of disaster prevention measures, starting with the 1923 Great Kanto Earthquake when the Group distributed drinking water and meals at the former Marunouchi Building and its environs and set up an emergency medical center.

Since 1926, every September Mitsubishi Estate holds emergency drills with the participation of all of its executives and employees and many other related individuals.

#### Disaster action manual

Mitsubishi Estate has its own disaster prevention manual, Overview of Disaster Countermeasures (first issued in 1981), which stipulates the regular preventative measures and job divisions in all departments, describes disaster prevention education, training plans, the system for stock-piling food and equipment, plans for rapid response in the event of a disaster as well as recovery measures, and also provides cautionary information on a Tokai earthquake and rapid response plans in the event that a warning is issued. This manual is updated and augmented as necessary. A brief publication, *Mitsubishi Estate Disaster Countermeasures: Digest Edition*, was prepared to foster broad awareness among all employees, who are required to carry it with them at all times.

A Disaster Countermeasure Committee was formed to take steps in line with the Overview of Disaster Countermeasures smoothly and promptly. When a disaster occurs, the emergency system is announced, and at the same time the Disaster Countermeasure Headquarters, headed by the Mitsubishi Estate president, is set up to direct the company-wide emergency response.



Mitsubishi Estate Disaster Countermeasures: Digest Edition

#### Emergency Response Guidelines

A company's crisis management system ensures rapid response in the event of a disaster, and also ensures

business continuity. As such, the preparedness of such a system is an important issue for modern-day companies. In October 2005, the Mitsubishi Estate Group established its Emergency Response Guidelines to serve as its basic policy in the event of various types of emergencies. These guidelines lay out ways to transmit information rapidly, trigger the initial response system and take organized responses that prioritize preserving human life.

In addition to the emergency network set up in each division, wallet-size emergency contact cards have been prepared to ensure that all employees are familiar with procedures.

#### Devising Guidelines for Business Continuity Plan

The Mitsubishi Estate Group began preparing its Business Continuity Plan (BCP) in earnest in fiscal 2006 to augment its disaster countermeasures and crisis management system. The company considered ways to devise a plan based on the perspectives of a variety of stakeholders, such as clients and business partners, and the result was the Guidelines for the Mitsubishi Estate Group's Business Continuity Plan in October 2006.

All divisions are in the process of establishing specific measures designed to continue and restore the most vital operations. The Mitsubishi Estate Group believes that it must ensure the safety of its customers and employees and the continuity of its business in the event of a natural disaster, such as a major earthquake, or an accident, damage incurred from infrastructure failures interrupting communications and electricity, an information system failure, or a threat such as crime or a terrorist act.

### Building Safety and Security

#### Establishment of proprietary Building Safety Design Guidelines

Mitsubishi Estate has established its Building Safety Design Guidelines, which set standards that are more rigorous than Japan's Building Standards Law and other standards. The guidelines ensure that accident prevention begins at the building's design stage. Following these guidelines, the company reviews progress at every stage from planning and design to management and operations and strives to resolve any issues identified.

The company also continuously reviews its safety management system, with a focus on preparing for accidents and response system readiness.



## Integrated management of safety information by the Building Safety Management Office

Mitsubishi Estate has set up a Building Safety Management Office in its Property Management Department to provide integrated management of activities and information at all work sites and offer direction and support, such as inspecting and repairing hazardous areas and areas that users are worried about at all buildings that the company manages nationwide. In addition to daily inspections of all buildings, this office regularly conducts safety inspections.

The Building Safety Management Office compiles information on accidents at buildings, including those not managed by the Mitsubishi Estate Group, examines the cause and determines the need for action. With this office taking the central role in the company's analysis of accident information and its safety check system, accidents are prevented and the company is prepared for disasters.

### Building safety and security examples

- **Fall prevention measures**

Height of railings is raised to prevent falls and drops from atriums and other areas.

- **Shatterproof film for glass**

Mitsubishi Estate is aggressively carrying out work to apply shatterproof film on glass to minimize glass breakage and dropping in buildings in the event of an earthquake or other disaster.

- **Exterior inspections**

A visual check of building exteriors is conducted more than once a year, including signs posted on the exterior, to prevent accidents caused by the fall of exterior wall materials.

## Residential Safety and Security

### Setting safety design standards for residences

#### Safety design for Mitsubishi Estate's condominiums (partial)

- **Measures to prevent objects from falling from balconies and bay windows**

Safety specifications are prepared and measures to prevent falling objects and measures to prevent falls are decided in detail.

- **Measures to prevent entrance door sensor actuation by illicit means**

The sensor's positioning and the structure of the automatic door's lower portion are designed so that the sensor will not be activated through illicit means.

- **Sick house countermeasures**

Mitsubishi Estate uses construction materials that meet the highest grade under Japan's Housing Quality Assurance Act, and has made it standard procedure to use materials that absorb and break down formaldehyde in all wall and ceiling framing.

Mitsubishi Estate has always built residences that take safety and security into account, but in light of the growing safety concerns of today's homeowners, the company has also established safety design standards for condominiums that integrate cautionary points and various general issues.

### Safety design checks from design conditions to move-in

Mitsubishi Estate instructs and guides construction companies and design offices in implementing its standards governing every stage of development, beginning with the initial design phase, and carries out rigorous checks throughout the process from design to move-in.

For example, Mitsubishi Estate's structural staff check the design strength of pillars, crossbeam sections and rebar placements, verify various issues such as the size of the structure's shape and the rebar volume, and ensure a sound structural design after a series of discussions and revisions made with the designers.

After these repeated design checks and revisions, a third-party institution grants the residence design functionality statement. Customers are notified of this in the "Check Eyes Book." "Check Eyes Patrols" are conducted during construction to screen basic functions and important construction areas.



"Check Eyes Patrol"

## Intelligible Sign Design

Mitsubishi Estate is working hard to develop both equipment and services that meet its customers' growing needs for barrier-free and universal design as the population ages and society becomes increasingly international. The company has been using universal design in buildings and residences, and is currently adopting universal design for signs (providing directions for parking lots and restrooms) involved in its urban development in the Otemachi, Marunouchi and Yurakucho district.

A wide variety of people come and go in this district, which is rapidly gaining attention as a tourist destination while remaining one of Japan's foremost business centers. This makes it crucial that the design be easy to understand for overseas tourists, people with disabilities, and individuals of all ages.

The design must also be sophisticated so that it does not mar the landscape of this district, which serves as one of the first introductions to Japan as well as a beautiful area.

Mitsubishi Estate has prepared a Sign Design Book stipulating the specifications for sign preparation and

including the basic policy and concepts for sign design as well as specific rules. The new sign designs are being adopted at the Shin-Marunouchi Building, as well as within the Otemachi, Marunouchi and Yurakucho district, to ensure that the redevelopment makes life easier for everyone in the area.



Guide signs in Shin-Marunouchi Building (from left, restroom with baby changing area, restroom with access for people with disabilities, restroom)

## Tokyo Central Station Commuter Corps

In January 2004, approximately 60 companies in the Otemachi, Marunouchi, Yurakucho and Uchisaiwaicho area around Tokyo Station formed the Tokyo Central Station Commuter Corps, a volunteer disaster prevention organization. Mitsubishi Estate is one of the core members of this group.

The Tokyo Station Neighborhood Association for Disaster Prevention received the Ministry of Internal Affairs and Communications Award (January 2007), the Fire Chief's Award (January 2007) and the Prime Minister's Award (September 2007) in recognition of the rarity of mutual-aid disaster prevention initiatives undertaken by companies in Japan and its usefulness as a model for other regions.

### ● Main activities

Drills are held with Tokyo's Chiyoda City every year in January based on the concept of "disaster prevention suitable to a business district" and "mutual aid between companies." In addition, the Association introduces disaster prevention information systems, and develops fire prevention educational programs, plans for assisting those who cannot return home in the event of a disaster, and responses to new threats such as terrorist attacks.

### ● District Continuity (DC) efforts

In addition to encouraging the establishment of BCPs, the Association advocates District Continuity (DC) as a project for this district, and also collaborates with the public sector to ensure access to electricity and communication, drinking water, food and toilets, and encourage alliances with disaster prevention groups nationwide.

DC reinforces the foundation of individual companies' BCPs and enables more effective BCPs to be established. Mitsubishi Estate contributes to regional disaster prevention, which is its social responsibility, by participating in DC activities.



Training in installing direct-coupled toilet in manhole on road



Evacuation training for non-Japanese people as part of training