



Corporate ESG Report

# 2021



# Editorial Policy

## Purpose of Report

This report is published for the purpose of informing and deepening communication with our stakeholders about the contents and our approach to ESG (Environment, Society and Governance) in the Tobu Group with the aim of bringing about a sustainable society.

## Scope of Report

The Tobu Group as a whole is covered by this report.

## Reporting period

In principle, the reporting period covers FY2020 (April 1, 2020 to March 31, 2021).

## Frequency of Report

Once a year

## Reference Guidelines

Ministry of the Environment "FY2018 Environmental Reporting Guidelines" was referenced.

\* This report uses a universal design font that is easy to read.

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Cover photo: TOKYO SKYTREE  
Tokyo Solamachi  
Asakusa Station  
AC Hotel by Marriot Tokyo Ginza (AC Kitchen)

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# Greetings

We aim to be a corporate group that develops sustainably in response to the expectations and trust of our stakeholders

## Introduction

Since its founding, Tobu Railway has supported the development of local industries by transporting raw silk produced in the Ryomo region by rail. Since then, our company has played a role in economic growth by expanding demand for tourism in the Nikko and Kinugawa areas, and by developing quadruple tracks to meet demands for commuting to work and school. Furthermore, we have realized social infrastructure development through the construction of TOKYO SKYTREE®, achieving both social development and business growth.

Today, in order for a company to achieve sustainable development and growth, it is required to coexist with society by seeking solutions to social issues through corporate activities from the perspective of ESG (Environment, Society and Governance), which is an important aspect of corporate management. Tobu Group is promoting various ESG initiatives, including the Sustainable Development Goals (SDGs), based on the materiality (key issues) we have identified and the process of creating sustainable social development and increased corporate value through the resolution of these issues (value creation process).

## Sustainability

In the "Tobu Group's Approach to Sustainability," the Tobu Group aims to develop society and the Tobu Group by setting sustainable development of local communities and reduction of environmental impact as important issues.

## Involvement with Society

In the Railway Business, we consider it our social mission to provide safe, convenient, and comfortable services with safety as the cornerstone, and we are working to promote barrier-free services, enhance equipment to prevent accidents, and strengthen facilities to prepare for climate change risks. Furthermore, in addition to taking various measures to revitalize local communities by using our transportation services to solve problems there, we are working together with residents along our railway lines and local governments to promote the attractiveness of our railway lines.

The Development Business and the businesses of Tobu Group companies aim to develop the region by providing support for the daily lives of people living along our railway lines, and we will achieve sustainable development of the region through the steady implementation of our businesses, including the provision of services that respond to new lifestyles.

Tobu Railway Co., Ltd.  
President and Director

根津嘉澄



## Environmental Initiatives

In response to recent trends such as decarbonization and the introduction of renewable energy, the Tobu Group is implementing a variety of initiatives to contribute to the reduction of environmental impact.

At the Railway Business, we aim to reduce the environmental impact of society as a whole by leveraging our superiority in high energy efficiency by encouraging the use of railroads. At the same time, because railways consume a large amount of electricity, not only for power but also for air conditioning and other comfort improvements, barrier-free access, and other equipment additions, we are working to reduce our environmental impact by introducing energy-efficient vehicles and facilities, effectively utilizing regenerative power, and taking other measures.

The Development Business, in addition to the sale of detached houses and condominiums, carries out environmentally friendly measures such as actively incorporating energy-saving equipment and renewable energy in commercial facilities and other leased properties. In addition, the Tobu Group as a whole is striving to reduce CO<sub>2</sub> emissions by generating renewable energy through mega solar power plants and the proper management of owned forests.

In order to live up to the expectations and trust of stakeholders of the Tobu Group, we will continue to promote social and environmental initiatives, while further sustainably enhancing the value of our railway lines and our corporate value.

Through the publication of this report, we hope to communicate with our stakeholders by proactively disclosing information, and we would appreciate your candid opinions and comments.



## Tobu Group Management Philosophy

The Tobu Group laid down the concepts of “Dedication,” “Enterprising Spirit” and “Affinity,” as the cornerstones for its management.

“**Dedication**”: The Tobu Group will contribute to materializing an affluent society, based on the profound awareness that all of its businesses are supported by society.

“**Enterprising Spirit**”: The Tobu Group will keep challenging with a pioneering spirit to forge a pathway to a new era, through constant self-improvement without complacency.

“**Affinity**”: Tobu Group will contribute to the evolution of society by promoting its business as well as the welfare of its employees, based on the concept of congeniality among people and harmony with the environment.

## Tobu Group Management Policy

The Tobu Group will operate diversified and composite businesses on the basis of safety and security, including “transportation,” “leisure,” “real estate” and “retail distribution,” as a corporate group contributing to the development of the areas along its railway lines, through businesses that closely support customers’ daily lives.

We will provide advanced and creative services of high quality based on the customers’ viewpoint, thereby aiming to create attractive, vibrant destinations along the Tobu lines, offering the residents a comfortable lifestyle.

The Tobu Group will fulfill its corporate social responsibility through achieving sustainable growth along with local communities, as a corporate citizen that supports customers’ lives by promoting ecofriendly management while constantly generating profit from its business operations.

## Long-term Management Vision

Evolving “Tsunagu (connecting)” into “appealing power” and “earning power” to reach another level

Since connecting Kitasenju and Kuki by rail, the Tobu Group has worked to develop the areas along its railway lines through a variety of “Tsunagu” activities, such as connecting towns, and people and town, and direct operations utilizing its railway networks. For the next 100 years, we will continue to place importance on Tsunagu and aim for further development together with local communities.

■ **Connecting Generations:** Aiming to create “railway lines where three generations of families can connect and experience the happiest life in Japan.”

By enhancing support for relocation, local communities, and daily lives, we aim to create vibrant railway lines that attract people, where multiple generations can experience a sense of fulfillment and comfort.

■ **Connecting Railway Networks:** Aiming for the No. 1 commuting environment and tourist transportation on private railways

In addition to improving transportation to increase convenience, comfort and speed, we will further strengthen and leverage our strengths in railroad networks, which connect to hub areas where functions are increasingly concentrated, in order to increase the value of the areas along our railway lines and the inflow of permanent residents.

■ **Connecting with the World:** Aiming to be the No. 1 railway line in terms of increase in inbound traffic to tourist destinations along the line

While respecting the unique history, traditions, culture, and nature of the tourism resources along our railway lines, we will connect the world to our railway lines through various initiatives that will link to the region and attract customers, thereby expanding the number of tourists/visitors and revitalizing the region.



## ESG of the Tobu Group

The Tobu Group, led by Tobu Railway Co., Ltd., is engaged in the transportation, leisure, real estate, retail distribution, and other businesses, with the railroad business at the core.

Today, companies are expected to contribute to the development of society, investors, and the economy as a whole through business activities designed to achieve sustainable growth and enhance corporate value over the medium to long term. The Tobu Group has long been committed to a business model of growing along with the development of local communities, contributing to stakeholders in various ways, including the “provision of stable services,” “promotion of development along our railway lines,” “development of lifestyle businesses,” and the “creation of additional jobs through these activities.”

The Tobu Group continues to recognize the importance of addressing Environment, Society and Governance (ESG) issues more broadly and in depth, in order to achieve sustainable management.

**E Environment**

Global environmental conservation efforts are rapidly progressing on a global scale, and in Japan, too, proactive actions are required to prevent global warming and build a sustainable, recycling-oriented society.

The Tobu Group will further improve its high level of environmental edge, particularly in its Railway Business, to reduce environmental impact and climate change risks, and promote environmental conservation activities, such as waste reduction, and initiatives to reduce risks from natural disasters in all business fields. In this way, it will help to bring about a sustainable society and achieve a balance between corporate growth and environmental conservation.

**S Society**

The Tobu Group has been operating business based on its extensive railroad network. In the future, economic stagnation and regional competition are expected to increase due to an aging and declining population in Japan. The Tobu Group has created many businesses through collaboration and co-creation with local communities, and has grown along with regional development. We believe that strong ties with local communities are the foundation for further development. We will continue to enhance our Tsunagu efforts with local communities and stakeholders, discovering and communicating local attractions together with local communities, and building communities in line with their needs. By doing so, we aim to create a region where residents are satisfied, all generations can live comfortably, and people want to visit, as well as contributing to sustainable regional development by increasing the number of visitors.

**G Governance**

Under the Tobu Group Management Philosophy, we believe that establishing a flexible and fair corporate governance system is essential for the Tobu Group to achieve sustainable growth and enhance corporate value over the medium to long term.

The main role of our Board of Directors is to make management decisions and supervise the execution of business operations, and we have established a system in which executive officers execute business operations under the direction and supervision of representative directors, thereby increasing the agility of management. In addition, by appointing several independent outside directors equipped with a wealth of experience and insights, we strive to ensure that the Board of Directors has a balanced mix of diversity, knowledge, experience, and ability. Furthermore, we have been strengthening the functions of the Board of Directors by establishing the Nomination and Remuneration Committee and the Governance Committee. In addition, we are promoting compliance management and building a crisis management structure based on the Tobu Group Compliance Basic Policy as the principle of action. At the same time, we ensure fairness by strengthening and enhancing the monitoring function of the Company and Group companies.

## Stakeholders of the Tobu Group

The Tobu Group is actively promoting various initiatives to achieve sustainable development together through communication with various stakeholders.



# Sustainability of the Tobu Group

## Approach to sustainability

The Tobu Group's business base is the areas along its railway lines, which spread extensively through its railway network. We believe that achieving the sustainable development of society, especially along our railway lines, is our Group's top priority.

The business environment surrounding our Group, along with the transformation of society due to the impact of COVID-19, is facing various social issues such as the declining birthrate and aging population and environmental issues including global warming and waste disposal, and it is essential to solve these issues while building new business models.

In order to solve these issues, we will make the most of our assets, combine the know-how we have accumulated over the years and the trust we have built with our stakeholders, and continue to be friendly through our ability to Tsunagu (connect) and through "creating a region where people want to continue living and visiting," thereby becoming a corporate citizen indispensable to society and achieving sustainable development for society and the Group.

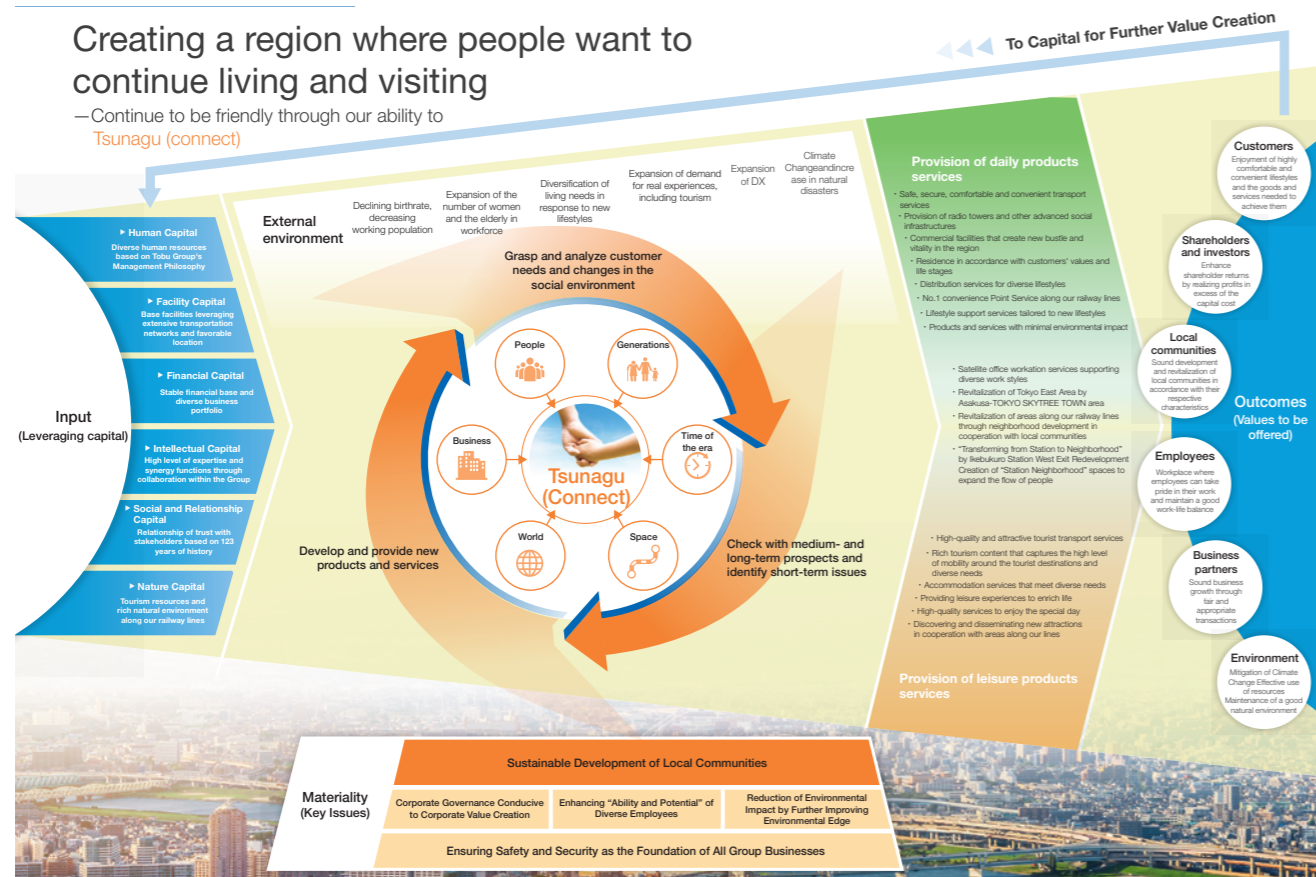
Based on this approach, the types of materiality (key issues) we have identified and the processes (value creation processes) for creating sustainable social development and increased corporate value by solving the issues are as follows.

## Identified Materiality

- Sustainable Development of Local Communities
- Corporate Governance contributing to Corporate Value Creation
- Improvement of skills and capabilities of diverse employees
- Reduction of environmental burden through further improvement of environmental advantage, etc.
- Securing of safety and peace of mind, the backbone of all Group businesses

\*For an explanation of each materiality, please refer to "Materiality" on the following website.  
<https://www.tobu.co.jp/corporation/management/group/>

## Value Creation Process



# Tobu Group Business Overview

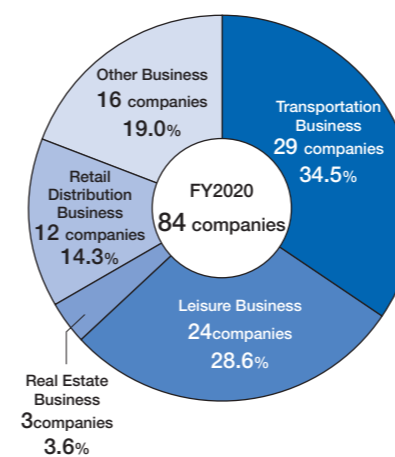
The Tobu Group, centering on Tobu Railway, consists of 80 consolidated subsidiaries and three equity-method affiliates, operating in five segments: transportation, including railroads and buses; leisure, including hotels; real estate, including condominiums and leased properties; retail distribution, including department stores; and construction and other businesses.

Tobu Railway, the core of the Group, has a network of lines covering Tokyo, Chiba, Saitama, Tochigi, and Gunma prefectures. The Tobu Skytree Line, which starts in Asakusa, goes through the Isesaki and Nikko lines to the city of Isesaki in Gunma Prefecture and the city of Nikko in Tochigi Prefecture. In addition, the Tobu Urban Park Line between Omiya and Funabashi plays a role as a ring railroad in the suburbs of Tokyo. Furthermore, the Tojo Line, which starts at Ikebukuro and extends to Kawagoe and Higashimatsuyama, plays an important role in connecting the northwestern part of Saitama Prefecture with the city center.

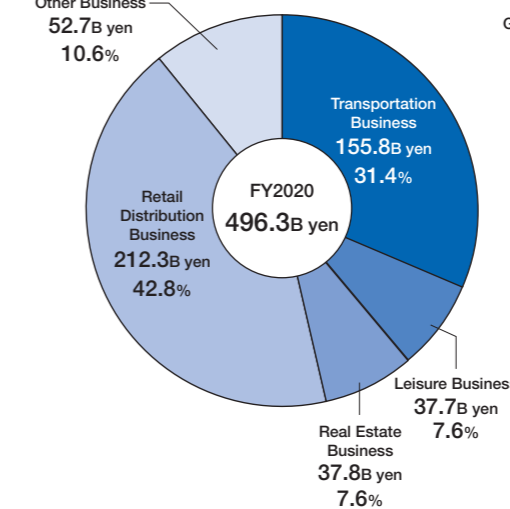
The Tobu Group aims to be a comprehensive industry committed to regional development through businesses such as transportation, leisure, real estate, and retail distribution, mainly along the railway lines.

Name of Company	Tobu Railway Co., Ltd.	Operating Revenue	496.3 B yen (consolidated)
	TOBU RAILWAY CO.,LTD.	Net Loss	(25.1) B yen (consolidated)
Establishment	November 1, 1897	Stock Listing	First Section of the Tokyo Stock Exchange
Head Office	18-12, Oshiage 2-chome, Sumida-ku, Tokyo, 131-8522	Railway Operating Distance	463.3km
Capital	102,135,971,747 yen	No. of Employees	20,345 (consolidated)
Representative	Yoshizumi Nezu, President and Director		

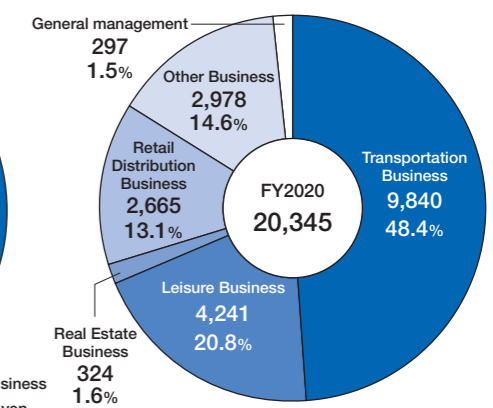
Number of Consolidated Companies



Operating Revenue



No. of Employees



# Overview of Each Segment

## Transportation Business

In addition to Tobu Railway, Tobu Bus, Asahi Motors, Tobu Transportation, Tobu Delivery, and other companies are engaged in railroads, buses, taxis, cargo transportation, and trunk rooms (safety rooms) and other businesses.



Fuel cell bus "SORA"  
(Tobu Bus West)



Gunma East Distribution Center Branch  
(Tobu Transportation)

## Real Estate Business

The real estate business consists of Tobu Real Estate, Tobu Town Solamachi, and other companies, engaged in real estate brokerage, building and facility management, and other businesses.



Tobu Zoo Station West Exit  
Commercial Facility



TOKYO-SKYTREE TOWN®  
Parking lot management business (Tobu Real Estate)

## Other Business

The other business consists of Tobu Construction, Tobu Bldg Management, Tobu Yachida Construction, and others, engaged in construction, facility management, supply of building materials, heat supply and other businesses.



Bridge replacement work  
(Tobu Yachida Construction)



Tobu Iwafune Solar Power Plant  
(Tobu Energy Management)

## Leisure Business

The leisure business consists of Tobu Kogyo, Tobu Top Tours, Tobu Hotel Management, and other companies, engaged in travel, hotels, amusement and theme parks, skiing, golf, sports clubs, ropeways, sightseeing boats, and other businesses.



The Ritz-Carlton, Nikko  
(Lakeside Hotel Systems)



Shurijo Castle  
(Tobu World Square)

## Retail Distribution Business

The retail distribution business consists of Tobu Department Store, Tobu Utsunomiya Department Store, Tobu Store, and others, each of which strives to enhance quality, selection, and other services.



Royal Salon  
(Tobu Utsunomiya Department Store)



Tobu Zoo Station Store  
(Tobu Store)

Special Feature

1

# Promotion of Business

The pandemic of COVID-19 has brought about major changes in society as a whole. In this section, we introduce the progress of various projects that the Tobu Group has been working on to respond to new lifestyles.

## 1 Promotion of business to respond to new lifestyle

### ■ Increase of TJ Liner trains and expanding seat reservation to avoid congestion

In order to meet the needs of customers who seek an environment where they can sit comfortably and avoid congestion during commuting hours, two inbound trains on TJ Liner on weekdays were added to the operation diagram revised in March 2021.



### ■ Development of an environment that accommodates diverse work and life styles

#### • Opening of satellite offices and rental apartments with workspace

In order to meet the needs for telework and diverse work styles, we opened suburban satellite offices "Solaie+Work" in Dokkyo Daigaku mae (Soka-Matsubara) and Fujimino in June 2020, and in Kamagaya and Sakado in March 2021. In March 2021, we also opened "Solaie I'll Soka" and "Solaie I'll Shingashi," our first rental apartments with a workspace in the common area for the exclusive use of residents.



Solaie+Work Kamagaya



Solaie I'll Shingashi (Workspace)

### ■ Tokyo Solamachi® addressing change

Tokyo Solamachi implemented a total of 30 store replacements, etc., from the summer of 2020 to the spring of 2021. In addition to attracting stores that respond to new lifestyles and demand for daily necessities, and improving convenience for local customers of TOKYO SKYTREE TOWN® and those along our railway lines, we will also attract many famous and featured stores from the "World", "Japan", and "Shitamachi (old downtown)", and propose micro-tourism that allows customers to experience the world and Japan within Solamachi. We will continue to create facilities that can be enjoyed by everyone while accommodating new lifestyles.



Exterior of Tokyo Solamachi



Solamachi shopping district

**2 Providing attractive services and improving convenience**

**Launch of Tobu Group "TOBU POINT" and "Tobu Point Mileage" service**

In November 2020, a new points service "TOBU POINT" was launched using a smartphone application. With this new service, customers who do not have the Tobu Card can now use the service, and the ways to accumulate and use points have become more diverse and convenient. In October 2021, we also introduced the "Tobu Point Mileage" service, which allows customers to earn points by riding the Tobu Line.



TOBU POINT app (conceptual image)

**東武線に乗ってたまる!**

# トブポマイル

**おでかけマイル**

「Apple PayのPASMO」  
「モバイルPASMO」で乗車すると

東武線  
乗車運賃の **3%**

**リピートマイル**

同一月内に同一運賃区間を  
8回以上乗車すると

東武線  
乗車運賃の **4~12%**

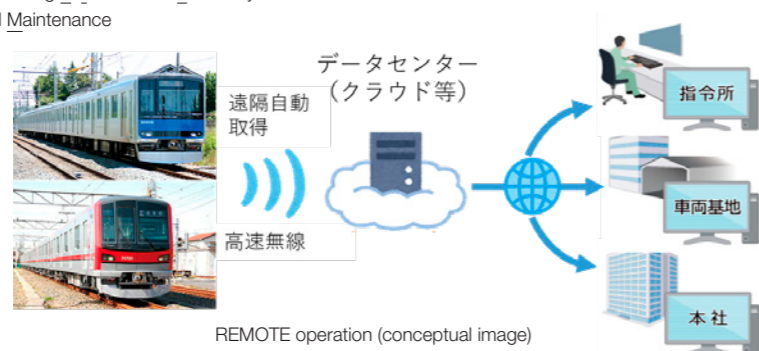
**3 Toward greater efficiency in the Railway Business**

In FY2021, we launched a full-scale operation of Remote<sup>1</sup>, a system that effectively utilizes onboard data such as occupancy rate, cabin temperature, operating speed, power consumption, and equipment status of running vehicles. The collected on-board data will be used for optimizing train operation diagrams and energy-saving operations, as well as for condition-based maintenance (CBM<sup>2</sup>), which predicts the deterioration of equipment and performs maintenance when necessary. Furthermore, by partly enabling remote regular inspections, safety and efficiency in maintenance work will be improved.

In addition, as part of our efforts to promote further automation and mechanization of operations in order to maintain safe and convenient transportation services amidst the declining birthrate, aging population, and declining workforce along our railway lines, we are planning to start verifying the implementation of automated operation with attendants (GoA3) on the Tobu Daishi Line (Adachi Ward, Tokyo) from FY2023.

<sup>1</sup> REMOTE: Abbreviation of Remote monitoring of train to use effectively

<sup>2</sup> CBM: Abbreviation of Condition Based Maintenance



Daishimae Station, Daishi Line

自動化レベル	乗務形態のイメージ ( [ ] 内は係員の主な作業 )	国内の導入状況
G o A 0 自視運転	運転士 (および車掌)	路面電車
G o A 1 非自動運転	運転士 [列車起動、ドア扱い、緊急停止操作、避難誘導等]	踏切がある等の一般的な路線 一部の地下鉄 等
G o A 2 半自動運転	運転士 [列車起動、ドア扱い、緊急停止操作、避難誘導等]	一部の地下鉄 等
(G o A 2. 5) (緊急停止操作等を行う係員付き自動運転)	先頭車両の運転台に乗務する係員 [緊急停止操作、避難誘導等]	無し
G o A 3 添乗員付き自動運転	列車に乗務する係員 [避難誘導等]	一部のモノレール
G o A 4 自動運転	係員の乗務無し	一部の新交通 等

Level of automation

Special Feature

2

**Initiatives for Sustainable Community Development along Our Railway Lines**

The Tobu Group's business base is the areas along its railway lines and the Tobu Group prioritizes the sustainable development of local communities along its railway network. In this section, we introduce the progress of various projects we have undertaken to contribute to solving these issues, along with the icons for 17 SDGs.

**1 TABETE Rescue Direct Sales Center**

Since August 2021, we have been transporting agricultural products, etc. that have not been sold out at direct sales points around the city of Higashimatsuyama in Saitama Prefecture to Ikebukuro Station on the Tojo Line, and selling them inside there. By utilizing our services, we have contributed to solving the social issue of reducing food loss. In addition, the students of Daito Bunka University also participate in the transportation and sales operations of the agricultural products, providing them with an opportunity to learn. Industry, academia, and government are working together to reduce food loss.



Loading agricultural products onto a train



TABETE Rescue Direct Sales Center



**2 Promotion of continuous multilevel crossing project on the Tobu Urban Park Line**

In the "Tobu Noda Line (Noda city) Multi-Level Continuous Crossing Project," which has been under construction since 2008 via an enforcement agreement with Chiba Prefecture, we began using the elevated section between Shimizu Koen and Umesato and the new station building at Atago Station within the same section in March 2021. As a result, 11 railway crossings were abolished, drastically solving accidents in railway crossing, eliminating traffic congestion and area fragmentation, and helping to revitalize the region and improve convenience for local residents. We will continue to promote the project in cooperation with Chiba Prefecture toward the completion in 2023.



View near the elevated Atago Station



Elevated bridge near Atago Station



### 3 Opening of Tobu Zoo Station West Exit Commercial Facility

In September 2021, we opened a commercial facility at the west exit of Tobu Zoo Station based on the concept of a "shopping and community development activity center" where local residents and visitors can interact.

While supporting daily lives of the communities, the project aims to provide services that will lead to solving local issues and revitalizing the community, such as the development of the "Minna no Hiroba" (Community Plaza) as an exchange plaza open to the community, the establishment of a shared kitchen that will encourage restaurant owners to take on business challenges, etc., and mobile sales that meet the needs of an aging community.

Furthermore, the facility has enough solar panels on its roof to supply about 1/3 of the electricity used by it. For the first time, we have received the highest rating under BELS (Building-Housing Energy-efficiency Labeling System), a third-party accreditation system that indicates the energy-saving performance of buildings.



"Minna no Hiroba" (Community Plaza)



### 4 Launch of Japan's first eco-friendly MaaS for tourism "NIKKO MaaS"

In October 2021, Tobu Railway, Tochigi Prefecture, and four other business providers launched Japan's first eco-friendly MaaS for tourism, "NIKKO MaaS" in the Nikko area of Tochigi Prefecture.

NIKKO MaaS is a one-stop service available from the NIKKO MaaS website that allows users to search, purchase, and use a reasonable, digital-only free pass that combines railway and bus services in the Nikko area, as well as eco-friendly mobility services such as EV/PHV car sharing, shared bicycles, and EV buses (low-emission buses), admission tickets to visit historical and cultural sites, nature activities, and other sightseeing content.

NIKKO MaaS aims to ease traffic congestion in the Nikko area by encouraging visitors to use the digital-only free pass and switch from their own cars to trains when visiting the Nikko area, as well as to become a leading model for a decarbonized society by promoting the use of the latest EV cars and the installation of RE100 chargers.

#### NIKKO MaaSのサービス概要

鉄道・バスをセットにしたお得なデジタルフリーパスのほか、EV・PHV カーシェアリングやシェアサイクル、EVバス等の環境にやさしいモビリティと歴史・文化・観光施設等の探検・入場チケット、アクティビティ等の体験プログラムをスマートフォンから簡単に検索、購入いただくことができるサービスです。

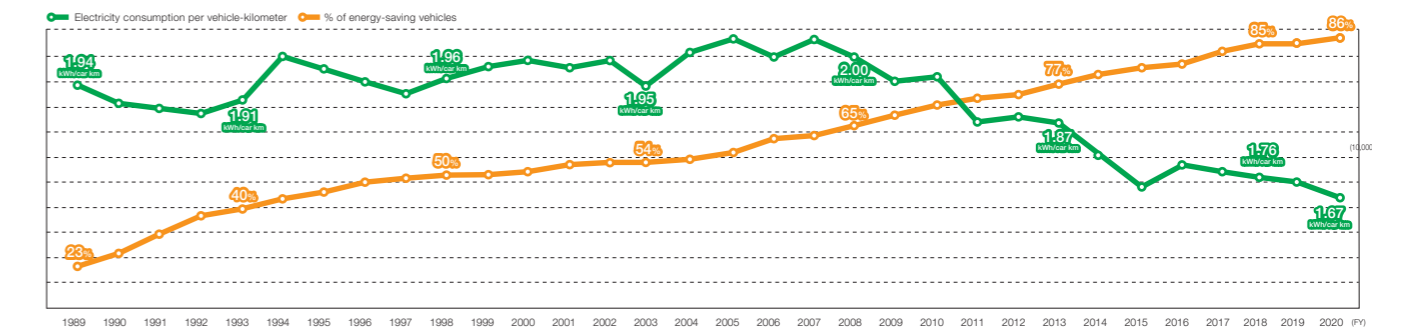


## Tobu Railway Seen in Figures

The following is a review of Tobu Railway's history over the past 30 years, along with major achievements in the Railway Business. The upper graph shows that the amount of electricity used per vehicle kilometer is on a downward trend. Furthermore, we have been increasing the number of energy-efficient vehicles, and the ownership rate has reached 86% by FY2020.

The bottom row shows the social and environmental initiatives at Tobu Railway in figures. We have made significant progress in our safety, social, and environmental initiatives. We will continue to develop our safety and comfort initiatives so that more customers can use our services, and fulfill our responsibility as a transportation infrastructure with a high environmental edge.

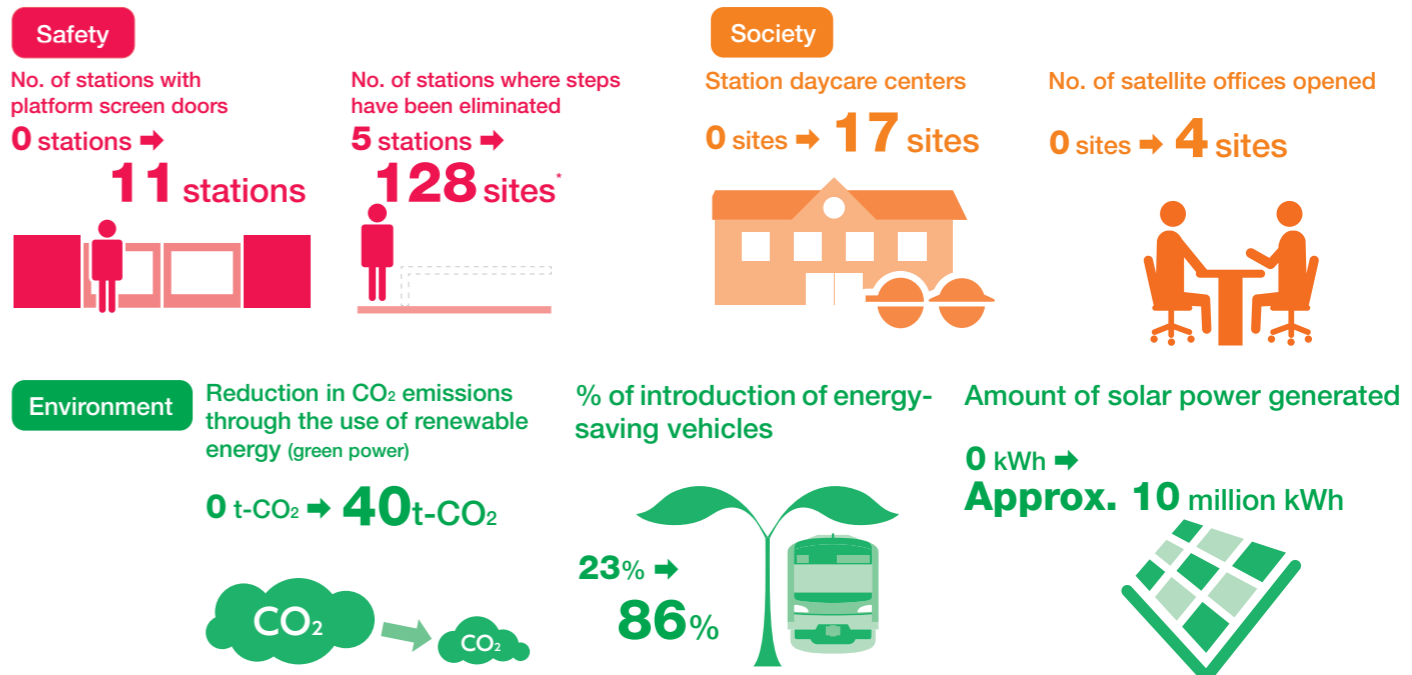
### Changes in Railway Business Performance



- |  |   |   |
|--|---|---|
| <ul style="list-style-type: none"> <li>1897 Registration of establishment</li> <li>1899 Commenced operations between Kitasenju and Kuki</li> <li>1989 Fares revised to reflect the introduction of consumption tax</li> <li>1990 Series 100 "Spacia" entered service</li> <li>1992 Full-scale introduction of automatic ticket checkers</li> <li>1993 Tobu World Square opened</li> <li>1996 As a measure to ease congestion at Kitasenju Station, Tobu Line trains depart/arrive on the first floor, and Hibiya Line trains depart/arrive on the third floor</li> </ul> | <ul style="list-style-type: none"> <li>1997 Completion of Kitasenju Station Improvement Project</li> <li>2001 Completion of elevated quadruple tracks between Kitasenju and Kitakoshigaya (18.9 km)</li> <li>2003 Established Basic Compliance Basic Policy, Environmental Philosophy, and Environmental Policy. Published Tobu Railway Environmental Report 2003</li> <li>2005 Minamikurihashi Vehicle Precinct acquires ISO 14001 certification</li> <li>Automated Isesaki Line No. 37 level crossing road (thus completely eliminating manual level crossings)</li> <li>2006 Adopted Sumida and Taito areas (Oshiage and Narihira districts) for the construction of a new tower (now TOKYO SKYTREE®)</li> </ul> | <ul style="list-style-type: none"> <li>2008 Launch of TJ Liner operation</li> <li>2010 Completed installation of manual push buttons at all railroad crossings</li> <li>2012 TOKYO SKYTREE TOWN® opened/Regenerative power storage device installed</li> <li>2014 Funabashi Station starts using platform screen doors</li> <li>2017 Series 500 "Liberty" entered service</li> <li>2018 Launch of Tobu Line app</li> <li>2020 Launch of TH Liner operation</li> </ul> |
|--|---|---|

### Tobu Railway in Figures

We have compiled figures to show the history of our social and environmental initiatives and the scale of our business compared with 1989.



\* Stations under the current "Barrier-Free Act" Basic Policy: 3,000 or more passengers/day in the last three years (2018-2020), and stations with 2,000 or more passengers/day that are positioned as community facilities in the Basic Policy (130 stations in total)

# Contribution to SDGs in Key Initiatives

In addition to reviewing our social and environmental initiatives and summarizing their content in light of the SDGs, the specific value offered discussed in this report is described below.

SDGs	Key Initiative (page)	Value offered by Tobu Group
 4 QUALITY EDUCATION	<ul style="list-style-type: none"> <li>• Publication of children's version of Social and Environmental Report (p. 26)</li> </ul>	<ul style="list-style-type: none"> <li>• Raising environmental awareness of customers and other stakeholders</li> </ul>
 5 GENDER EQUALITY	<ul style="list-style-type: none"> <li>• Launch of "Diversity Promotion Project Team" (p. 33)</li> </ul>	<ul style="list-style-type: none"> <li>• A workplace where all employees are motivated</li> </ul>
 7 AFFORDABLE AND CLEAN ENERGY	<ul style="list-style-type: none"> <li>• Energy conservation for vehicles and facilities (pp. 41–42)</li> <li>• Supply of commercial facilities certified by a third party under the Building Energy Efficiency Labeling System (BELS) (pp. 11, 40)</li> <li>• Launch of NIKKO MaaS (pp. 11, 39)</li> <li>• Promoting carbon neutrality in the Nikko area (p. 39)</li> <li>• Solar power generation project (p. 41)</li> </ul>	<ul style="list-style-type: none"> <li>• Reducing environmental impact and contributing to a sustainable environment through energy conservation and the creation of renewable energy in our business</li> </ul>
 8 DECENT WORK AND ECONOMIC GROWTH	<ul style="list-style-type: none"> <li>• Supply of condominium with childcare support facilities (p. 22)</li> <li>• Supply of housing for sale supporting work from home (p. 22)</li> <li>• Supply of rental apartments with a workspace (pp. 8, 22)</li> <li>• Supply of satellite offices (pp. 8, 23)</li> <li>• Building a social system providing a rewarding career for everyone (p. 30)</li> </ul>	<ul style="list-style-type: none"> <li>• Providing an environment where diverse work styles can be realized</li> </ul>
 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	<ul style="list-style-type: none"> <li>• Installation of platform screen doors (p. 19)</li> <li>• Utilization of the "Remote" onboard data monitoring system (pp. 9, 41)</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation infrastructure for safe and comfortable use</li> </ul>
 10 REDUCED INEQUALITIES	<ul style="list-style-type: none"> <li>• Adoption of passive design that utilizes sunlight, wind and natural energy sources (p. 43)</li> </ul>	<ul style="list-style-type: none"> <li>• Coexistence with nature through the development of living environments</li> </ul>
 10 REDUCED INEQUALITIES	<ul style="list-style-type: none"> <li>• Promote accessibility to vehicles and facilities (p.19)</li> </ul>	<ul style="list-style-type: none"> <li>• Environment that can be used equally by all customers, including those with limited mobility</li> </ul>
 11 SUSTAINABLE CITIES AND COMMUNITIES	<ul style="list-style-type: none"> <li>• Disaster countermeasures at railroad facilities (p. 20)</li> </ul>	<ul style="list-style-type: none"> <li>• Transport infrastructure and services that reduce damage and improve safety</li> </ul>
 11 SUSTAINABLE CITIES AND COMMUNITIES	<ul style="list-style-type: none"> <li>• Promotion of multilevel railway system (pp. 10, 26)</li> </ul>	<ul style="list-style-type: none"> <li>• Improvement of safety, reduction of road congestion and regional integration</li> </ul>
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	<ul style="list-style-type: none"> <li>• Use of alternative materials and recycled products (p. 44)</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to a sustainable, recycling-oriented society by reducing the amount of waste, etc. generated by business activities</li> </ul>
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	<ul style="list-style-type: none"> <li>• Solution to agricultural food loss issue (pp. 10, 26)</li> </ul>	<ul style="list-style-type: none"> <li>• Control of waste of agricultural products produced locally along the railway lines and supply of fresh vegetables to consumers</li> <li>• Help to build a circular economy system</li> </ul>
 13 CLIMATE ACTION	<ul style="list-style-type: none"> <li>• Launch of NIKKO MaaS (pp. 11, 39)</li> <li>• Promoting carbon neutrality in the Nikko area (p. 39)</li> <li>• Introduction of district heating and cooling systems and thermal storage systems (p. 39)</li> <li>• Low-carbon heat supply projects (p. 40)</li> <li>• Provision of commercial facilities certified by a third party under the Building Energy Efficiency Labeling System (BELS) (pp. 11, 40)</li> <li>• Solar power generation project (p. 41)</li> <li>• Introduction of energy-saving vehicles, LED lighting, etc. (pp. 41–43)</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce environmental impact by reducing CO<sub>2</sub> emissions</li> </ul>
 13 CLIMATE ACTION	<ul style="list-style-type: none"> <li>• Disaster countermeasures at railroad facilities (p. 20)</li> </ul>	<ul style="list-style-type: none"> <li>• Improving reliability as a transportation infrastructure through mitigation of disaster risks</li> </ul>
 15 LIFE ON LAND	<ul style="list-style-type: none"> <li>• Generation and utilization of carbon offset credits through forest conservation activities (p. 41)</li> <li>• Biodiversity (species diversity) (p. 44)</li> </ul>	<ul style="list-style-type: none"> <li>• Promotion of forest conservation and protection of biodiversity</li> </ul>
 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	<ul style="list-style-type: none"> <li>• Agile and fair Corporate Governance (p. 15)</li> </ul>	<ul style="list-style-type: none"> <li>• Improve credibility with stakeholders</li> </ul>
 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	<ul style="list-style-type: none"> <li>• Strengthen information and cyber security systems (p. 16)</li> </ul>	<ul style="list-style-type: none"> <li>• Reduction of cyber risks</li> </ul>
 17 PARTNERSHIPS FOR THE GOALS	<ul style="list-style-type: none"> <li>• Opening of Tobu Zoo Station West Exit Commercial Facility (pp. 11, 26)</li> </ul>	<ul style="list-style-type: none"> <li>• Revitalization of local communities through neighborhood and community-building</li> </ul>
 17 PARTNERSHIPS FOR THE GOALS	<ul style="list-style-type: none"> <li>• Promotion of multilevel railway system (pp. 10, 26)</li> <li>• Regional revitalization measures (pp. 26–28)</li> </ul>	<ul style="list-style-type: none"> <li>• Promotion of infrastructure development and revitalization of local communities through partnership</li> </ul>
17 PARTNERSHIPS FOR THE GOALS	<ul style="list-style-type: none"> <li>• Solution to agricultural food loss issue (pp. 10, 26)</li> </ul>	<ul style="list-style-type: none"> <li>• Solving social issues through partnership (Industry--Academia-Government collaboration) (Food loss)</li> <li>• Helping to build Circular Economy system</li> </ul>
17 PARTNERSHIPS FOR THE GOALS	<ul style="list-style-type: none"> <li>• Cooperation with the value chain (p. 30)</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of sustainable services and promotion of society in co-existence</li> </ul>

# ESG Initiatives in Key Businesses



# Corporate Governance

## Basic View and Policy on Corporate Governance

In order to earn trust of all its stakeholders including shareholders, and to ensure sustainable growth and enhancement of corporate value over medium to long-term, the Company believes that it is essential to establish fair and transparent management structure. We will further reinforce the Board of Directors, the Executive Officer system, and the Audit & Supervisory Board Members system, and actively make appropriate information disclosure on a timely basis. Furthermore, we will be committed to the enhancement of corporate governance, through conscientious corporate activities based on business ethics and compliance with laws and regulations [Basic Approach]

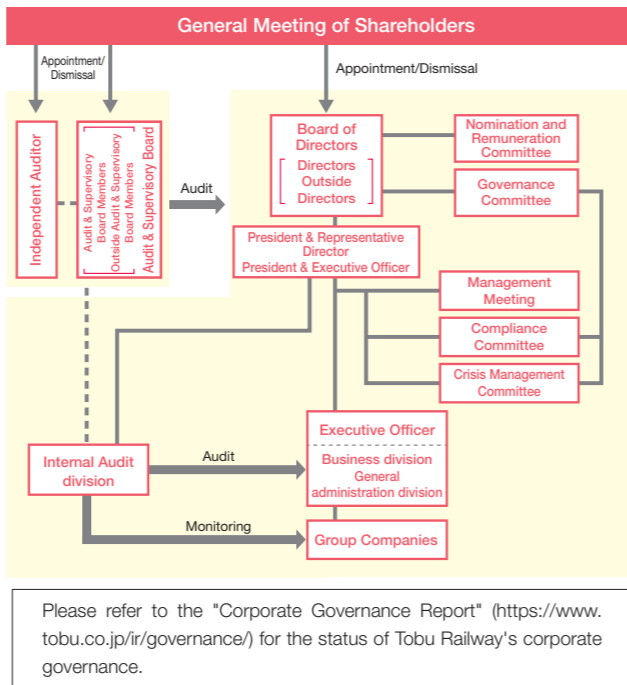
In addition, under the views mentioned above, the Company will comply with all of the principles set forth in the Corporate Governance Code, respecting the purpose and intention ingrained therein, in an effort to enhance its corporate value.

## Our Corporate Governance Framework

- The Board of Directors consists of Directors from within the Company who are well versed in our company operations and Outside Directors who are independent from the management team and have different work histories, experience, and expertise from those from within the Company, who are appointed by shareholders at the General Meeting of Shareholders.
- The main roles of the Board of Directors are management decision-making and supervision of business execution. In addition, the Board of Directors also appoints executive officers and titled executive officers, including the President and Chief Executive Officer.
- Executive officers execute business under the direction and supervision of the Representative Director.
- Outside Directors play an important role in ensuring the efficiency and fairness of management through objective opinions and

advice. In addition, an Outside Director chairs the Nomination and Remuneration Committee, which considers important matters related to the election and compensation of Directors, and the Governance Committee, which aims to further improve the effectiveness of corporate governance, thereby strengthening the independence and objectivity of the Board of Directors' functions and its supervisory function.

- Audit & Supervisory Board Members, who are elected by shareholders at the General Meeting of Shareholders, audit the execution of duties by Directors, and Independent Auditors conduct accounting audits from an independent standpoint, playing an appropriate role in establishing a high-quality corporate governance system that earns the trust of society.



# Compliance and Risk Management

## Compliance-based Management Framework

In order to further strengthen and enhance our awareness of compliance with the law and live up to the trust of society, Tobu Railway has established the Tobu Group Compliance Basic Policy, which serves as the guiding principle for all Tobu Group officers and employees. At the same time, we are striving to enhance compliance awareness and to disseminate and thoroughly instruct on compliance management through the distribution of the Compliance Manual, which serves as concrete guidelines for the daily conduct of officers and employees, and the implementation of education and training programs.

In addition, we have established a compliance management system, including the Tobu Railway Compliance Hotline, a compliance-related reporting and consultation service; the Whistleblower Protection Regulations, which stipulate the prohibition of disadvantageous treatment of whistleblowers; and the Compliance Committee, an organization to monitor the progress of compliance management, working to build, properly operate, and promote a compliance-based management system.

Each Group company has also established and is promoting a compliance-based management system, including the establishment of a reporting and consultation desk.

## Tobu Group Compliance Basic Policy

Each and every one of us will ensure integrity and proper conduct as a promoter of trusted Tobu Group.

**[For customers]**  
We will meet the expectations of our customers by placing the highest priority on safety and security and by continuing to provide high-quality services and products that meet the needs of our customers.

**[For investors]**  
We aim to increase corporate value through business development that responds to changes in the business environment, based on the trust of investors through timely and appropriate information disclosure, and enhance integrity in our corporate activities.

**[For business partners]**  
In order to build mutual trust with our business partners, we will conduct fair, impartial and transparent transactions in accordance with the law.

**[For Society]**  
We will strive to create attractive local communities through our business activities, and act as a good corporate citizen

in consideration of communication with society and the global environment.

## [As a member of the Tobu Group]

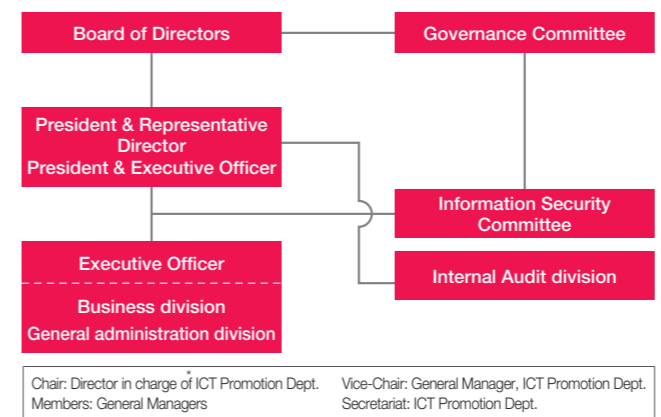
We will create and maintain a healthy workplace by observing the law, respecting civility, and fulfilling our roles with pride and responsibility.

## Risk Management Framework

In order to systematize the risk management framework and minimize the risk of various losses associated with business activities, we have established the "Crisis Management Regulations" and built and promoted a crisis management framework led by the "Crisis Management Committee," an organization that oversees crisis management, to prevent and respond to any risks and share information.

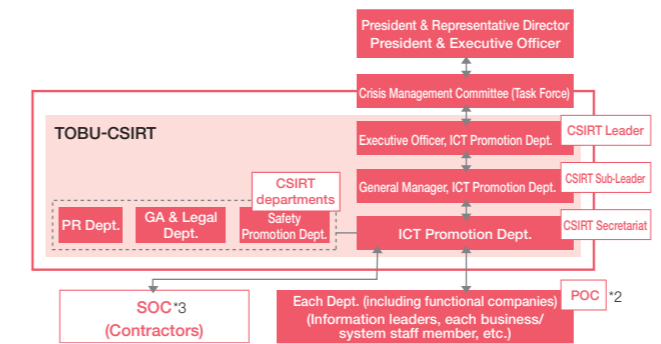
In addition, we have established the Information Security Policy (Tobu Railway Information Security Policy and Tobu Railway's Standard Rules on Information Security) concerning the protection and management of electronic information assets, and the Personal Information Protection Policy and Regulations to precisely protect personal information held by our Company, and are working to strengthen and enhance our crisis management framework.

## Information Security Management Structure



## TOBU-CSIRT\*1

In order to respond to cyberattacks, which have become increasingly sophisticated and complex in recent years, a specialized team, TOBU-CSIRT, is working on "rapid response in emergencies" and "preventive activities in normal times."



\*1 CSIRT (Computer Security Incident Response Team): It is a system and team designed to respond effectively to security incidents, and is being developed by various government agencies and companies.  
\*2 POC (Point of Contact): The role is to be the contact point for each department.  
\*3 SOC (Security Operation Center): The role is to provide advice and technical support by external information security specialists.

## Transportation ISAC\*4

We participate in the Transportation ISAC, which was established to improve collective defense against cyberattacks on transportation businesses, and we are working to improve the safety and security of our business by exchanging and analyzing cyber security information among businesses.

\*4 The ISAC (Information Sharing and Analysis Center) is a private organization that works to share cyber security information among private businesses in the same industry, with the aim of enhancing their ability to defend against cyberattacks.

## Information Security Policy of Tobu Railway

Recognizing gaining trust as a key corporate mission, we consider all electronic information assets collected through our business activities to be important assets essential for the promotion of more reliable corporate management, and act to respond to the trust of society through strict management and operation.

### 1. Basic Principle

We shall take appropriate management measures for electronic information assets related to all our business activities to ensure that they are protected from intrusion, leakage, alteration, destruction, unauthorized use, and interference with use. We shall also take prompt and appropriate action to correct any problems.

### 2. Operation Structure

In order to promote this Policy appropriately and smoothly, we shall establish an operation system that clarifies the scope of organization and responsibility, and make efforts to protect information security as an organization.

### 3. Education

We shall educate all those who come into contact with electronic information assets about the Policy, and make them aware of the importance of information security, and proper use of electronic information assets.

### 4. Compliance with the Law

We shall understand and recognize this Policy, comply with all laws and regulations regarding electronic information assets, and effectively operate information security measures in order to fulfill our responsibilities to society.

### 5. Maintenance & Improvement

In order to achieve the Policy, we shall make efforts to ensure information security by understanding and recognizing the "Tobu Railway's Standard Rules on Information Security" and "Implementation Procedures on Information Security," and periodically audit the status of compliance and make improvements as necessary.

# Commitment to Safety, Security, and Comfort



## Awareness of Social Issues

- ▶ Development of safe and secure social infrastructure
- ▶ Elimination of mobility constraints
- ▶ Responding to diverse mobility needs
- ▶ Responding to climate change

## Implementation of Initiatives

- ▶ Establishment of safety management structure for transportation safety
- ▶ Promote accessibility to vehicles and facilities
- ▶ Operation of trains with seat reservation
- ▶ Provision of operation information app
- ▶ Strengthening railway facilities

## Results of Initiatives

- ▶ **FY2021 Railway Business Capital Investment Plan**
  - Total capital investment: **24.1B yen**
  - Of which, safety investment: **18.4B yen (76%)**
- ▶ **Promote accessible environment**
  - Stations
    - No. of platform screen doors installed: **11 stations**
    - % of accessible restrooms provided: **98%**
  - Vehicles
    - % of wheelchair spaces provided: **82%**
- ▶ **Trains with seat reservation**
  - Total number of inbound/outbound trains: **25/day (weekdays)**
  - \*Added two inbound trains on TJ Liner to the diagram revised in March 2021

## Contribution to SDGs



## Approach to safety

As a basic approach to safety, Tobu Railway has established a Safety Policy and Safety Code of Conduct in its Safety Management Regulations, and is working to establish a safety management framework to ensure transportation safety.

### Safety Policy

Based on our Corporate Motto and Creed, we shall follow the following policies to ensure safety and security for our customers.

- In belief that "Safety is the foundation of all business operated by Tobu Group," we shall place the highest priority on safety and aim to become "trusted Tobu Railway."
- We shall comply with laws, ordinances, regulations, etc. in the spirit of the "Tobu Group Compliance Basic Policy."
- We shall tirelessly review our safety framework, always bearing in mind that safety measures are never-ending.
- Each and every officer and employee shall create a culture of safety by being vigilant to the lessons learned, thinking for themselves, and acting for themselves.

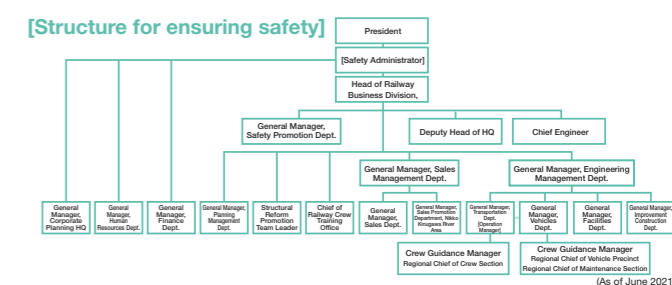
### Safety Code of Conduct

- All officers and employees shall work as one to ensure transportation safety.
- We shall fully understand and comply with laws, regulations and related rules concerning transportation safety, and faithfully and accurately perform our duties.
- We shall constantly strive to monitor and assess the transportation safety status.
- We shall strive to perform the necessary confirmation without relying on speculation, and if we are unsure of a decision, we shall take the safest course of action.
- In the event of an accident or disaster, we shall, beyond our organization or job responsibilities, remain calm in judging the situation, give priority to saving lives, and promptly take safe and appropriate measures.
- We shall communicate information on transportation safety promptly and accurately without omission, and strive to share information.
- We shall always be alert to transportation safety issues and strive to take the necessary actions.
- We shall strive to acquire and master knowledge and skills related to transportation safety.

### Internal Framework to Promote and Manage Safety

#### Internal structure to promote Transportation Safety

In accordance with the Railway Business Act, we have formulated the Safety Management Regulations for the purpose of establishing a safety management system and maintaining and improving transportation safety. In order to ensure transportation safety in the Railway Business, the Safety Management Regulations stipulate the "Safety Policy" and "Safety Code of Conduct," as well as the internal system for promoting and managing safety under the supervision of the Safety Administrator appointed by the President, and the roles and authority of the person in charge of each division.



#### Ensuring the implementation of Transportation Safety initiatives

##### Transportation safety meetings

In order to ensure transportation safety, we promote the review and improvement of our safety management system through the following meetings, in which top management and field employees work together. At these meetings, various safety initiatives are deliberated to ensure the steady implementation of safety measures and autonomous and continuous improvement (spiral up).

#### [Internal Structure for Safety Promotion and Management]



President, Safety Administrator, Head of Railway Business Division, railway-related officers, General Manager of Transportation Department, related general managers

Safety Administrator and Head of Railway Business Division report to top management on the status of safety initiatives in the overall Railway Business, and submit proposals for reviewing the safety management system.

Safety Administrator, Head of Railway Business Division, railway-related officers, general managers and section managers of each department within the Railway Business HQ

The entire Railway Business HQ deliberates on accident prevention, disaster prevention, and terrorism countermeasures for railroads in general, as well as safety measures formulated by each division, in order to enhance the safety promotion structure.

General managers, section managers and assistant section managers of each department, and each field unit (including the three functional companies)

Communication is maintained between the head office and field operations, and issues related to the implementation of measures are confirmed.

\*Tobu Railway outsources station operations to Tobu Station Service, partial maintenance of vehicles (general and inspection of important parts) to Tobu Intertec, and maintenance of track facilities, electrical facilities, and building facilities to Tobu Engineering. The three companies are referred to as the "three functional companies."

For details of our safety initiatives, please refer to the "2021 Safety Report." The report can be viewed on our website (<https://www.tobu.co.jp/>).

# Commitment to Ensuring Safe Use

With the advent of a full-scale super-aging society and the increasing need for the participation of people with disabilities in society, we are actively promoting accessibility to station facilities and vehicles to ensure that all customers can use our railroads more smoothly and with greater peace of mind.

## Promote accessibility to station facilities

### Installation of platform screen doors

With support of the national and local governments, we are installing platform doors at stations with necessary installment conditions that are located near the Tokyo Olympics and Paralympic Games venues, at stations with more than 50,000 passengers per day, and those with particularly high passenger volumes. In FY2020, platform screen doors were installed at Kitasenju (3rd floor), Shinkoshigaya, Kitakoshigaya, Shiki (Platforms 1 & 2) stations



Platform screen doors



### Elimination of steps

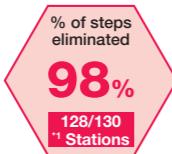
We are promoting the use of elevators, etc. to eliminate steps at stations that are subject to the "Barrier-Free Act" Basic Policy<sup>1</sup>.

As of the end of March 2021, the percentage of steps eliminated was 98% of the stations targeted by the Basic Policy.

In FY2020, steps were eliminated at Horikiri, Nishikawada, Atago, Nodashi, Minami-Yorii, and Ipponmatsu stations.



Elevator



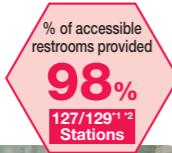
### Availability of accessible restroom

Similar to the elimination of steps by installing elevators, etc., as of the end of March 2021, the percentage of applicable stations in compliance with the "Barrier-Free Act" Basic Policy was 98%.

In FY2020, accessible restrooms were installed at Horikiri, Nishi-Kawada and Atago stations.



Accessible restroom



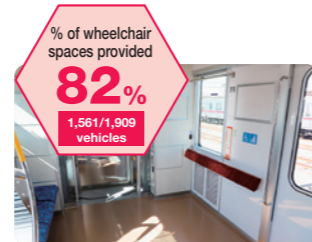
<sup>1</sup> Covering stations with 3,000+ users per day for the last three years (2018–2020), and stations with 2,000+ users/day positioned as community facilities in the Basic Concept.  
<sup>2</sup> Excluding Kita-Omiya Station, which does not have toilets

## Barrier-free vehicles

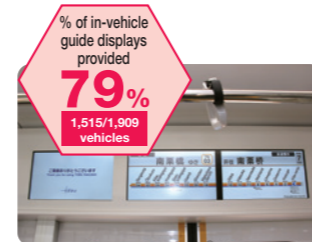
### Installation of wheelchair spaces and in-vehicle information displays

In accordance with the "Barrier-Free Act" Basic Policy, we have been installing wheelchair spaces and in-car information displays.

As of the end of March 2021, the installation rates of wheelchair spaces and in-car information displays were 82% and 79%, respectively.



Wheelchair space (Series 70000)



In-vehicle guide display (Series 70000)

## Countermeasures against terrorism and crime prevention

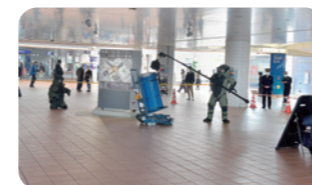
Based on the "Guidelines for Responding to Terrorism on Railways" prepared by the Ministry of Land, Infrastructure, Transport and Tourism, we have prepared the "Manual for Responding to Suspicious Persons and Objects," and have installed security cameras, intrusion-prevention measures, emergency intercoms, and patrols with security ambands to reduce terrorism on railroads.



Security camera



Emergency intercom



Counter-terrorism drills

## Measures to prevent the spread of COVID-19

### Measures taken at stations

In addition to installing plastic curtains to block airborne droplets and virus removers at each station counter where customers come into contact with others, we have also installed alcohol disinfectants for customers, mainly at major stations that are used by many customers, to prevent infection.

Furthermore, station facilities (ticket vending machines, escalator belts, handrails, etc.) that are touched by many customers are cleaned using anti-virus and anti-bacterial agents, and some waiting rooms are equipped with ultraviolet germicidal lights that neutralize viruses.

### In-train measures

In addition to cleaning the interior equipment (handrails, straps, etc.) that many passengers come into contact with using sterilizing detergents, a long-term antibacterial coating has been applied to the straps and seats of all trains.

We have also implemented infection-prevention measures such as wearing face shields and using a tray when checking express tickets and exchanging money to avoid direct contact.

In addition, in order to prevent infections inside the train, air conditioning and ventilation systems are used, and staff

open windows for ventilation. We also ask for the cooperation of passengers to open windows inside the train through announcements and posters.



Cleaning with disinfectant

Wearing of face shields and use of trays to avoid direct contact

Window-opening by crew

## Initiatives to reduce climate change risks

We are implementing the following measures to reduce the risk of climate change caused by torrential rains and typhoons.

### Measures to reduce damage to railway facilities

We are implementing disaster-prevention and disaster-mitigation measures (repair and reinforcement) against natural disasters.

- Various reinforcement measures for slopes and piers
- Measures to prevent flooding of facilities and equipment
- Installation of anemometers, rain gauges, river monitoring cameras, etc.

### Securing customer transportation and recovery system at the time of a disaster

When operations are suspended due to a disaster, with the cooperation of the Tobu Group's bus companies, we promptly provide substitute transportation as an alternative

# Commitment to Ensuring Comfortable Use

## Aiming to make railroads more comfortable and user-friendly

### Provision of Tobu Line App (operation information app)

We offer the Tobu Line App, a smartphone application that provides information on Tobu Line operations in an easy-to-read format. The app provides convenient information for passengers, such as a delay information map showing suspended trains and transfer transportation sections, train running positions (on some lines), and information on the availability of restroom facilities (at some stations).



Departure time display

Train running position

Delay information map

### Operation of trains with seat reservation

In order to meet the needs of commuters and families with children for a comfortable trip to the city center, we operate trains with reserved seats using cars that can be converted to cross-seat or long-seat types.

means to ensure that our customers can get around.

In terms of the recovery system, we will also utilize a strong value chain that includes not only Tobu Railway, but also Group companies and cooperating companies, in order to quickly resume operations. In addition, a structure is in place to respond quickly to emergencies by conducting drills that simulate disaster situations during normal times.

### Stopping between stations and measures to avoid damage (planned suspension)

When a typhoon is approaching and there is a risk that wind and rain may affect the safe operation of trains, we give advance notice and implement a "planned suspension" of train services to avoid stoppages between stations and damage.

Every effort is made to ensure safety, mitigate damage, and return to normal operations as soon as possible.

### Measures to prevent flooding of vehicles in detention lines (evacuation of vehicles)

Drills to evacuate vehicles to an elevated section are being conducted as a measure to avoid water damage to vehicles on the detention lines that are expected to be flooded.



Reinforcement of bridge piers

Slope reinforcement

Task force meetings

### TJ Liner (Model 50090)

"TJ Liner" began operating on the Tojo Line in 2008 as a limited-seat train to improve the seating service from Ikebukuro Station, and is used by many passengers every day. In 2016, we began operating inbound trains during morning commuting hours, and two inbound trains were added to the operation diagram revised in March 2021 in order to further improve our service.



TJ Liner

### TH Liner (Model 70090)

"TH Liner" is the first train with reserved seats to operate directly on the Tobu Line and Tokyo Metro Hibiya Line that started operation in 2020. Taking advantage of the mutual direct connection between central Tokyo and suburban areas, the service operates between Kuki Station on the Tobu Isesaki Line and Ebisu Station on the Tokyo Metro Hibiya Line (outbound train departs from Kasumigaseki Station on the Hibiya Line).



TH Liner

# Creating Comfortable Living along Our Railway Lines



## Awareness of Social Issues

- ▶ Improving environment conducive to parenting/childcare
- ▶ Establishment of work-life balance
- ▶ Responding to aging society
- ▶ Adapting to new lifestyles

## Implementation of Initiatives

- ▶ Development of nursery facilities
- ▶ Supply of properties for sale tailored to teleworking
- ▶ Development and supply of housing for seniors
- ▶ Opening of satellite offices
- ▶ Supply of rental apartments with workspace
- ▶ Opening of community spaces

## Results of Initiatives

- ▶ Establishment of nursery facilities  
Number of Facilities **17** locations  
Total capacity **995** people
- ▶ Supply of housing for sale supporting work from home
- ▶ Development and supply housing for seniors (1 building)
- ▶ Establishment of satellite offices (4 locations)
- ▶ Supply of rental apartments with workspace (2 buildings)
- ▶ Opening community plaza in commercial facilities

## Contribution to SDGs



## For Parenting Generation

### Childcare support measures

#### Supply of condominium with childcare support facilities

Solaie I'll Nerimakitamachi, a rental apartment built in Nerima Ward, Tokyo, in January 2020, was the first building that Tobu Railway received certification for under the Tokyo Metropolitan Government Child Care Support Housing Certification System.

Under this program, the Tokyo Metropolitan Government recognizes houses as an excellent example of considering the safety of its residents and the ease of doing housework, and creating an environment conducive to parenting by providing facilities and services that support childcare.

The property has been designed to create an environment conducive to parenting by incorporating a floor plan that considers the movement flow and size of the house, as well as preventing finger-jamming in doors, baby carriage space, and providing residents with free slots for babysitting services, and a kids' room in the common area.

In addition, we became the first private housing company to introduce "e-Pal Box," a home delivery locker with an emergency food circulation system. During normal times, the food is sold automatically as part of the residents' daily diet, and in the event of an earthquake, the stockpile box is automatically opened when a tremor is detected, and the products are replenished once a week, enabling rolling stock (circulation of emergency food).



Solaie I'll Nerimakitamachi (Kids room)



Solaie I'll Nerimakitamachi (Exterior)

#### Launch of Station Daycare facilities

Since 2012, we have been working to attract childcare facilities, and in April 2021, opened a new Station Daycare Center at Shingashi Station on the Tobu Tojo Line and at Shin-Kashiwa Station on the Tobu Urban Park Line. This brings the total number of Tobu Railway's Station Daycare Centers to 17 on the entire Tobu Line.



Ai Ai Nursery Shin Kashiwaen II

## For Senior Generation

### Revitalization of areas along our railway lines

#### Development and supply of housing for seniors

Construction of the Iwatsuki Station Building, which combines the rental apartment Solaie I'll Iwatsuki, housing for seniors with services, a clinic, and a convenience store, was completed in June 2021.

The concept of the rental apartment Solaie I'll Iwatsuki and the housing tailored to senior residence is to coexist in harmony with pets, and by installing a dog run that can be shared by residents of both properties, the project aims to promote multi-generational exchange through coexistence with pets.



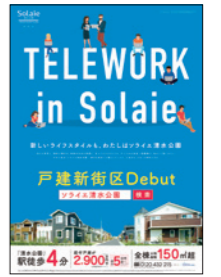
Solaie I'll Iwatsuki

#### Supply of housing for sale supporting work from home

We are promoting the supply of housing that can accommodate the growing number of telecommuting workers. In Solaie Shimizu Koen Urban Park Town, detached houses sold in the fall of 2020, each residence has its own concept, such as "house with a home office" or "house with an outdoor space." In the house with a home office, the layout of rooms is designed to maintain a quiet and independent space where people can concentrate on their work or online meetings. Some other units have teleworking corners with equipped counters.



House with a home office



In addition, the condominium Premist Funabashi Tsukada (starting occupancy in September 2020) and Solaie Gran Nagareyama Otakanomori (starting occupancy in September 2021) have work spaces in the common area, providing a space where people can concentrate on their work in a place separate from their living space.

We will continue to plan and supply housing that responds to new lifestyles.



Solaie Gran Nagareyama Otakanomori (Common area)

#### Provision of special boarding passes

To support parenting households along the Tobu Railway lines, Tobu Railway, in cooperation with Tobu Card Business, offers a special pass to customers with an elementary school child who purchase a Tobu Line commuter pass using the "TOKYO SKYTREE® Tobu Card PASMO."

For each spring, summer, and winter vacation, an elementary school child receives two discount passes that allows them to ride the entire Tobu Line once free of charge, creating an opportunity for families to visit tourist spots along the line.

## For Workers with Diverse Styles

Measures responding to new lifestyles  
(For promotion of work style reform)

### Opening of satellite offices

In March 2021, we opened satellite offices, Solaie Plus Work Kamagaya and Solaie+Work Sakado, bringing the total to four, together with Soka Matsubara and Fujimino, in order to support work styles that correspond to new lifestyles under the impact of COVID-19.

These are satellite offices in the suburbs, and by allowing people to work close to home, we are supporting the diversification of work styles by helping people to balance work with childcare, family care, and hospital visits.



Solaie+Work Sakado



Solaie+Work Kamagaya

## Solaie +Work

ソライエ プラスワーク

### Supply of rental apartments with workspace

In March 2021, we will begin leasing Tobu Railway's first rental apartments with a workspace, Solaie I'll Soka and Solaie I'll Shingashi, offering co-working spaces separate from residential spaces.



Solaie I'll Soka

## For Residents along Our Lines and Passengers of Tobu Lines

Community formation support measures

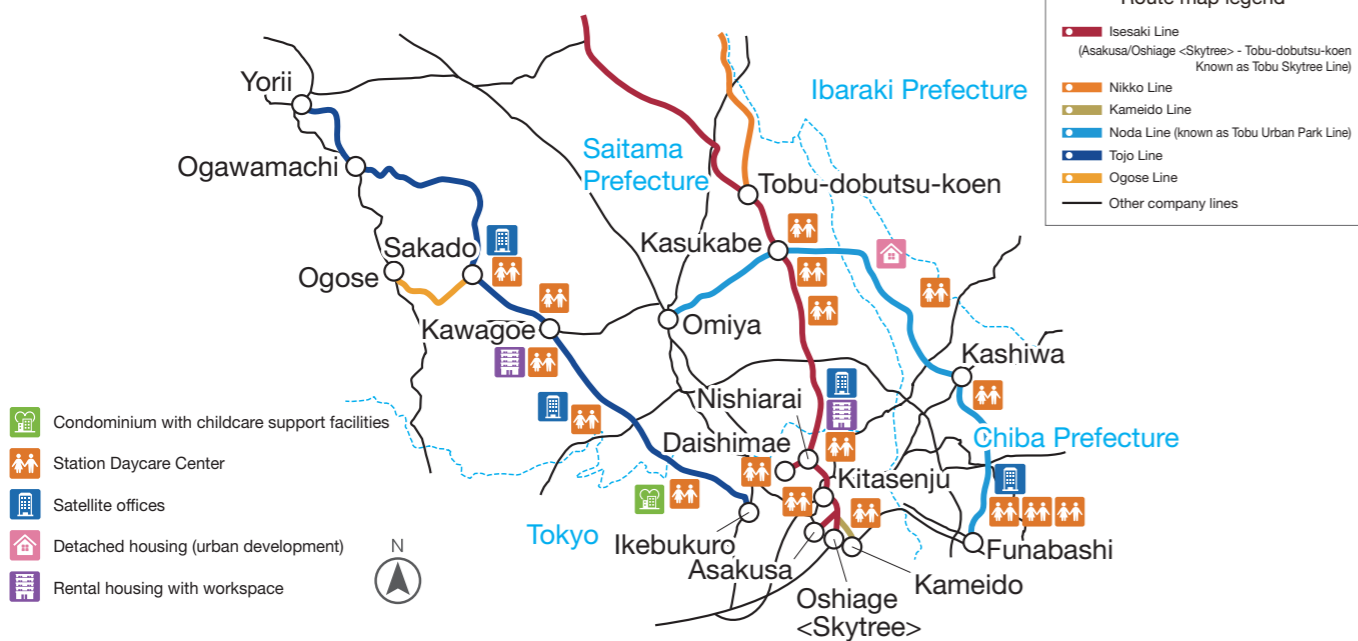
### Opening of community plazas

In September 2021, we opened a commercial facility at the west exit of Tobu Zoo Station based on the concept of an "activity center for shopping and neighborhood development" where local residents and visitors can interact. We are working on a development centering on a station that connects with local communities, aiming to create commercial facilities that will improve the convenience of the area and create interaction between local communities and visitors to the area, including Tobu Zoo. We are providing services that will lead to the resolution of local issues and revitalization of the local community, such as the development of "Minna no Hiroba" (Community Plaza) as an exchange plaza open to the community, and the installation of a shared kitchen that will encourage restaurant owners to take on business challenges.



Minna no Hiroba (Community Plaza)

Tobu Railway Route Map



## With Our Stakeholders



### Awareness of Social Issues

- ▶ Establishment of work-life balance
- ▶ Establishment of human rights and industrial safety and health
- ▶ Securing human resources
- ▶ Responding to aging society
- ▶ Revitalization of local communities
- ▶ Securing optimal value chain

### Implementation of Initiatives

- ▶ Utilize talented people with an emphasis on work-life balance and human rights
- ▶ Solving regional issues through Group's business
- ▶ Provision of appropriate services in cooperation with business partners

### Results of Initiatives

- ▶ **Employment**
  - % of employees taking childcare leave **100%**
  - % of shortened work-hour/staggered attendance use **100%**
  - % of women new graduates hired **15%**
- \* Including Tobu Railway and four functional subsidiaries (Tobu Intertec, Tobu Engineering, Tobu Station Service and Tobu Shared Service)

### Contribution to SDGs



# Commitment to Our Customers

Here we introduce our efforts to meet the expectations of customers who use the Tobu Railway and residents living along our lines.

## Mechanism for using customer feedback to improve quality

### Structures for listening to the voice of customers

- 1 Tobu Railway Customer Center  
Respond by phone and e-mail
- 2 "Voice Letters" placed at brochure stands at each station

### Tobu Railway Customer Center

- Business hours: 9:00–18:00  
(Open seven days a week, except for year-end and New Year holidays)
- TEL.: 03-5962-0102
- Matters handled
  - (1) Reservation for express tickets, etc.
  - (2) Inquiries (lost items)
  - (3) Inquiries  
(Train schedules, fares, sightseeing information along the line, etc.)
  - (4) Opinions and requests

**Improvement and PR activities based on customer feedback**  
In FY2020, there were seven cases of improvements made based on customer feedback. In addition to introducing the examples of improvements on our website, we have also created etiquette posters and other materials and posted them in stations and trains to encourage customer understanding and cooperation.

### Improvement Case Commencement of TH Liner operation

**Voice of Customers**  
"I want to commute to the city center seated on the Tobu Skytree Line."  
⇒ With the revision of the train operation diagram in June 2020, the TH Liner, the first seat-reservation system train, was introduced between the Tobu Line and the Tokyo Metro Hibiya Line as a mutual direct train. Passengers can be seated safely and comfortably without congestion.



TH Liner (inside the car)



TH Liner (exterior)

## Communication with Customers

### Tobu Railway launches TOBU Kids, a website for kids

This site is a participatory, hands-on website mainly for elementary school children, and offers various pieces of content for parents and children to enjoy.

In FY2018, we introduced an official LINE account as a communication tool to strengthen the dissemination of the Tobu Group's information for kids. We will continue to communicate with our customers by developing the site as a "Tobu Group kids portal site" in collaboration with Tobu Group companies.



TOBU KIDS top page



Kids and Parents Class: Let's Make a Tobu Railway Operation Diagram

# Initiatives for Local Communities

## Human resource development

### Environmental Education

"Children's Social and Environmental Report" is now available on the TOBU KIDS website. The pages are designed to look like a bookshelf in a child's room, and with railroads as a starting point, children can learn about society and the environment while having fun.



## Cooperation with local communities, etc.

### Supporting regional revitalization through rail transport

In August 2021, we introduced a pay-as-you-go baggage fee system for companies and organizations working to revitalize local communities to bring baggage to cabin space.

In response to the decrease in passenger transportation under the impact of COVID-19, this system is designed to support the efforts of specific companies and organizations that contribute to society and revitalize local communities as a way to utilize rail transportation beyond passenger transportation.

As the first initiative using this system, we are implementing the "TABETE Rescue Direct Sales Center" where agricultural products and other items that have not been sold out at direct sales points around the city of Higashimatsuyama are transported from Shinrinkoen Station on the Tojo Line to Ikebukuro Station and sold inside there with the aim of reducing food loss.



Loading

Scene of sales

### Establishing an exchange plaza to create a lively community

In September 2021, we opened a commercial facility at the west exit of Tobu Zoo Station based on the concept of an "activity center for shopping and neighborhood development" where local residents and visitors can interact. As a development centering on a station that connects with local communities, the project aims to establish a facility that will create a bustling

community. It can do this by providing services that will lead to solving local issues and revitalizing the community, such as the development of the "Minna no Hiroba" (Community Plaza) as an exchange plaza open to the community, the establishment of a shared kitchen that will encourage restaurant owners to take on business challenges, etc., and mobile sales that meet the needs of an aging community.



Tobu Zoo Station West Exit Commercial Facility and "Minna no Hiroba" (Community Plaza)

### Promotion of multilevel railroad system (revitalization of communities by eliminating the division of areas)

In addition to drastically solving railroad crossing accidents, we are currently promoting the construction of railroad upgrades at four locations along our railway lines to contribute to urban regeneration and revitalization by eliminating road congestion and area fragmentation.

○ Elevation near Takenotsuka Station  
In the vicinity of Takenotsuka Station on the Tobu Skytree Line (between Nishiarai and Yatsuka), the elevation of the up and down express lines of the quadruple track was completed in September 2020 as an urban planning project implemented by Adachi Ward. The level crossing will be removed in FY2021, and a continuous multilevel crossing is being promoted.

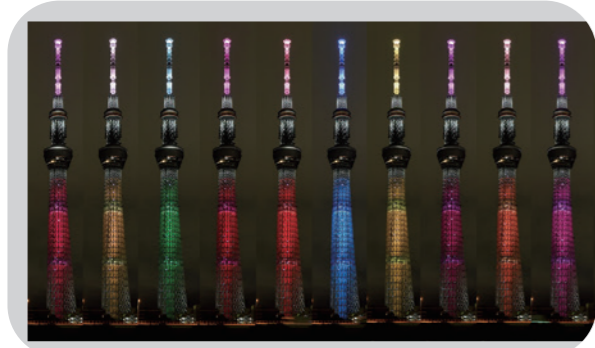
○ Elevation between Shimizu Koen and Umesato  
The elevated section of the Tobu Urban Park Line between Shimizu Koen and Umesato will come into use in March 2021 as part of an urban planning project implemented by Chiba Prefecture. As a result, 11 railroad crossings in this section were removed, eliminating traffic congestion and improving safety.

○ Elevated section near Tokyo Skytree Station  
The construction of continuous multilevel crossing in the Tobu Skytree Line between Tokyo Skytree and Hikifune is being promoted as an urban planning project by Sumida Ward, aiming for completion in 2024.

○ Elevation near Kasukabe Station  
In the vicinity of Kasukabe Station on the Tobu Skytree Line and Tobu Urban Park Line, we are promoting the construction of a continuous multilevel crossing as an urban planning project enforced by Saitama Prefecture, aiming for completion in 2031.

**Special lighting in support of the UN initiative**

During SDGs Week in September 2021, in support of the United Nations' Sustainable Development Goals (SDGs), TOKYO SKYTREE® (Tobu Tower Skytree) hosted a special lighting event in the image of 17 colors representing the SDGs.



Special lighting inspired by the 17 colors of the SDGs

©TOKYO-SKYTREE

**Considering further utilization of railroad transportation**

In October 2021, Tobu Railway, in cooperation with beverage manufacturers and Tobu Group companies, conducted a demonstration test in which empty beverage containers collected from recycling bins next to vending machines installed by beverage manufacturers at stations on the Tobu Line were transported by return train to the train depot.

It was conducted to verify the business feasibility and effectiveness of using a return train to collect empty beverage containers at the station.

After the collection, employees of Symphonia Tobu, a special subsidiary of the Tobu Group that employs people with disabilities, will sort the empty beverage containers by resource to verify the possibility of expanding the scope of employment for people with disabilities.



Vehicles used for transportation



Loading empty beverage containers (conceptual image)

**"Satoyama (Village Forest) Experience Program" to fully enjoy satoyama**

In cooperation with the Satoyama Academy, which operates in the city of Nikko in Tochigi Prefecture, Tobu Railway has been offering the Satoyama (Village Forest) Experience Program since September 2021.

Satoyama is located about a 30-minute drive from Nikko in Tochigi Prefecture, and it takes about two hours from the

Tokyo metropolitan area by Tobu Line.

The purpose of this program is to help people learn the basics of how to spend their time away from the hustle and bustle of the city by experiencing agriculture and village life while having fun. This is a unique initiative of Tobu Railway, which connects the Tokyo metropolitan area with places where the genuine satoyama landscape remains.



Satoyama (Village Forest) Experience Program (conceptual image)

**Launch of "NIKKO MaaS," Japan's First Eco-friendly MaaS for Tourism**

In October 2021, Tobu Railway, JTB, Tochigi Prefecture, JTB Communication Design, ORIX Motors, and Toyota Rental & Leasing Tochigi launched Japan's first eco-friendly MaaS for tourism, "NIKKO MaaS," in the Nikko area of Tochigi Prefecture.

NIKKO MaaS service is a digital-only free pass that combines rail and bus services in the Nikko area, as well as eco-friendly mobility services such as EV/PHV car sharing, shared bicycles, and EV buses (low-emission buses). This is a one-stop service that allows users to search, purchase, and use sightseeing content such as tickets to visit historical and cultural facilities, nature activities, etc., from the NIKKO MaaS website. With just one smartphone, you can seamlessly enjoy sightseeing around the Nikko and Kinugawa areas.

By using NIKKO MaaS, we aim to further promote the shift from visiting by car to train, and to become a leading model for a decarbonized society by introducing EV. At the same time, we will reinforce the Nikko brand as an "eco-friendly sightseeing spot" and revitalize the region by promoting excursions.



Nikko Natural Science Museum



Shared bicycle (conceptual image)

**Aiming to nurture the natural habitat of fireflies**

In the Kuragasaki SL flower field along the Tobu Kinugawa Line, Tobu Railway is taking on the challenge of releasing firefly larvae, which are rarely seen nowadays, into the environment where they once grew naturally, with the aim of nurturing fireflies naturally.

In this project, with the cooperation of Tobu Zoo, we will use the know-how they have gained over many years of nurturing fireflies (hotaru) in the Hotarium, a theater-type facility in the park where fireflies can be viewed throughout the year. We will create streams for the natural growth of fireflies and nurture river snails, Kawanina (species of freshwater snail) as food for fireflies and moss needed for egg-laying and maintain environment in the Kuragasaki SL flower field along the Kinugawa Line. At the same time, the larvae of fireflies originating from Tochigi Prefecture, which were grown in the Hotarium, will be released for natural growth.



Streams in the Kuragasaki SL flower garden (conceptual image)



**Consideration for the living environment (noise and vibration countermeasures)**

**Vehicles**

[Soundproof wheels]

Noise frequently occurred during train operation comes between rails and wheels and a typical example is the creaking noise that occurs when a train passes through a curved section. The mechanism of the creaking noise is that the rails and wheels rub against each other, causing the wheels to vibrate minutely, which generates a high-frequency noise. In order to reduce the creaking noise, we have introduced "soundproof wheels," which are designed to suppress the vibration of the wheels. At present, the installation rate of soundproof wheels is 100% (excluding the steering wheels of Series 70000).

[Anti-slip device]

If emergency braking is applied when the rails are slippery, such as in rainy weather, the wheels will slide on the rails in a locked state, creating a flat area on the wheels called a "flat spot." These flat spots cause noise and vibration, so as a countermeasure, we are introducing anti-skid devices that detect skidding and adjust the brakes. Currently, the installation rate of the device is about 48%.

**Tracks**

[Ladder track]

Unlike conventional horizontal sleepers, the ladder sleeper track structure uses longitudinal sleepers, and is expected to reduce noise and vibration as well as save labor for maintenance. Tobu Railway began using the ladder track in 2012 in conjunction with track renovations, and in March 2020, when the Urban Park Line operation diagram was revised to include double track, the ladder track was adopted for the new line.



Ballasted ladder track



Conventional tracks

**New facility construction, improvement, and large-scale construction**

For large-scale improvement works in the Railway Business, such as the elevation project near Takenotsuka Station, and for the construction of large-scale condominiums such as Solaie Nagareyama Otakanomori and Solaie Grand Nagareyama Otakanomori, we will use heavy machinery that uses hydraulic pressure to drive piles and pull out steel plates that have been driven into the ground for reinforcement. We are trying to reduce noise and vibration by using low-noise, low-vibration machines that use hydraulic pressure or low-noise machines certified by the Ministry of Land, Infrastructure, Transport and Tourism.

For large-scale construction projects, such as elevation projects, we measure noise and vibration as needed during construction to ensure that we are taking the living environment into consideration.

We also make efforts to prevent the dispersal of dust by cleaning on a daily basis.



Seal of certification

# Commitment to Investors (Shareholders, etc.)

We aim to increase corporate value through business development that responds to changes in the business environment, based on the trust of investors through timely and appropriate information disclosure, and enhance integrity in our corporate activities.

## Information disclosure

As a basic principle for appropriate information disclosure, we are committed to disclosing and disseminating information with appropriate content and timing to investors, shareholders, and society, in order for them to gain a correct understanding and evaluation of the Company.

Specifically, in order to ensure management transparency, we have established IR guidelines that include the proactive disclosure of business results, business conditions, and other information, which are posted on our website.

We also make efforts to disclose information such as timely disclosure materials and news releases on the Tobu Railway website.



Top screen of IR information on our website



Business Report

## Further enhancement of shareholder returns

Our basic policy for shareholder returns is to maintain stable dividends while taking into account our financial soundness and comprehensively considering our business performance and environment.

In FY2017 and FY2019, the Company repurchased shares for a total acquisition cost of 10 billion yen each, and cancelled all shares repurchased.

## Holding regular briefings for analysts and institutional investors

Twice a year (after the fiscal year end and the second quarter end), the Director and President serves as a speaker to explain the financial results, the measures taken by each segment of the Tobu Group, and the Management Plan.

In addition, a tour of the facilities of Tobu Railway and its Group companies is held every year.

## Shareholder Benefits

Shareholder Boarding Pass		Shareholder Coupon	
No. of Shares	Type of Issuing Pass	No. of Shares	No. of Issues
≥ 100 shares	Coupon <sup>1)</sup> ticket	≥ 100 shares < 200 shares	1 book
< 200 shares	2 tickets	≥ 200 shares	1 book
≥ 200 shares	2 tickets	Coupons can be used at Tobu Group facilities, etc. (Examples)	
< 600 shares	6 tickets	Tobu World Square	Discount on entrance fees for students or children 1,000 yen discount (Children 5 years old or older) 500 yen discount
≥ 600 shares	6 tickets	Tanigawadake Ropeway	Discount on round-trip fare 10% discount
< 1,000 shares	10 tickets	Tobu Museum	Free admission
≥ 1,000 shares	10 tickets		
< 2,000 shares	20 tickets		
≥ 2,000 shares	20 tickets		
< 3,000 shares	30 tickets		
≥ 3,000 shares	30 tickets		
< 4,000 shares	40 tickets		
≥ 4,000 shares	40 tickets		
< 5,000 shares	50 tickets		
≥ 5,000 shares	50 tickets		
< 5,800 shares	1 ticket		
≥ 5,800 shares	1 ticket		
< 11,600 shares	1 ticket or 50 tickets		
≥ 11,600 shares	1 ticket or 50 tickets		

<sup>1)</sup> Special Boarding Pass for all train lines valid for one ticket per ride (coupon type)  
<sup>2)</sup> Special Boarding Pass for all train lines (coupon type)  
<sup>3)</sup> Additional Pass will be issued to shareholders who have continuously held at least 1,000 shares (5,000 shares on the record date prior to September 2017, before the issuance date) on all record dates for the past three years in the Company's shareholder registry (the last record date March 31 and September 30 including the record date concerned) and whose shareholder number has continuously been the same, in proportion to the minimum number of shares held on the record date for the past three years.

# Value Chain Initiatives

## Basic Philosophy

In order to build a relationship of mutual trust with our business partners, we will conduct fair, equitable and transparent selection and transactions in accordance with laws and regulations and sound business practices, and will continuously evaluate the selection and transaction status of our business partners.

In order to build stable relationships with our business partners, we will not accept or engage in unreasonable demands, excessive entertainment or gifts that abuse our superior position.

## Green Purchasing Guidelines

As for the environmental aspect of Tobu Railway, we have established the Green Purchasing Guidelines and conduct appropriate transactions.

Please refer to our website for Tobu Railway's Green Purchasing Guidelines.  
<https://www.tobu.co.jp/corporation/greenpurchase/>

## Establishment of an appropriate and resolute system that allows customers to use our services with peace of mind

The Tobu Group holds the Tobu Group Liaison Council to share information on antisocial forces and measures to deal with them, and has established a system to protect against antisocial forces within the Group.

In FY2020, the Tobu Group provided education on the latest trends in antisocial forces under the impact of COVID-19, as well as points for formulating a manual for dealing with unreasonable demands.

Through these crisis management efforts, we are building an appropriate value chain so that our customers can use the Tobu Group with peace of mind.

## Building a system to prevent accidents and disasters

Tobu Railway holds the Accident Prevention and Disaster Prevention Liaison Conference twice a year to share examples of safety initiatives with partner companies involved in railroad construction work related to engineering and electricity, and to help prevent accidents and disasters.

At these meetings, awards are given for accidents and disasters that have been prevented, and we work together with our partner companies to promote accident prevention.

In addition to the above, we are implementing the following initiatives to prevent accidents and disasters.

### Opinion exchange meetings with cooperating companies

We exchange opinions on safety with our engineering and electrical cooperating companies in order to spiral up (boost) mutual safety awareness.

### Various in-house qualification certifications and renewal training

In addition to certifying the employees of our cooperating

companies with the qualifications we have established, we provide training to those who hold qualifications once every three years to prevent similar accidents based on safety regulations, standards, and events.

### Safety seminars and safe driving seminars

In addition to education on safety management, how to deal with disasters, and risk assessment based on disaster case studies, we also provide education on precautions for driving emergency vehicles and preventing traffic accidents.

### Safety patrol and confirmation of construction sites, etc.

As a safety initiative for the elevated construction near Takenotsuka Station, we have been conducting joint monthly patrols of the construction site since April 2013, beyond the boundaries of clients and contractors. After the patrol, we hold a safety meeting to exchange opinions on what we noticed during the patrol and what we feel should be shared in order to raise safety awareness.



## Building a social system where everyone can have a rewarding career

Symphonia Tobu, a special subsidiary that promotes the employment of people with disabilities, collaborates with welfare service facilities for the disabled along our railway lines, and sells freshly baked bread and sweets made by facilities at the Tobu Railway head office in "Symphonia Marche" twice a month.

In addition, the company provides practical training for people with disabilities from special needs schools and employment support organizations along our railway lines.

We are working to build cooperative relationships with related organizations along our railway lines, and to further expand this circle of cooperation with the aim of building a system for a "society where everyone can have a rewarding career" and a "society where we can work together in partnership."



Symphonia Marche

## Building alternative transportation and recovery systems

In order to respond swiftly to natural disasters, accidents, and other emergencies, Tobu Railway has strengthened ties with its business partners, and has established a system to provide alternative transportation in the event of disruptions to train operations, and to cooperate in restoration work, leading to early restoration and resumption of operations.



Substitute buses



Restoration work



# Commitment to Employees

Tobu Railway respects fundamental human rights, and in order to deepen the correct understanding and recognition of human rights issues, we are engaged in systematic and continuous training and education, while establishing regulations on occupational safety and health, and making company-wide efforts for safety and health management. In order to develop and maintain a comfortable working environment, we are also working to promote the activities of a diverse range of human resources, including women, the elderly, and people with disabilities, and have established systems to help them balance work and family life.

## Human rights

### Our Approach

In order to respect the basic human rights of all employees, and to maintain and develop a healthy workplace free from discrimination, Tobu Railway has established regulations for the promotion of training on human rights issues, with the aim of ensuring the correct recognition and understanding of human rights issues, including the "Dowa" issue (human rights and social issues relating to Burakumin, a former untouchable group in Japan at the bottom of the social hierarchy), among all employees and has been appropriately implementing training and education on organizational, continual and timely basis based on training plan.

### Structure

In order to respect basic human rights and maintain and develop a healthy workplace free from discrimination, we have established the following committees and systems.

- Organization Chart of Human Rights



### · Committee for Promoting Training in Human Rights

The Committee deliberates and decides on basic plans and important matters regarding in-house training in human rights issues, and supervises company-wide training in human rights issues.

Chair of Training Promotion Committee	Director in charge of Human Resources Dept.
Members of Training Promotion Committee	Heads of HQ General Managers Senior Manager, Capacity Development Center Head of Clinic

### · Liaison Committee for Promoting Training in Human Rights, Railway Division

To monitor the promotion status of internal human rights training, and to communicate and coordinate among departments of Railway Business HQ.

Chair of Training Promotion Committee	General Manager, Human Resources Dept.
Members of Training Promotion Committee	Education Manager, Human Resources Dept. Senior Manager, Capacity Development Center Administration Manager of each department, Railway Business HQ

### · Liaison Committee for Promotion of Training in Human Rights, Staff Division

To monitor the promotion of internal human rights training, and to communicate and coordinate among departments.

Chair of Training Promotion Committee	General Manager, Human Resources Dept.
Members of Training Promotion Committee	Education Manager, Human Resources Dept. Senior Manager, Capacity Development Center Education Manager (excluding Railway Business HQ departments)

### · Promotion of Training in Human Rights Meeting

Each department of the Railway Business HQ will have a Committee for Promotion of Training in Human Rights Issues, which will liaise and coordinate with other workplaces in order to implement and promote specific training on human rights issues within the department, based on the decisions of the Promotion Committee.

Members of Training Promotion Committee	General Manager or Administration Section Chief
Training Promoter	Assistant section chief or above designated by General Manager Assistant Section Chief or Supervisor in charge of education, Administration Section Field managers designated by General Manager

\*In addition to the regular meetings of each committee, etc., held once or twice a year, ad hoc meetings of committees, etc. are held whenever necessary.

### Consultation Desk for Human Rights

Tobu Railway has established a Consultation Desk for Human Rights to provide a system for receiving consultations related to human rights from employees, and is working to create a comfortable workplace.

### Human Rights Education

In order to create a healthy workplace free from all forms of discrimination, it is necessary to ensure the correct recognition and understanding of human rights issues. For this reason, in FY2020, we continued to implement human rights education in each training course to raise awareness of human rights issues, and also actively participated in external training on human rights issues.

In addition, human rights issues are becoming increasingly diverse and complex in terms of race, nationality, gender, age, religion, ideology, and disability. In order to respond appropriately to these issues, we must respect the human rights of all people associated with our Company, including customers, local residents, and employees, and utilize their diverse values.

In the future, we will continue to thoroughly educate our employees on issues such as "Dowa," power harassment, and sexual harassment in order to create a comfortable working environment for all employees.

## Industrial Safety and Health

### Approach to safety and health

In order to "ensure the safety and health of workers in the workplace and promote the formation of a comfortable working environment," as stated in the objectives of the Industrial Safety and Health Act, Tobu Railway has established the Safety and Health Management Regulations. The aim is to stipulate matters necessary for the safety and health management of employees, thereby preventing occupational accidents and promoting the maintenance of health and we are implementing company-wide management of safety and health.

### Safety and health management structure

In addition to (1) the Central Safety and Health Manager, (2) the Chief Safety and Health Manager, (3) the Safety and Health Manager, (4) the General Safety and Health Manager, (5) the Safety Manager, (6) the Health Manager, (7) the Safety and Health Promoter, (8) the Industrial Physician, and (9) the Operation Supervisor, Safety and Health Staff are assigned to perform their duties with clearly defined roles as a person responsible to manage safety and health.

We have also established a Safety and Health Committee to investigate and deliberate on matters related to safety and health, and to prevent occupational accidents and maintain and improve health.

The committee consists of the "HQ Safety & Health Meeting," "Division Safety & Health Committee," and "Workplace Safety & Health Committee" to promote safety and health.

### Initiatives to improve industrial health and safety-1 [Education and awareness - raising]

Based on the annual plan for health and safety management, the following training programs are held to provide education by Industrial Physicians, Safety and Health Staff, and external instructors.

Training for KYT trainers, training for psychological counselors, health management study group, safety and health management workshop, support for obtaining health manager license, workshop for Workplace Safety and Health Committee members

In addition, we also promote awareness and publicity of accident prevention, prevention of lifestyle-related and other diseases, and health promotion through in-house newsletters and posters to all employees.

### Initiatives to improve industrial health and safety-2 [Health checkup and environment survey]

In addition to the biannual regular health checkups, we strive to manage the health and safety of our employees through the following various health checkups.

Various special health checkups and physical function examinations for applicable employees, health checkups for prevention of lifestyle-related diseases for employees of a designated age and those upon request, a colorectal cancer checkup upon request, and a stress checkup for all employees

In addition, in terms of environmental hygiene, we conduct environmental surveys of necessary workplaces and take measures to improve them in a timely and appropriate manner whenever necessary.

### Health Initiatives - 1 [Establishment of the Health Promotion Center in the Personnel Department]

In response to the growing need for corporate health management, we have established the Health Promotion Center in the Human Resources Department to build a system that enables us to think about and strategically implement the promotion of physical and mental health of employees and their families from a managerial perspective. We do this by making health and safety operations independent from the clinic in the Human Resources Department, promoting collaboration with the Tobu Railway Health Insurance Association (Collaborative Health), and strengthening the system for various kinds of health guidance such as mental health care and prevention of lifestyle-related diseases.

### Health Initiatives - 2 [Prevention of Lifestyle Diseases]

To prevent lifestyle-related diseases, we are working together with the Tobu Railway Health Insurance Association to encourage employees and their family members (between the ages of 40 and 75) to undergo specified health checkups, and to provide specified health guidance to those who are considered to be in the precautionary group for lifestyle-related diseases, where public health nurses and nutritionists provide support for improving eating and exercise habits. We are planning to further improve our system so that the implementation rate of the specified health guidance will reach the national target of 55% by FY2023.

### Health Initiatives - 3 [Health Promotion Campaign]

Since 2019, as part of the Health Promotion Campaign, the Tobu Railway head office has been attaching label sheets showing the calories burnt to two staircases in the company building to encourage people to use the stairs to improve their daily exercise.



Promoting the use of stairs Campaign

### Health Initiatives - 4 [COVID-19 Prevention Measures]

As preventive measures for COVID-19, we introduced a staggered work schedule in June 2020 that allows individual employees to slide their starting and ending times at workplaces related to the Head Office from the perspective of off-peak commuting.

This system is being implemented to promote smooth business (staggered business), to disperse employees in the workplace, and to contribute to a variety of work styles.

In June 2021, in order to prevent the breakout and severity of COVID-19 in the workplace, three vaccination venues were set up at the head office, MinamiKurihashi, and Kawagoe for Tobu Railway and some Tobu Group employees.

## Comfortable workplace environment

### Diverse workforce

#### ○ Promoting diversity

At Tobu Railway, we believe that promoting diversity will lead to the creation of innovation that responds to changes in the business environment, which in turn will lead to enhancing corporate value and strengthening corporate competitiveness and we are making efforts to utilize diverse human resources recognizing the differences of each individual and maximize each employee's capabilities. In October 2021, we launched the Diversity Promotion Project Team to create a workplace culture that encourages everyone to work with enthusiasm and a flexible work style.

#### ○ Promoting women's participation and advancement

In order to respond to changes in the business environment and create innovation, it is essential to utilize diverse human resources to create new value, and it is important to promote diversity, including the activities of women.

At Tobu Railway, the work-life balance that employees desire in relation to childcare and nursing care is divided into three categories: "I want to concentrate on work," "I want to combine work with childcare and nursing care," and "I want to concentrate on childcare and nursing care." We have expanded and enhanced measures that allow employees involved in childcare and nursing to choose their own working style, such as the establishment of company-led nursery facilities that can accept children 24 hours a day, partial payment of extended daycare fees, staggered work hours, shorter working hours, and a system for rehiring employees who return to work after devoting themselves to childcare and nursing.

We will continue to monitor the needs of our employees and review our policies to create a workplace environment where all employees can play an active role while making the most of their diversity.

% of employees taking childcare leave*	100%
% of shortened work-hour/staggered attendance use (due to childcare/family care)*	100%
% of turnover within 3 years after reinstatement from childcare leave	14%
% of women managers (including those seconded)	3%
% of women new graduates hired	15%
% of women employees	4%

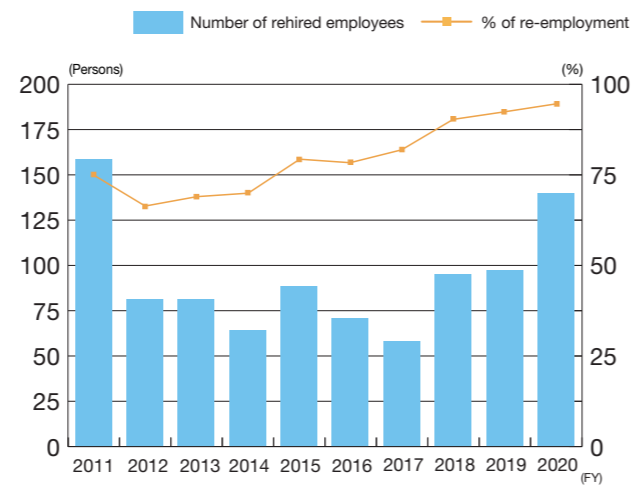
The above includes Tobu Railway and four functional subsidiaries (Tobu Intertec, Tobu Engineering, Tobu Station Service and Tobu Shared Service)  
\*% of those making a request who meet the requirements

#### ○ Employment of the elderly (re-employment system)

To enable employees to make use of the experience and skills they have accumulated over the years, Tobu Railway has established a re-employment system that allows employees who wish to be re-employed and meet the conditions set by the Company to be re-employed until the age of 65.

We have been considering employment after the expiration of the re-employment period; however, in light of the recent rapid changes in the business environment, we are re-examining the entire method of utilizing human resources and are also reconsidering the issue.

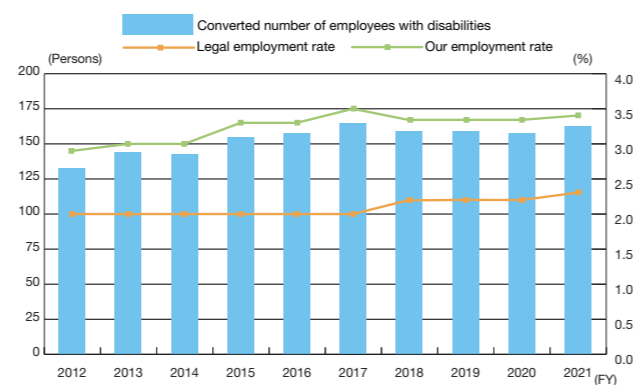
### Changes in the number of cases of and rate of re-employment



#### ○ Employment of people with disabilities

Tobu Railway considers the employment of people with disabilities to be an important social responsibility, and actively recruits new employees throughout the year, many of whom are currently working at the company.

In 2007, Symphonia Tobu was certified as a special subsidiary based on the "Act on Employment Promotion etc. of Persons with Disabilities." Since then, we have steadily increased the number of employees by gradually expanding the range of jobs for which we employ people with disabilities. In addition, Symphonia Tobu has been expanding its group coverage by contracting the operations of Tobu Railway and Group companies engaged in the Railway Business. As of June 1, 2021, a total of 93 employees with disabilities were employed by five companies, Tobu Railway, Symphonia Tobu, Tobu Intertec, Tobu Engineering, and Tobu Station Service. The employment rate of people with disabilities is 3.43%, exceeding the statutory rate (converted number of employees with disabilities: 163; legally mandated employment rate: 2.3%).



### Balancing home and work

#### ○ Support for diverse work styles - Work-life balance

We are striving to create an environment where not only women but also men can balance work and home life. As a result, we have been certified as a company that supports a good work and family life balance by the Director General of the Tokyo Labor Bureau of the Ministry of Health, Labor and Welfare for four consecutive terms since we applied for the action plan in FY2005. We will continue to actively promote a good work-life balance, regardless of gender, in order to become a more comfortable company to work for.

### <Main types of support for diverse work styles>

#### ■ Expansion of reduced work-hour attendance in field division (shift work)

In the field divisions, employees who are caring for their children, or nursing their spouse, children, or parents (including spouse's parents) may shorten their working hours (six hours).

#### ■ Staggered attendance (head office division)

Employees who are caring for their children up to the third grade of elementary school, or nursing their spouse, children, or parents (including their spouse's parents) (up to a maximum of three years in combination with shortened working hours) may start and end work one hour earlier or later.

#### ■ Stock annual paid leave

In addition to reasons such as childcare, nursing care, and hospital visits for family members, employees may use the accumulated annual paid leave (up to 60 days) that has expired for birthdays of spouse and children, and school events such as a school entrance ceremony and sports day.

#### ■ Enhancement of childcare and nursing support with mutual aid association

We provide support payments to employees returning to work after childcare leave and those on nursing leave, as well as giving partial assistance with the expenses of using childcare services.

#### ■ Re-employment Scheme

We provide opportunities for employees who have resigned due to unavoidable circumstances such as pregnancy, childbirth, childcare, or nursing care to re-enter the workforce by submitting a request prior to resignation.

#### ■ Disseminate supporting schemes for diverse work styles and work-life balance

In addition to preparing and distributing pamphlets, we also send messages to all employees in our internal newsletters, with the aim of deepening their understanding of the systems to encourage a good balance between work and childcare, nursing care, etc.



#### ○ Support for parenting generation (establishment of allowance and childcare facilities)

Tobu Railway's Long-term Management Vision is to create "Railway lines where three generations of families can connect and experience the happiest life in Japan." In line with this Vision, we are actively developing a childcare support system for our employees, who are the driving force behind this Vision, with the aim of contributing to the creation of "Railway lines that offer an affluent parenting life" from both internal and external perspectives.

### <Main support for parenting generation>

#### ■ Improvement of generous allowance system for parenting generation

We will shift our employee allowance system to one that is more generous to the parenting generation. In the future, we aim to raise the monthly allowance to 40,000 yen/month per child (36,000 yen/month in FY2021), or more than 1 million yen per year for a standard model household (one spouse and two children).

#### ■ Establishment of company housing with childcare support and daycare centers for employees

In September 2019, we opened "kanowa," an employee housing facility with childcare support, which is a renovation of our existing employee housing. The facility has "Solaie Kids in Tobu Zoo," a daycare center that utilizes the company-led daycare business system under the Cabinet Office, and provides not only regular daycare but also daycare during the early morning and late night hours and overnight care in consideration of the unique working system of the Railway Business. In addition, in November 2021, we opened our second daycare center for our employees, "Solaie Kids in Soka."

We have been proactively developing "support for diverse work styles and balancing work and family life" for our employees, to create working environment that is easy for employees to continue working, and will continue to aggressively promote reforms in work styles.



Company housing with childcare support, "kanowa"



Interior of nursery facilities

## Human resource development

### Education Goal

The educational goal of Tobu Railway is "to develop robust talented people who are aware of the social mission of the business, conscious of being a member of the organization, and have the knowledge and skills to complete their work in response to the increasing sophistication of management with a strong sense of responsibility as well as creativity."

With this in mind, we are striving to improve the qualifications and skills of our employees. The aim is to develop human resources who can contribute to society by responding to current and future changes in the corporate environment, while building on the traditions that have been in place since our founding.



Training using CIS (computerized education system)

### Education in FY2020

#### 1. Education policy

- Promotion of initiatives to create a culture of safety
- Develop human resources who can think and act on their own, anticipating needs, and strengthen organizational capabilities

#### 2. Education content

Main education at General Education & Training Center

- A. Education in the exhibition room to learn from accidents  
In order to further raise awareness of the need to prevent accidents to ensure transportation safety, we provide interactive safety education that appeals to the audiovisual senses using digital signage and other equipment in the Exhibition Room for learning from accidents, which was expanded with the opening of the General Education & Training Center.



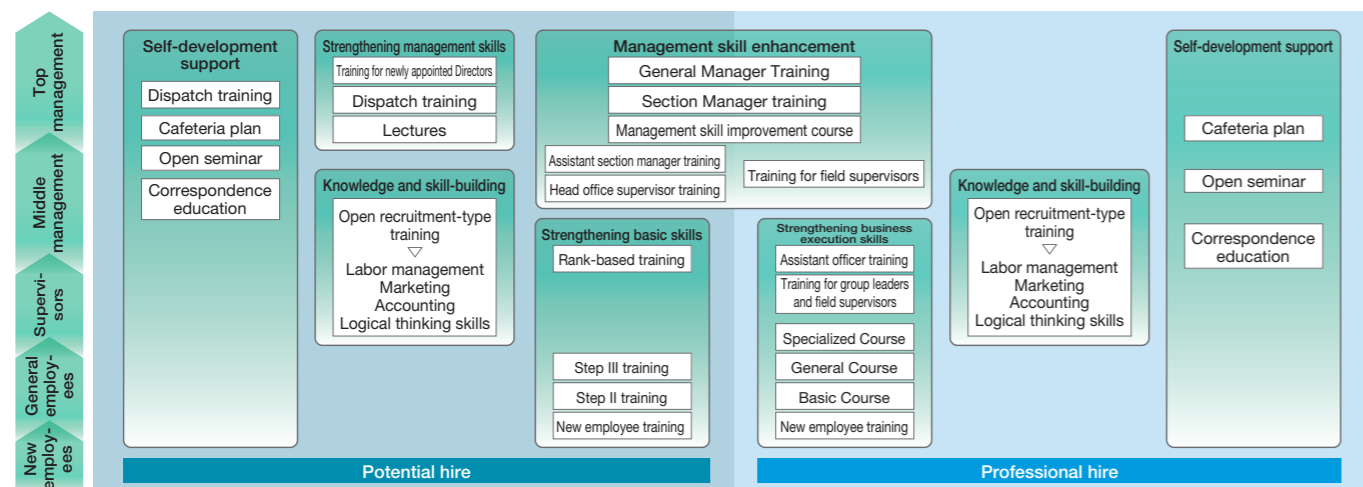
Exhibition room for learning from accidents

- B. Education in the signal-linked teaching material room  
In order to improve the understanding of the mechanisms of safe operation and how to respond to abnormalities, education is provided using teaching materials that integrate the interlocking control panels that operate driving equipment such as signals and points with model trains.
- C. Education in the teaching material room  
In order to improve the understanding of the mechanism of a vehicle structure, electric circuit and brake circuit diagrams that change in conjunction with the operation of the simulated vehicle cab and CG images of the carriage structure are projected on a large screen.
- D. Education in the training room (simulated station)  
In order to improve customer service (CS) and CS awareness, we provide not only training on the operation of station equipment, but also role-playing training on customer service in a simulated station equipped with automatic ticket vending machines, automatic ticket gates, walk-in counters, and bulletin boards, just like an actual station.
- E. Education utilizing training line  
In order to further improve our ability to respond to abnormal situations and strengthen cooperation with other professions, hands-on education is provided using training lines.



Education on evacuation guidance

### Education system



# Environmental Initiatives



### Awareness of Social Issues

- ▶ Global warming
- ▶ Climate change
- ▶ Resource depletion
- ▶ Destruction of nature

### Implementation of Initiatives

- ▶ Energy saving in various businesses
- ▶ Use of renewable energy
- ▶ Solar power generation project
- ▶ Use of carbon offsets
- ▶ Promotion of recycling

### Results of Initiatives

- ▶ Environmental impact data
  - % of energy-saving vehicles **86%**
  - CO<sub>2</sub> emissions per unit of sales **1.66t-CO<sub>2</sub>/100 million yen**
- ▶ Annual solar power generation (estimate)
  - Eight locations, totaling approx. **10 million kWh** (Equivalent to approx. **2,700 households**)
- ▶ % of recycling waste
  - Due to business activities **75%**
  - Due to renewal/retirement **89%**

### Contribution to SDGs



# Approach to the Environment

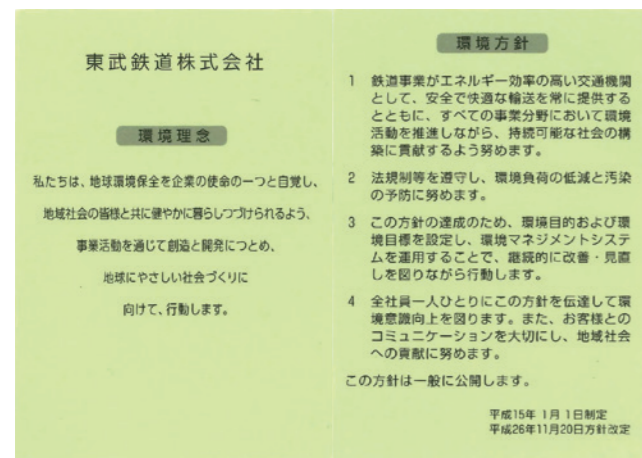
At Tobu Railway, we are aware of our corporate mission to protect the global environment, and we are promoting environmental conservation activities, determined to balance environmental conservation with corporate growth and to continuously work on environmental issues as an organization. And we operate an environmental management system (EMS) to realize our "Environmental Philosophy" and "Environmental Policy" and to promote effective environmental conservation activities.

## Environmental Philosophy

We are aware that preservation of the global environment is one of our missions as a company, and we will strive to create and develop new products and services through our business activities so that we can continue to live a healthy life together with local communities, and act to create an earth-friendly society.

## Environmental Policy

1. We shall strive to contribute to the building of a sustainable society by constantly providing safe and comfortable transportation as energy-efficient transportation facilities, while promoting environmental activities in all of our business fields.
2. We shall comply with laws and regulations, and strive to reduce environmental impact and prevent pollution.
3. In order to achieve the Policy, we shall set environmental objectives and targets, and continuously improve and review our actions by operating the EMS.
4. We shall communicate the Policy to each and every employee to raise environmental awareness. We shall also value communication with our customers and strive to contribute to the local communities.

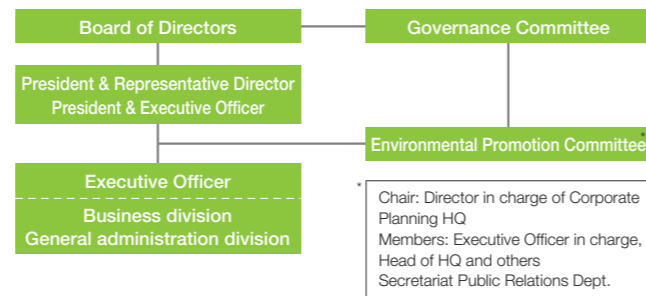


Environmental Card distributed to each and every employee, etc.

## EMS Promotion Structure

In order to effectively implement our environmental activities, we have established the Environmental Promotion Committee to promote our environmental management system.

### Diagram of EMS Promotion Structure



## Implementation of Environmental Management System

As part of the Tobu Group's environmental management system, Tobu Railway's Minamikurihashi Vehicle Precinct and Tobu Intertec acquired ISO 14001 certification, international EMS standards, for their Minamikurihashi Plant Division in September 2005. We passed the renewal audit every three years, and in July 2017, we passed under the new ISO rating (2015), and are continuing our activities.

In the Railway Business, we worked to reduce our environmental impact by building 23 new environmentally friendly vehicles. In the Leasing & Condominium Development Business, we are promoting energy saving in our facilities and the supply of environmentally friendly condominiums and detached houses. As a result of promoting EMS in each of our businesses, we were able to achieve most of our action targets in FY2020.

## Environmental Management System (EMS): FY2020 Action Targets Result

Medium- to Long-term Target (Environmental Objective)	FY2020 Action Target (Environmental Target)/Implementation Status, etc.		
1 Enhancement of EMS	Promotion of EMS operation	Implementation of PDCA in business execution of each division	
	Regular ISO 14001 audit at the Minamikurihashi Plant	Conducted top management reviews, renewal audits by ISO audit company, and internal audits	
2 Promotion of environmental conservation in business activities	Railway Business	Promotion of energy saving	Reduce specific energy consumption based on Energy Saving Act Introduction of LED lighting (stations, depots, vehicles)
		Introduction of environmentally friendly equipment and use of materials/equipment	Introduction of new, modified, and environmentally friendly vehicles
			Promotion of synthetic sleepers and recycled plastic boards for railroad crossings
			Introduction of environmentally friendly rectifiers
			Use of low-noise, low-vibration construction equipment
		Measures to promote the use of public transportation	Use of reused/recycled materials
	Measures to disseminate and promote the use of ticketless services Measures to promote the use of public transportation Promote accessible environment		
	Leasing & Housing Business	Supply of environmentally friendly condominiums and detached houses	Planning of environmentally friendly housing, external structures, and facilities for detached housing based on the concept of co-existing with the environment Introduction of environmentally friendly facilities in condominiums Greening plans for condominiums take the surrounding landscape into consideration
		Promotion of energy saving in leased buildings	Reduction of energy consumption based on the Tokyo Metropolitan Ordinance on Environmental Preservation and the Saitama Prefecture Ordinance on the Promotion of Global Warming Countermeasures, and reduction of specific energy consumption based on the Energy Saving Act Introduction of high-efficiency air-conditioning equipment, LED lighting, etc. at the time of renovation/renewal of facilities
	Other Business	Protection and cultivation of forests	Cutting down dead and obstructing trees, removing branches, thinning, clearing bamboo forests, satoyama and forest conservation activities, removal of illegally dumped materials
Carbon offset initiatives		Introduction of the J-VER system Use of green electricity	
		Electricity used to operate the venue of the General Meeting of Shareholders Electricity used to run event trains Some of the electricity used for printed materials Electricity used to operate the Solaie Shimizu Koen Sales Center	
Continued implementation of measures to reduce waste and promote recycling in business activities		Promotion of waste reduction, reuse, and recycling	
Environmental considerations for printed materials		Promotion of eco-printing	
Strict management of hazardous chemical substances		Strict control of use and storage in accordance with laws and regulations	
Promotion of green purchasing of office supplies	Promotion of green purchasing of office supplies in each department		
3 Raising the environmental awareness of all employees	Continued implementation of environmental education	Implementation of various training programs, including new employee training	
	Promotion of hands-on measures to raise environmental awareness	Promotion of paperless operations (use of online benefit applications and information-sharing) Reduce paper resources and environmental impact, and raise awareness of environmental issues	
4 Communication with local communities	Enhancement of communication with local communities	Appropriate implementation of public relations activities (Publication of the Social Environment Report, release of environmental news, etc., and dissemination of environmental information through Monthly Tobu)	
		Dissemination of environmentally friendly information using video distributed at TOKYO SKYTREE TOWN®	
		Ensure security and trust of customers through improvement of ES of employees	

# Prevention of Global Warming

The Tobu Group is working to prevent global warming by reducing CO<sub>2</sub> and promoting energy saving.

## Reduction of CO<sub>2</sub> emissions

### Railway Business Initiatives

Tobu Railway has been striving to reduce the emission of CO<sub>2</sub> through energy-saving vehicles and equipment and efficient operation. By continuing to make systematic reductions, we expect to achieve a reduction of approximately 50% by 2030, exceeding the government's greenhouse gas reduction target of 46% (compared with FY2013).

### Initiatives in the Nikko area

○ Launch of "NIKKO MaaS," Japan's first eco-friendly MaaS for tourism, and realization of 100% renewable energy in railway transportation

In October 2021, Tobu Railway, Tochigi Prefecture, and four other business providers launched Japan's first eco-friendly MaaS for tourism, "NIKKO MaaS," in the Nikko area of Tochigi Prefecture.

NIKKO MaaS has been adopted by the Ministry of the Environment as the "Project to Support Construction of Decarbonized Regional Transportation Model (utilizing Automobile CASE)."

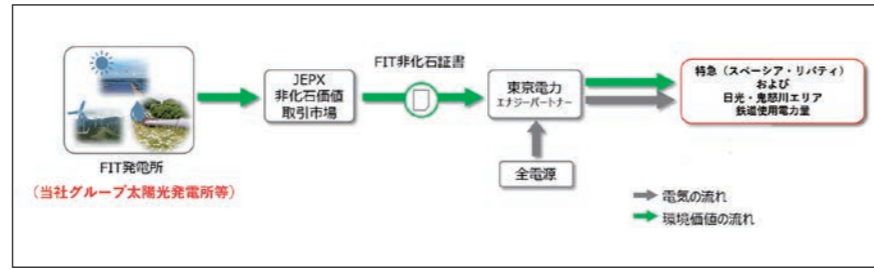
The project aims to build a leading model to reduce greenhouse gas emissions to substantially zero in order to realize a carbon-neutral and carbon-free society in 2050. The project supports the advanced efforts of private companies, etc. that will lead the new era by incorporating new business models and technological innovations as appropriate through the construction of a regional carbon-free transportation model using automobile CASE.

By FY2022, Tobu Railway will replace the equivalent amount of electricity used for railroad transportation in the Nikko and Kinugawa areas, as well as for express trains running from central Tokyo to the area, with electricity derived from renewable energy sources.

By simultaneously promoting the transition to a decarbonized society and the revitalization of the region through the promotion of excursion tourism, we will strengthen the Nikko region's brand as an "environmentally friendly tourist destination" and aim to become a role model for decarbonization efforts in tourist destinations.



Series 500 (Liberty)



Schematic diagram

### Technological initiatives at TOKYO SKYTREE TOWN®

○ District heating/cooling system (high-efficiency heat source equipment)

TOKYO SKYTREE TOWN has introduced a district heating/cooling system (high-efficiency heat source equipment) as part of its environmentally friendly urban development. This system realizes energy saving and reduction of CO<sub>2</sub> emissions by producing and supplying cold water, hot water, etc. for a building in one place. The operation of this system, including high-efficiency heat source equipment, has resulted in a heat energy generation rate of more than 1.3, which is one of the highest in Japan (the domestic average is 0.8), when the energy consumed (electricity and gas) is 1.

○ Thermal storage system (large-capacity water storage tank)

TOKYO SKYTREE TOWN is equipped with a heat storage system (large-capacity water storage tank) with a total capacity of 7,000 m<sup>3</sup>. This system uses low-demand nighttime electricity to store cold and hot water as thermal energy in the thermal storage tank, and uses that thermal energy during the daytime, contributing to electricity peak shaving (reducing peak power consumption during the daytime) and power load equalization. In addition, by distributing the capacity of the heat source equipment that produces cold and hot water between the daytime and night-time, the capacity of the facilities can be made more compact, and optimally operating the heat source equipment, regardless of the demand conditions, plays a major role in maintaining a high level of efficiency.

Furthermore, we have concluded an agreement with Sumida Ward and the Tokyo Fire Department to provide water from a thermal storage tank as a community tank in the event of a disaster, for domestic use such as toilet flushing water (for 230,000 people) and for firefighting purposes.

### DBJ Green Building Certification

In February 2012, TOKYO SKYTREE EAST TOWER®, located in TOKYO SKYTREE TOWN®, received the highest rank of DBJ Green Building certification, "Platinum 2012" (a top-class building in Japan with outstanding "environmental and social considerations"). The building was highly commended as having (1) excellent environmental performance based on the latest technologies, such as rainwater harvesting, solar power generation systems, and the use of geothermal heat for air conditioning, (2) high disaster prevention performance through the installation of an emergency power supply for long-hour operation, in addition to advanced vibration control devices, and (3) in conjunction with the commercial facility "Tokyo Solamachi®", a design that takes into consideration the history and culture of the Oshiage area, and a community bus stop and other initiatives that contribute to the local community.

### Operation of "Top-level Business Site"

TOKYO SKYTREE TOWN, which is operated by both Tobu Railway and Tobu Tower Skytree, was certified as a "Top-level Business Site" under the Tokyo Metropolitan Ordinance on Environmental Preservation in 2017 and 2021, and the operation is ongoing. This accreditation is based on the Tokyo Metropolitan Ordinance on Environmental Preservation, which stipulates the "obligation to reduce total greenhouse gas emissions and the emissions trading system," and certifies business establishments that have made outstanding efforts in all evaluation items (at the time of accreditation) related to carbon dioxide reduction management systems and building/facility performance stipulated by Tokyo Metropolitan Government.

In addition, the "Center Plant" of Tobu Group Nishi-Ikebukuro Heat Supply was accredited as a "Semi-top Level Business Site," and the "TOKYO SKYTREE® District Heat Supply Facility" operated by Tobu Energy Management was again accredited as "Top-level Business Site" in March 2021 and continues to operate.



Major heat supply facilities in the TOKYO SKYTREE area

TOKYO SKYTREE TOWN ©TOKYO SKYTREE TOWN

### Certified as "low-carbon heat" supplier

In February 2021, Tobu Energy Management, Nishi-Ikebukuro Heat Supply, and Kinshicho Heat Supply, three companies that operate heat supply facilities for the Tobu Group, were certified as "low-carbon heat" suppliers under the Tokyo Metropolitan Ordinance on Environmental Preservation.

Under the "obligation to reduce total greenhouse gas emissions and the emissions trading system," businesses with a low CO<sub>2</sub> emission factor (CO<sub>2</sub> emissions per unit of electricity or heat supplied) are certified for each fiscal year. The CO<sub>2</sub> emission factor of the TOKYO SKYTREE District Heat Supply Facilities is approximately 40% lower than the standard

CO<sub>2</sub> emission factor for heat supply facilities designated by the Tokyo Metropolitan Government, due to the introduction of high-efficiency heat source equipment and large-capacity water storage tanks, making it one of the top-class facilities in Tokyo.



Nishi-Ikebukuro Heat Supply Facility



Kinshicho Heat Supply Facility

### Acquisition of the highest rating of "BELS"

The Tobu Zoo Station West Exit Commercial Facility, which opened in September 2021, has enough solar panels on its roof to supply about 1/3 of the electricity used by the facility. For the first time, we have received the highest rating in BELS, a third-party accreditation system that indicates the energy-saving performance of buildings, in consideration of the environment.

\*BELS: Building-Housing Energy-efficiency Labeling System  
Building energy-saving performance indication system



Tobu Zoo Station West Exit Commercial Facility



Solar panel



BELS Evaluation Report

### Use of renewable energy

In FY2020, Tobu Railway used 72,000 kWh of electricity generated by biomass in its business activities.

- Housing sales business
- Electricity used to operate the venue for the Annual General Meeting of Shareholders
- Electricity for train operations
- Electricity for printing various publications

**Forest conservation and use of the J-VER system (offset credit)**  
Forests have a variety of functions, such as land conservation, recharging of water resources, prevention of disasters, and conservation and formation of biodiversity. In particular, the function of absorbing CO<sub>2</sub> plays a major role in preventing global warming.

Tobu Railway appropriately maintains and manages company-owned forests located in Tochigi, Gunma, and other prefectures. Among them, the company-owned forest in Utsunomiya City, Tochigi Prefecture, has obtained J-VER certification for the amount of CO<sub>2</sub> absorbed through thinning conducted with the cooperation of local forest cooperatives, utilizing the J-VER (Offset-Credit) system established by the Ministry of the Environment to combat global warming.

The acquired J-VER is used to offset (make up for) the CO<sub>2</sub> emissions generated by the corporate activities of Tobu Top Tours and other companies.

\*The J-VER system was integrated with the domestic credit system under the jurisdiction of the Ministry of Economy, Trade and Industry (METI), and has continued as the "J-credit" system since FY2013.



Cutting off wisteria vines that prevent growth

Company-owned forest in Utsunomiya registered under the J-VER system

**Promotion of solar power generation project: Tobu Energy Management**

Tobu Energy Management is engaged in a solar power generation project under the "Feed-in Tariff (FIT) system for renewable energy" in order to promote measures to reduce environmental impact and to help create a sustainable, vibrant, low-carbon, recycling society. Starting with the Kuzu Solar Power Plant, which began operating in July 2013 as the private railway group's first mega-solar power plant on land south of Kuzu Station on the Tobu Sano Line (Sano city, Tochigi prefecture), we have been working on projects that make effective use of the land owned by Tobu Railway and other sites. Currently, eight power plants are in operation, with a total installed capacity (solar panel capacity) of 8,970 kW, an estimated annual power generation volume of about 10 million kWh (equivalent to about 2,700 ordinary households), and an estimated annual reduction of about 4,900 tons of CO<sub>2</sub> (equivalent to planting about 445,000 beech trees).



Tobu Forest Park Solar Power Plant

**Promotion of energy saving**

Tobu Railway strives to reduce the consumption of operating power by introducing energy-efficient vehicles and other measures, although there are factors that increase electricity consumption, such as safety measures at stations and level crossings, air conditioning, and the expansion of barrier-free facilities, including escalators and elevators.

**Initiatives for railway vehicles**

○ Changes in electric power consumption per 1 km/vehicle of travel  
Operation unit (kWh/car km)

FY2016	FY2017	FY2018	FY2019	FY2020
1.77	1.77	1.76	1.74	1.67

○ Introduction of energy-saving vehicles  
(Lighter vehicles, VVVF inverter control system, regenerative braking)

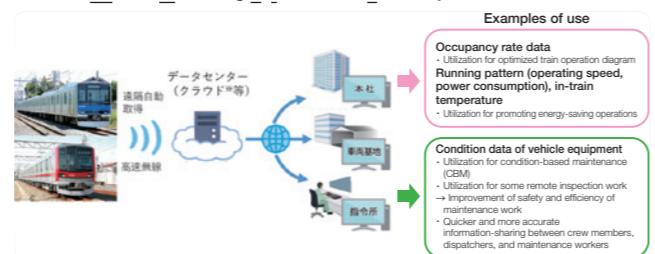


○ Utilization of the "Remote" onboard data monitoring system

Since 1997, Tobu Railway has been installing on-board data monitoring equipment on its new vehicles, and has been using it mainly for maintenance work. Since 2016, we have been able to transmit a variety of on-board data from running trains in real time, and instantly acquire, accumulate, and analyze detailed data.

The collected on-board data, such as occupancy rate, cabin temperature, operating speed, power consumption, and equipment status, are analyzed and utilized to optimize train operation diagrams and promote energy-saving operations.

\*Remote: Remote monitoring of train to use effectively



**Examples of environmentally friendly equipment**

○ Permanent magnet synchronous motors

A permanent magnet synchronous motor (PMSM) is a device that uses permanent magnets (which generate a magnetic force without electricity) instead of electromagnets (which generate a magnetic force when electricity is applied) for some parts of the conventional main motor.

This reduces the amount of electricity used for the electromagnets, thus improving energy efficiency.

It has been installed on a trial basis since FY2011, and has been introduced on a full-scale basis starting with the Series 500 and Series 70000 trains.



Permanent magnet synchronous motor (PMSM)

○ VVVF inverter controller

In the past, DC motors, which are relatively easy to control in terms of speed, were generally used, but recent advances in semiconductor technology have made it possible to control the voltage and frequency freely using a device that converts 1500V DC into AC voltage. This converter is called a VVVF controller. By changing the rotational force of the motor more smoothly than the method of changing the resistance value of the main resistor used in DC motors, more efficient control is possible and significant energy-saving effects are brought about.



Series 500 VVVF Inverter Controller

○ Regenerative braking system

A regenerative braking system uses the main electric motor as a generator and supplies the generated power to other trains running (accelerating) nearby through pantographs and overhead wires resulting in braking by rotational resistance in power generation as load.

The energy that used to be discarded as heat can now be effectively utilized. Trains equipped with a VVVF controller in recent years can easily incorporate a regenerative braking system.

○ Lightweight vehicle body made of aluminum alloy

Aluminum alloy is lighter than other metals, so trains can run with less power consumption than ones with conventional steel bodies.



Lightweight aluminum alloy body

○ LED interior lighting

We are trying to reduce the amount of electricity consumed by replacing conventional fluorescent lighting with LED lighting inside the vehicles.

Currently, about 32% of the vehicles are equipped with LED interior lighting.



LED in-car lighting

**Initiatives at railway facilities**

○ LED lighting fixtures

We are gradually upgrading the lighting fixtures in our station facilities to energy-efficient LEDs. In the premises of Kasukabe Branch of the Minamikurihashi Vehicle Precinct, day-white lighting is used to improve visibility. By replacing fluorescent lighting fixtures with LED lighting fixtures, we have achieved a long life of 40,000 hours and a reduction in power consumption of more than 70% compared with the old lighting fixtures.



Kitakoshigaya Station concourse lighting fixtures



Minamikurihashi Vehicle Precinct Lighting fixtures in Kasukabe Branch Office

○ Regenerative power storage device

A regenerative power storage device absorbs and stores the regenerative power generated when trains use the brakes through the overhead wires, and supplies the stored power to other trains when they accelerate, thereby realizing a stable supply and effective use of power.

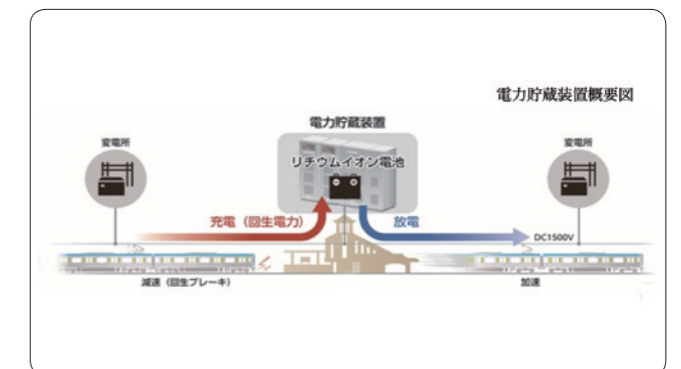
This device is installed at two locations: Omiya-Koen Station on the Tobu Urban Park Line and at Kamifukuoka Sectioning Post on the Tojo Line.



Regenerative power storage device



Exterior of facility



Schematic diagram of regenerative power storage device

## Initiatives in Residential Property Sales and Leasing Business

### Supply of environmentally friendly housing

In the detached housing "Solaie Shimizu Koen Urban Park Town," we have introduced a method called "passive design," which uses the power of nature to create a comfortable living space.

Based on this method, we have adopted a functional floor plan that allows wind to flow naturally and an open exterior design.

In addition, houses are supplied with a high thermal insulation performance that meets the energy conservation grade 4 standard.



Townscape of Solaie Shimizu Koen Urban Park Town

### Smart Condominium Certification

As a condominium that saves energy, it has been certified as a smart condominium by the Smart Mansion Open innovation Initiative.

\* "Smart Condominium" certification is an evaluation system by the Smart Mansion Open innovation Initiative.

**Installed in:** Solaie Narimasu, Solaie Katsushika Kosuge, Solaie Nagareyama Otakanomori and others



Exterior of Solaie Nagareyama Otakanomori

### LED lighting in condominium common area

Low-power-consumption LED lighting is adopted for the condominium common areas in consideration of the environment and energy conservation.

**Installed in:** Solaie Narimasu, Solaie Katsushika Kosuge, Solaie Nagareyama Otakanomori, Solaie Gran Nagareyama Otakanomori, and others



Entrance Lounge  
Solaie Gran Nagareyama Otakanomori

### Introduction of high-efficiency water heaters

We have introduced energy-saving, high-efficiency water heaters to reduce CO<sub>2</sub> emissions and prevent global warming.

**Installed in:** Solaie Narimasu, Solaie Katsushika Kosuge, Solaie Nagareyama Otakanomori, Solaie Gran Nagareyama Otakanomori, Solaie Shimizu Koen Urban Park Town



Exterior of Solaie Katsushika Kosuge

### Solar power generation and storage batteries

Solar panels and storage batteries have been installed to supply renewable energy to the common areas in consideration of the environmental impact.

**Installed in:** Solaie Gran Nagareyama Otakanomori

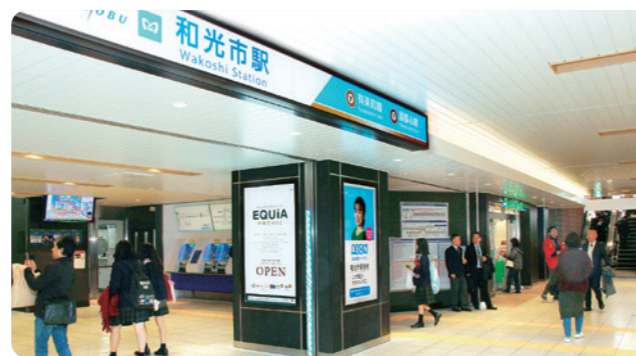


Exterior of Solaie Gran Nagareyama Otakanomori

### Introduction of high-efficiency facilities

In line with the new construction and renovation of station buildings, etc., we are gradually introducing high-efficiency facilities and selecting environmentally friendly equipment.

We have introduced high-efficiency equipment for air-conditioning and lighting in common areas of facilities to reduce power consumption.



EQUIA Premie Wako (Ekinaka Area)

## Conservation of Natural Environment

### Use of alternative materials and recycled products

#### Promotion of synthetic sleepers and recycled plastic boards for railroad crossings

As part of our efforts to introduce environmentally friendly equipment, we are continuing to promote the use of synthetic sleepers made of a composite material of glass fiber and rigid urethane foam resin for bridges, turnouts, and other areas where wooden sleepers were previously used.

In addition, we are continuing to promote the introduction of lightweight paving boards made of recycled plastics for level crossing roads that used to be lined with wood.

The replacement of wood with synthetic sleepers, an alternative material, increases rigidity, which in turn reduces vibration and noise, thereby preserving the living environment. In addition, synthetic sleepers and lightweight paving boards made of recycled plastics are both highly durable and long-lasting, which means that they can be replaced less frequently than wood products, thereby reducing waste.



Synthetic sleepers



Recycled plastic railroad crossing boards

### Cooperation in biodiversity

#### Activities for preservation of species

Tobu Zoo (Tobu Leisure Planning) accepted one female southern white rhinoceros from Taiwan's Leofoo Tourism Group in June 2021, and one male rhinoceros of the same species from Fuji Safari Park (city of Susono in Shizuoka Prefecture) in October 2021.

The park has been planning and preparing for the delivery of the southern white rhinoceros, a semi-endangered species, since 2018 with the aim of preserving the species, and welcomed the two rhinos in 2021, commemorating the 40th anniversary of the park's opening.

We will continue to make use of the knowledge we have accumulated in breeding and propagation to preserve the species.



Emma, a female southern white rhinoceros



Moran, a male southern white rhinoceros

### Cooperation in support of community-building, etc. (environmental aspects)

#### Official Partnership with National Park

In March 2017, Tobu Railway and Tobu Top Tours signed a National Park Official Partnership with the Ministry of the Environment.

This is a partnership in which the Ministry of the Environment and companies or organizations cooperate with each other to promote the beautiful scenery of Japan's world-class national parks and the appeal of staying in national parks to the world, and to increase the number of domestic and international visitors to national parks, thereby deepening people's understanding of conservation of the natural environment and revitalizing the regions where national parks are located.



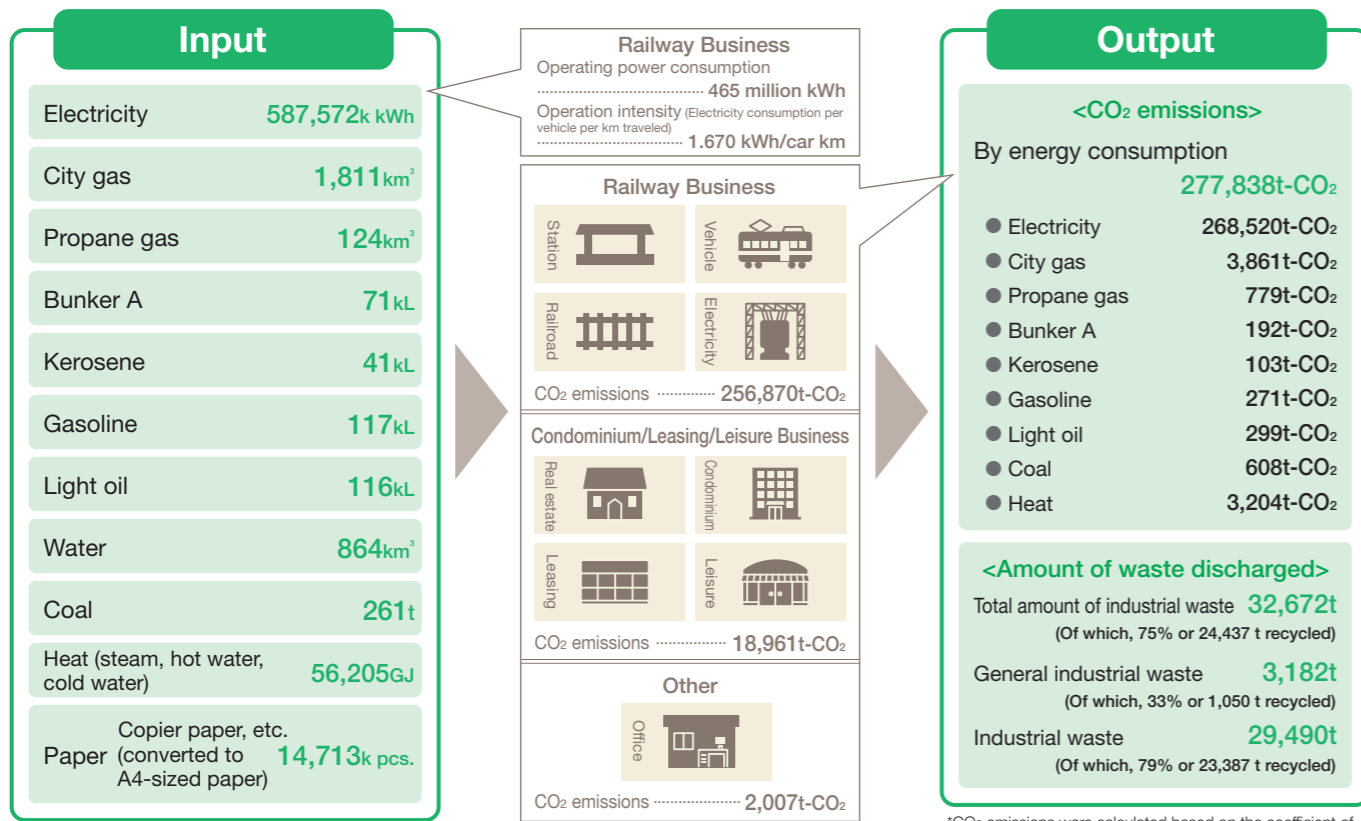
Agreement

# Environmental Impact Data

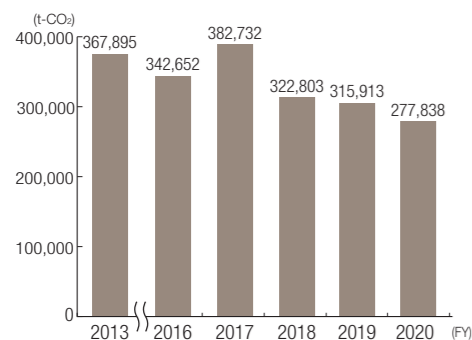
In addition to consuming a large amount of electricity to transport passengers, each of our businesses other than railroads also places a burden on the environment through the use of energy and the generation of waste. We aim to reduce environmental impact by quantitatively assessing the impact of energy and resources (inputs) and CO<sub>2</sub> and waste (outputs) emitted from our business activities.

**Scope of aggregation:** Tobu Railway, Tobu Station Service, Tobu Intertec, Tobu Engineering

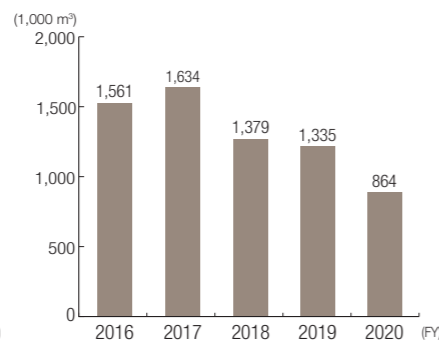
**Period covered:** April 1, 2020 to March 31, 2021



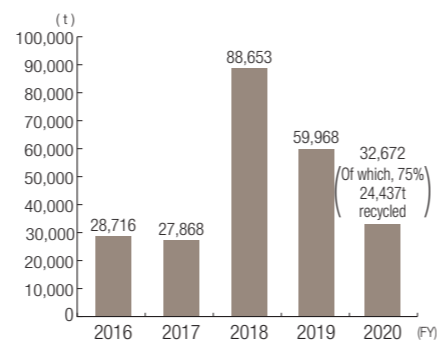
● Discharge of CO<sub>2</sub> emissions



● Actual amount of water used



● Actual amount of waste discharged



\* In accordance with the Environmental Reporting Guidelines, the amount of waste generated by the renewal and retirement of buildings and facilities, which are highly variable factors, is excluded. The amount of waste generated each year after deduction is as follows.  
 For FY2018 and FY2019, the increase is due to a large amount of sludge and other waste generated as a result of constructing a continuous multilevel building.  
 FY2020: 19,678 t (of which 89% was recycled)  
 FY2019: 9,285 t; FY2018: 30,100 t  
 FY2017: 19,770 t; FY2016: 41,803 t

# MEMO

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Contact information

**Tobu Railway Customer Center**

**Business Hours: 9:00 to 18:00**

(Open all year round, except for the  
year-end and New Year holidays)

**TEL. 03-5962-0102**

\*Business hours may change.

Please check the website before making an inquiry.

**<https://www.tobu.co.jp/>**

A children's version is also available on the website.