



CORPORATION GUIDE  
TOKYO BISO GROUP

Corporate Name Tokyo Biso Kogyo Corporation  
 Head Office Nishi-Shinjuku Mitsui Bldg.,  
 6-24-1, Nishi-Shinjuku, Shinjuku-Ku  
 Tokyo 160-0023, Japan  
 Tel: 03-5322-2721  
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Representative Hideki Yagi  
 Representative Director, President

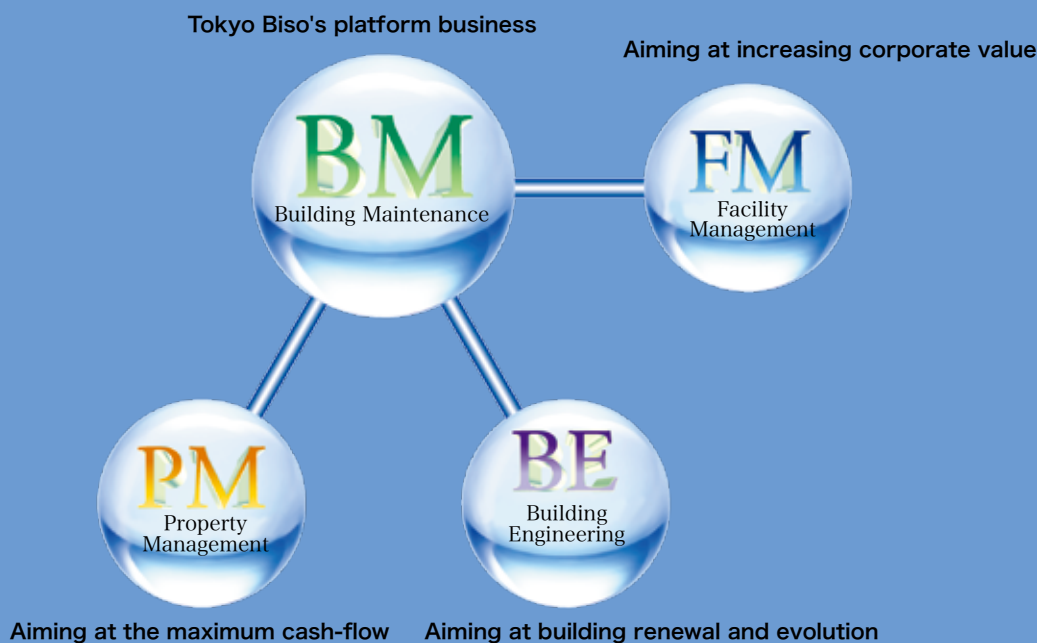
Establishment September 16, 1957  
 Capital Stock 100,000,000, yen  
 Affiliated company

Building Management Sector Tokyo Biso Hokkaido Corporation  
 Tokai Biso Kogyo Corporation  
 Genekon Service Corporation  
 Hokkaido Building Service Co., Ltd.  
 Okhotsk Biso Kogyo Corporation

Affiliated Business Sector Japan Environment Research Co., Ltd.  
 Nihon Kagaku Keibi Hoshou Corporation

Distribution Sector Tohbi Shoji Corporation

**Conceptual diagram of business expansion**



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# Contributing to society through creating a comfortable environment



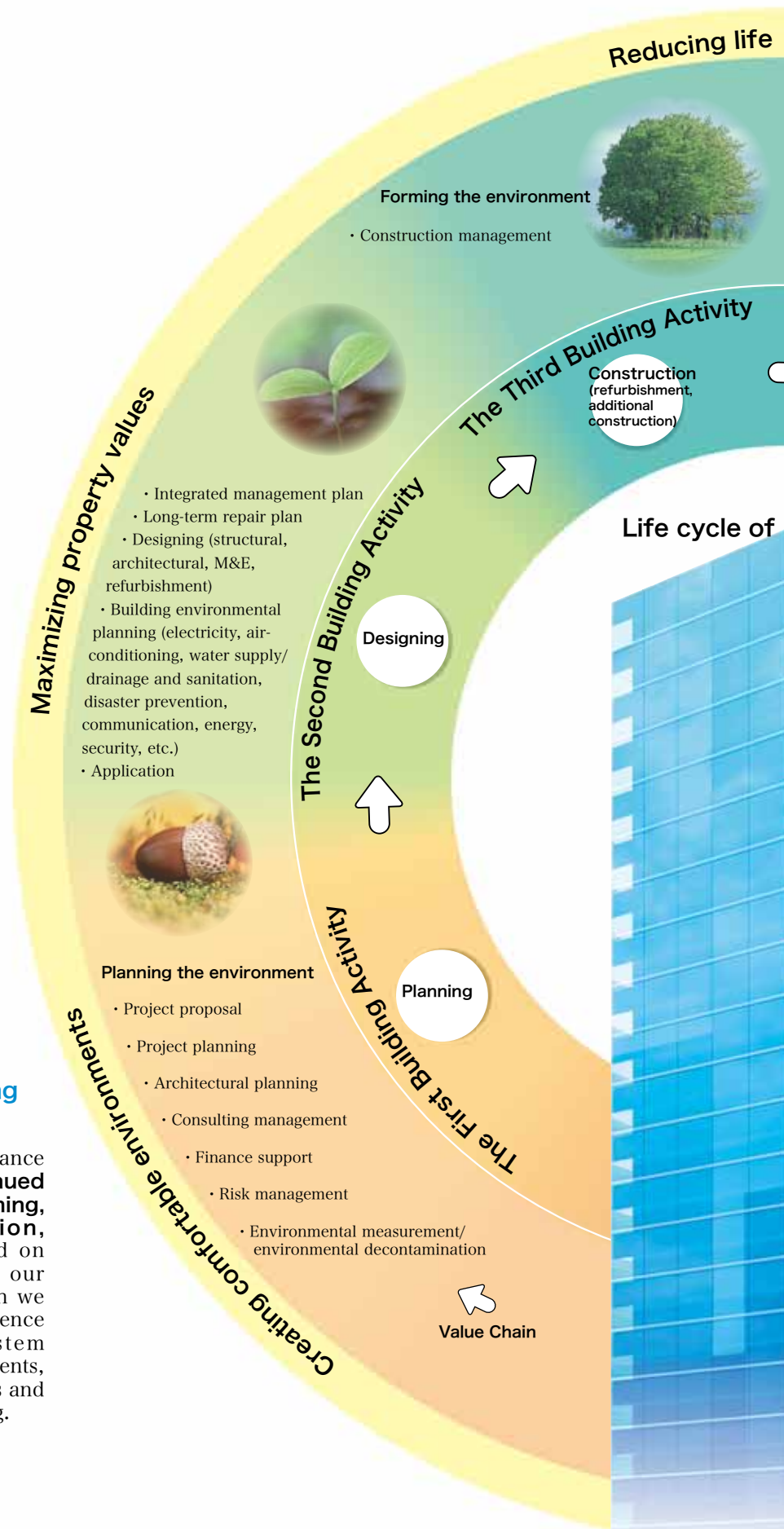
Representative Director of the Tokyo Biso Group **Hideki Yagi**

We have steadily improved our building maintenance business, which we have been operating for many decades, by improving our technologies, pursuing efficiency and taking other helpful steps. Based upon the building maintenance business, we have been expanding into building engineering businesses including property and facility management as well as building renewals, conversions, and diagnosis. We provide complete high quality services, taking care of the entire life of a building for both hardware and software.

We are now managing well over one thousand buildings. We have created a database of our valuable experience, which we continue to add to. Our database is a valuable company asset, helping us to move our intellectual business management forward and enabling us to propose the best solutions for our clients.

All of us at Tokyo Biso are working hard to keep hospitality a priority and improve our hospitality. We promise to provide you with cordial services that meet your needs. At Tokyo Biso, we place clients first. We keep innovating, working hard to meet more and more sophisticated and complex client needs.

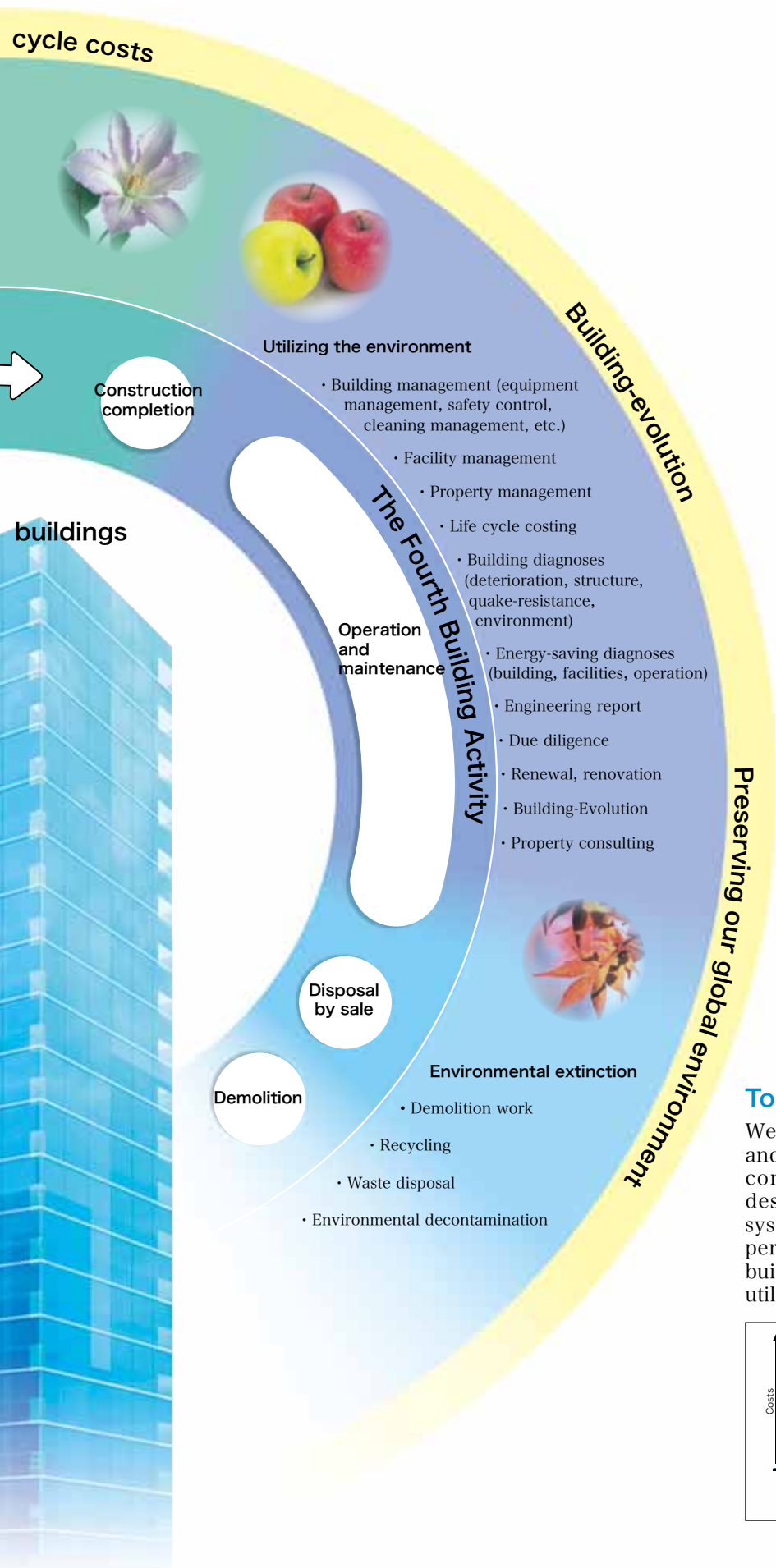
# Tokyo Biso supports you at every stage



## Tokyo Biso proposes Total Building Maintenance System

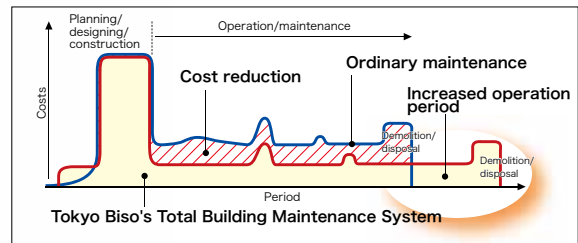
Tokyo Biso believes that building maintenance is not an isolated task. **It involves continued architectural activities including planning, designing, construction, operation, maintenance, and demolition.** Based on this concept, we propose and conduct our Total Building Maintenance System, which we developed from our many years of experience and time-proven know-how. Our system provides the services best suited for our clients, using our ample knowledge of the processes and stages throughout the life cycle of a building.

# throughout a building's life cycle



## Tokyo Basis's Life Cycle Costs

We feed our know-how from our operation and maintenance experience into the building construction processes including planning, designing, and construction. Our integrated system will secure the required functions and performance and prolong the lifetime of your buildings, increasing their social and economic utility.





# We are responsible for building management



FILES TB  
(building information database)



Operation support



Call Center



Sanitation management



Security services



Equipment diagnoses



# carrying out every possible aspect of



Scope of Services	
Operation management services	Tenant relations Fire prevention Documentation
Equipment management services	Day-to-day operation monitoring Equipment inspection required by law <ul style="list-style-type: none"> <li>• Electricity receiver/transformer inspection</li> <li>• Emergency power generator inspection</li> <li>• Fire fighting equipment inspection</li> <li>• Building equipment inspection</li> <li>• Periodic inspection of special buildings</li> <li>• Boiler inspection</li> <li>• Security inspection of refrigerating machines</li> <li>• Elevator inspection</li> <li>• Escalator inspection</li> <li>• Multistory car park inspection</li> <li>• Gondola inspection</li> </ul> Building equipment inspection/maintenance/diagnoses Air-conditioning equipment Automatic doors Shutters Cooling towers Accumulator batteries Telephone system
Cleaning management services	Day-to-day cleaning Periodic cleaning Special occasional cleaning Cleaning of clean rooms
Security services	Stationed security Mechanical security system Management of car parks Traffic guide services Crowd guide services
Sanitary management services	Extermination of rats, pests, and insects Water examination Cleaning of water tanks Cleaning of waste water tanks Cleaning of water supply/drain pipes
Operation support services	Reception/information desk services Planting management
Sale of articles	Everything relevant to buildings
Back-up service	24-hour monitoring center (TBCC)





# We integrate clients' non-business operations

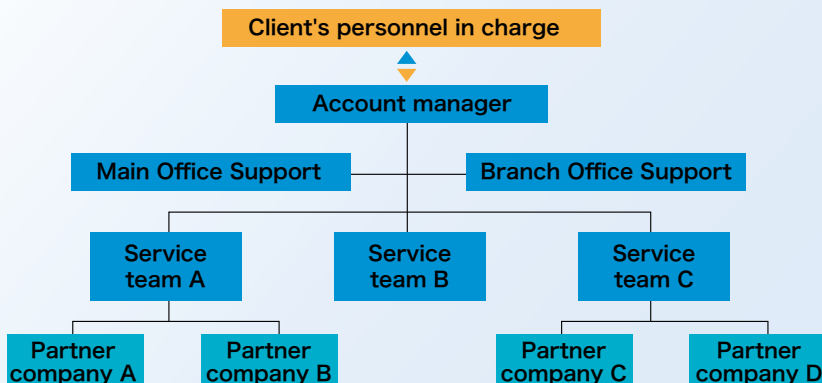
## Designing of outsourcing service items

We work together with our clients, looking at facility management services and all non-core businesses to determine the most appropriate scope of services for outsourcing.



### Just one contact for all of our services (One-stop shopping)

We send a professional account manager and staff to your facility or office. They are stationed there and provide services



### Made-to-order management

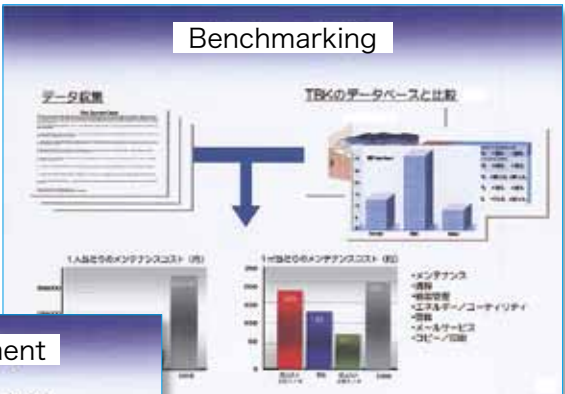
The account manager and central office tools according to the scope of the outsourced services. We provide the most appropriate facilities.

- Service Level Agreement (SLA)
- Determining Key Performance Indicators (KPI)
- Customer Satisfaction Survey (CSS)
- Balanced Scorecard (BSC)
- Facility data management system (CMMS)
- Analyzing the present state



# core businesses and support their

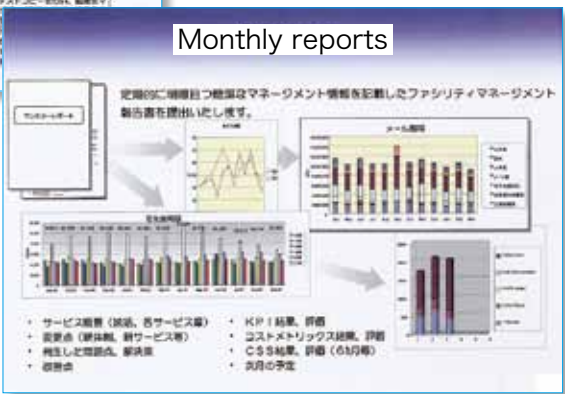
- Equipment management
- Cleaning management
- Security services
- Building equipment repair work
- LCC management
- Proposal of energy-saving solutions
- Building equipment diagnoses
- Facility risk management
- EH&S (Environmental Health and Safety)
- Environmental and waste management
- Help desk
- Mail room
- Printing/copying
- Office supplies, furniture, filing
- Reception, telephone operation
- Food service
- Purchase support, ToBiBiznet system
- Accounting/personnel affairs support
- IT/Call Center support
- Manufacturing/research/training support



**Service Level Agreement**

SLAとは、サービスのレベルを具体的に表したもので、お客様と当社の間で合意した上で決められるものです。

サービス内容	サービスレベル	提供方法
24時間受付	1日24時間受付、年中無休	24時間受付体制の確保
緊急対応	緊急発生から対応開始までの時間を短縮する	緊急発生から対応開始までの時間を短縮する
コスト削減	コスト削減を目的とした提案を行う	コスト削減を目的とした提案を行う
品質向上	サービスの品質向上を図る	サービスの品質向上を図る
顧客満足	顧客の満足度を向上させる	顧客の満足度を向上させる



- tools**
- Design made-to-order management
  - Sourced services and your requirements.
  - Facility management services.
  - Risk Management System (RMS)
  - Service process improvement (Six Sigma)
  - Building engineering (diagnoses, renewal, energy-saving)
  - Monthly reports
  - Quality Management System (QMS)
  - Benchmarking

## Proving the advantages of our business management support

Taking advantage of a wide range of management tools, our service can fulfill the following aims, exceeding client expectations and proving we support client businesses as we increase equity.

- Improving FM cost performance
- Concentrating client resources on core businesses
- Energy-saving and human resource management through FM
- Performing social functions



# We pursue maximizing business operations for

As a leading company in the industry, we have experience and know-how from our work from facility  
 With this experience and know-how, we implement the optimum business operation for business pro-



**Owner**

## Leasing Management

- Maximizing rent income
- Maintaining high operations ratio
- Attracting good tenants

## Property

Maximizing cash-

## Facility Management

- Achieving minimum costs
- Maintaining facilities properly

### Planning

#### Planning

- Market area measurement
- Basic planning
  - Establishing basic concepts
  - Pre-leasing and analyses
  - Merchandise planning
  - Floor and zoning planning
  - Sign planning
  - Investment, income and expenditure planning
- Obtaining government approvals
- Selecting design and construction companies

### Preparing for operation

#### Leasing management

- Proposing lease conditions
- Preparing contract drafts
- Preparing application guidelines and brochures
- Publishing property information
- Handling inquiries, previews and applications
- Credit check
- Adjusting contract conditions and assisting contract conclusion

#### Supervising interior construction

- Preparing necessary documents
  - Interior design and construction guidelines
  - Itemization of construction works
  - Documents to be submitted by tenants
  - Tenant layouts
  - Documents for design presentation meetings
  - Basic schedule
- Holding meetings to explain design and construction
- Coordinating and managing design and construction

### Starting operation

#### Inauguration services

- Selecting building management and sales promotion companies
- Facility environment planning
- Establishing management systems
- Establishing in-house rules and regulations
- Holding meetings to explain inauguration plans
- Public relations
- Coordinating carrying in of goods
- Pre-opening and grand opening
- Opening sales promotion

# property value, aiming at optimum business properties

management to building evolution for over 1,500 buildings throughout Japan. properties.

## Tenant Management

Long-term occupancy of good tenants

Appropriate responses to complaints and requests

Speedy and appropriate responses when rent is not paid



Tenants

## Management

flow and minimizing risks

## Construction Management

Achieving efficient reinvestment

Improving added value by creating comfortable spaces

Prolonging facility longevity

## During operation

### Leasing and tenant management

- Handling work related to moving-in
- Responding to complaints and requests
- Handling and coordinating works and events
- Hearing business conditions and providing advice
- Handling late rent and other payments
- Handling requests for rent reduction
- Handling problems between tenants, and between tenants and neighbors
- Handling work related to contract cancellation
- Organizing the tenant association

### Facility management

- Controlling the quality and cost of facility management
- Developing energy cost reduction plans

### Construction management

- Developing refurbishment plans
- Supervising refurbishment work
- Supervising, and controlling the costs for, restoration and repair work

### Sales promotion

- Annual sales promotion plans
- Website and fliers
- Decoration and events

### Accounting

- Preparing budgets
- Managing money received and paid
- Managing sales proceeds

### Public relations

- Negotiating and working with authorities concerned
- Negotiating and working with resident and store owner associations
- Negotiating and coordinating with neighbors

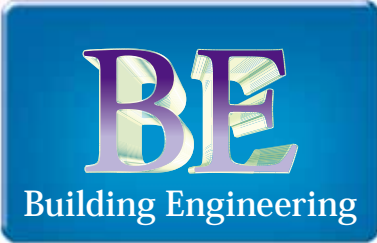
### Reporting

- Monthly reports
- Daily and monthly reports on tenants' sales

## Remodeling

### Remodeling

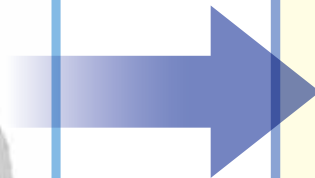
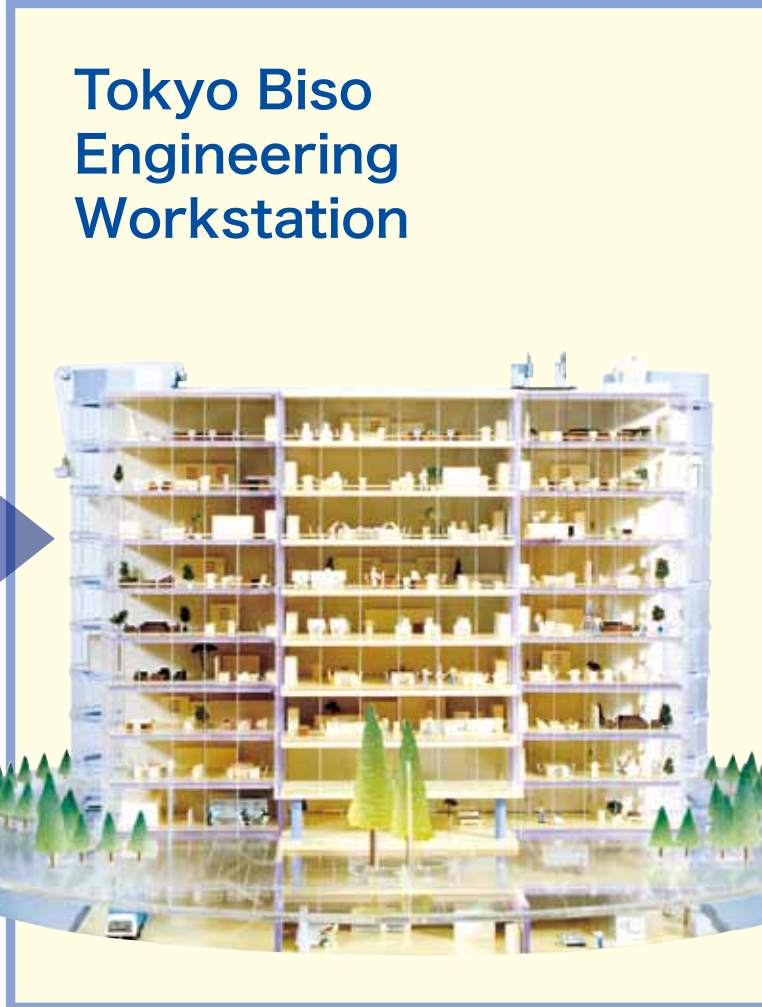
- Planning
- Coordination and negotiation for relocating existing tenants
- Leasing management
- Supervising interior construction
- Inauguration services



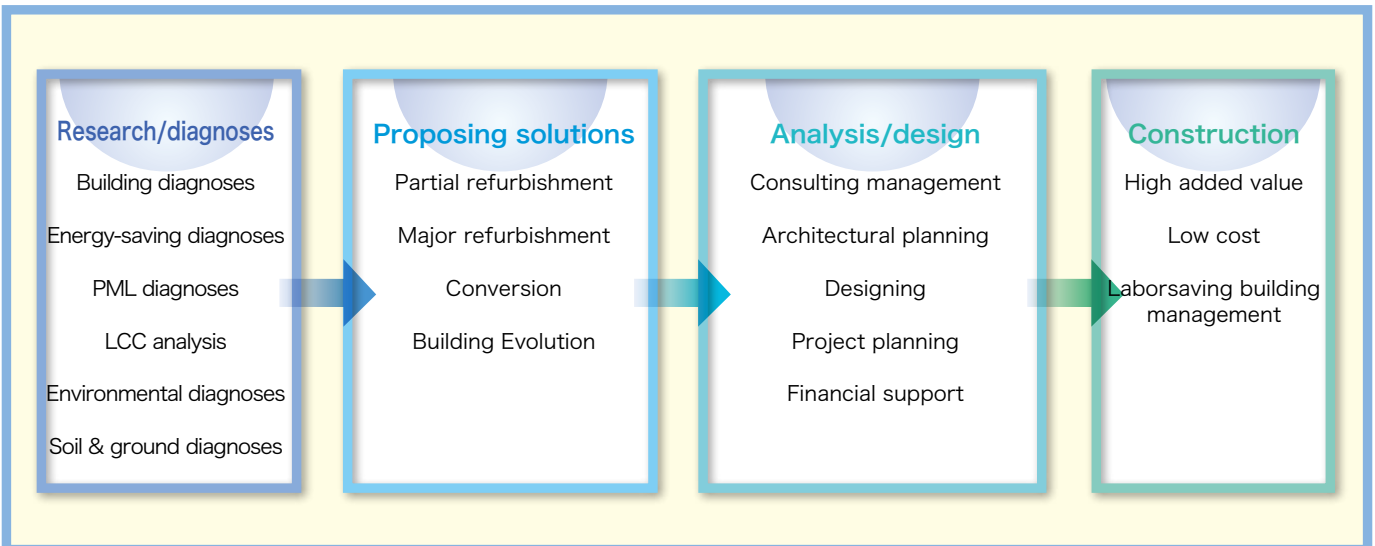
# We improve building value

## Creating and renewing resource and energy-saving buildings

Tokyo Biso gives old buildings new life, improving building value and making buildings more comfortable. From environmental and business operation perspectives, we help each building evolve and become **more efficient, more productive, and more comfortable.**



## Work flow of the Tokyo Biso Engineering Workstation, which leads to the best solutions



# and bring new life to your building

## Building-Evolution



More than 50 years of experience, technology, and time-proven know-how of worldwide management are integrated into the Tokyo Biso Engineering Workstation. Professional staff analyzes each building and its operation/management system from every possible angle. Then, we draw up, design, and propose the best solutions, together with data providing the figures and other information you need.

We propose the best Building Engineering for specific items.

Measures against deterioration

Facility renovation  
Energy-saving

Reduction of operational costs

Providing comfortable space  
Environmental purification

Improving quake-resistance

Reducing Life Cycle Costs



### Services

Property business field  
Education business field  
Commercial business field  
Medical service field  
Distribution business field  
Welfare service field  
Manufacturing business field  
Public service field

### Services

Hardware  
(technological field)

Special Constructor

Construction in general  
Exterior, Research/construction  
Interior, Research/construction  
Environment  
Building environment  
Natural/global environment

First class architect offices

Consulting management  
Architectural design  
Refurbishment  
Building planning  
Building environment (M&EEngineering)  
Building (summaries/detailed)  
Equipment (summaries/detailed)

Consultation

Examination  
Environment (summaries/detailed)  
Diagnoses  
Building, soil, and ground  
Energy-saving diagnoses  
LCC and PML  
Safety  
Economic efficiency  
Amenities  
Environmental diagnoses and protection

Software  
(service/business fields)

Project planning/proposal

Project planning, project proposal  
Due diligence  
Building-Evolution

Finance

Study application of subsidy  
Finance support, introduction

Outside networks

Networks of several fields, for project planning/proposals and tenant relations  
(Architect office, medical and welfare services, commercial and amenity services, office services, PM-FM services, etc.)

# Yushiro Yagi, the founder of Tokyo Biso, and the Fourth Building Activity



## Yushiro Yagi

Representative Director, Chairman of the Board, and President, Tokyo Biso Kogyo Corporation (Establishment through September, 2001)  
President, Japanese Olympic Committee (April, 1999 - September, 2001)  
President, Japan Building Maintenance Association (June, 1990 - October, 1992)  
Participated in building maintenance services at major events including the Tokyo Olympic Games, Japan World Expo, and Sapporo Olympic Games.  
Lead Japanese athletes at the Nagano and Sydney Olympic Games.  
Received the Medal with Blue Ribbon for his achievements in improving environmental health and sports.  
Received the Sports Merit Award from the Ministry of Education, Science and Culture.

Yushiro Yagi, the founder of Tokyo Biso, passed away in 2001. He was the company's Representative Director and Board Chairman, the president of the Japan Building Maintenance Association and the president of the Japanese Olympic Committee. He participated in several major events after World War II and contributed to society with his motto, "Build human bonds". In February of 1998, he carried out an important duty as the leader of the Japanese athletes at the Nagano Olympic Games. The Japanese athletes achieved their best all-time results, five gold medals, and the Games provided dreams and touched the hearts of many Japanese. Chairman Yagi wrote in our company history that he felt the greatest satisfaction as he fulfilled his major responsibility. He always ran the company aiming at contributing to society as well as Tokyo Biso's growth.

As mentioned above, his activities covered a wide range. For company business, more than anything else, he expended his efforts into the research and development of the concept of the Fourth Building Activity. In the past, continuous building activities were divided into three phases. The first phase was project planning, the second designing, and the third construction. These three phases were considered to be the whole process of building, but the original objective of building is to serve users. As far as users are concerned, the operation and maintenance after the completion of construction are the most important. He lectured at the Architectural Institute of Japan in 1982, stating that emphasis should be placed on the operation and maintenance phase, as the Fourth Building Activity. The lecture had a great response from the public, including many scholars of architectonics.

Since then, this concept of the Fourth Building Activity has been built upon by many people. They continued studying the case studies of advanced companies, improved them to suit the Japanese market, and established the business model for the present Facility Management (FM). As the result, our FM business has gained high acclaim from many customers in a short period of time. **The conventional Building Maintenance faithfully conducts services according to specifications agreed on by both Tokyo Biso and our clients. FM estimates the long-term operation expenses for each facility, examines the management of all operational costs, improves cost-efficiency, and achieves integrated planning, management, and operation.**

The most efficient facility operation requires computerizing maintenance services, optimizing legal maintenance expenses, optimizing human resource management expenses, implementing operation plans with thorough consideration for running costs, and making databases for cost-efficiency. Tokyo Biso has professional expert groups including building maintenance professionals, IT system teams, first class architects, qualified electricians, qualified persons for energy management, qualified machinery maintenance managers, and facility managers. We hope you will consider our services and allow us to make a proposal of what we can offer you.



# ISO14001 and ISO27001 certified.

## ISO14001

Management System Certificate

**Certificate number** JQA-EM4368

**Standards** ISO14001:2004/JISQ14001:2004

**Certified facility** Tokyo Biso Kogyo Corporation  
Head Office

## ISO27001

Management System Certificate

**Certificate number** JQA - IM0914

**Standards** ISO/IEC 27001:2005/JIS Q 27001:2006

**Certification Category** Operation & maintenance of In-house  
Information system

**Certified facilities** Tokyo Biso Kogyo Corporation Information  
System Department.





### **Tokyo Biso Kogyo Corporation**

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### **Tokyo Biso Group**

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