



CORPORATION GUIDE
TOKYO BISO GROUP



Tokyo Biso Kogyo Corporation

Head Office Nishi-Shinjuku Mitsui Bldg., 6-24-1, Nishi-Shinjuku, Shinjuku-ku, Tokyo 160-0023, Japan
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Tokyo Biso Group

Tokyo Biso Hokkaido Corporation / Tokai Biso Kogyo Corporation / Tohbi Shoji Corporation / Genecon Service Corporation / Japan Environment Reserch Co.,LTD. / Nihon Kagaku Keibi Hoshou Corporation / Hokkaido Building. Service Co.,LTD. / Okhotsk Biso Kogyo Corporation

Corporate Name Tokyo Biso Kogyo Corporation
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 Tokyo 160-0023, Japan
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Representative Hideki Yagi
 Representative Director, President

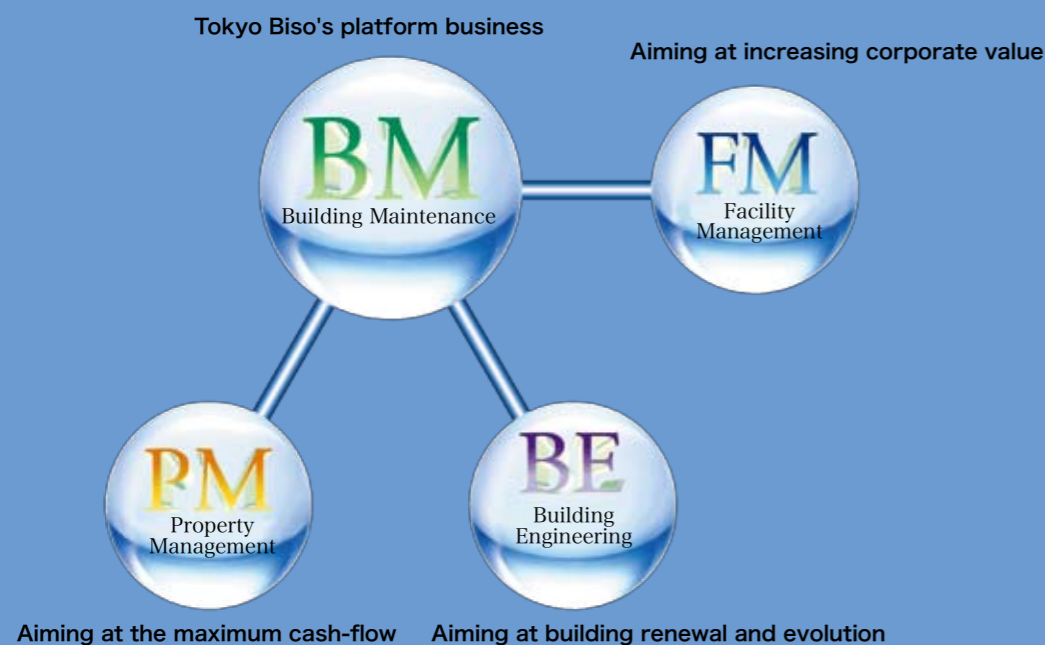
Establishment September 16, 1957
 Capital Stock 100,000,000, yen

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



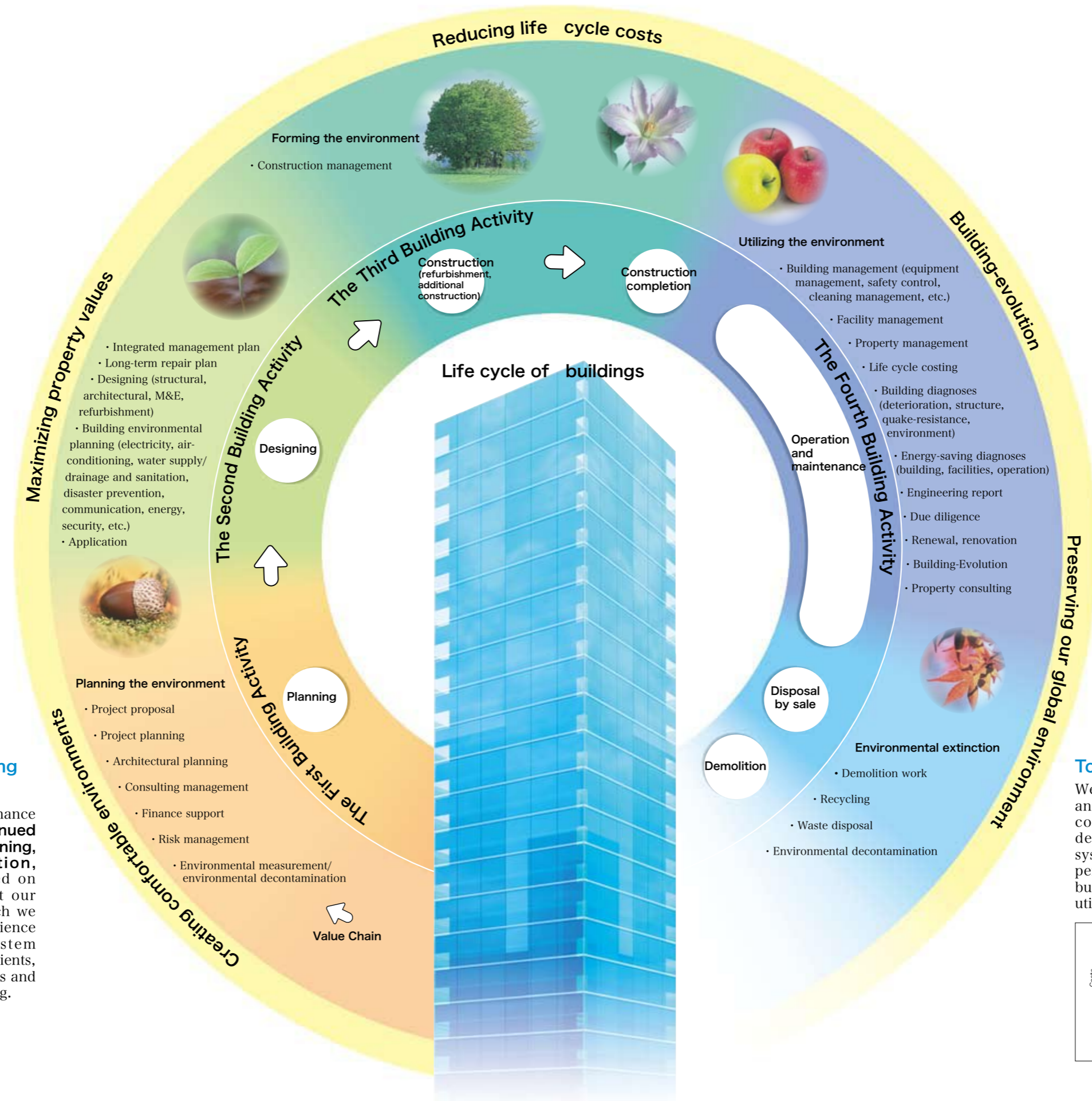
Representative Director of the Tokyo Biso Group Hideki Yagi

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 throughout a building's life cycle

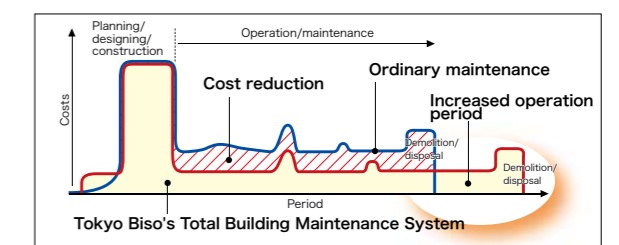


Tokyo Biso proposes Total Building Maintenance System

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.

Tokyo Biso'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 carrying out every possible aspect of building management



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"> Electricity receiver/transformer inspection Emergency power generator inspection Fire fighting equipment inspection Building equipment inspection Periodic inspection of special buildings Boiler inspection Security inspection of refrigerating machines Elevator inspection Escalator inspection Multistory car park inspection Gondola inspection 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)

FILES TB
(building information database)



Operation support



Call Center



Sanitation management



Security services



Equipment diagnoses



Equipment management



24-hour monitoring center



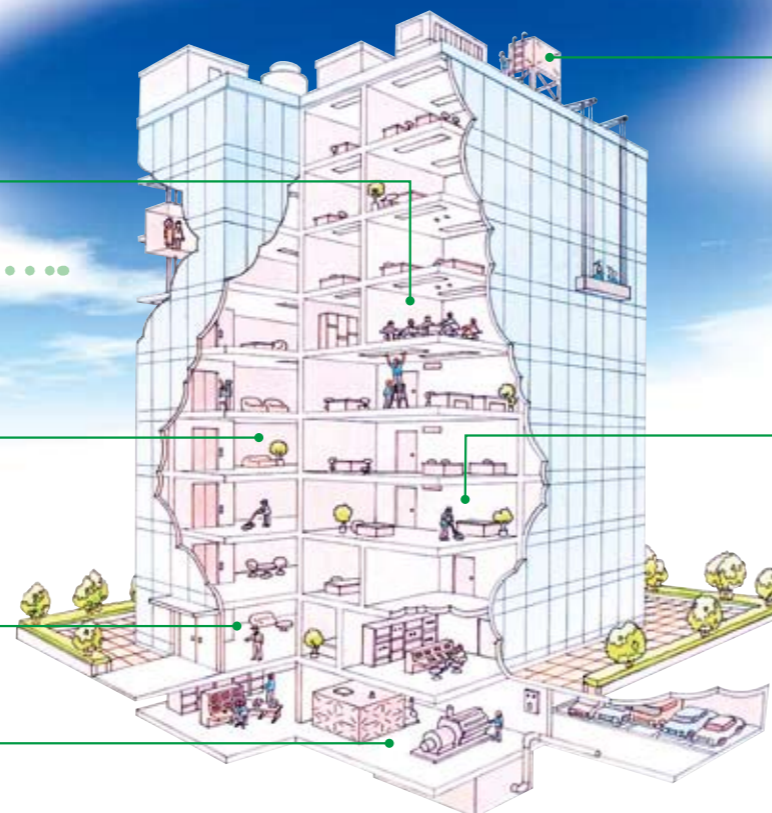
Cleaning management



Cleanliness management (clean room)



Sanitation



We integrate clients' non-core businesses and support their core businesses and support their

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.

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

Benchmarking

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。

サービス項目	サービス内容	サービスレベル
1. 設備点検	1. 設備点検	1. 設備点検
2. 設備修理	2. 設備修理	2. 設備修理
3. 設備点検	3. 設備点検	3. 設備点検

Monthly reports



Made-to-order management tools

The account manager and central office design made-to-order management tools according to the scope of the outsourced services and your requirements. We provide the most appropriate facility management services.

Service Level Agreement (SLA)	Risk Management System (RMS)
Determining Key Performance Indicators (KPI)	Service process improvement (Six Sigma)
Customer Satisfaction Survey (CSS)	Building engineering (diagnoses, renewal, energy-saving)
Balanced Scorecard (BSC)	Monthly reports
Facility data management system (CMMS)	Quality Management System (QMS)
Analyzing the present state	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 property value, aiming at optimum business operations for business properties

As a leading company in the industry, we have experience and know-how from our work from facility management to building evolution for over 1,500 buildings throughout Japan. With this experience and know-how, we implement the optimum business operation for business properties.



Owner

Leasing Management

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

Tenant Management

- Long-term occupancy of good tenants
- Appropriate responses to complaints and requests
- Speedy and appropriate responses when rent is not paid

Property Management

Maximizing cash-flow and minimizing risks

Facility Management

- Achieving minimum costs
- Maintaining facilities properly

Construction Management

- Achieving efficient reinvestment
- Improving added value by creating comfortable spaces
- Prolonging facility longevity



Tenants



Planning	Preparing for operation	Starting operation	During operation	Remodeling			
Planning <ul style="list-style-type: none"> ● Market area measurement ● Basic planning <ul style="list-style-type: none"> ·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 	Leasing management <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● Preparing necessary documents <ul style="list-style-type: none"> ·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 	Inauguration services <ul style="list-style-type: none"> ● 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 	Leasing and tenant management <ul style="list-style-type: none"> ● 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 <ul style="list-style-type: none"> ● Controlling the quality and cost of facility management ● Developing energy cost reduction plans Construction management <ul style="list-style-type: none"> ● Developing refurbishment plans ● Supervising refurbishment work ● Supervising, and controlling the costs for, restoration and repair work Sales promotion <ul style="list-style-type: none"> ● Annual sales promotion plans ● Website and fliers ● Decoration and events 	Accounting <ul style="list-style-type: none"> ● Preparing budgets ● Managing money received and paid ● Managing sales proceeds Public relations <ul style="list-style-type: none"> ● Negotiating and working with authorities concerned ● Negotiating and working with resident and store owner associations ● Negotiating and coordinating with neighbors Reporting <ul style="list-style-type: none"> ● Monthly reports ● Daily and monthly reports on tenants' sales 	Remodeling <ul style="list-style-type: none"> ● Planning ● Coordination and negotiation for relocating existing tenants ● Leasing management ● Supervising interior construction ● Inauguration services



We improve building value and bring new life to your building

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.**



Tokyo Biso Engineering Workstation

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.

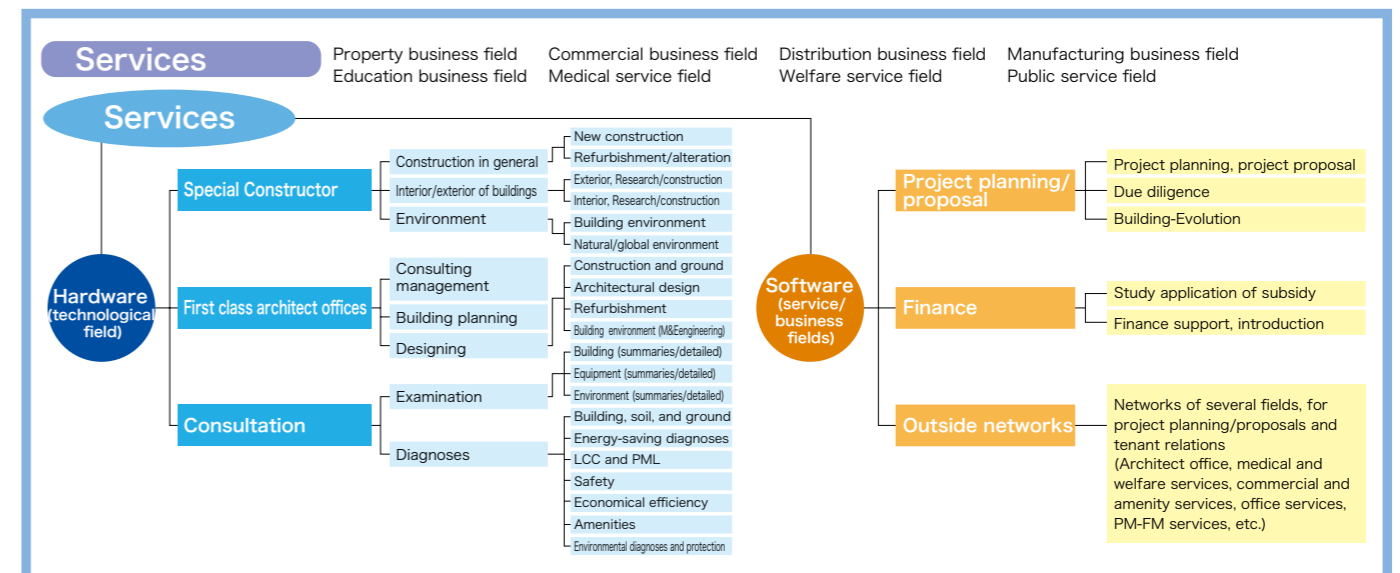
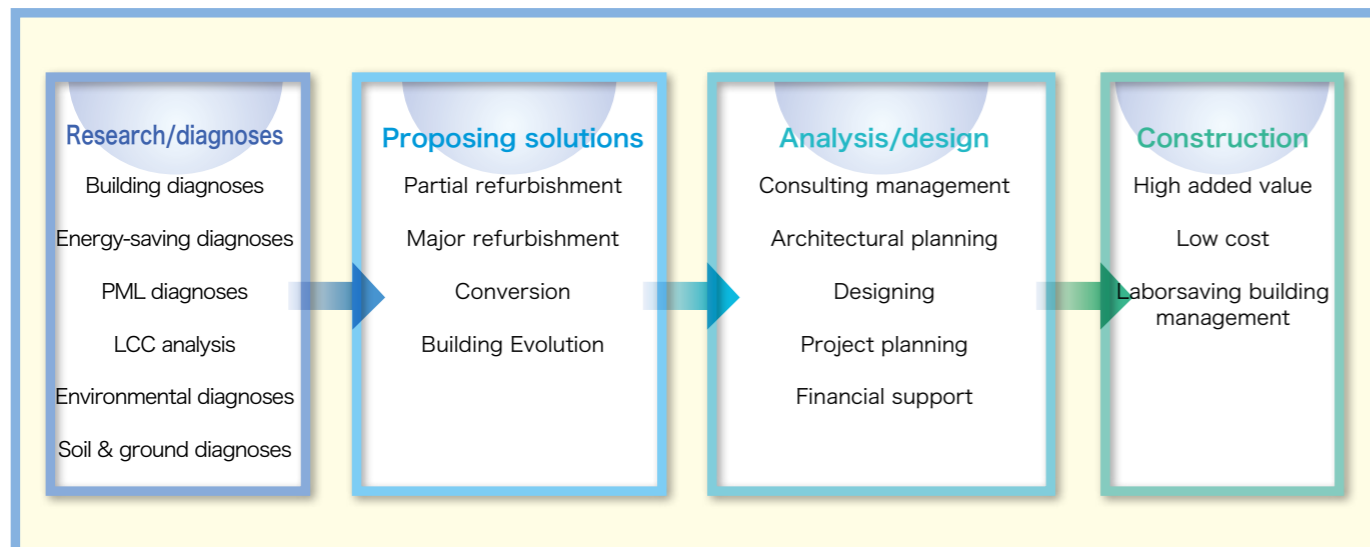
We propose the best Building Engineering for specific items.

- Measures against deterioration
- Facility renovation
- Energy-saving
- Reduction of operational costs
- Providing comfortable space
- Environmental purification
- Improving quake-resistance
- Reducing Life Cycle Costs

Building-Evolution

- Improving property values
- Improving profitability
- Comfort
- Realizing energy-savings
- Reducing life cycle costs

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



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.

