



Resorttrust Group's
**Sustainability
Report**





Resorttrust Group's Co-creation Story

Resorttrust proposes:
A new level of enrichment for people and society.

Since our founding, we have read the winds of the times that change moment to moment, listened to our customers' aspirations, and created new value in the realm of "leisure and health."

Encouraged by our customers, who say they are glad to be Resorttrust members, we cherish the time we've invested in creating a "wonderful life" for everyone involved, deepening bonds, and proposing new paths to enrichment.

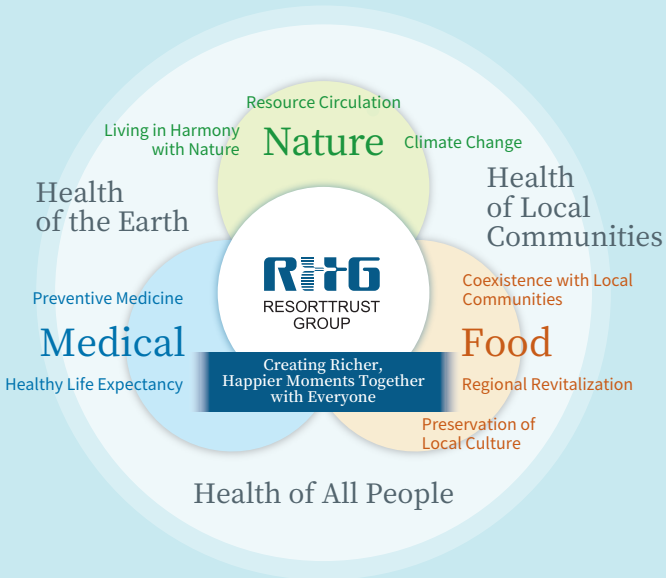
We focus on developing state-of-the-art eco-friendly hotels and renovation projects, preventive medicine and pre-symptomatic research, solutions for achieving well-being, and the development of professional talent that forms the foundation of everything.

We strive to be a world-class hospitality Group, pursuing products and services that accompany our customers throughout their lives.

Group Identity

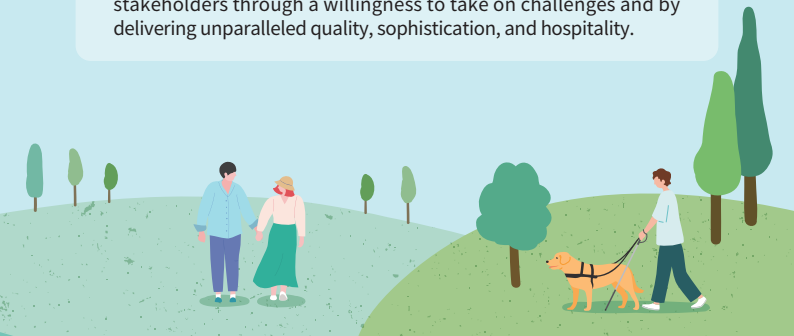
Together for a Wonderful Life
- Creating a richer, happier time -





Group Management Philosophy

The Resorttrust Group is a dynamic organization of individuals committed to pushing the envelope, blazing new trails, and creating opportunities. We earn the trust and loyalty of our guests and stakeholders through a willingness to take on challenges and by delivering unparalleled quality, sophistication, and hospitality.





Environment

As a company that has developed facilities in various locations while conducting business in harmony with the natural environment, we are uniquely positioned to carry out activities that connect beautiful nature and finite resources to the next generation.



Environment

As we're a company deploying facilities across various locations, even small improvements can lead to significant results.

The Resorttrust Group's environmental activities include planting more trees than those cut during development, promoting energy conservation, resource recycling, and local cleanup initiatives. It's a source of pride when local residents tell us that their surrounding area has improved or become more beautiful thanks to the growth of our facilities. Looking ahead, we believe we need to accelerate our environmental initiatives while maintaining a balance between luxury and eco-consciousness. Given the large scale of each facility, even adjusting the air-conditioning temperature by 1 degree Celsius, for instance, can have a significant impact when viewed across our entire operation. What's more, it's essential to gain our members' understanding and cooperation for environmental measures such as eco-friendly amenities and optional linen change for extended stays. This isn't just about implementation at individual facilities – we need to establish company-wide systems that can pursue both cost efficiency and environmental consideration. I believe we can achieve sustainability by approaching it from multiple angles together with all stakeholders in our Group.



Seiichiro Oshiba

Executive Officer
Development Division

Environment

Environmentally Conscious Facility Development

Natural
Coexistence

When developing facilities, we conduct thoroughgoing preliminary surveys and communicate with governments and local residents to ensure land use and modification that respects both the original natural environment and surrounding areas. We are striving to develop and operate nature-friendly facilities, for example, by working with academic institutions to conserve rare species found during construction, and by circulating and filtering water within the facility so as not to pollute the surrounding ocean and lakes.



Laguna Baycourt Club

Environmental Contributions by Making the Most of Diverse Locations

Our Group operates over 100 facilities across various locations – urban areas, rural regions, seas, mountains, and rivers. Our business thrives while respecting and benefiting from the nature and culture unique to each region. Take nature tourism, for example. We invite hotel guests to participate in conservation activities through interaction with the surrounding natural environment. We will continue working to ensure lasting coexistence with nature and its preservation.



Nature tourism (rice-planting experience)



Taskforce on Nature-related
Financial Disclosures

Environment

Waste Reduction

From fiscal 2022, we began switching some hotel room amenities to environmentally friendly products. As an example, toothbrush packaging now uses biomass materials, and the brushes themselves use recycled resin. Used toothbrushes are collected, their tips removed, and recycled again. We've also adopted 100% recycled materials for PET bottles. This kind of resource circulation – simultaneous use and collection – is unique to hotels.

Resource
Circulation



Room amenities

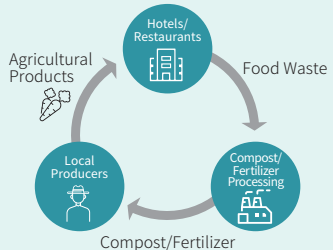
Food Recycling

As a unique Group initiative, we're developing a "food recycling loop" where food waste from hotel restaurants as well as kitchen waste is composted and used by local producers to grow crops that are then served to guests in our hotel menus. Together with our guests and local communities, we're pursuing "food circulation" that only we are in a position to accomplish.



Vegetable service at a buffet

Food Recycling Loop



Toward Carbon Neutrality by 2050

Climate change and its various environmental impacts represent a critical challenge for our Group's business operations. Accordingly, we are advancing energy conservation and green energy implementation initiatives with the goals of reducing CO₂ emissions by 40% by 2030 (compared to fiscal 2019 levels) and achieving carbon neutrality by 2050.



Solar Panel Installation

We have installed solar panels at all domestic membership resort hotels and Group golf courses. The electricity generated contributes to a portion of our daytime energy consumption, enabling environmentally conscious facility operations.



Grandee Hamanako solar panels

Electric Shuttle Bus

At Sanctuary Court Takayama, we have introduced electric shuttle buses to reduce environmental impact on the local area and enhance guest convenience. These vehicles produce zero greenhouse-gas emissions during operation and offer minimal noise and vibration, providing our guests with a comfortable riding experience.



Electric bus(Sanctuary Court Takayama)



Healthcare

In this era of hundred-year lifespans, we aim to help everyone live their own authentic, ever-radiant life through contributions to extending healthy life expectancy.



Helping people stay beautiful and healthy. Bringing physicians' research and correct medical mechanisms to society.

Our Medical Division started in 1994 with the HIMEDIC Yamanakako Club. Thirty years ago, when cancer disclosure and self-funded medical examinations were not yet common, we pioneered the introduction of PET scanning, enabling early cancer detection by conducting advanced screening. Through this, we created new forms of medical care and actively incorporated necessary medical technologies to support better living. Our initiatives go beyond merely providing medical services – we believe we play a major role in shaping the future of healthcare. Our appeal lies in our comprehensive involvement from disease detection through treatment to home care. We take pride in giving concrete form to physician aspirations and research and applying them in actual medical settings, which we believe also contributes to addressing societal challenges. I believe our Medical Division's pioneering spirit is about building proper mechanisms for early detection and treatment of diseases together with forward-thinking medical experts.



Kyoko Uemura

Executive Officer
Medical Division

Creating a Society Where No One Is Lost to Cancer

Preventive
Medicine

Our medical business began with membership-based medical examinations using advanced equipment like PET scanners. Our HIMEDIC business, which provides membership-based medical examinations, focuses on preventive medicine through early detection and treatment, particularly concerning the three major diseases of cancer, heart disease, and cerebrovascular disease. To achieve "a society where no one loses loved ones to cancer," we're also advancing BNCT (boron neutron capture therapy) operations, currently conducting domestic phase II clinical trials for angiosarcoma*1).



BNCT Treatment Room

*1) Cancer originating in blood-vessel endothelial cells. Can occur anywhere in the body but most commonly appears on the skin.

Joint Clinical Research with The Jikei University School of Medicine and Others

The Tokyo Midtown Center for Advanced Medical Science and Technology ("Advanced Medical Center") participated in joint clinical research with The Jikei University School of Medicine and others, contributing to the development and implementation of the world's first immunochemotherapy for inoperable pancreatic cancer patients (stage 3 or 4). This treatment combines WT1 dendritic cell vaccine with standard chemotherapy (gemcitabine and nab-paclitaxel). The Advanced Medical Center assists in vaccine production using proprietary cultivation techniques developed through some 15 years of joint research with medical institutions, including university hospitals. This clinical research achieved remarkably high results with a 70.0% treatment response rate*1) and 100% disease control rate*2), showing new possibilities for pancreatic cancer treatment.

*1) Treatment response rate: Percentage of patients whose tumors shrank or disappeared after treatment

*2) Disease control rate: Percentage of patients showing complete tumor disappearance, tumor reduction of 30% or more, or no change in tumor size

Healthcare

Focus on Dementia Prevention and Care

Healthy Longevity

In our Senior Life business, facilities nationwide hold an annual case presentation conference to compete in care planning, techniques, and quality. This is a meeting where multidisciplinary teams, including physicians, come together to evaluate cases that have led to improvements in residents' symptoms and quality of life, creating a system to elevate outstanding examples into shared knowledge across all facilities. Additionally, on the fourth floor of Felio Momochi in the city of Fukuoka, we received the Bronze Award for the "Humanitude" dementia care method. We will also implement this method across all facilities.



Solving Women's Health Issues Through Femtech

As women's empowerment gains importance, our Group embarked on full-fledged "femtech" (female technology) in 2021 to address women's health issues. This led to the creation of "est're," a brand based on gynecological concepts that supports women's physical and emotional fluctuations while promoting proper self-care. Further, Dr. Remi Yoshikata, Club Doctor at Grand HIMEDIC Club and gynecologist at Hamamatsucho Hamasite Clinic, actively shares information about women's health issues in various forums.



est're®

Sharing Health-related Information with Society

We share medical and nursing care information gained through our Group's operations with society.



ILACY
- medical media
for working women



Trust Garden
official
YouTube channel



Social Contributions

As a member of local communities, we work together with regions to convey their unique appeal, contributing to the preservation of rich cultural heritage and community revitalization.



Social Contributions

Local Production for Local Consumption

Our Group emphasizes "local production for local consumption" by using ingredients produced in the surrounding regions of where our hotels are located.

Using local ingredients contributes to benefits that include reducing environmental impact through lower food miles, fuel conservation, and CO₂ emission reduction, while also stimulating the local economy. Above all, it's an initiative that brings smiles to everyone involved – customers, producers, and chefs – by providing safe and reliable seasonal ingredients.

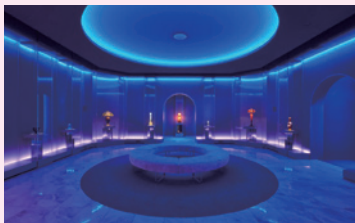
Creating
Local
Appeal



Cocktails made with regional ingredients

Promotion of Culture and Sports

Art and sports enrich people's lives and are essential elements of the "wonderful life" that our Group advocates. Sanctuary Court Takayama, which opened in March 2024, includes the Hida Takayama Museum of Art, preserving the artistic culture cherished by the region. In October 2024, we became a sponsor of the Nagoya Diamond Dolphins, contributing to the revitalization of our hometown of Nagoya, where our headquarters is located.



Hida Takayama Museum of Art – maintaining and continuing traditional art

Social Contributions

Communication with Local Communities

Regional Contributions

As a local member of the regional community, we value communication with regional residents. We engage in various activities such as, for example, volunteer work, participation in regional events, handling regional specialty products, and hosting school visits. Through these efforts, we aim to contribute to regional revitalization.



Gion Festival Volunteers

Donations Through the Corporate Hometown Tax System

We make donations using the regional revitalization tax system to areas closely connected with our Group. For instance, in the Gifu Prefecture city of Takayama, donations were allocated to the Hida Folk Village, while in Takashima, Shiga Prefecture, they were used for park maintenance near our hotel. In January 2024, we also made earthquake relief donations to Ishikawa Prefecture.

Donation Amount
for Fiscal Year 2023

¥155million



Donation award ceremony



Human

Supporting our employees' diverse values and lifestyles as we grow into an even stronger corporate Group with high-aspiration colleagues.



Attracting, developing, and enabling the success of people who fit our company – we're building the systems and structure to make this happen.

The Resorttrust Group creates value through human-delivered services, and our human resources are the driving force behind our growth. We attract and empower people who love serving others, making people smile, and bringing happiness to others. We aim to create a positive cycle where such talent can work over the long term and continue growing. To achieve this, we're focusing on creating an environment that offers both “job satisfaction and ease of working” throughout the company. One of our points of appeal is having many opportunities for diverse talent to demonstrate their own abilities. Through our internal job-posting system, we can match departments seeking new talent with applicants. Cross-business personnel transfers within the Group are possible, allowing for broad career development. We've also introduced a new Group talent system, registering all staff members' skills, career information, and the like, and are beginning to implement optimal personnel placement using this system. Our various systems and organizations continue to evolve flexibly together with corporate growth, and we consider this adaptability a major strength.

Satoru Hada

General Manager
HR Planning Department



Smile Spiral

To achieve "sustainable growth in each business centered on human-resource capability" as stated in our HR strategy, we must be a company where each employee can lead a "wonderful life."

We have established "Smile Spiral ↗" as our slogan for this purpose, making it the common language for all staff members. We are promoting a corporate culture where each individual can work with a smile, grow autonomously through their work, and continue to create new value for our customers.

Job
Satisfaction



Improving Engagement

A culture and environment where people can work energetically with job satisfaction while empathizing with the company's philosophy and identity is essential for staff and business growth. We implement various internal events and training for promotion of mutual understanding and knowledge-sharing through internal newsletters to help highly motivated staff gather and grow together. Some internal organizations have also introduced engagement surveys, using monthly responses to monitor changes and conditions by organization, helping to improve management and teamwork.



Hotel staff



Hotel and Golf Division staff

Diversity and Inclusion

People's lifestyles and ways of being are increasingly diversifying. Our Group has over ten thousand staff members, each with different individual attributes and preferences. To foster a culture that recognizes diversity and enables mutual growth, we're working to ensure that everyone can work energetically through such moves as promoting women's advancement, employing people with disabilities, supporting LGBTQ+, and utilizing foreign and senior staff.

Ease of Working



Female Manager Ratio

<Group> **19.6%**

※ Target for FY2027: 25%

Work-life Balance

We've established various systems and mechanisms to enable continued work and success while experiencing life events such as childcare and nursing care. For example, regarding work-life balance with childcare, we're expanding leave and work-style programs while promoting understanding through workshops. We also provide work and financial support to help balance work with family-care responsibilities or personal illness.



Work-life balance workshop

Paternity Leave Rate

<Group> **66.4%** | <Non-consolidated> **63.0%**

※ Target for FY2027: 85% for men

Resorttrust Group's materialities

Check here for details▶



Divisions	Categories	Group themes	Materialities	Associated goals
E	Earth	<ul style="list-style-type: none"> Reduction of environmental impact (living in harmony with nature into the future) 	<ol style="list-style-type: none"> Reducing GHG emissions 	
			<ol style="list-style-type: none"> Reducing plastic and food waste 	
			<ol style="list-style-type: none"> Conserving biodiversity 	
S	Prosperity	<ul style="list-style-type: none"> Achievement of "Together for a Wonderful Life" Collaborative creation of the Group's unique added value 	<ol style="list-style-type: none"> Offering services that accompany the lives of every person 	
			<ol style="list-style-type: none"> Pursuing service quality, safety, and innovation 	
			<ol style="list-style-type: none"> Contributing to regional revitalization 	
	People	<ul style="list-style-type: none"> "Wonderful Life" for staff members 	<ol style="list-style-type: none"> Promoting diversity and inclusion 	
			<ol style="list-style-type: none"> Pursuing happiness for all staff members 	
			<ol style="list-style-type: none"> Developing abilities and careers 	
G	Governance	<ul style="list-style-type: none"> Strengthening of governance 	<ol style="list-style-type: none"> Engaging in highly transparent and fair business operations 	
			<ol style="list-style-type: none"> Disclosing non-financial information and promoting dialogue with stakeholders 	

Sustainability Website

Check here for details (Japanese only)▶

Visit our website for the Group's sustainability information.



Access "ESG-related Regulations & Policies" here (Japanese only)▶



Access "Sustainability-related Data" here (Japanese only)▶



Resorttrust Co., Ltd.

2-18-31 Higashisakura, Naka-ku, Nagoya TEL. 052-933-6000 (main)

Corporate website

<https://www.resorttrust.co.jp/english/>

Sustainability website (Japanese only)

<https://www.resorttrust.co.jp/sustainability/>