

## **OPEN HOUSE Group's Policy on Provision of Safety and Security and Improvement of Customer Satisfaction**

Since our founding, OPEN HOUSE Group has always been thinking about "what our customers want." We will always listen to the voices of our customers with sincerity, and continue to be someone who can sympathize with their joys and worries about housing, and strive to improve customer satisfaction.

### **Providing safe and secure products and services**

Products and services such as houses offered by the OPEN HOUSE Group are not only important shelter in which our customers lead their daily lives, but also financial assets. Improvement of customer satisfaction is largely premised on providing houses built to ensure many years of residence with peace of mind. As such, we duly consider safety and security while continually striving to make improvements in that regard across all of our business processes encompassing land purchase, design, materials procurement, construction, sales and after-sales service.

Moreover, we demonstrate accountability when it comes to information pertaining to safety of products and services and other such concerns by explaining and disclosing such details to our customers as well as society at large in a timely and appropriate manner.

### **Improving customer satisfaction**

In addition to providing our customers with safety and security, we aim to offer them comfortable and attractive houses aligned with their demands at an affordable price. To such ends, we are committed to applying creativity and ingenuity to the task of meeting customer needs, while taking customer feedback seriously across all of our business processes encompassing land purchase, design, materials procurement, construction, sales and after-sales service. The OPEN HOUSE Group's Customer Service Office shares customer feedback with relevant departments in a timely and appropriate manner while also taking on the role of promoting the plan-do-check-act (PDCA) cycle for making improvements.

Meanwhile, operations of the OPEN HOUSE Group affect members of the surrounding community in addition to customers it serves directly in providing houses as well as other products and services. As such, we heed calls from society to better ensure that houses provided by the OPEN HOUSE Group contribute to creating appealing communities, enabling sustainable urban development, and energizing communities.