

GROUP GUIDE

Hankyu Hanshin Holdings **2021**



Hankyu Hanshin Holdings, Inc.
<https://www.hankyu-hanshin.co.jp/en/>



Mission

What we try to achieve

By delivering “Safety and Comfort” and “Dreams and Excitement”, we create satisfaction among our customers and contribute to society.

Values

What is important to us

1 Customer First

Everything we do is for the customer. That’s where it all starts.

2 Sincerity

Gain customers’ confidence by always being sincere.

3 Foresight & Creativity

With our pioneer spirit and flexible thinking, we create a new value.

4 Respect for People

Everyone is absolutely invaluable to the Group.

Principles

How to act to uphold our values and fulfil our mission

- 1 We treasure encounters with people, and do our best in the position of a customer.
- 2 We abide by laws and regulations, and act with a clear awareness of our social responsibilities.
- 3 We take pride and responsibility in our work, and carry it out promptly.
- 4 We are not concerned with what is just before us, but think from medium- and long-term perspectives.
- 5 We are not satisfied with present conditions, but fix our eyes on the future and act.
- 6 We have caring feelings and respect each other.
- 7 We communicate in a lively way and create a workplace with a positive atmosphere.
- 8 We cooperate with one another for the prosperity of the Group.

In October 2006, Hankyu Hanshin Holdings was established as a result of the management integration of Hankyu Holdings and Hanshin Electric Railway. Since then, the Hankyu Hanshin Holdings Group has worked in unison to heighten the competitiveness of each business. At the same time, the Group has used its collective strength to increase its overall profitability and grow its earnings. In conjunction with these efforts, we have steadily improved our financial position.

Amid this process of strong commitment, we formulated the Hankyu Hanshin Holdings Group Long-Term Management Vision for 2025 (fiscal 2026) in 2017, with the aim of achieving sustainable growth in a society that is undergoing and will continue to undergo change. Since then, we have devoted Group-wide efforts to implementing various measures in line with the strategies defined in the Long-Term Vision. However, the COVID-19 pandemic has dramatically accelerated changes in the business environment of the Group, including a decline in travel due to the spread of remote work and other factors, and the increased presence of cyberspace. These rapid changes require us to survive the coming era by responding appropriately to environmental changes that have occurred since the formulation of the Long-Term Vision, such as changes in consumer behavior driven by the pandemic, digital transformation (DX) triggered by the progress of digitalisation, increased momentum for work style reforms, and growing trends towards the achievement of the Sustainable Development Goals (SDGs), including the realisation of carbon neutrality. Based on this recognition, we will strive for the Group’s sustained growth while promoting corporate management in view of the new normal.

In addition, in May 2020, the Group released the Hankyu Hanshin Holdings Group Sustainability Declaration, which outlines the Group’s commitment to addressing various challenges in order to help realise a sustainable society. From now on, we will continue to promote sustainable corporate management based on the Declaration in order to further accelerate the Group’s ESG (Environmental, Social, and Governance) initiatives. We will also solve social issues through our business with the aim of continuously increasing the Group’s corporate value.

Going forward—adhering to our Group Management Philosophy—we will drive Group-wide growth while building relationships of trust with our customers and local communities. At the same time, the Hankyu Hanshin Holdings Group will unite to advance initiatives that meet the expectations of all stakeholders. As we move forward, we ask our stakeholders to continue to support us in our endeavours.

July 2021



Kazuo Sumi
Chairman and Representative Director,
Group Chief Executive Officer

Takehiro Sugiyama
President and Representative Director

The Group's History

Hankyu

- 1907** › Founding of Minoh-Arima Electric Railway Company (currently Hankyu Corporation)
- 1910** › Beginning of railway operations (Takarazuka Line [Umeda–Takarazuka] and Minoh Line [Ishibashi–Minoh])
› Beginning of real estate sales business (Beginning of sales of Ikeda Muromachi Residential Land Plots)
- 1913** › Formation of Takarazuka Girls' Revue (currently Takarazuka Revue Company)
- 1914** › Implementation of Takarazuka Revue's first performance
- 1926** › Opening of old Takarazuka Hotel (End of operations in March 2020; Relocation and reopening in June 2020)
- 1929** › Completion of Umeda Hankyu Building (Opening of Hankyu Department Store, Asia's first railway terminal department store)
- 1947** › Separation of department store sector and related businesses to establish Hankyu Department Stores, Inc.
- 1948** › Launch of airline agency business (Conclusion of Japan's first agency agreement with Pan American Airways)
› Approval as Japan's first IATA air cargo agency
- 1952** › Establishment of Hankyu Realty Co., Ltd. (currently Hankyu Hanshin Properties Corp.)
- 1960** › Establishment of Hankyu Express International Co., Ltd. (currently Hankyu Travel International Co., Ltd.)
- 2004** › Entry into real estate investment trust (REIT) business



2006 Establishment of Hankyu Hanshin Holdings, Inc.

- 2007** › Beginning of issuance of 'STACIA', a new Group card common to Hankyu and Hanshin
- 2008** › Establishment of Hankyu Hanshin Hotels Co., Ltd. (Hankyu Hotel Management Co., Ltd., Hotel Hanshin Co., Ltd., and Hotel Hanshin Restaurant Systems Co., Ltd. merged and renamed)
› Establishment of Hankyu Express Co., Ltd. (Through a spin-off of international shipping business of the former Hankyu Travel Co., Ltd.)
- 2009** › Establishment of Hankyu Hanshin Express Co., Ltd. (Hankyu Express Co., Ltd. and Hanshin Air Cargo Co., Ltd. merged and renamed)
- 2018** › Establishment of Hankyu Hanshin Properties Corp. (Real estate business of Hankyu Corporation and Hanshin Electric Railway Co., Ltd. transferred to Hankyu Realty Co., Ltd., which was renamed)

Hanshin

- 1899** › Founding of Settsu Electric Railway (currently Hanshin Electric Railway Co., Ltd.)
- 1905** › Beginning of railway operations (Kobe [Sannomiya]–outer Osaka [Deiribashi])
- 1909** › Launch of land and buildings leasing business (Completion of 30 rental houses in front of Nishinomiya Station)
- 1924** › Opening of Koshien Stadium (Later renamed Hanshin Koshien Stadium)
- 1933** › Opening of Hanshin Mart at Hanshin Umeda Station (Full-scale entry into retail business in a terminal) (Closing in September 1941)
› Completion of Sannomiya Hanshin Building (Lease to Kobe Sogo Department Store; Full-scale entry into building leasing business)
- 1935** › Establishment of Osaka Baseball Club (Osaka Tigers, currently Hanshin Tigers)
- 1937** › Beginning of business on Mt. Rokko (Opening of Rokkosan Country House)
- 1940** › Opening of Hanshin Mart (later renamed Hanshin Department Store; currently Hanshin Department Store Umeda Main Store)
- 1948** › Launch of airline agency business
- 1950** › Approval as IATA air cargo agency
- 1967** › Opening of Hotel Hanshin (currently Hotel Hanshin Osaka)
- 1991** › Opening of urban-type CATV 'Channel Wave Amagasaki'
- 2006** › Conclusion of master license agreement of Billboard brand



Group Overview

Our corporate group supports people's lives, colours their lives, and proposes enriched lifestyles.

Throughout its long history of over 100 years, the Hankyu Hanshin Holdings Group has continued to offer unprecedented services in a broad range of fields, from the railway business as its basis to the development of houses and commercial facilities and the provision of thrilling entertainment, such as that provided by the Hanshin Tigers baseball team and the Takarazuka Revue. We have thereby contributed to high-quality community building, primarily in line-side areas, and have brought a new perspective to society, accumulating many achievements. Through these activities, we have continued to deliver our customers "Safety and Comfort" to support their lives and "Dreams and Excitement" to colour their lives.

We will continue to provide high-quality services through the concerted efforts of the Group, leveraging our brand that has been nurtured over time and our know-how of community building.

Customer Satisfaction Survey



In the Japanese Customer Satisfaction Index,* Hankyu Corporation has been ranked first in the suburban railway category (industry) for 12 consecutive years, from FY2010 to 2021, since the survey began. The same index also ranked Takarazuka Revue Company first among all 422 surveyed companies/ brands from 36 industries in the overall annual rankings in FY2019. The Group has thus earned great public recognition in terms of customer satisfaction.

* JCSI is the largest-scale customer satisfaction survey in Japan, conducted by Service Productivity & Innovation for Growth (SPRING) under the Japan Productivity Center to evaluate companies and brands using statistical techniques based on responses from over 130,000 users.

Questionnaire about Areas to Live (in the Kansai Region)

With convenience provided by railway networks between main cities in the Kansai region and abundant living infrastructure, the areas along the Group's railway lines are highly rated by people as areas where they wish to live. Our power to enhance the value of line-side areas is among our strengths.

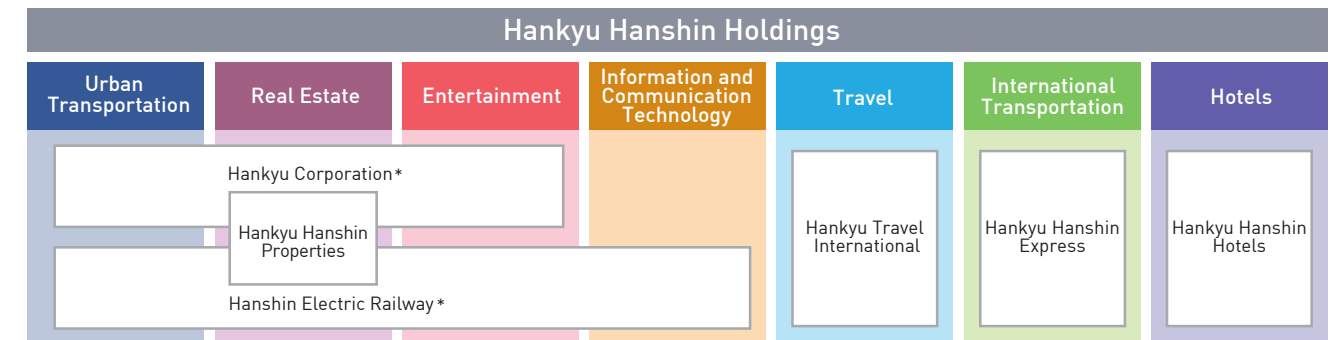
- 1st : Nishinomiya-kitaguchi
- 2nd : Shukugawa
- 3rd : Umeda/Osaka
- 4th : Okamoto
- 5th : Mikage

* Questionnaire survey conducted on MAJOR7 (a website run by seven major Japanese real estate companies) in September 2020

Core Businesses and Companies

We have core businesses in seven business domains: Urban Transportation, Real Estate, Entertainment, Information and Communication Technology, Travel, International Transportation, and Hotels. Further, under the direction of the Company, which supervises the Group's management, these businesses are operated by six core companies: Hankyu Corporation, Hanshin Electric Railway Co., Ltd., Hankyu Hanshin Properties Corp., Hankyu Travel International Co., Ltd., Hankyu Hanshin Express Co., Ltd., and Hankyu Hanshin Hotels Co., Ltd. Through these core businesses and companies, we will foster organic growth across the entire Group.

Core Business Segments



* As for our Real Estate Business, Hankyu Corporation and Hanshin Electric Railway collaborate with Hankyu Hanshin Properties to promote urban development of real estate owned by Hankyu Corporation and Hanshin Electric Railway for rent and development in cooperation with transportation networks, local governing bodies and others in Umeda and their line-side areas.

(As of 1st April 2021)

Consolidated Performance Trends

	FY2017	FY2018	FY2019	FY2020	FY2021
Revenues from operations (¥billion)	736.8	760.3	791.4	762.7	568.9
Operating income (¥billion)	104.1	105.2	114.9	95.2	2.1

In fiscal 2021, the Group's consolidated revenues from operations and operating income fell significantly due to the massive impact of the COVID-19 pandemic on many of the Group's businesses, including the urban transportation, hotels, entertainment, real estate, and travel businesses.

Hankyu Hanshin Holdings Group Sustainability Declaration

In May 2020, the Hankyu Hanshin Holdings Group released the Hankyu Hanshin Holdings Group Sustainability Declaration, which outlines the Group's commitment to addressing various challenges in order to help realise a sustainable society.

General Principles

Create a future grounded in "Safety and Comfort", and a future coloured by "Dreams and Excitement".

For over a hundred years, we have sought to cultivate communities and enrich lives. Leveraging this experience, we commit ourselves to addressing social and environmental challenges and working toward a sustainable future, one that offers a fulfilling, joyful life to all and inspires the next generation to dream with hope.

Priority issues (materiality matrix) Six priority issues to address as part of our sustainable business practices



Major non-financial KPIs

- | | |
|---|---|
| <ul style="list-style-type: none"> Zero culpable incidents in our railway business Employee satisfaction: Always better than in previous survey * Women in management positions: Around 10% in FY2031 Women among new hires: Always more than 30% Percentage of specific health guidance provision: More than 60% (FY2026) Smoking prevalence: Less than 15% (FY2026) | <ul style="list-style-type: none"> Paternity leave uptake: 100% (FY2026) Rate of CO₂ emissions cuts (target for FY2031 compared to FY2014) <ul style="list-style-type: none"> •Cut emissions by 26% at Hankyu Hanshin Holdings and subsidiaries' Japanese worksites •Cut railway energy consumption of Hankyu's and Hanshin's railways by 40% |
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* The survey is conducted biennially.

SDGs related to the priority issues



External evaluation

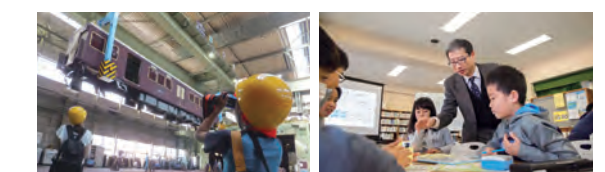
Winning the SDG Partnership Award (Special Award) at the 4th Japan SDG Awards

The Hankyu Hanshin Holdings Group won the SDG Partnership Award (Special Award) at the 4th Japan SDG Awards, organised by the Japanese Ministry of Foreign Affairs, in commendation for the initiative of Hankyu Corporation and Hanshin Electric Railway to operate the Dreams and Communities of the Future SDGs Trains.



Winning the Minister of Education, Culture, Sports, Science and Technology Award (Best Award) in the FY2021 for Recognising Companies That Offer Activities for Young People

The Hankyu Hanshin Holdings Group won the Minister of Education, Culture, Sports, Science and Technology Award (Best Award) in the FY2021 in recognition of our activities for young people: the Hankyu Hanshin Dreams and Communities Challenge Troop, a hands-on learning programme for primary school children organised by the Group; and the Hankyu Dreams and Communities Exciting Work Programme, an extension class programme targeting primary schools offered by Hankyu Corporation.



Hankyu Hanshin Dreams and Communities of the Future Project

For over 100 years, the Hankyu Hanshin Holdings Group has grown with the local community, primarily in areas along its railway lines, and built up relations of mutual trust. In April 2009, we launched the Hankyu Hanshin Dreams and Communities of the Future Project as a community contribution initiative, to ensure that the Group will continue to exist and prosper over the next century as a member of the local community.

Basic Policy

Centering around our line-side areas, we intend to promote the creation of towns and cities where people will truly want to live.

Priority Areas

Community-based environment-friendly development
 As a Group with strong local roots, we are committed to sustainable community building with environment-friendly developments that provide local residents with security, peace of mind, and cultural enrichment.

Human capital development for the next generation
 We are creating opportunities for the healthy development of ambitious children, upon whose shoulders the task of building the communities of the future rests.



私たちは、未来へつなぐ「地域環境づくり」と「次世代の育成」に貢献します。



Urban Transportation

Connecting railways, buses and taxis to provide a variety of transportation services that realise safety, reliability and comfort

By connecting railways, buses and taxis, we have formed a large network centred on two companies —Hankyu Corporation and Hanshin Electric Railway—in the Kansai region, mainly in the Osaka, Kobe and Kyoto areas. In addition, we are enhancing the value of line-side areas by realising synergistic benefits through the integrated management of transportation advertising and retail businesses, which run merchandising facilities inside and near railway stations.

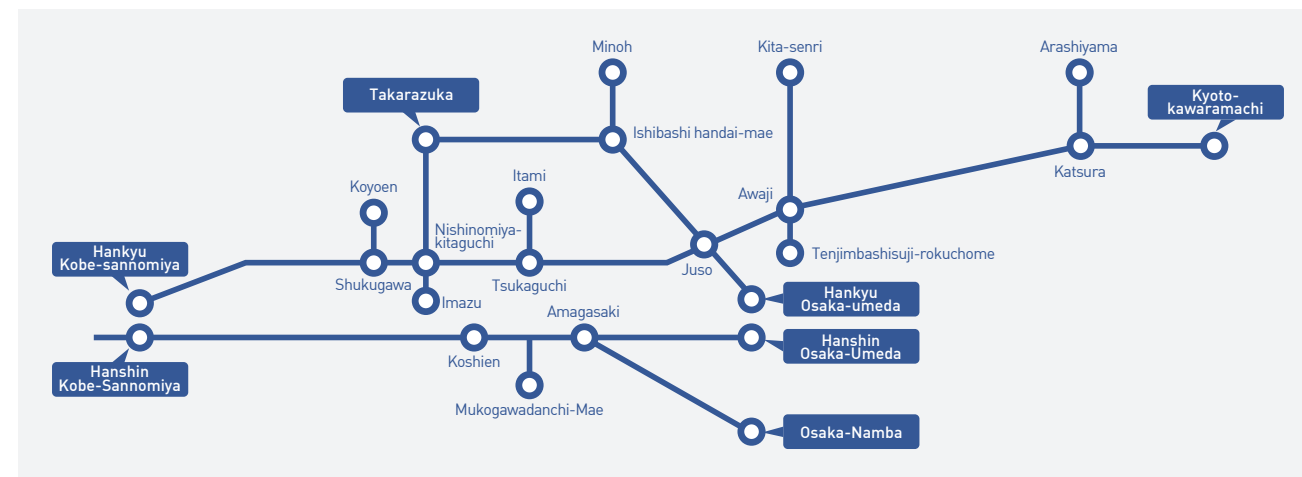


Railway operations

Extensive railway network linking Osaka, Kobe, Kyoto and various other areas in the Kansai region

These operations form a network in the Kansai area that centres on the railway lines of Hankyu Corporation and Hanshin Electric Railway. Hankyu Corporation's railway lines link Osaka (Umeda) with Kobe, Takarazuka, and Kyoto. Meanwhile, Hanshin Electric Railway is the only private (non-JR) railway operator with railway lines that directly link Kobe with Osaka's major northern and southern terminals, which are Osaka-Umeda and Namba, respectively. The operating kilometers of Hankyu Corporation and Hanshin Electric Railway are 143.6 km* and 48.9 km,* respectively.

* Including tier 2 railway operators



Buses & Taxis

Providing bus and taxi services mainly in areas along the Hankyu and Hanshin Lines in collaboration with railway services

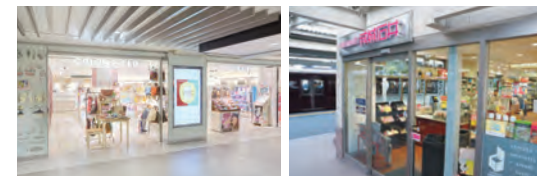
Hankyu Bus and Hanshin Bus offer bus location services that enable real-time checking of the status of buses operating on routes, and have introduced an in-house IC passenger card, 'hanica', to enhance customers' convenience. Moreover, all Hankyu Taxi and Hanshin Taxi cabs accept various forms of electronic payment to cater to diversifying payment needs. We are also promoting eco-driving techniques out of concern for the environment.



Retailing

Providing retail services inside and near railway stations

Inside and near railway stations on the Hankyu and Hanshin lines, we operate COLOR FiELD cosmetics and clothing shops, DOUBLEDAY furniture and interior goods shops, Seijo Ishii franchise supermarkets, and other shops. In addition, we partner with outside companies to provide a wide selection of shops, thereby offering greater convenience to customers who use our railway stations.



Advertising

Effectively leveraging the vast reach of transportation advertising

We provide customers with value-added spaces through a wide line-up of advertising, from advertising in trains, terminals, and concourses to digital signage. Moreover, we effectively leverage our retail business's contact with customers and manufacturers and the vast reach of the transportation advertising business to promote goods sold in shops inside and near our stations on transportation advertising media or in event spaces.





Real Estate

Contributing to creation of appealing towns and offering enriched lifestyles

Focusing on building attractive towns and cities along railway lines, the Real Estate Business has shared its growth with the Urban Transportation Business. We develop, lease and administer commercial facilities and office buildings that create vibrant communities. We also provide quality residences that match each person's lifestyle. Further, we are engaged in real estate fund management, which combines the fields of real estate and finance. As the inheritors of urban development DNA, we are turning future designs into reality.



Development

Promoting Diverse Development Projects That Create Vibrant Communities

In Osaka-Umeda, we have made steady progress in the Umeda 1-1 Project (Building name: Osaka Umeda Twin Towers South) towards the completion of the entire building in 2022. We are also promoting the Umekita Phase II Development Project (tentative name) with a view to prior partial opening (private housing lots and an urban park) around the summer of 2024, and the opening of the entire Umekita Phase II Development Project area in FY2028. Moreover, in the area to the southeast of Hankyu Nishinomiya-kitaguchi Station, we are implementing the Hankyu Nishinomiya Gardens Western-site Development Project (tentative name) with a view to opening in September 2023. Furthermore, we are also carrying out various development projects mainly in five wards in downtown Tokyo.



A rendering of the completed Osaka Umeda Twin Towers South

Leasing

Owning and Managing Numerous Commercial Facilities and Office Buildings and Helping to Develop Appealing Towns

We have many commercial facilities and office buildings, primarily in Osaka-Umeda and areas served by the Hankyu and Hanshin lines, including the Umeda Hankyu Building, GRAND FRONT OSAKA, HERBIS OSAKA/HERBIS ENT, and Hankyu Nishinomiya Gardens. We own a total of over 2 million square metres of leasing property*.

We are taking steps to heighten our competitiveness and utilisation rates through the provision of various services, including the Hankyu Hashin Odekake Card service which can be used in the Group's main shopping centres.

* As of 31st March 2021



HERBIS ENT



Hankyu Nishinomiya Gardens

Sales

Offering Homes That Realise Customers' Dreams Mainly through Sales under the Geo Brand

Geo brand condominiums are designed with quality from the customer's point of view, and with the hope that people will grow increasingly attracted to them over the years. We have also launched a new detached house brand, 'Geo Garden'. By aggressively developing these businesses, we are able to offer "dreams come true" homes for customers.



Geo Kltasenri Fujishirodai



Geo Garden Saito Minoh

Overseas Business

Making Forays into Countries in the ASEAN Region

Leveraging our track record in Japan, we are participating in projects to sell approximately 30,000 houses* in five countries: Thailand, Vietnam, the Philippines, Indonesia, and Malaysia. Through these projects, we aim to continue to expand our real estate sales business overseas.

In Indonesia, we have entered the overseas real estate leasing business on a full-scale basis. By investing in an Indonesian entity that owns the 'Plaza Indonesia Complex', the country's leading complex comprising a commercial facility, business offices, and a hotel, and 'FX Sudirman', which is a commercial complex housing a theatre, a movie theatre, and more, we are actively involved in business operations.

* As of July 2021



Niche Mono Sukhumvit-Bearing (Thailand)



Plaza Indonesia Complex



Entertainment

Producing dreams and excitement for people

We enrich people’s lives by providing a varied selection of live entertainment through our businesses. These include the sports business and the stage business, which are unique strengths of the Group. The entertainment we offer centres on the Hanshin Tigers, a professional baseball team with passionate fans throughout Japan; the Hanshin Koshien Stadium; and the Takarazuka Revue, which continually adds to its layered history guided by a philosophy of ‘Modesty, Fairness and Grace’.



Sports

HANSHIN Tigers



With an illustrious history and tradition, the Hanshin Tigers will celebrated its 85th anniversary in 2020. The team attracts some of the highest attendances among professional baseball teams in Japan. By thrilling crowds, the team members’ performance continues to contribute to the development of baseball in Japan.



Hanshin Koshien Stadium

In addition to enjoying fame as the home ground of the Hanshin Tigers and the venue of the National High School Baseball Championship and Invitational Tournament, Hanshin Koshien Stadium hosts various large-scale events, including the final of the Japan University American Football Championship. In view of 2024, which will mark the centennial of its opening, the stadium will continue to develop and retain its enduring appeal, building on its illustrious history.



Stage



Takarazuka Revue

The Takarazuka Revue is one of the most unique theatrical companies in the world, with a cast comprised solely of actresses, and dazzles audiences with “inspiration” and “dreams”. The revue’s illustrious history stretches back more than 100 years to its debut performance in 1914. In addition to year-round performances at the Takarazuka Grand Theater and the Tokyo Takarazuka Theater and performances staged throughout Japan, the group has thus far been on 27 overseas tours in 18 countries and regions*. The revue’s performances can also be seen via the Takarazuka Sky Stage dedicated channel, the internet, and live broadcasts in cinemas.

* As of July 2021



Umeda Arts Theater

Umeda Arts Theater operates two theatres: the Main Hall, which has 1,905 seats, and the 898-seat Theater Drama City. It hosts a wide variety of shows, including plays, musicals, concerts and Takarazuka Revue performances.



Music

Billboard

With a history of more than 100 years, Billboard is the most trusted music brand in the world. Since concluding a license agreement for Japan with Billboard in 2006, we have been developing an array of businesses, including clubs.



Leisure

Mt. Rokko

Mt. Rokko is known as one of Japan’s best night-view spots. It also boasts a wide variety of leisure facilities, including one of the largest adventure playgrounds in Japan, ski slopes, an alpine botanical garden, an observatory, and museums. In addition, the exhibition event platform Rokko Meets Art, which combines the nature and scenery of Mt. Rokko with modern art, has received critical acclaim.





Information and Communication Technology

Contributing to the development of society through information and communications technology.

We provide support for businesses in today's highly networked information society, and deliver peace of mind and comfort in daily life through businesses in three areas. The activities of information services businesses include developing systems related to social infrastructure, and building and maintaining e-commerce websites. In addition, broadcasting and communications businesses focus on offering regionally based television, internet, and telephone services. Meanwhile, our safety and education businesses provide security services, programming education, and other services.



Information Services

Itec Hankyu Hanshin

In addition to such internet businesses as e-commerce and website production, Itec Hankyu Hanshin uses capabilities fostered over many years to conduct a wide range of systems development related to social infrastructure, including railways and buildings.

Further, the company provides solutions related to clinical tests, medical examinations, health and productivity management, and other areas of the medical field, and offers contract services in such areas as the development of high-quality software. By delivering assurance and comfort in daily life and strengthening its solutions still further, the company aims to roll out services nationwide.



Broadcasting and Communications

Bay Communications (Baycom) Himeji Cable Television (WINK) BAN-BAN Networks

Primarily in line-side areas, we provide information infrastructure that enables convenient access to television, Internet, and telephone services. Recently, we have not only begun to offer higher-specification optical Internet services and high-speed wireless Internet services, but have also focused on producing original community-channel programmes from local perspectives.



Safety

Mimamorume



In the *Mimamorume* system, children carry wireless IC tags. When a child passes through the school gates, their guardian is notified by email. Using this system in combination with monitoring cameras installed by local governing bodies, the *Machinaka Mimamorume* service provides notifications of the locations of people who require monitoring, such as children or senior citizens. In this way, we are helping to create towns where people can live with safety and confidence.



Education

Robot Programming Classes



ProgLab offers robot programming classes aimed at developing the ability of children as future leaders to realise their ambitions by cultivating their reasoning, problem-solving, and creative skills based on the methodology of STEAM education.* Approximately 6,000 students currently attend *ProgLab* classes. We also offer extension and extracurricular classes at schools.

* Educational methodology that enables children to learn science, technology, engineering, art, and mathematics in an integrated manner





Travel

Creating safe and secure travel itineraries that can gratify customers' desires

Since our establishment in 1948, we have always valued customers' viewpoints and responded to their diversifying needs by taking advantage of our long-developed expertise.

We will further develop our capabilities to devise and propose travel plans, and increase the quality of our products to provide novel itineraries designed for safe and secure travel suitable in the age of the new normal.



Overseas & Domestic Travel

Offering Customers Unforgettable Journeys through Five Brands



行きたい旅、見つかる。



ともに、感動。深まる。



見つけた! 私だけの旅



「思いどおりの旅」という贅沢を。



Focused on guided tours, the Group's Travel Business operates worldwide. We offer travel packages in a line-up of five brands: *Traptics*, our core brand; *Crystal Heart* and *Hanshin Koku Friend Tour*, both of which feature relaxed travel schedules; *e-very*, which markets plan-it-yourself packages; and the *Royal Collection*, which features luxury custom-made travel packages. These travel packages are promoted and sold through a wide range of channels, including newspaper advertisements, magazines, the Internet, TV shopping, and commercials. We are also concentrating our efforts on catering to increasingly diverse demand by creating new travel packages based on cruises, domestic bus tours featuring the *CRYSTAL CRUISER Sumile*, hiking, community-based tourism, and other activities.



Group Travel

Providing Services Responding to Group Travel Needs

We provide planning and proposal services for various types of group travel, ranging from inspection tours, employee leisure trips, training excursions, events and conventions, and other types of group travel used by companies and other entities, to school trips and other education-related travel. In these services, we call upon the experience and insight gained throughout our long history to cater to our customers' diverse needs.



Business Travel

Supporting Relaxed and Comfortable Business Travel

We use our accumulated expertise to provide stress-free, comfortable business trips. Our services include reservations and ticketing for all the world's airlines, visa applications for every country, hotel reservations after arrival at a destination, and arrangement of interpreters. Moreover, through such services as business travel management, which helps reduce costs and manage risks, we support customers' overseas business development.



Travel for Visitors to Japan

Conducting Tours of Japan with Exceptional Attention to Detail

We are developing and expanding new markets through our overseas offices in Europe, Singapore, and other locations. We provide meticulous services to satisfy visitors from Europe, Southeast Asia and other parts of the world.





International Transportation

Delivering optimal logistics and high-quality global services

By leveraging our track record and know-how garnered over more than 50 years as a pioneer in the development of transportation services overseas, we manage integrated air and sea freight transportation and multinational transportation. By providing comprehensive services that encompass customs clearance through storage and management and logistics consulting, we help our customers optimise their supply chain management.



International Airfreight Transportation

As Japan's First IATA-Approved Cargo Agency, Providing Reliable International Transportation Services

Since becoming an International Air Transport Association (IATA) accredited freight transporter and joining the international airfreight industry in 1948, Hankyu Hanshin Express has developed a reputation for dependability. Our seamlessly integrated start-to-finish service has come to be depended on by many businesses. We provide swift and reliable door to door international freight services, both importing and exporting, through cooperation with our more than 100 bases in 28 countries and regions, overseas subsidiaries, and partnerships with contracted agencies.



International Maritime Cargo Transport

Providing Door-to-Door Marine Transportation Services for Both Imports and Exports

As a non-vessel operating common carrier (NVOCC), we provide international maritime freight services by utilising our global network just as we do for our airfreight services. We offer optimised door to door services tailored to customer needs, including transportation services of FCL (full container load), LCL (less than container load), special containers and break bulk cargo, as well as import and export customs clearing and logistics consulting services.



Logistics

Proposing and Achieving Optimal Logistics Solutions

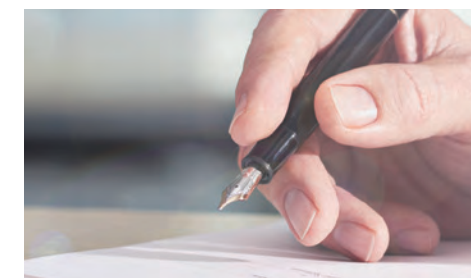
Our highly equipped logistics consulting service experts provide logistics solutions, optimised for each customer, fully utilising the latest information technology. We enable speedy, high quality logistics through comprehensive support of the complete logistics process including storage and management at high-tech warehouses, distribution processing and delivery. In 2009, we were certified as an Authorised Warehouse Operator under the Authorised Economic Operator (AEO)* programme.



Customs Clearance

Offering Appropriate and Speedy Customs Clearance Based on Compliance

Import or export of cargo must be granted clearance by declaring the content and quantity of cargo to customs. We excel at this complicated customs clearance process. We have been granted customs clearing authorization by six commissioners of customs across Japan. Our customs clearing professionals led by registered customs specialists deliver swift and effective customs clearing based on compliance requirements. In 2017, we received certification as an Authorized Customs Broker under the AEO* programme.



* A regulatory exemption that allows simplified customs clearance and processes and which is applicable to companies that meet a certain standard of cargo security management and compliance



Hotels

Japan’s leading hotel chain operator

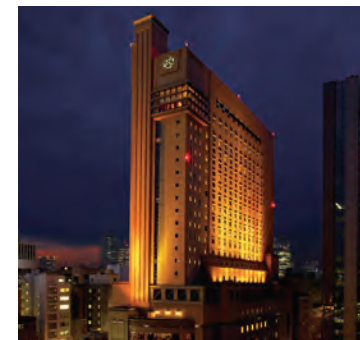
From comfortable hotels designed for a better night’s sleep to ‘city hotels’ providing meal and banquet services at restaurants and luxurious hotels for enjoying the extraordinary, we offer the best in hospitality tailored to our customers’ needs.

Hankyu-Hanshin-Daiichi Hotel Group

Expanding Our Hotel Chains Based on More Than 90 Years of History and Tradition

The Hankyu-Hanshin-Daiichi Hotel Group is one of the leading hotel chain operators in Japan, with a total of 49 hotels housing more than 12,000 guest rooms throughout Japan, from Tokyo and Osaka to Tohoku and Kyushu. We operate a wide variety of hotels, including luxury hotels, budget hotels, and resort hotels, as well as ‘remm’ brand hotels designed to provide guests with a comfortable sleep. We are also further committed to satisfying guests’ diverse needs by adding new brands: ‘remm+’, which pursues greater comfort, and Hotel Hankyu RESPIRE, which focuses on allowing guests to relax and refresh.

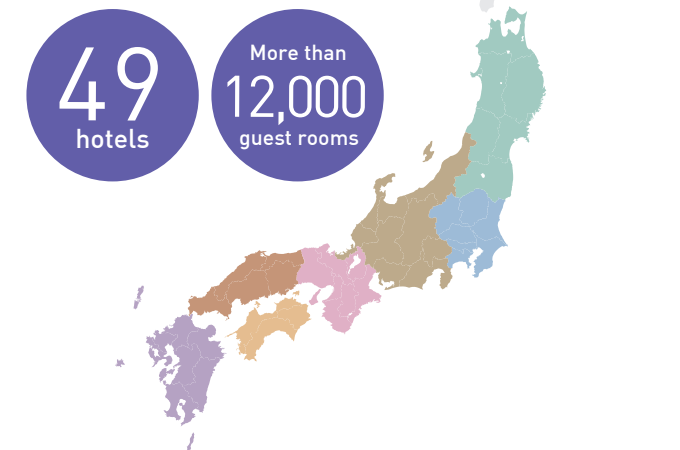
In our role as a hotel chain operator, we are capitalising on the hotel management know-how we have accumulated over many years to widely support affiliated hotels. We are working to expand our hotel network and strengthen our marketing capabilities.



Dai-ichi Hotel Tokyo



Hotel new Hankyu Osaka



Hankyu-Hanshin-Daiichi Hotel Group: Listed Hotels [As of 1st July 2021]

Kinki Area	Kanto Area	Tohoku Area	Shikoku Area
-Direct operation: 12- Hotel New Hankyu Kyoto remm SHIN-OSAKA Hotel Hankyu International Hotel new Hankyu Osaka Hotel new Hankyu Osaka Annex Osaka Umeda OS hotel Hotel Hankyu RESPIRE OSAKA Hotel Hanshin Osaka Hotel Hanshin Annex Osaka Senri Hankyu Hotel Osaka Takarazuka Hotel remm plus KOBE SANNOMIYA -Chain hotel: 6- Hotel Boston Plaza Kusatsu Hotel Royal Hill Fukuchiyama & Spa Amano Hashidate Hotel Osaka Dai-ichi Hotel Hotel Bay Gulls Arima Kirari Hotel	-Direct operation: 9- Dai-ichi Hotel Tokyo Dai-ichi Hotel Annex remm plus GINZA remm TOKYO KYOBASHI remm HIBIYA remm AKIHABARA remm ROPPONGI Dai-ichi Hotel Tokyo Seafort Kichijoji Dai-ichi Hotel -Chain hotel: 6- Ginza Creston Hotel Yaenomidori Tokyo Ours Inn Hankyu Dai-ichi Hotel Ryogoku Dai-ichi Inn Ikebukuro Dai-ichi Inn Shonan	-Chain hotel: 4- Tokyo Dai-ichi Hotel Iwanuma Resort *Scheduled to close on 30th November 2021 Tokyo Dai-ichi Hotel Tsuruoka Tokyo Dai-ichi Hotel Yonezawa *Scheduled to close on 30th September 2021 Tokyo Dai-ichi Hotel Shin-Shirakawa Chubu / Hokuriku Area -Chain hotel: 2- Dai-ichi Inn Shinminato Tokyo Dai-ichi Hotel Nishiki Chugoku Area -Chain hotel: 3- Royal Park Hotel Kurashiki Hotel Ichibata Kure Hankyu Hotel	-Chain hotel: 6- Takamatsu Kokusai Hotel JR Hotel Clement Takamatsu JR Hotel Clement Tokushima The Crown Palais New Hankyu Kochi Tokyo Dai-ichi Hotel Matsuyama Imabari Kokusai Hotel
			Kyushu Area
			-Direct operation: 1- remm KAGOSHIMA



The Ritz-Carlton Osaka

“Home Away from Home”—Relaxing Ambience and Heart-warming Hospitality to Welcome Guests

Besides the Hankyu-Hanshin-Daiichi Hotel Group, we manage The Ritz-Carlton Osaka. This luxury hotel, which is the first hotel the U.S.-headquartered Ritz-Carlton hotel chain opened in Japan, has received high acclaim since its opening. The classical ambience created by its timeless interior design coupled with sincere hospitality and attention to detail provides guests with unique memories and a highly personalised experience.



La Baie [Restaurant]

Hankyu Hanshin Holdings Group Summary

(As of 1st July 2021)

Hankyu Hanshin Holdings, Inc.

Established: 19th October 1907
Registered Head Office: 1-1 Sakaemachi, Ikeda-shi, Osaka 563-0056, Japan
Head Office: 1-16-1 Shibata, Kita-ku, Osaka 530-0012, Japan
Tokyo Office: Toho Hibiya Bldg., 17F, 1-2-2 Yurakucho, Chiyoda-ku, Tokyo 100-0006, Japan
(Personnel and General Affairs Div.)
Paid-in Capital: ¥99,474 million

Core Companies

- HANKYU CORPORATION
- HANSHIN ELECTRIC RAILWAY CO.,LTD.
- Hankyu Hanshin Properties Corp.
- HANKYU TRAVEL INTERNATIONAL CO.,LTD.
- HANKYU HANSHIN EXPRESS CO., LTD.
- Hankyu Hanshin Hotels Co., Ltd.

Urban Transportation

- ALNA SHARYO CO., LTD.
- IINA DINING CO.,LTD.
- Ikeda LPG inc
- Eki Retail Service Hankyu Hanshin Co., Ltd.
- Osaka Airport Transport Co.,Ltd.
- Osaka Hanshin Taxi Co., Ltd.
- OSAKA MOTOR TECHNOLOGY CO.,LTD.
- KITA-OSAKA KYUKO RAILWAY CO.,LTD.
- KOBE RAPID TRANSIT RAILWAY CO.,LTD.
- Tango Kairiku Kotsu Co., Ltd.
- NISHIOSAKA RAPID RAILWAY CO.,LTD.
- Nishiyama Driveway Co., Ltd.
- Nose Electric Railway Co.,Ltd.
- Haks Hanshin Co., Ltd.
- HANKYU KANKO BUS CO.,LTD.
- Hankyu Commuterbus Management Co.,Ltd.
- Hankyu Style Labels Co.,Ltd.
- Hankyu Sekkei Consultant Ltd.
- Hankyu Taxi Inc.
- HANKYU DRIVING SCHOOL HATTORI RYOKUCHI
- Hankyu Bus Co., Ltd.
- HANKYU HANSHIN MOTOR TECHNOLOGY CO.,LTD.
- Hankyu Hanshin Electric System Co.Ltd
- Hankyu Railway Service Co.,Ltd.
- Hanshin Sharyo Maintenance Co.,Ltd.
- HANSHIN STATION NET CO.,LTD.
- Hanshin Taxi Co., Ltd.
- HANSHIN BUS CO.,LTD.
- Limousine Total Service Co.,LTD
- Railway Operation Hankyu Co.,Ltd.
- HK Electric Industries,Ltd.

Real Estate

- Advance Development Co.,Ltd.
- Umeda Center Building Co., Ltd.
- Osaka Diamond Chikagai Co., Ltd.
- Kyokuto Co.,Ltd.
- Senri-Asahi-Hankyu-Building Administrative Co.,Ltd.
- Hankyu Nigawa Sports Garden Co., Ltd.
- HANKYU HANSHIN ESTATE SERVICE CO.,LTD.
- Hankyu Hanshin Clean Service Co.,Ltd.
- Hankyu Hanshin High Security Service Co.,Ltd.
- Hankyu Hanshin Housing Support Ltd.
- Hankyu Hanshin Building Management Co.,Ltd.
- Hankyu Hanshin Real Estate Investment Advisors, Inc.
- Hankyu Hanshin REIT Asset Management,Inc.
- [Overseas subsidiaries]
 - Hankyu Hanshin Properties Singapore Pte. Ltd.
 - Hankyu Hanshin Properties (Thailand) Co., Ltd.
 - Hankyu Hanshin Properties Vietnam Co., Ltd.
- [Other organisations]
 - Urban Innovation Institute
 - Hankyu Kyoueikai Medical Corporation

Entertainment

- WELLNESS HANSHIN,INC.
- Umeda Arts Theater Co.,Ltd.
- TAKARAZUKA Creative Arts CO.,LTD
- TAKARAZUKA STAGE CO.,LTD
- TAKARAZUKA LIVE NEXT Co.,Ltd.
- HANSHIN CONTENTS LINK CORPORATION
- Hanshin Tigers Baseball Club,Ltd.
- P & P Hamamatsu Co., Ltd.
- Mt.ROKKO CABLE CAR & TOURISM COMPANY
- [Other organisations]
 - Takarazuka Music School
 - Takarazuka Revue Company

Information and Communication Technology

- ITEC SOFTWARE CO.,LTD.
- ITEC HANKYU HANSHIN CO.,LTD.
- Rworks, Inc.
- FM KITA INC.
- System Giken Co., Ltd.
- NIHON PROTEC CO.,LTD.
- HANSHIN CABLE ENGINEERING CO.,LTD.
- Himeji Cable Television Co.,Ltd.
- Bay Communications Inc.
- Mimamorume Co.,Ltd.
- YMIRLINK Inc.
- BAN-BAN Networks Co.,Ltd.

Travel

- AIRSERVE Co.,Ltd.
- Tabicoffret Co., Ltd.
- NIKKEI CULTURE INC.
- Hankyu Travel Support Co., Ltd.
- HANKYU HANSHIN BUSINESS TRAVEL CO.,LTD.
- HANSHIN TRAVEL INTERNATIONAL CO.,LTD.
- HOPS Co., Ltd.
- [Overseas subsidiaries]
 - HANKYU INTERNATIONAL CHINA CO.,LTD
 - HANKYU TRAVEL INTERNATIONAL EUROPE S.R.L.
 - HANKYU TRAVEL INTERNATIONAL EUROPE UK LTD.
 - HANKYU TRAVEL INTERNATIONAL SINGAPORE PTE.LTD.

International Transportation

- HANKYU HANSHIN LOGIPARTNERS Co.,Ltd.
- [Overseas subsidiaries]
 - HANKYU HANSHIN EXPRESS (USA) INC.
 - HANKYU HANSHIN EXPRESS MEXICO S.A. DE C.V.
 - HANKYU HANSHIN EXPRESS (DEUTSCHLAND) GMBH
 - HANKYU HANSHIN EXPRESS (NETHERLANDS) B.V.
 - HANKYU HANSHIN EXPRESS (UK) LIMITED
 - INTRASPEED SOUTH AFRICA (PTY) LTD.
 - INTRASPEED ARCPRO (KENYA) LIMITED
 - INTRASPEED EAST AFRICA LIMITED
 - HANKYU HANSHIN EXPRESS (BEIJING) CO., LTD.
 - HANKYU HANSHIN INTERNATIONAL LOGISTICS (SHANGHAI) CO., LTD.
 - HANKYU HANSHIN EXPRESS (SHANGHAI) CO., LTD.
 - HANKYU HANSHIN EXPRESS (GUANGZHOU) LIMITED
 - HANKYU HANSHIN EXPRESS (HK) LIMITED
 - HANKYU HANSHIN EXPRESS (TAIWAN) LTD.
 - HANKYU HANSHIN EXPRESS (KOREA) CO., LTD
 - HANKYU HANSHIN EXPRESS SOUTHEAST ASIA PTE. LTD.
- HANKYU HANSHIN EXPRESS (SINGAPORE) PTE. LTD.
- HANKYU HANSHIN EXPRESS (THAILAND) CO., LTD.
- HANKYU HANSHIN EXPRESS (MALAYSIA) SDN. BHD.
- HANKYU LOGISTICS (M) SDN. BHD.
- HANKYU HANSHIN EXPRESS PHILIPPINES, INC.
- HANKYU HANSHIN LOGISTICS PHILIPPINES, INC.
- HANKYU CUSTOMS BROKERAGE INC.
- PT. HANKYU HANSHIN EXPRESS INDONESIA
- PT. HANKYU HANSHIN LOGISTICS INDONESIA
- HANKYU HANSHIN EXPRESS (VIETNAM) CO., LTD.
- HANKYU HANSHIN EXPRESS INDIA PRIVATE LIMITED
- HANKYU HANSHIN EXPRESS (MYANMAR) CO., LTD.
- HOT Logistics Co., Ltd.

Hotels

- Amanohashidate Hotel Co., Ltd.
- Arima View Hotel Co.,Ltd.
- Kure Hankyu Hotel Co., Ltd.
- KEIHIN SERVICE CO.,LTD.
- Dai-ichi Hotel Service Co., Ltd.
- HANSHIN HOTEL SYSTEMS CO.,LTD.

Other

- Assist Hankyu Hanshin Co.,Ltd.
- IKIUKI LIFE HANKYU HANSHIN CO.,LTD.
- OS Co.,Ltd.
- KANSAI TELEVISION CO. LTD.
- Kobe Electric Railway Co., Ltd.
- Station Network Kansai Co., Ltd.
- CHUO DENSETSU CO.,LTD.
- TOKYO RAKUTENCHI CO.,LTD.
- Tottori Sakyu Kaikan
- Hankyu Construction Management,Inc.
- Hankyu Sangyo Co.,Ltd.
- Hankyu Hanshin Card Co.,Ltd.
- Hankyu Hanshin Business Associate Co., Ltd.
- Hankyu Hanshin Financial Support Co.,Ltd.
- Hankyu Hanshin Insurance Service Co., Ltd.
- Hankyu Hanshin Point Co.,Ltd.
- hankyu hanshin marketing solutions Inc.
- HANKYU MEDIAX Co.,Ltd.
- Hanshin Gardenings Co., Ltd.
- HANSHIN CONSTRUCTION CO.,LTD.
- LIFE DESIGN HANKYU HANSHIN CO., LTD
- [Other organisations]
 - Hankyu Culture Foundation

Hankyu Hanshin Toho Group [As of 31st March 2021]

The Hankyu Hanshin Toho Group is a corporate group consisting of the Hankyu Hanshin Holdings Group, the H2O Retailing Group, which operates the department store business and other retail-related business centred on Hankyu Department Store and Hanshin Department Store, and the Toho Group mainly involved in film production and distribution and entertainment production.

Group companies: 198 companies, 5 organisations
Group employees: 35,480
Group sales: ¥1,500 billion

