

SBM FEATURE

# Nine Strengths

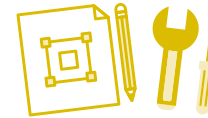


## Strengths 1



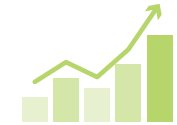
Cleaning of  
medical facilities

## Strengths 2



Building engineering

## Strengths 3



Building comprehensive  
management

## Strengths 4



24 hour/365 day  
reception call center

## Strengths 5



Office layout and  
interior work

## Strengths 6



Apartment management

## Strengths 7



Linen supply  
and cleaning

## Strengths 8



“Plus alpha” proposals  
for buildings

## Strengths 9



Internal environment  
efforts



SBM SANYO BLDG.MANAGEMENT co.,ltd.



# Sanyo Building Management Co., Ltd. Overview

Main business areas are Fukuoka (Kyushu area), the site of the headquarters, and the metropolitan area that is the site of the Tokyo headquarters.

We operate business focused on building maintenance and linen supply.

## Company overview

### | Company name |

Sanyo Building Management Co., Ltd.

### | Representative |

Representative Director and President Kosei Ishibashi  
Representative Director and Vice President Koji Kamada  
Director Yukio Ishibashi  
Director Satoshi Kawanabe  
Executive Officer Nobuyuki Takasaki  
Executive Officer Kazuhide Otani  
Executive Officer Takaki Amemiya  
Executive Officer Takefumi Arato  
Executive Officer Keisuke Eguchi

### | Location |

[Headquarters]  
2-19-27 Hakata-ekimae, Hakata Ward, Fukuoka City, Fukuoka prefecture  
[Tokyo headquarters]  
1-6-20 Meguro, Meguro Ward, Tokyo prefecture  
[Shizuoka sales office]  
1-1-2 Gofuku-cho, Aoi Ward, Shizuoka City, Shizuoka prefecture  
[Kumamoto sales office]  
7-16 Suido-cho, Chuo Ward, Kumamoto City, Kumamoto prefecture  
[ELS Ukiha Linen Factory]  
1692-1 Tominaga, Yoshii-machi, Ukiha City, Fukuoka prefecture

### | Established |

April 16, 1974

### | Capital |

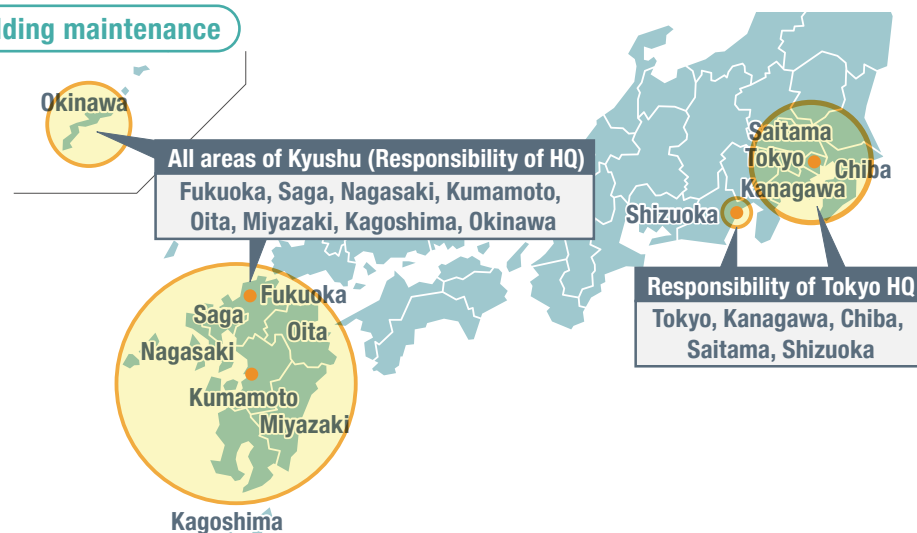
98,000,000 yen

### | HP |

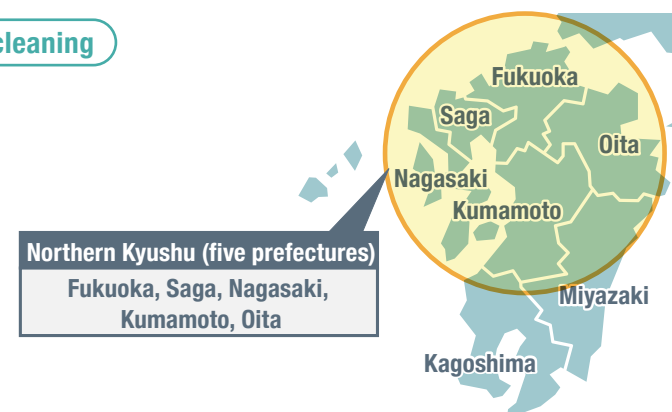
<http://www.sbm-g.jp/>

## Sales area

### Building maintenance



### Linen supply and cleaning



## Business targets

# From building maintenance business to social infrastructure services company

The services provided by Sanyo Building Management Co., Ltd. (SBM) are social infrastructure itself.

Starting from business activities for building maintenance and linen supply,

SBM will grow into a “social infrastructure services company”

that creates businesses that contribute to the richness of society from a long-term and multi-faceted perspective.

- 01** Social infrastructure services company: Creating services from a long-term and multi-faceted perspective
- 02** Focusing on special areas that require experience and know-how, such as hospitals and medical-related services, etc.
- 03** Promoting expansion to new formats, such as cafe business and R-LIVE business
- 04** Advancement to comprehensive infrastructure services company

Building maintenance business

Repair, improvements, interior/exterior work, equipment work

Renovation business

Tenant services business

Energy-saving business

Building management business

Real estate agency business

Environmental and safe product sales, rental business

Industrial cleaning business

Uniform rental business

Hotel linen supply business

Hospital standard bedding

Personal laundry business for facility users

Textile products sales business

Hospitalization set and rental business



## Strengths 1

# Cleaning of medical facilities

In addition to beautification of the surrounding environment, cleaning is essential to prevent infection in hospitals, medical treatment facilities, and nursing facilities. SBM proposes hospital cleaning for the future that remains conscious of hygiene.

### Off-location method

Adopts an “off-location method” whereby multiple mops are prepared and used mops are exchanged during cleaning. As dirt will not be spread across floors, this method prevents the spread of dirt and bacteria.



1 Prepare the amount of dry, clean mops needed for cleaning.



2 Prepare cleaning liquid for mop bucket.



3 Insert cleaning liquid in mop bucket and mix.



4 Exchange used mops with clean mops and clean.

### Introduction of disinfectant cleaning materials with high efficiency

Hospital cleaning where high-level hygienic management is required, such as at Designated Medical Institutions for Infectious Diseases, use disinfectant cleaning materials with high efficiency and alkaline ionized water.

01 Use cleaning materials such as hydrogen peroxide that can kill viruses



02 Introduce strong alkaline ionized electrolytic water system



03 Conduct ATP swab test

Changes in figures before and after ATP swab test

Before toilet floor cleaning

35,143

After cleaning with a mop that uses disinfectant cleaning materials

4,879



## Mops used at hospitals are washed at own cleaning factory

Used mops are sent to the SBM cleaning factory. Through high temperature washing, chlorine washing, and high temperature drying, SBM cleans and disinfects the mops on the same standard established by the medical-related service mark.

\*Mop cleaning by the SBM cleaning factory is limited to medical facilities, such as hospitals, etc.



1 Enter factory



2 Disinfectant  
(use medical disinfecting device)



3 High temperature washing that uses hot water  
(wash for at least ten minutes in hot water at 80 degrees Celsius)



4 Washing that uses sodium hypochlorite



5 High temperature drying by steam  
(dry for at least ten minutes with heat of 100 degrees Celsius)



6 Inspection



7 Shipping

## Rich experience at Designated Medical Institutions for Infectious Diseases

Among No.1 and No.2 Designated Medical Institutions for Infectious Diseases in six locations in the Fukuoka City area, SBM has experience at four hospitals along with its ELS business that supplies linens.

### Cleaning of operating rooms and accommodation wards for COVID-19 patients

Cleaning performed while wearing N95 masks and gowns and complying with infectious disease prevention procedures. SBM can respond to a wide-range of needs, such as daily cleaning of COVID-19 wards and operating rooms.

### Linen supply and cleaning

Textile products used in medical welfare institutions can all be washed and disinfected. At the SBM factory, we disinfect by EOG gas, hypochlorous acid, and heat disinfectant that fulfills the standards for medical-related service marks.

### Achievements in operations

#### No. 1 Designated Medical Institution for Infectious Diseases

National Hospital Organization Fukuoka Higashi Medical Center,  
Independent Administrative Agency

#### No. 2 Designated Medical Institution for Infectious Diseases

National Hospital Organization Kyushu Medical Center,  
Independent Administrative Agency

Fukuoka University Chikushi Hospital

Fukuoka Tokushukai Hospital

National Hospital Organization Fukuoka Higashi Medical Center,  
Independent Administrative Agency



## Strengths 2

# Building engineering

SBM provides building engineering services, from construction surveys to formulation of medium-to long-term repair plans and equipment renewal/repair work. Supporting comfort that looks to the “future” from a position of building maintenance that knows the “present” of the building.

### First-class architecture firm adjoining to the company

SBM established a first class architecture firm that takes on at least 1,000 repair projects a year. SBM staff can also handle inspections and building surveys legally mandated by Article 12 of the Building Standards Act.



### Building surveys and repair plans/work

SBM uses visual checks, percussion, and various equipment to perform inspections established by the Building Standards Act. Also, the first-class architecture firm performs specialty services, such as formulation of medium-to long-term repair plans, implementation of repair work, and reporting to specified administrative agencies.

#### Building deterioration diagnosis survey



SBM confirms the status of building deterioration and submits diagnosis reports.

#### Medium-to long-term repair plans



SBM prepares, reviews, and reflects the repair plan related to the building life cycle costs, and develops a capital plan for the future.

#### Repair/improvement work, equipment renewal



SBM proposes repair plans based on regular inspections, building surveys, and deterioration diagnoses, etc. SBM performs repair work that maximizes cost effectiveness.

### Building Standards Act Article 12 inspection

#### Specified building regular survey

If an unspecified number of people use a building designated as a specified building, it is necessary to regularly report that the overall building is in a state that constantly complies with laws.

#### Building equipment regular inspection

Owners or superintendents of buildings for certain purpose and scale are required to conduct surveys/inspections of the status of building equipment once a year and report the results to the specified administrative agency.

#### Fire safety equipment regular inspection

While checking the operation of fire safety equipment, confirm by maps and site surveys that fire compartments have been secured in accordance with the Building Standards Act.



## Projects handled

**Construction, minor repair work: Approx. 1,200 (2021)**

**Specified building regular reports: Approx. 45 (2021)**

**Building equipment regular inspections: Approx. 70 (2021)**

**Fire safety equipment regular inspections: Approx. 60 (2021)**

## Building engineering

SBM makes various proposals that consider pleasant environments and ease of use, including equipment renewal and repair following aging deterioration as well as renovation for further enhancement of functions.

### Equipment renewal, repair work, interior construction

#### Electric equipment work

High voltage equipment renewal work, lighting fixture replacement, lighting fixture LED replacement work, stabilizer replacement, electric meter renewal, increasing or moving outlets, urinal sensor replacement

#### Water supply and drainage work

Pump renewal work, pump maintenance, plumbing pipe renewal work, float switch replacement work, toilet renovation work, bidet seat replacement work, kitchenette renovation work, sink replacement work, electric water heater replacement, ball tap construction, rubber seal replacement, water valve replacement, water meter renewal work

#### Disaster safety equipment work

Detector installation and transfer work, disaster prevention board renewal work, guide lights replacement, indoor fire extinguisher value hose replacement, fire extinguisher installation

#### Air conditioning equipment work

Air conditioning renewal work, compressor replacement, air conditioner vent installation and transfer, drain pump replacement work, fan belt replacement, ventilation equipment work, ventilation fan replacement

#### Interior work

Renewal work, renovation work, restoration work, layout change work, partition work, wallpaper replacement, flooring replacement, carpet replacement, OA flooring laying, ceiling replacement

#### Exterior work

Exterior improvement, tile replacement, seal replacement, glass replacement, steel painting, water tank coating, roof waterproofing, roof plating work

#### Other equipment work

Steel fitting work, shutter work, security work, sign work, demolition, slope work, asphalt pavement work, cylinder replacement, electric lock work, door closer replacement, door handle replacement work, countermeasures against pigeons, bird repellent work

### Equipment renewal and repair work that consider the life cycle cost

Equipment renewal and repair work expenses are considered as life cycle costs. SBM proposes to maintain necessary functions and renewals fitting the time the building is in operation.



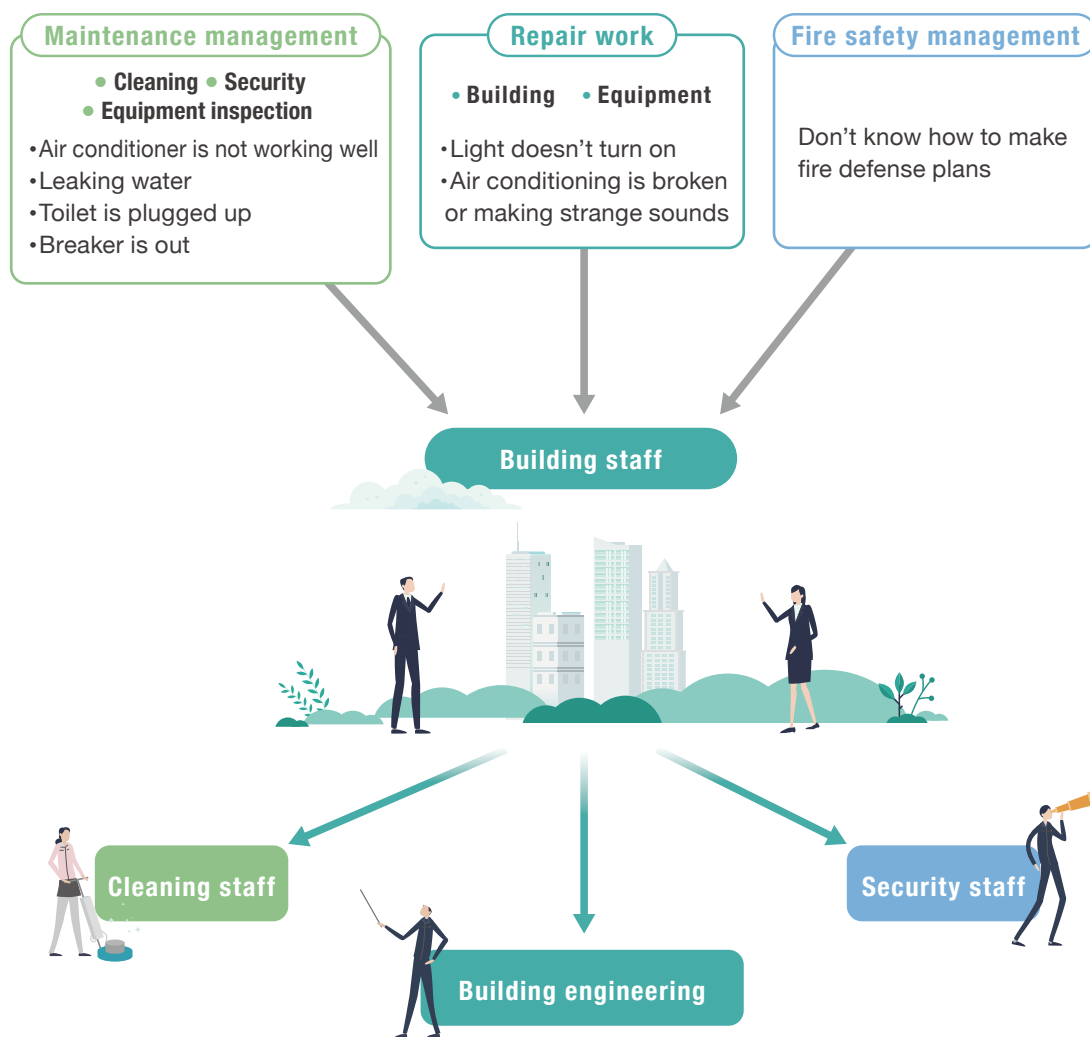


### Strengths 3

## Building comprehensive management

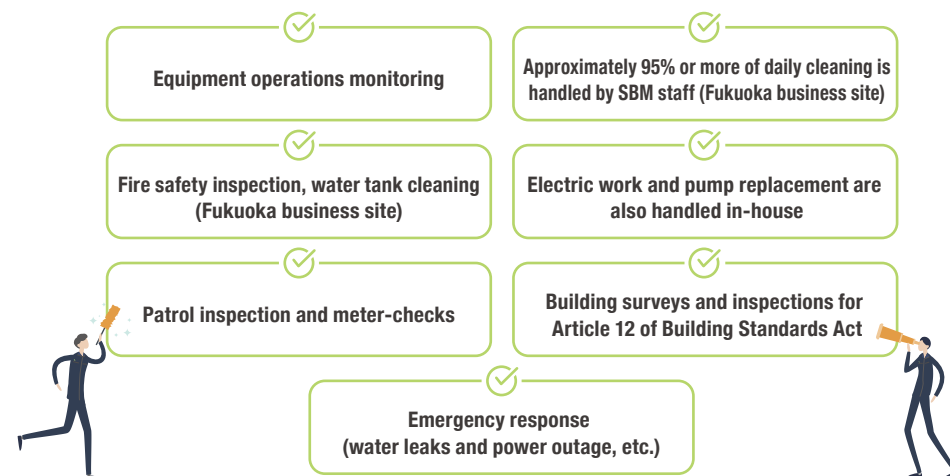
Including building maintenance management, tenant inquiries, repair work and equipment renewal work, etc.,

SBM takes efforts for daily requests and future issues as the general help desk for various operations related to building management.



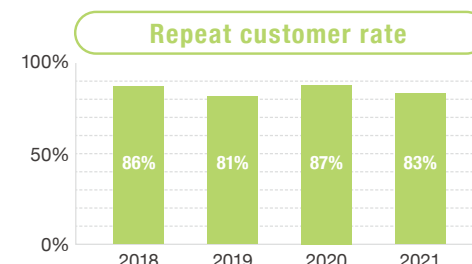
### High percentage of services performed by SBM itself, leading to trust

In the building management business, which spans a wide range of operations, SBM is able to enhance response speed by providing services itself and maintain a certain level of quality by taking responsibility itself.



### Staff response that leads to high repeat customer rate

SBM boasts a high repeat customer rate due to the strength of its staff response.



Repeat customer rate: Existing customer/number of new projects received



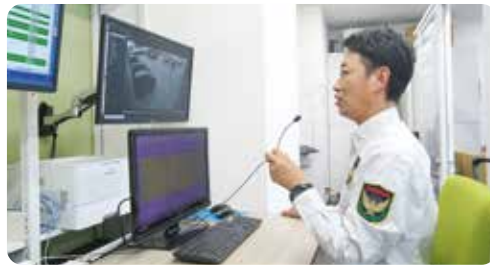
## 24 hour/365 day reception call center

Company-operated call center SBM Support 24 receives calls in a call center and can respond to emergencies such as building trouble by dispatching partner company and equipment staff.

### SBM Support 24

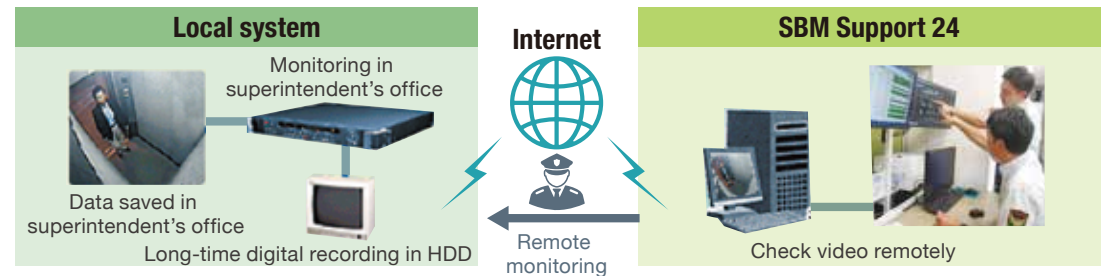
#### 01 Call center

SBM Support 24 receives emergency calls 24 hours a day, 365 days a year.



#### 03 Online video monitoring

SBM is able to confirm emergencies and respond early on by checking videos online 24 hours a day. Installing security cameras also leads to curbing crime.



#### 02 Mechanical security

SBM also executes mechanical security so that security staff will be dispatched if a security or equipment anomaly signal is received.

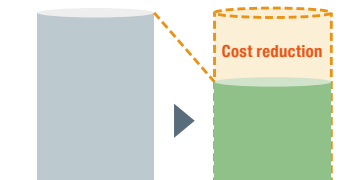


#### 04 Remote operation of building equipment in remote areas

Open and close shutters and turn lights on and off at remote areas through the internet. Aims to reduce management costs by switching from staff operating equipment to remote operation.

- [Examples of remote operation]**
- Shutter remote operation
  - Lighting remote operation
  - Electric locks remote operation
  - Bi-directional sound system

**Cost comparison when making manned management unmanned**



\*The above graph is an example of reduction. Cost reduction effects change based on conditions, etc.



## Strengths 5

# Office layout and interior work

From easy-to-use office layout to comfortable environments

Focused on using shared spaces of buildings in a more “pleasant” way when handling interior and renewal work.

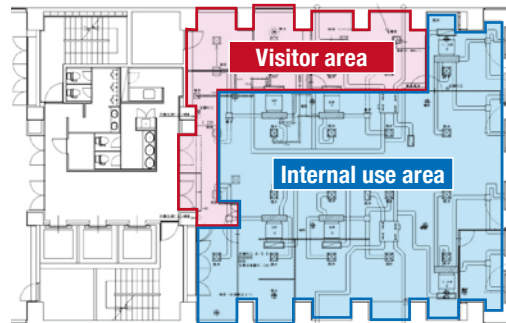
## Office layouts that are conscious of COVID-19 countermeasures and indoor ventilation

Total support for everything from design and installation that meets customer demands to fixture coordination. Can also propose layout work that are conscious of COVID-19 countermeasures and indoor ventilation from a perspective of a building management company.

- Office design and planning
- Renewal work
- Renovation work
- Electricity, phone, and LAN wiring work
- Disaster safety and security countermeasures
- Restoration work
- Interior work
- Coordination of new fixtures by manufacturers

### CASE 01

Staying conscious of indoor ventilation, office designed based on the flow of air so that the outside visitor area and internal use area did not mix



### AFTER



### CASE 02

As a COVID-19 countermeasure, areas are designed to be divided so that sales staff and in-office staff do not interact



Please consult for store interior work as well, such as with cafes, etc.



### PLAN





## Strengths 6

# Apartment management

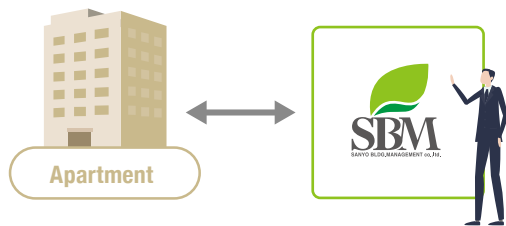
Can respond flexibly, such as with overall management or providing only certain services, based on the customer circumstances and needs.

Realized the wish of customers for "this kind of apartment management company"

### 01 Direct contract with management union

Can respond with the format fitting customer needs by direct contracts with management unions.

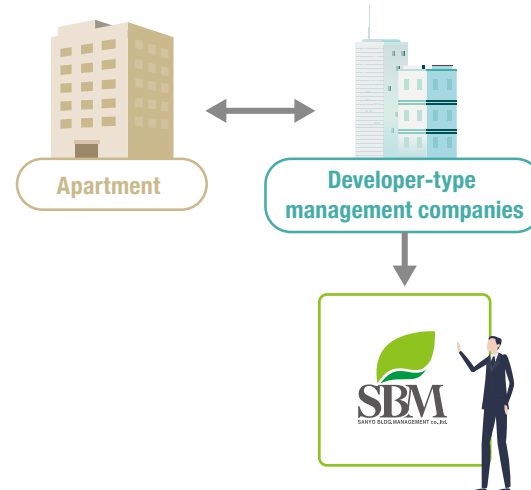
- Contracted for all management operations, including basic administrative operations
- Contracted for some management operations, including basic administrative operations
- Contracted for set management operations besides basic administrative operations



### 02 Contracts with developer-type management companies

Through operations contracts from apartment management companies, SBM has built a cooperative relationship with various companies and aims to improve technological capabilities and share know-how. It is also possible to respond to requests for only certain operations, such as cleaning, fire safety inspection, and patrol inspection.

- Contracted for set management operations besides basic administrative operations
- Contracted for some management operations, besides basic administrative operations
- Contracted for seller after-sales proxy services



### 03 Number of handled properties is low so percentage of operations handled in-house is high

On average, one front desk staff member is in charge of seven or eight properties. This work load allows for careful responses to needs and flexibility.

In Sanyo Building Management, in addition to providing superintendents (including daily cleaning), company (or group) staff perform many tasks and inspections, such as building inspections, regular cleaning, water receptacle cleaning, and water supply equipment inspection.





## Strengths 7

# Linens supply and cleaning

One of the largest washing facility in Kyushu operated by SBM features a full array of equipment.

Responding to a wide range of needs from medical care, nursing care, restaurants, hotels, and general companies.

### Linens services

#### 01 Medical and nursing facilities

Service that lends bedding for medical nursing facilities. SBM also provides clean linens washed at its facility specializing in hospital bedding.



- Bedding
- Towels and hospital gowns
- Medical and nursing mattresses

#### 02 Restaurants and hotels

Service that lends clean bed linens, towels, night-wear, cloths, napkins, etc. SBM helps with the overall coordination that considers convenience, design, and cost.



- Hotel linens
- Table cloths
- Napkins and dining mats

### Cleaning and rental service

#### 01 Restaurants, food production, school meals

Delivers cook staff clothing, aprons, towels, dusters, suits, kimono sets, shirts, blouses, underwear, skirts, caps, and hygiene materials to restaurants, eateries, and food production facilities.



#### 02 Manufacturing

Proposes and provides clean and hygienic products, including work clothes, dustless clothes, maintenance clothes, work overalls.



#### 03 Medical and welfare-related

Provides clean and hygienic products, including nurses gowns, caretaker gowns, and therapist uniforms. Supports a wide range of products, including small items such as towels, cushions, and bandages that are used in the hospital.



## Cooperation with medical institutions

### Response to infectious diseases, such as COVID-19



Linen products used for COVID-19 patients are all disinfected at the facility by EOG gas after shipment



Prepares and operates disinfecting procedures and an infection countermeasure manual for staff engaged in the work



Recovery of line products when first disinfection cannot be performed is conducted under medical institution supervision

### Recovery of linen products when first disinfection cannot be performed



## Washing of products that must be managed

SBM also handles products that require rigorous handling from a security perspective, such as air travel-related companies. Also, SBM positions permanent staff in customer facilities when contracted for cleaning or repairs, etc.

01 Cleaning reception, contracting, and storage operations



02 Washing and finishing in company-owned specialty facilities



03 Product management



## Factory line for fitted sheets

SBM has introduced a specialty machine for fitted sheets to achieve the same finish as flat sheets. SBM also delivers products after inspecting for wrinkles, stains, or tears by machine in order to maintain quality.



### What are fitted sheets?

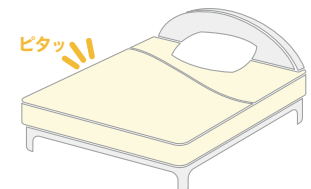
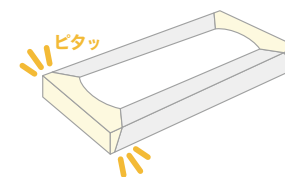
Elastic is sewn into the corners under the sheets to wrap around the mattress. These enhance work efficiency and reduce the amount of time needed to make beds.

### Bed making work time

Five minutes per bed

Three minutes per bed

(Performed by SBM bed making staff)





## Strengths 8

### “Plus alpha” proposals for buildings

SBM introduces managed property plus alpha initiatives by effective proposals for the software aspect of buildings.

#### COMFORT Stand



Started by a request by a customer to put a cafe in the first floor, SBM opened COMFORT Stand in Siodome in October 2019. Since then, it became known as a new, yet nostalgic coffee stand.

SBM does not expect to spread these cafes alone, but rather provides them as part of its management services.

Opening a characteristic cafe on the first floor, the face of the building, contributes to improving the image of the overall building. For buildings where superintendents are not constantly present, these also serve the role as a “superintendent’s office” where tenants can request consumables and report equipment issues.



#### R-LIVE

System emits a hi-res natural sound that can be heard from any direction in order to reduce stress of office tenants and enhance the uxurious atmosphere of the entrance. This formulates a mood where people can focus on communication and their thoughts in a relaxed environment. This system boosts the added value of buildings and contributes to image enhancement and empty space reduction.





## Strengths 9

# Internal environment efforts

SBM has constructed an internal environmental maintenance, hiring, and training system from unique perspectives rather than be stuck to fixed preconceptions. SBM realizes ideas that link individual employee growth with the development of the overall company.

### 01 Internal training

In the Engineering business division, study sessions by internal staff are held regularly.



### 02 Safety education by external instructors

Education leads to preventing dangerous actions that may be hidden away in daily tasks and errors that occur in building management, which secures the health and safety of employees. Another objective is to instill safety awareness in staff.

- SBM invites persons who have an experience as a director of safety division of major general contractors to speak about safety foundations and health and safety
- Regular extraction of issues from site patrols with external instructors
- Provision of safety equipment
- Establishment of education program
- On-site training with KY activities and point-and-name reviews etc.
- Conduct weekly study sessions and confirmation tests to share information between staff

### 03 Cleaning staff training at training center

SBM provides facilities and conducts programs to train professional building staff. SBM also conducts regular cleaning staff training.



Practice for building cleaning tests



Cleaning staff training

### 04 Promotion of diversity and inclusion for human resources

SBM promotes new graduate hires from overseas and hiring from the technical intern training program and specified skilled staff to boost diversity.

#### ●Acceptance of technical intern trainees

From 2016, SBM began accepting technical intern trainees from the Philippines, Vietnam, and Myanmar.

#### ●Hiring of diverse human resources

Of the 30 persons in management positions at the Fukuoka headquarters, approximately 26% (8 people) are either women or foreigners (as of January 2022).





**SBM SANYO BLDG.MANAGEMENT co.,ltd.**

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