

NEWS & RELEASE

For further inquiry please contact:

Xymax Real Estate Institute

Phone: +81 3-5544-6640 FAX: +81 3-5544-6641

info-rei@xymax.co.jp

Office Disaster Prevention Survey 2013

How office occupiers in Japan are prepared for disasters.

Many companies increased awareness of the importance of being prepared for earthquakes having experienced the devastating Great East Japan Earthquake which severely affected everyday lives of people and business. It is very important for companies to secure safety of its office workers who spend most of their day time in office. Securing safety of office is also important from the perspective of business continuity because office is an important hub of business activities.

Then, how do companies recognize the importance of disaster prevention? How are they prepared for future disasters? Xymax surveyed its office tenants in Tokyo, Osaka and Nagoya to find out the actual situation.

Key Findings

- **Preliminary Measures (before disaster)**
About 30% of the companies implemented preliminary measures such as fixating furniture to the wall or floor and providing a protective helmet to its employees.
This percentage is, however, low compared to Emergency Measures.
- **Emergency Measures (within three days after disaster)**
About 70% of the companies in Greater Tokyo have emergency water stock.
But only half of them have water stock enough for three days or more. (*)
- **Recovery Measures (after three days from disaster, to resume business)**
Data backup system is the most popular measure equipped by the companies.
Less than 40% of the companies prepared Business Continuity Plan (BCP)
- **Over 90% of the companies responded that the geographical stability and quake-resistance level of building are important when choosing office space.**

(*) Tokyo Metropolitan Government Ordinance for Commuters who Have Difficulties in Returning Home After Disaster
Companies should make every effort to control the timing of employees' returning home. Companies should make every effort to have sufficient water and food stock for three days in case if the employees have to stay in office.
(In effect from April 1, 2013)



Survey Outline

Survey Period	August 2013
Surveyed Tenants	2,100 tenant companies occupying office buildings under management by Xymax Group in Greater Tokyo (Tokyo, Kanagawa, and Saitama prefectures), Nagoya City, and Osaka City.
Respondents	1,312 companies (Response rate: 62.5%)
Survey Coverage	<ol style="list-style-type: none">1. Preliminary Measures (initial measures)2. Emergency Measures (water/food stock, safety confirmation system)3. Recovery Measures (measures required to resume business)4. Important criteria when choosing office space

Survey Results

1. Preliminary Measures (before disaster)

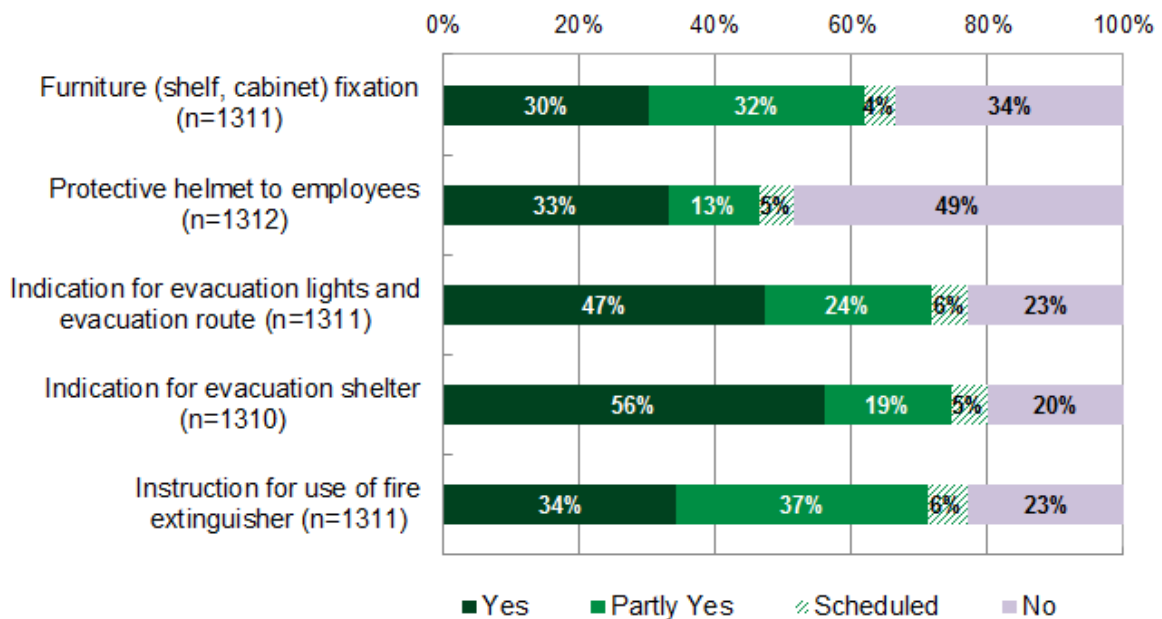
- **About 30% of the companies implemented preliminary measures such as fixating furniture to the wall or floor to prevent it from collapse and providing a protective helmet to its employees.**
This percentage is, however, low compared to Emergency Measures.

About 30% of the companies have their furniture fixated to the wall or floor, and 33% of the companies have provided a protective helmet to its employees (Figure 1). These two measures are basically to protect human lives and are the most important of all. They should be implemented by more companies.

Other than the above two measures, about a half or less than half of the companies have:
 Explained its employees where the evacuation lights are located and which route should be taken when evacuating;
 Informed its employees where the evacuation shelter is located; and
 Had its employees learn usage of the fire extinguisher and fire hydrant equipment.

Compared to after-mentioned Emergency Measures (water/food stock, safety confirmation system), Preliminary Measures are slightly less implemented by the companies.

Figure 1: Preliminary Measures Implemented by Companies

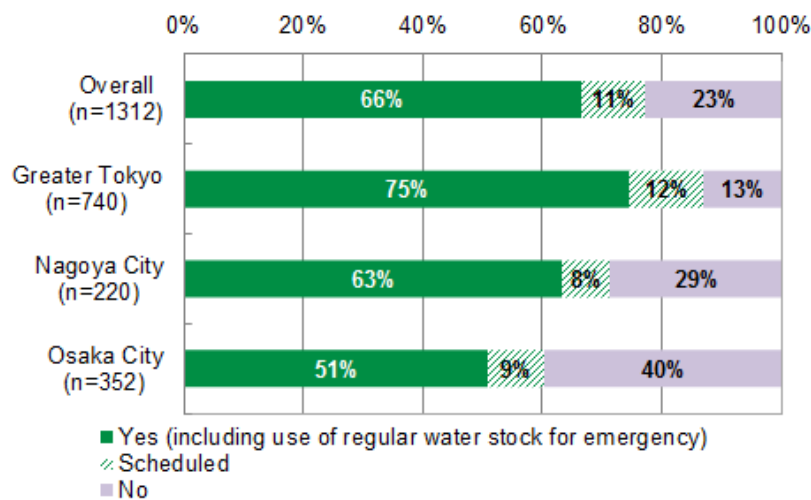


2. Emergency Measures (within three days after disaster)

- **About 70% of the companies in Greater Tokyo have emergency water stock. But only half of them have water stock enough for three days or more.**

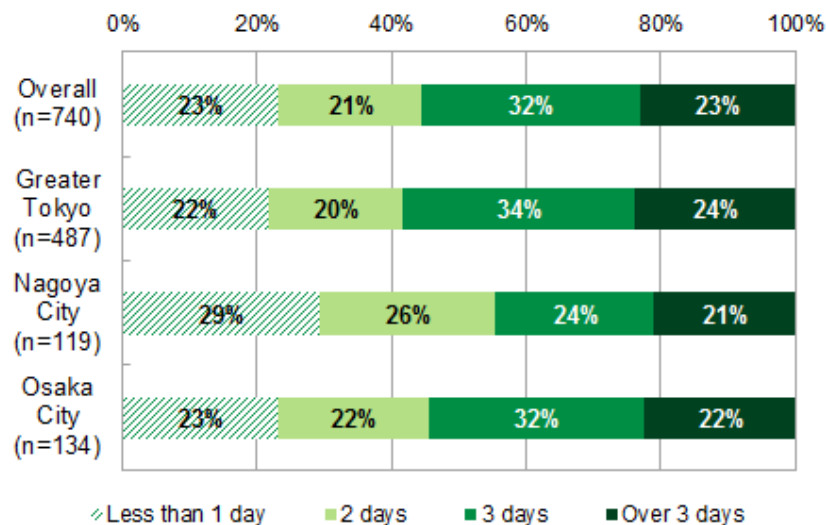
About 66% of the overall companies have emergency water stock whereas that in Greater Tokyo including the area under the Tokyo Metropolitan Government Ordinance was high at 75%, the highest among three surveyed cities (Figure 2).

Figure 2: Emergency Water Stock



The average water stock volume is enough for two days based on the number of office workers. Only about a half of such companies in any of the three cities have water stock volume enough for three days or more (Figure 3).

Figure 3: Water Stock Volume based on Number of Office Workers



About 52% of the companies have emergency food stock (Figure 4). Of them, about a half of the companies have enough food stock for three days or more based on the number of office workers in any of the three cities (Figure 5).

Figure 4: Emergency Food Stock

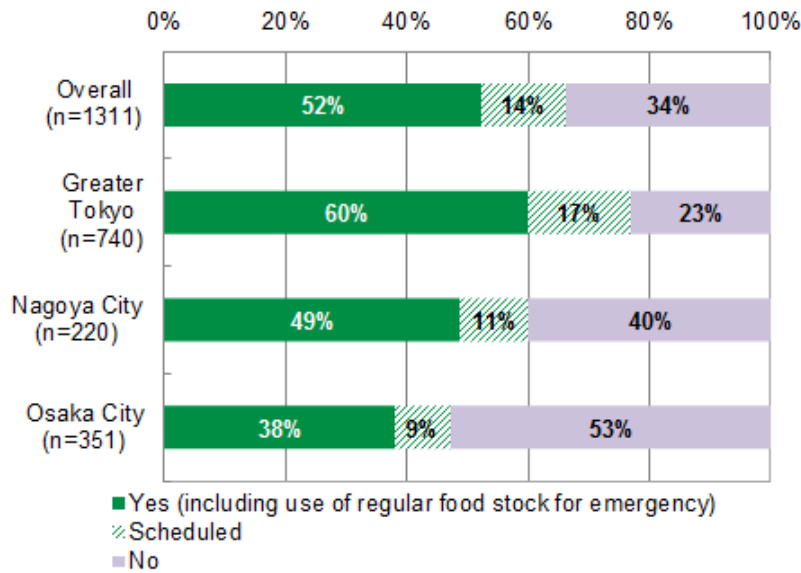
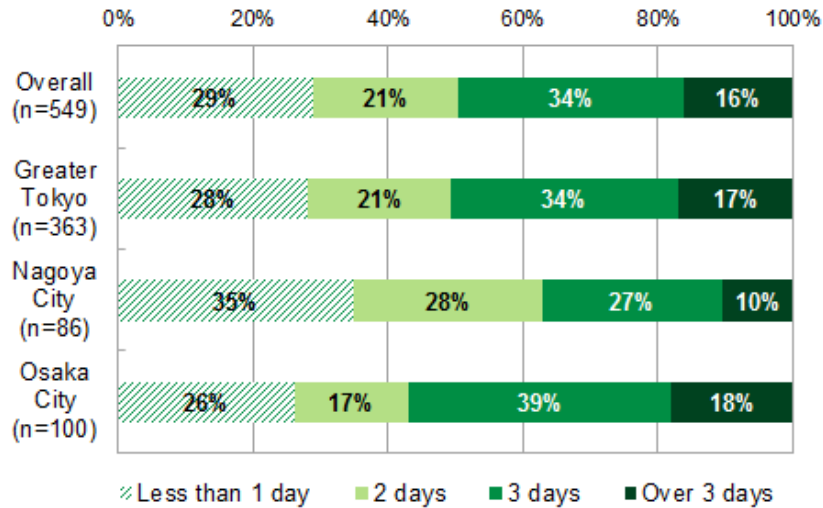


Figure 5: Emergency Food Stock Volume based on Number of Office Workers



The survey revealed that about 70% of the companies with emergency water stock also have food stock and emergency supplies. In contrast, about 70% of the companies with no water stock have no food stock and emergency supplies.

- **Flashlights and lighting fixture, medical and sanitary goods, and blanket and insulated mats are ranked high on the list.**
- But portable toilets, which are necessary if employees are to stay in the office, are relatively less popular.**

About 61% of the companies have some sort of emergency supplies (Figure 6). Supplies that are required immediately after disaster are ranked high on the list of supplies stocked by the companies: flashlights and lighting fixture (85%), medical and sanitary goods (61%), blanket and insulated mats (59%). In contrast, portable toilets, which are required if employees are to stay in the office after the disaster, are less likely to be stocked and often forgotten by the companies (Figure 7).

Figure 6: Emergency Supplies

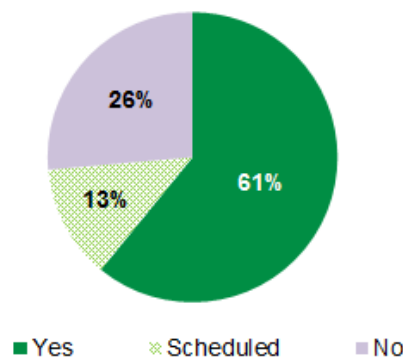
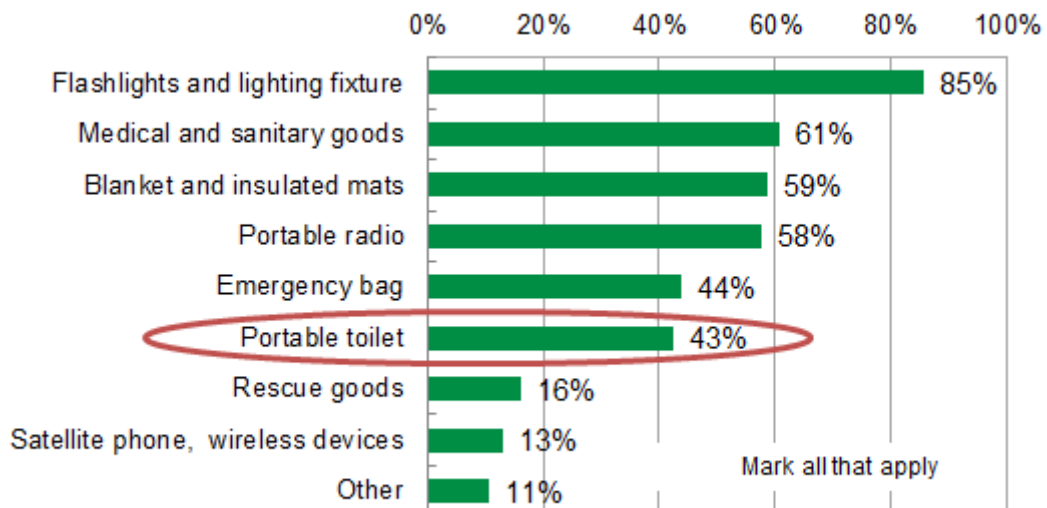


Figure 7: Emergency Supplies Details (companies responded "Yes" in Figure 6) (n=799)



➤ **About 70% of the companies have provided a safety confirmation system. Many of them use mobile phones to confirm safety of employees.**

About 70% of the companies replied that they have a system to check employee’s safety after disaster (Figure 8). Such companies confirm employee’s safety by using mobile phones (Call: 61%) (Text message: 59%), and by providing a safety confirmation service (34%) (Figure 9).

Figure 8: Safety Confirmation System

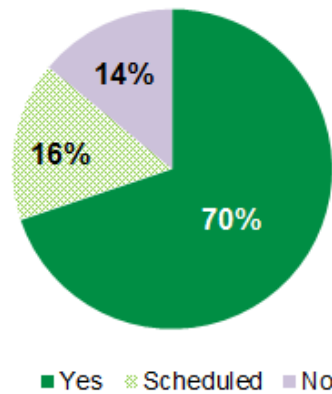
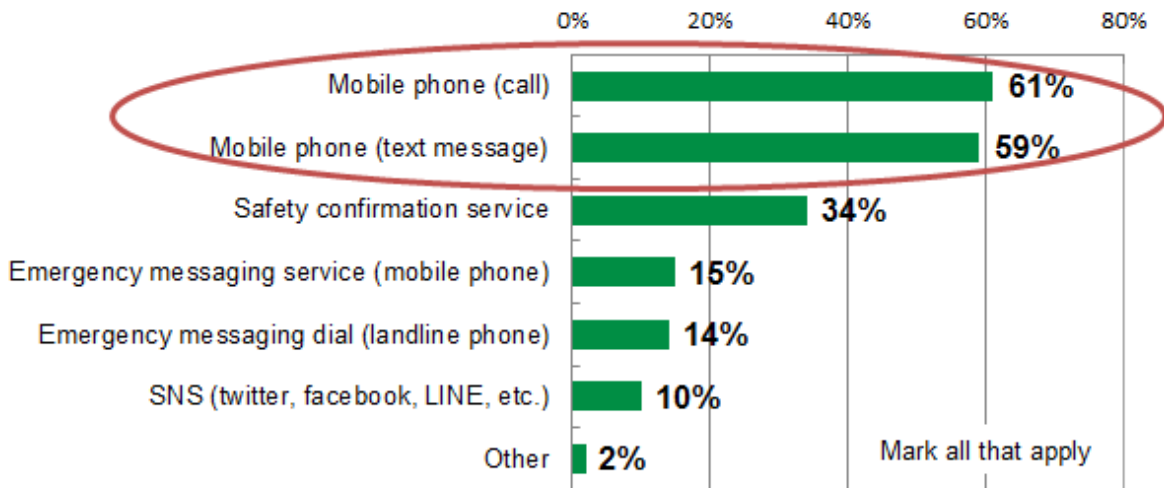


Figure 9: Safety Confirmation System Detail (companies who responded “Yes” in Figure 9) (n=902)



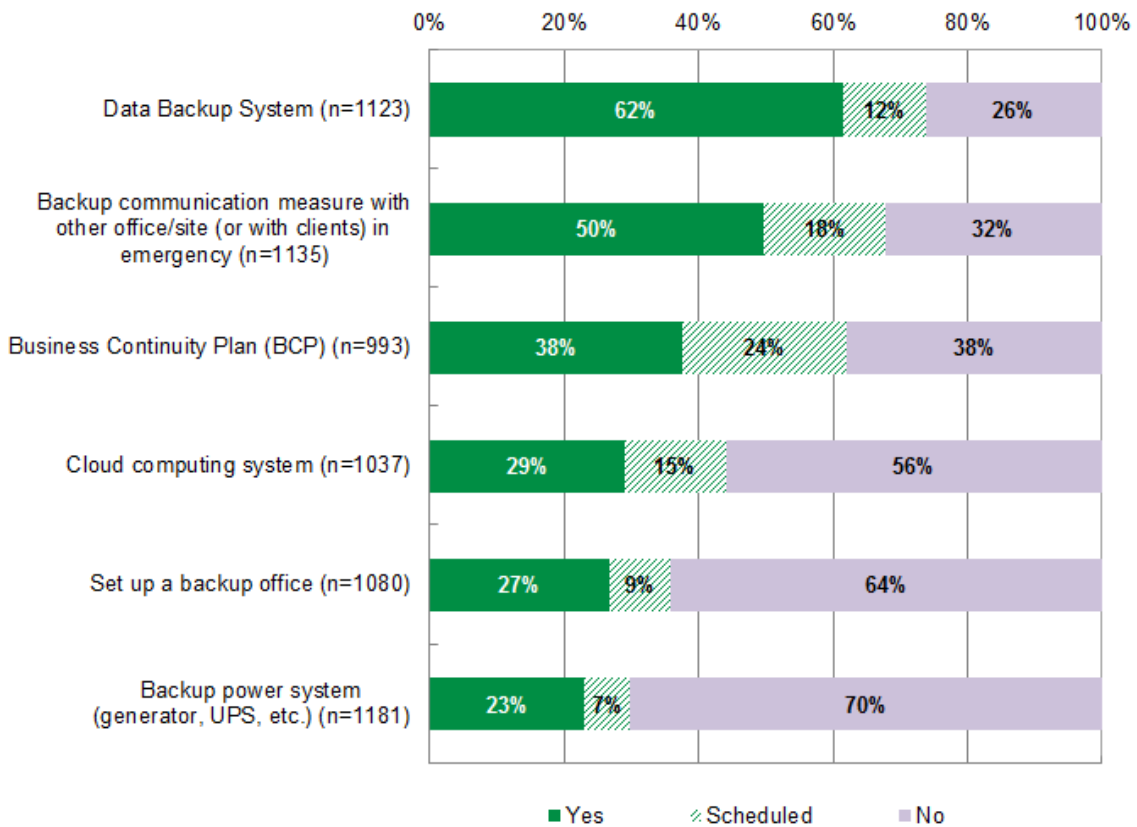
About 40% of the companies with safety confirmation system have a safety confirmation system based on mobile phone only (call/text message). However, our experience of the Great East Japan Earthquake suggests that combining several communication tools is desirable since many people had trouble using their mobile phones after the earthquake due to communication failures.

3. Recovery Measures (after three days from disaster, to resume business)

- **Data backup system is the most popular measure equipped by the companies.**
- **Less than 40% of the companies prepared Business Continuity Plan (BCP)**
- **Companies with BCP are positive about implementation of other disaster-prevention measures.**

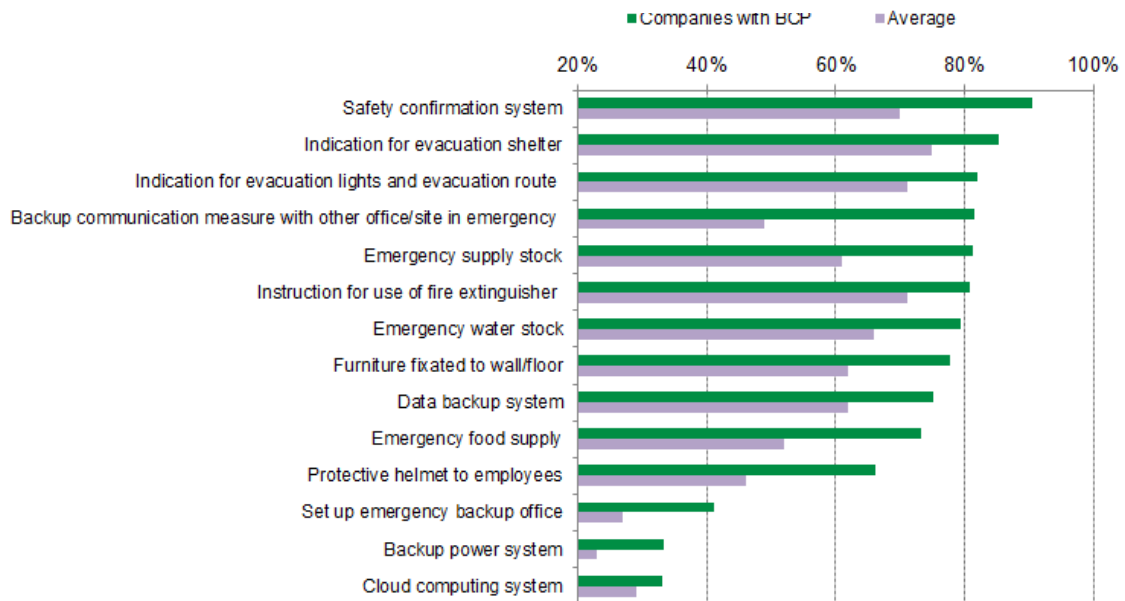
A data backup system is implemented by 62% of the companies and ranked at the top on the list. The importance of Business Continuity Plan (BCP) has been increasingly discussed since the occurrence of the Great East Japan Earthquake but only 38% of the companies said they have prepared BCP (Figure 10).

Figure 10: Recovery Measures (excluding companies responded “unknown”)



There is a relation between BCP and other disaster-prevention measures. Companies with BCP are more likely to have prepared other disaster-prevention measures such as safety confirmation system (90%), emergency supplies and water stock (80%) and furniture fixated to wall or floor (80%) than the average, indicating that the companies with BCP are more positive about implementing other disaster-prevention measures (Figure 11).

Figure 11: BCP and Other Disaster-Prevention Measures



4. Important criteria when choosing office space

- **Over 90% of the companies said the geographical stability and quake-resistance level of building are important.**
- **About 40% of the companies - who responded the quake-resistance level of building is important - respond they value not only buildings constructed under New Seismic Standards(*) but also buildings constructed under Old Seismic Standards(**) with seismic reinforcement.**

(*) Buildings constructed under New Seismic Standards:

New Seismic Standards were put into effect on June 1, 1981. The standards aim to construct a building that is strong enough to save human lives from collapse of the building in the event of a large earthquake.

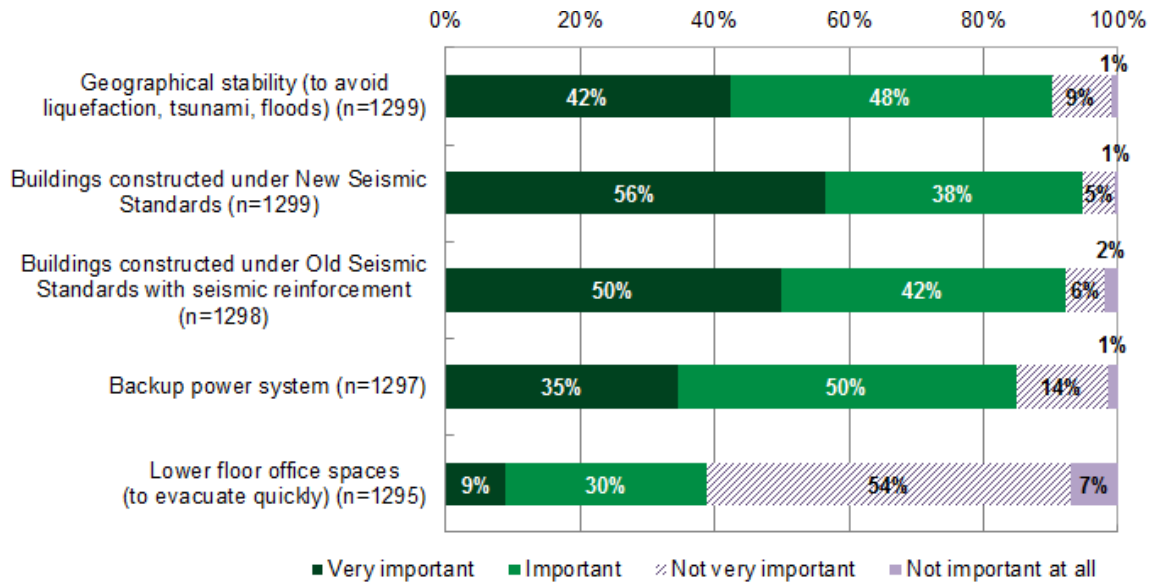
(**) Buildings constructed under Old Seismic Standards:

Buildings constructed based on the design method developed before the enforcement of New Seismic Standards.

When choosing office space in the future, 90% of the companies said the geographical stability is important (“Very Important” and “Important” combined, same applies hereinafter), 94% of the companies said they value the buildings constructed under New Seismic Standards, and 92% of the companies said they value buildings constructed with seismic reinforcement under Old Seismic Standards; these three recorded very high percentages (Figure 12). Following the 3.11 earthquake, safety of the land and building has become important criteria when choosing office space.

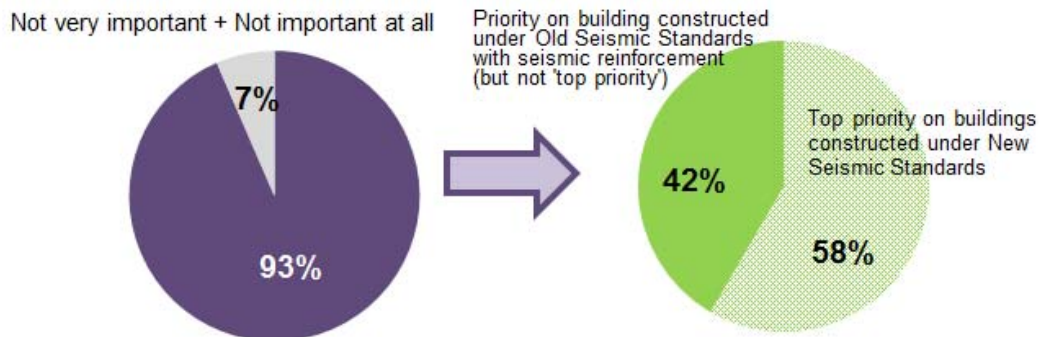
Also 85% of the companies replied that they value office buildings with backup power system, indicating that companies have increased focus on stable power supply after they experienced rolling blackouts and supply shortage following the 3.11 earthquake.

Figure 12: Important criteria when choosing office space



About 93% of the companies said the quake-resistance level of the building is important (New Seismic Standards or Old Seismic Standards with seismic reinforcement), and 40% of them said buildings constructed under New Seismic Standards are not the top priority; they also value the buildings constructed under Old Seismic Standards with seismic reinforcement (Figure 13).

Figure 13: How important is the quake-resistance level of building?



Commentary

This survey covering 21 disaster-prevention measures revealed how office tenants are implementing disaster-prevention measures in reality.

To cite an example, many companies in Greater Tokyo including the area under Tokyo Metropolitan Government Ordinance have emergency water stock but only half of those companies satisfy the water stock volume stipulated in the ordinance, indicating that companies should make further efforts to improve their disaster-prevention measures. The emergency water stock is only one of the wide-ranging issues included in disaster prevention for office occupiers. How to get prepared for disasters remains a challenge for companies in Japan.

Xymax Group will continue to provide information to help office occupiers who realized the importance of disaster prevention through this survey results to achieve further prevention measures.