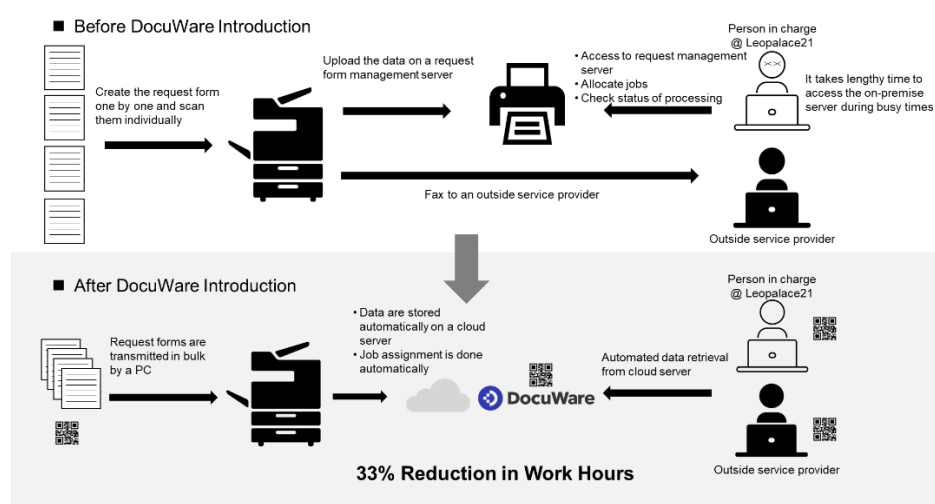


Notice Concerning Substantial Reduction on 2.6 Million Leasing Management Transactions per Year Through DX: DX Promotion Also Contributes to Reform of Work Practices

Leopalace21 Corporation (Nakano-ku, Tokyo; President: Bunya Miyao; "the Company") announced that it introduced DocuWare**, a Content Services Platform, or CSP*, that can directly import various content, automatically digitize and centrally manage them. It enabled the Company to improve operational efficiency and promote reform of work practices, such as reduced work hours in handling monthly contracts and reduced employees' overtime hours.



*CSP: a solution that promotes digital innovation by managing digital content in various formats in an integrated manner and connecting information that is dispersed in an organization.

**DocuWare: a document management and workflow automation software provided by Ricoh Company, Ltd.

■ Background and Purpose of CSP Introduction

The Company's service centers handle more than 2.6 million transactions per year to start or stop the tenants' use of electricity, gas, and water for monthly contracts and ordinary lease contracts involving room cleaning for approximately 560,000 managed properties across the country. The previous system suffered from significant slowdown of processing speed during periods of high workload, causing an increase in employees' overtime hours during busy periods. In addition, the procedures of starting or ending electricity, gas, and water utility services for 560,000 households are much complicated, and there was room for improving operational efficiency.

The purpose of DocuWare introduction in February 2023 was intended to reduce the access time to the required data and to improve operational efficiency by use of QR code for workflow management.

■ Effect of Introduction

The Company confirmed following time-saving effect.

- (i) Work hour per starting/stopping utility services: 33% reduction
- (ii) System slowdown caused by congested business during peak season: No slowdown
- (iii) Average overtime hours for full-time employees: approximately 60-70% reduction

■ Future DX Promotion Activities

The Company will continue to promote the installation of smart locks and the utility of concluding electronic contracts. It remains committed to utilizing digital technology and pursuing further innovations in the business, in order to contribute to an ideal society where everyone can enjoy a high quality of life and to provide a housing platform with safe and comfortable life in rented apartments.

■ Company Information

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