

## Environment / Services

### Installation of a kids' room that families can shop with a sense of security

The kids' room on the second floor is designed to allow families to take care of their children in a relaxed atmosphere, with a children's restroom, family restroom, and nursing room, all of which are rarely seen in the Philippines, gathered in the same space. Respecting the Filipino national character of valuing family, Isetan Mitsukoshi Holdings Ltd., Nomura Real Estate Development Co., Ltd. and Federal Land Incorporated aim to create a facility where all visitors, including those with babies, can enjoy shopping in comfort.



Kids' room \*Conceptual drawing

### Safety initiatives for customers

To ensure that customers can enjoy shopping with peace of mind, Isetan Mitsukoshi Holdings Ltd., Nomura Real Estate Development Co., Ltd. and Federal Land Incorporated will implement safety initiatives, such as cleaning the air throughout the entire building using the UVGI (Ultra Violet Germicidal Irradiation) system, disinfecting escalator handrails with UV lights, and installing ventilation windows.



UVGI system

\*From MSL Global Corporation data \*Conceptual drawing

### Isetan Mitsukoshi's staff training

Customer service training by Isetan Mitsukoshi Group will be provided extensively to sales staff of tenants and staff of partner companies such as cleaners and security guards. Not only at the time of opening, but also through periodic seminars, the Group aims to establish a system to share the spirit of hospitality that Isetan Mitsukoshi Group has always valued.



\*Conceptual drawing