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# Financial results Presentation

## For the 3-month Period Ended June 30, 2021



“SANCTUARY COURT TAKAYAMA ART GALLERY RESORT” Exterior (Started Membership Sales on June 21, 2021 )

\*The pictures above are conceptual drawings and for illustrative purposes only.

**Resorttrust, Inc. (Securities code 4681)**

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RESORTTRUST GROUP

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# Financial Highlights 1Q FY2021

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(Million yen)

	2019/6 (results)	2020/6 (results)	2021/6 (results)	YoY Difference	Change FY2019
Net Sales	39,258	23,416	37,319	+59.4%	(4.9%)
Operating Income <span style="float:right">···A</span>	2,442	(884)	920	+1,805	(62.3%)
Ordinary Income	2,557	(400)	1,498	+1,898	(41.4%)
Net Income	1,492	(1,810)	1,905	+3,715	+27.7%
<b>Evaluated Operating Income <span style="float:right">···A+B</span></b>	<b>2,981</b>	<b>(2,905)</b>	<b>2,182</b>	<b>+5,087</b>	<b>(26.8%)</b>
Deferred revenue (real estate profit) correction	539	952	344		
Other	- ※1	(2,972) ※2	917		
Total operating income correction <span style="float:right">···B</span>	539	(2,020)	1,261		

## [Evaluated Operating Income]

Figures calculated on a sales evaluation basis after deducting accounting factors specific to the spread of COVID-19 infections as well as booking of real estate profits of sales of unopened properties. Adoption of new accounting standard in the current fiscal year is not a temporary factor; however, evaluation was conducted using the same standard as in the past to compare with figures in the previous years.

\*1. Adjusted for the effect that fixed costs and other expenses incurred during the closure in FY2020 were recorded as extraordinary losses.

\*2. Amount adjusted for the effect of adoption of new revenue recognition standard in FY2021 (calculated by the previous method)

\* Please refer to p.35 and p.36 for more information on deferred.

## <YoY Difference>

In hotel operations and other operations, self-restraint from personal consumption as a result of the issuance of a state of emergency due to the spread of COVID-19 infections had an impact on our business in the three-month period under review. However, compared to the same period of the previous year, when profits dropped significantly due to the temporary closure of many hotels, net sales and income both increased substantially, resulting in a significant recovery. In addition, sales of hotel memberships and medical memberships continued to grow steadily.

## <Change FY2019>

Evaluated operating income, on which we place the same importance as operating income as an indicator of real sales performance, fell 26.8%. The recovery level as a whole was at 70-80% compared to pre-COVID-19 times. Improvement in profits has progressed mainly in membership businesses, but on the other hand, in non-membership businesses, profits did not reach a full-scale recovery.

\*Income attributable to owners of parent is labelled as "Net income" in this document.

# Business Forecast for FY2021 (April to March)

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(Million yen)

	2020/3 (results)	2021/3 (results)	2022/3 (targets)	YoY Difference	Change FY2019
Net Sales	159,145	167,538	158,200	(5.6%)	(0.6%)
Operating Income ...A	11,652	14,707	7,000	(52.4%)	(39.9%)
Ordinary Income	12,476	17,647	6,700	(62.0%)	(46.3%)
Net Income	7,135	(10,213)	4,700	+14,913	(34.1%)
<b>Evaluated Operating Income ...A+B</b>	<b>15,029</b>	<b>4,009</b>	<b>12,200</b>	<b>+8,191</b>	<b>(18.8%)</b>
Deferred revenue (real estate profit) correction	3,377	(7,142)	3,700		
Other	- ※1	(3,556) ※2	1,500		
Total operating income correction ...B	3,377	(10,699)	5,200		

## [Evaluated Operating Income]

Figures calculated on a sales evaluation basis after deducting accounting factors specific to the spread of COVID-19 infections as well as booking of real estate profits of sales of unopened properties. Adoption of new accounting standard in the current fiscal year is not a temporary factor; however, evaluation was conducted using the same standard as in the past to compare with figures in the previous years.

\*1. Adjusted for the effect that fixed costs and other expenses incurred during the closure in FY2020 were recorded as extraordinary losses

\*2. Amount adjusted for the effect of adoption of new revenue recognition standard in FY2021 (calculated by the previous method)

\* Please refer to p.35 and p.37 for more information on deferred.

### <YoY Difference>

Net sales, operating income, and ordinary income are expected to decrease due to realization of deferred revenue in the previous year upon opening of YOKOHAMA BAYCOURT CLUB; however, evaluated operating income, an indicator of real sales performance, is expected to improve substantially.

### <Change FY2019>

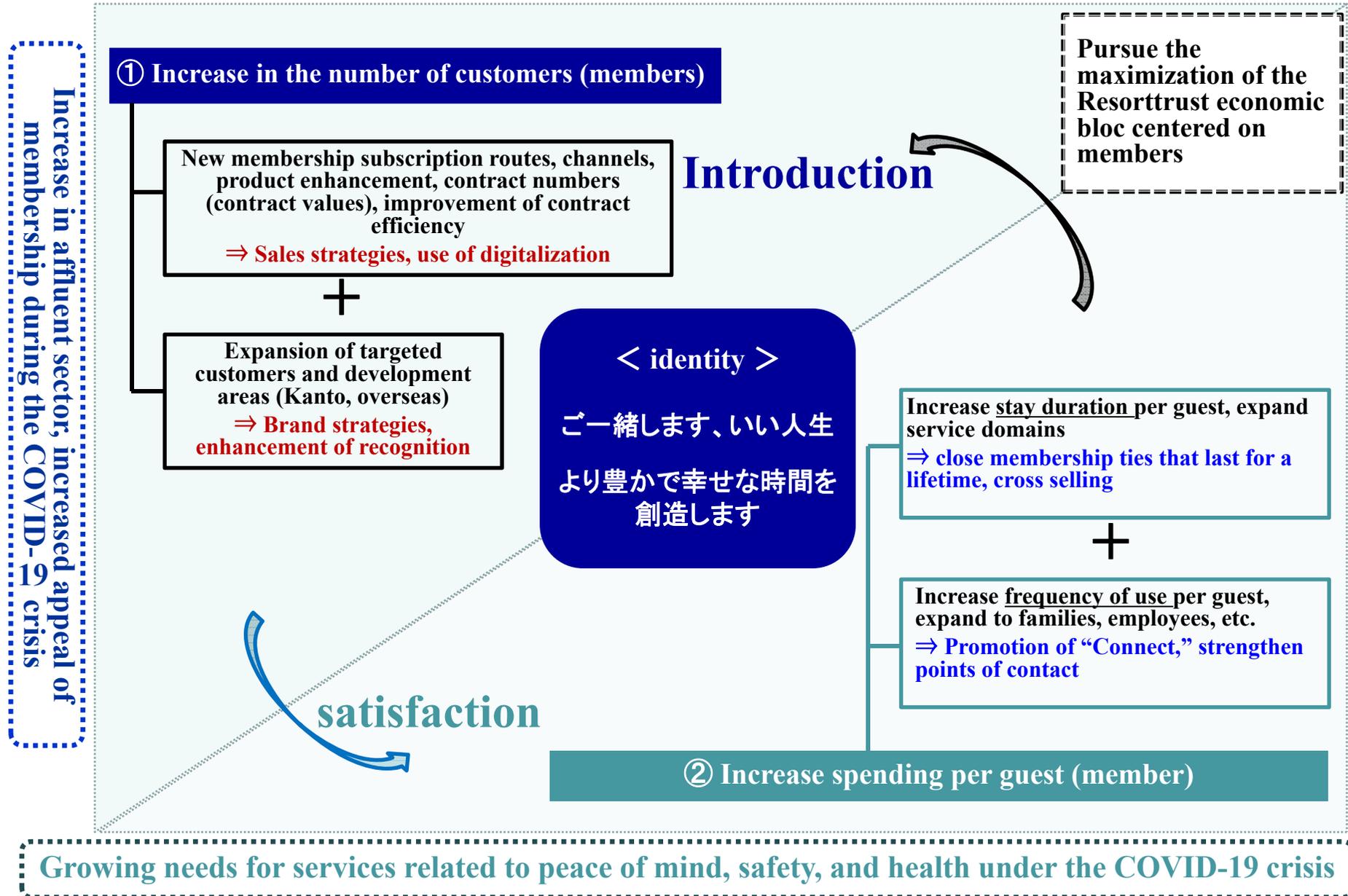
Evaluated operating income is expected to decrease 18.8%. The recovery level as a whole is expected to be about 80% compared to pre-COVID-19 times. Although the issuance of a state of emergency in the three-month period under review was not factored into our plan, business operations have generally been progressing in line with the plan as a result of steady growth in membership sales, and the full-year forecast for FY2021 remains unchanged.

\*Income attributable to owners of parent is labelled as "Net income" in this document.

# Vision for growth based on membership model ①×②

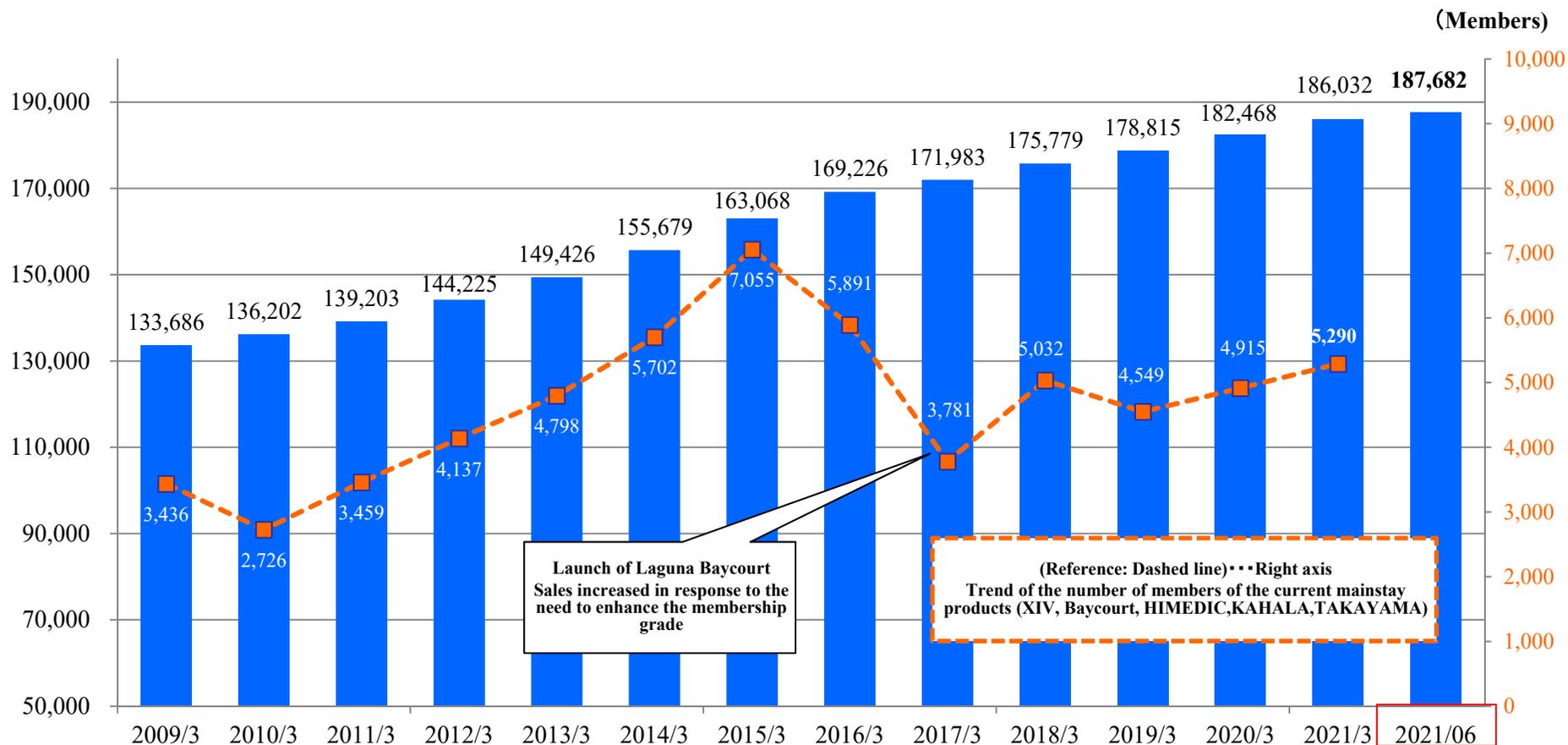
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<Management that takes maximum advantage of strengths of membership model ...Sustainable growth based on ① × ②>



# Number of Members

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Launch of Laguna Baycourt  
Sales increased in response to the  
need to enhance the membership  
grade

(Reference: Dashed line)\*\*\*Right axis  
Trend of the number of members of the current mainstay  
products (XIV, Baycourt, HIMEDIC,KAHALA,TAKAYAMA)

	Baycourt	XIV	Sun Members	Golf	Medical	Cruiser	KAHALA	SANCTUARY COURT	Total	
2021/3	23,553	77,789	29,789	29,960	23,818	392	731	—	186,032	
<b>2021/6</b>	<b>23,528</b>	<b>78,707</b>	<b>29,444</b>	<b>30,042</b>	<b>24,656</b>	<b>396</b>	<b>777</b>	<b>132</b>	<b>187,682</b>	XIV+BCC+HM+ KAHALA+TAKA YAMA
Change April - June 2021	(25)	+918	(345)	+82	+838	+4	+46	+132	+1,650	+1,909
Change April - June 2020	+812	(460)	(313)	(74)	+422	(3)	+62	—	+446	+836

\*For cases in which members are in possession of multiple memberships, each of the memberships is counted as one member

# Examples of initiatives for (1) growth based on “Membership Model”

Increase in affluent sector, increased appeal of membership during the COVID-19 crisis

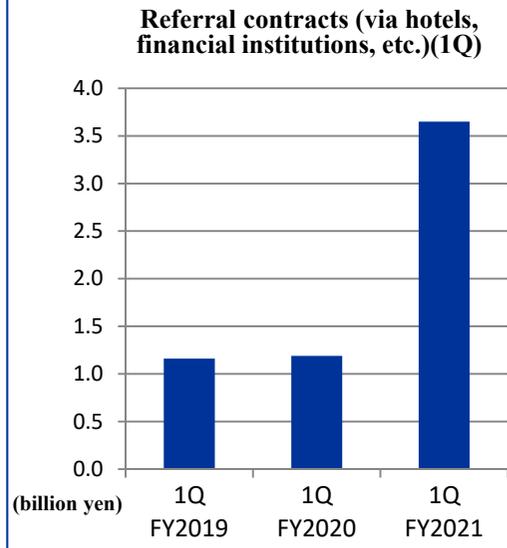
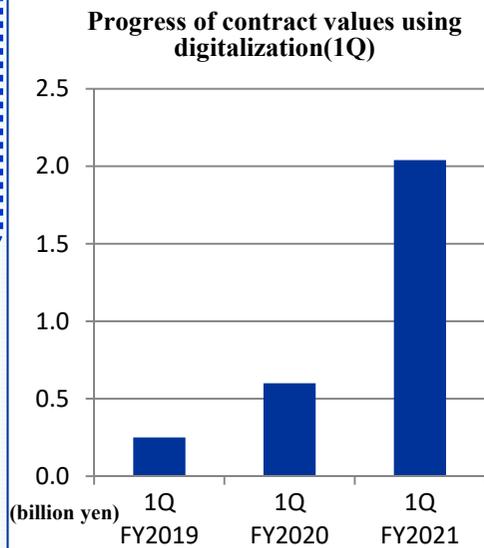
## ① Increase in the number of customers (members)

**New membership subscription routes, channels, product enhancement, contract numbers (contract values), improvement of contract efficiency**  
 ⇒ Sales strategies, use of digitalization

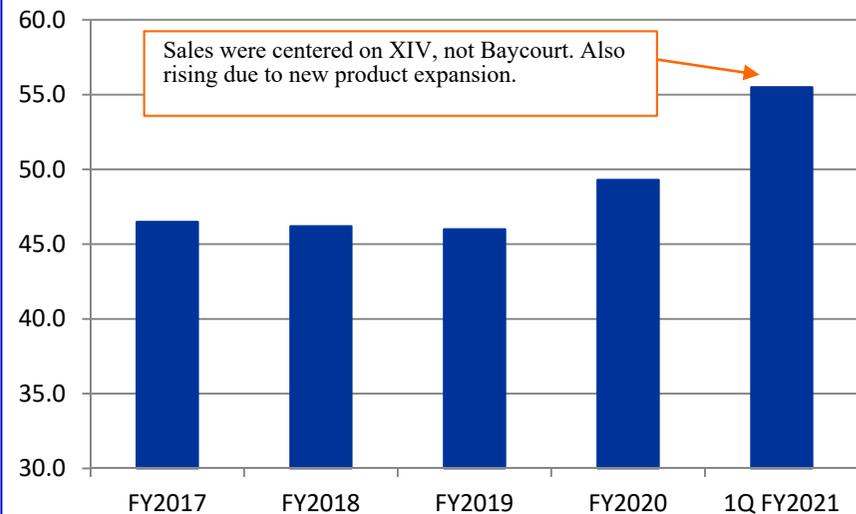
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**Expansion of targeted customers and development areas (Kanto, overseas)**  
 ⇒ Brand strategies, enhancement of recognition

Expansion of sales channels and improvement of contract efficiency



New sales ratio (ratio of units sold other than by switching or additional purchase)



### 【Digital marketing】

Use email newsletter and other means to contribute to efficient sales activities based on customers’ interests and desired timing. Targeting 8.0 billion yen in the final year of the Rolling Plan.

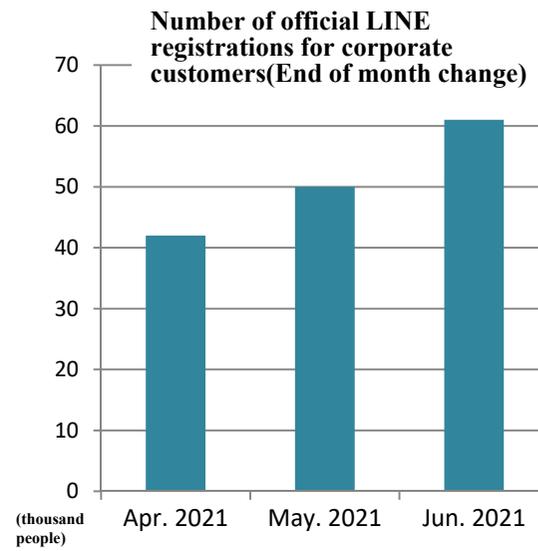
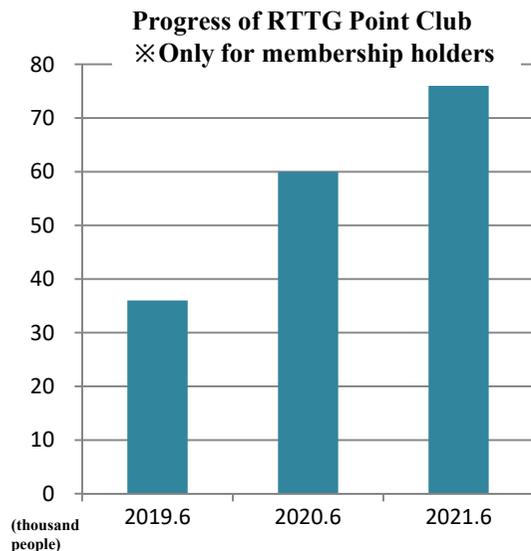
### 【Increase in referral contracts】

Number of referral contracts via hotels, financial institutions, and other organizations has increased. Significant progress compared to 1Q.

# Examples of initiatives for (2) growth based on “Membership Model”

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## Introduce a system for customers that leads to strengthening points of customer contact and cross selling



### 【 RTTG Point Club 】

Introduction from April 2019 (Exceeds 50% of members after member data integration)

Promptly provide information about plans and other matters, which were previously provided in printed newsletters, and also provide information about the Group’s products.

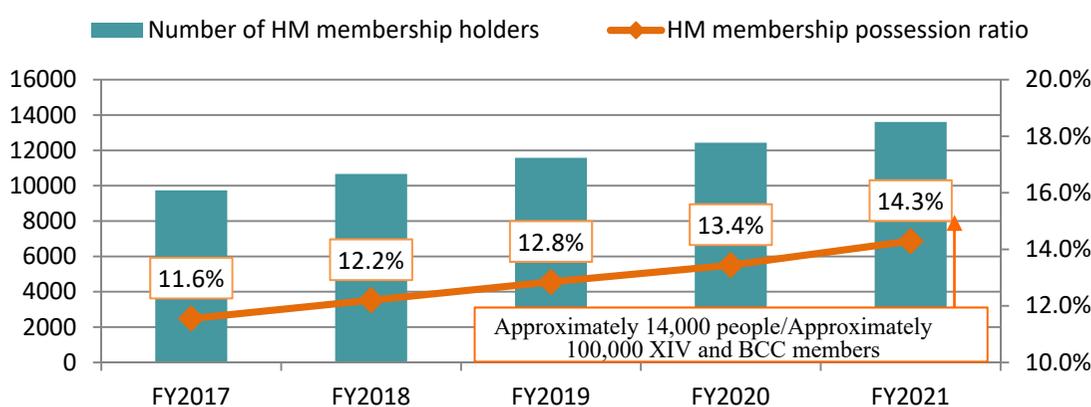
### 【Registering to the official LINE app】

Introduction from September 2020. Focus our efforts on providing information to corporate employees on an individual basis. For the time being, we aim for 200 thousand registrations.

### 【Enrich the internal evaluation system for cross selling】

Promote reciprocal use by connecting the group’s businesses horizontally. Strengthen the design of incentives for sales promotion.

## Percentage change of hotel members owning HIMEDIC at the end of the period (XIV, BCC)



### Increase stay duration per guest, expand service domains

⇒ close membership ties that last for a lifetime, cross selling

+

### Increase frequency of use per guest, expand to families, employees, etc.

⇒ Promotion of “Connect,” strengthen points of contact

## ② Increase spending per guest (member)

Growing needs for services related to peace of mind, safety, and health under the COVID-19 crisis

# New brand “SANCTUARY COURT” membership launched

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## “SANCTUARY COURT TAKAYAMA ART GALLERY RESORT” Overview

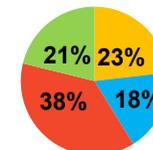


Start of sales	June 21, 2021
Scheduled date of opening	March 2024
Total number of rooms	121
Supplemental facilities	Hida-Takayama Museum of Art, Italian restaurant, Japanese restaurant, Bar, Spa, Treatment Salon, Exhibition room, Executive Room, Boutique, etc.
Membership price	¥7.37 million(annual 10 stay nights-type)~¥34.79 million(annual 20 stay nights-type)

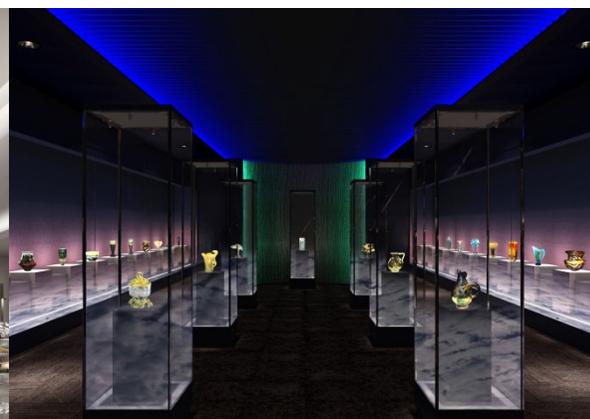
### ◆ Contracts (in June)

- Number of Members Final Target : 4,356 members ( If all are sold as 10-stay night products)
- Sale of 576 units on a contract basis (June 21 to 30)

### <Ratio by region (branch)>



Hotel/Reception



Art gallery/ Galle's forest~ Art nouveau



Art gallery/Robby

### ◆SDGs initiatives

- Install electric vehicle (EV) chargers to reduce electric energy use and CO2 emissions, use of geothermal heat via well water, adopt total heat exchangers, etc.

. Aiming for regional vitalization and revitalization

The museum attached to the hotel exhibits artworks inherited from the former Hida-Takayama Museum of Art. Furthermore, spaces are provided for young artists to exhibit their works in museums and other places to support their development.



### ◆COVID-19 Countermeasures

- Reduce chances of person-to-person contact by introducing smart check-in
- Layout to support in-room dining (install dining tables in some guest rooms)
- All seats in Japanese restaurants are semi-private, and Italian restaurants have terrace seating
- Install an outdoor viewing area (sky terrace) on the roof

## “SANCTUARY COURT” Overview

### Membership is valid/Form of rights

- Membership is valid for 50 years from opening of the hotel
- Land: General fixed term land lease right, building: unit ownership (same as before)

### Number of stay nights granted

- annual 20 stay nights-type: 1 room/available to 18 members
- annual 10 stay nights-type: 1 room/available to 36 members

### Use of assigned stay nights through exchange

- Exchange of stay nights is available between membership resort hotels XIV and Baycourt Club

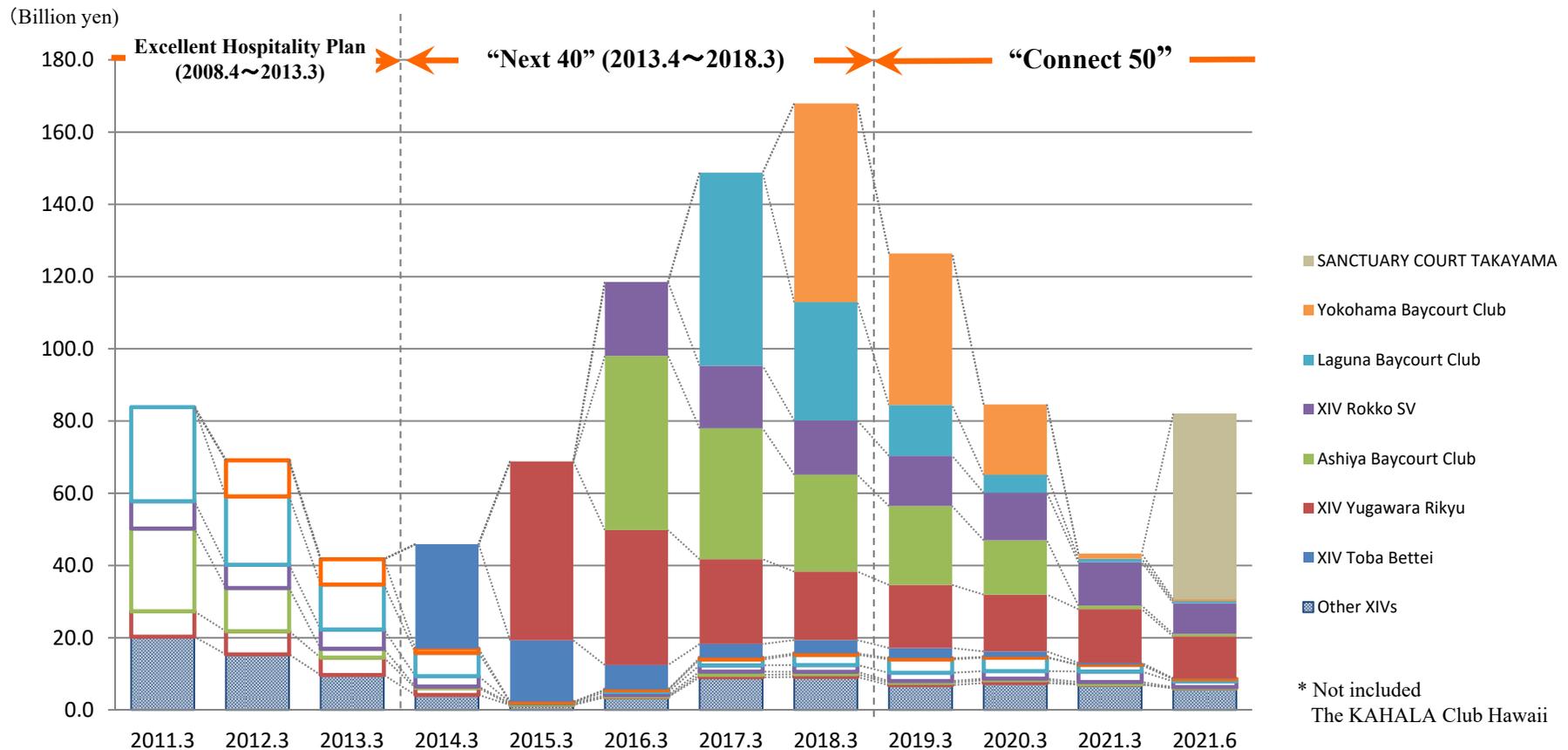
### Unused rights for stay nights when using the floating system (with upper limit)

- Use of a certain number of stay nights through using the floating system without losing rights is possible, only for use of facilities with membership. (annual 20 stay nights-type: 10 nights a month/ annual 10 stay nights-type: 5 nights a month)

# Trend of sales inventories (contract value basis)

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- During the period of the before the last medium-term management plan (April 2008 to March 2013) when the Group postponed development in view of the collapse of Lehman Brothers and the impact of the earthquake, inventories shrank.
- During the period of the previous medium-term management plan (April 2013 to March 2018), inventories temporarily increased to over 160 billion yen as the Group accelerated development and sales in response to the accumulated demand.
- Inventories decreased about 120.0 billion yen three years after the current medium-term management plan was launched. The Group has sales inventories amounting to over 80.0 billion yen as of June 30, 2021, sufficient for 1.5-2 years. (Not including the KAHALA Club Hawaii)



# Group's Development Schedule(~FY2023)

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(Membership resort hotel) In consideration of the inventory situation, properties for sale will be expanded in the Chubu, Kanto and Kansai regions between FY2021 and FY2023. While maintaining a constant development pace in line with sales plans, the scale of guest room numbers will be somewhat smaller than before on average. Aim to realize destination hotels, where guests can relax in hotel rooms and the hotel stay itself becomes the purpose of travel.  
 (Medical examination club on a membership basis) Plan to expand the capacity of existing facilities through the extension of floors and other means at the Nagoya facility, and to open new facilities in Kansai and Kanto regions in 2024 and beyond

<Sales and business commencement schedule\_May 14, 2021>

- Commencement of business and acquisition
- Commencement of sales

Medium-term management plan	Previous medium-term management plan Next40					Current medium-term management plan Connect 50			「Connect 50」Rolling plan				
	Fiscal year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	
Sales and business commencement schedule	Membership resort hotels		● XIV Toba Bettei										
				● XIV Yugawara Rikyu									
					● Ashiya Baycourt Club								
						● XIV Rokko SV							
							● Laguna Baycourt Club						
Business commencement schedule	Luxury hotel (LH)								● THE KAHALA Yokohama				
	Hotel Trusty (HT)		● Kahazawa			● Nagoya Shirakawa			● Nihonbashi Hamacho				
	Medical examination club on a membership basis								● Tokyo Nihonbashi				
	Senior residence (SR)		● Mikage	● Todoroki	● Hongo	● Tokiwamatsu	● Aactiva Briva	● Shirakabe	● Bashamichi	● Ogikubo	● 5 facilities*		

\* Private Nursing Home “Felio Tamagawa” “Felio Seijyo” “Felio Tenjin” “Felio Momochi” & “Resius Momochi”

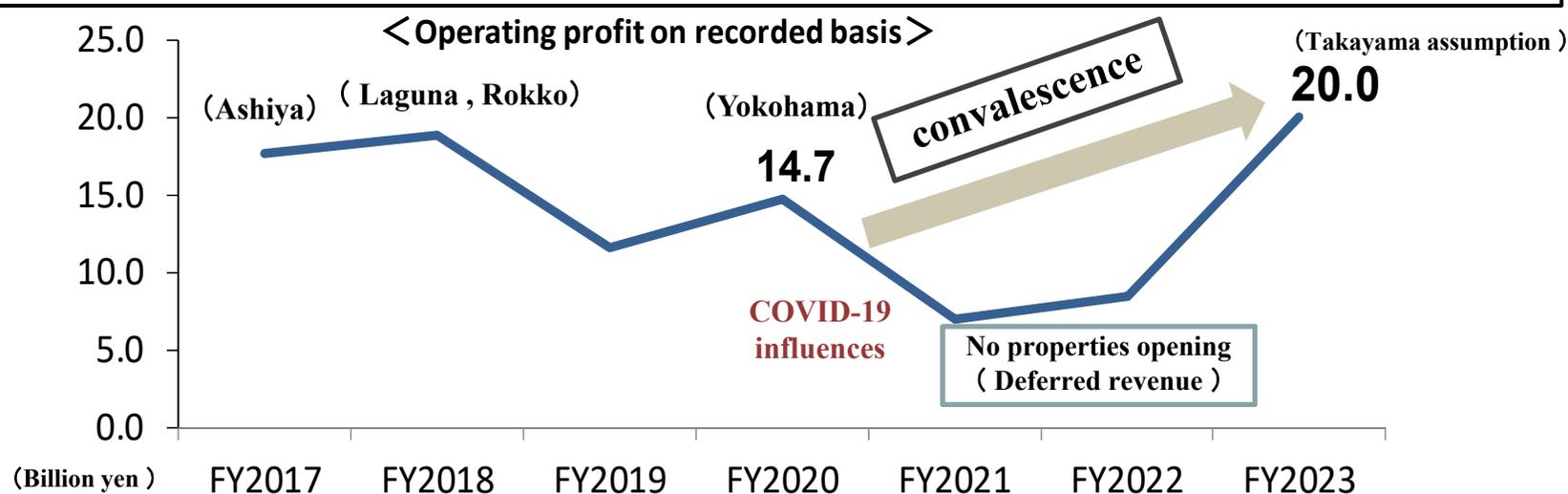
# Quantitative Image (~FY2023)

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(billion yen)

index	3rd year of current medium-term management plan (FY2020)	Rolling Plan (Final FY2023)	Remarks
Net sales	167.5	190.0	Expect record high sales and profits.
Operating income	14.7	20.0	
Ordinary income	17.6	20.0	
Net income attributable to owners of parent	(10.2)	13.0	
Dividend payout ratio	— ※final deficit	Approximate 40%	Expect record high dividend amount
ROE	(8.4) %	Approximate 10%	No change from the past

**Anticipate recovery to levels exceeding pre-COVID times in the period of this rolling plan**

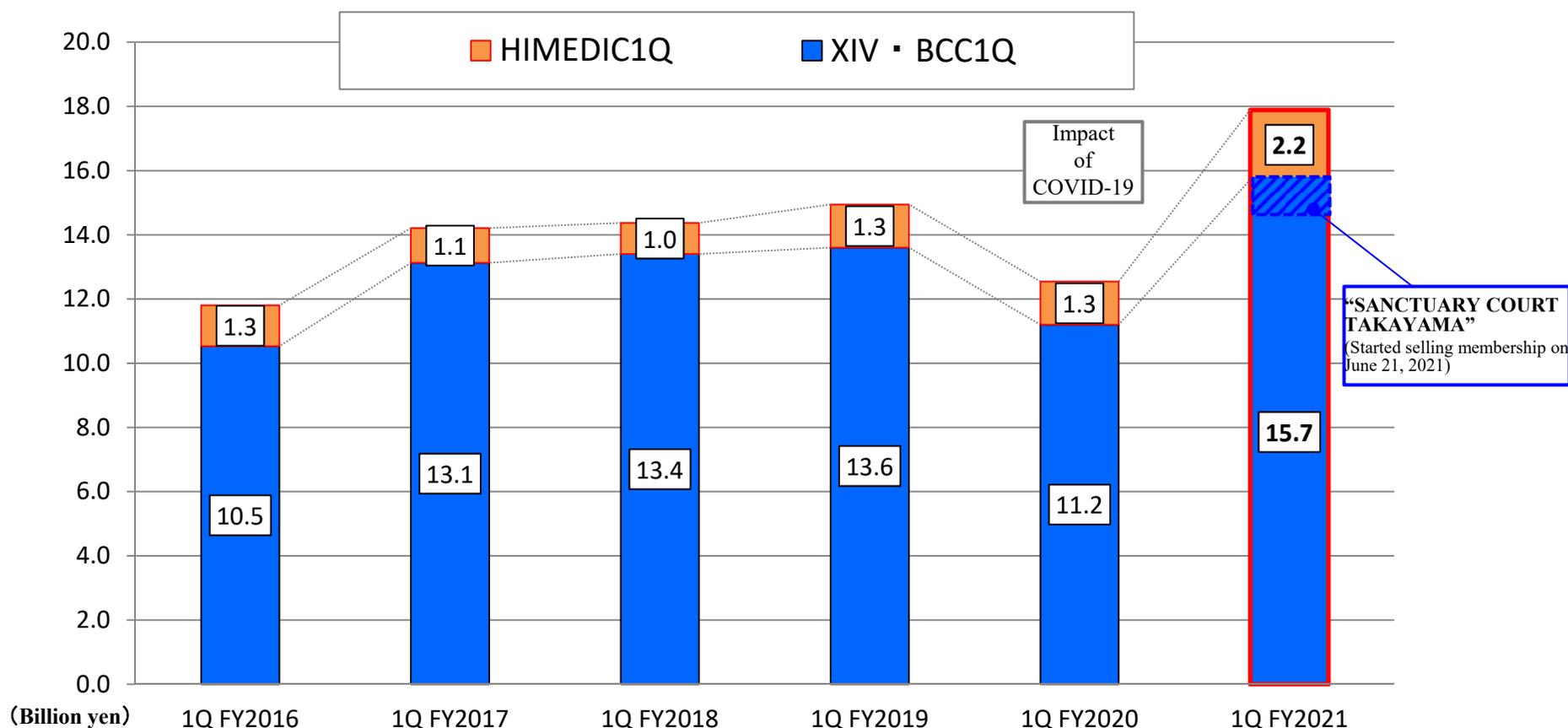


# Progress of contract values for three months

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Contract values of hotel memberships remained extremely strong in the period of April-June, including the effect of the launch of the new product, SANCTUARY COURT TAKAYAMA, reaching the all-time high for the contract values in the first quarter. Membership sales of XIV properties such as Yugawara Rikyu and Rokko Sanctuary Villa accounted for about 70% of the total sales, driving the business.

Contract values of HIMEDIC memberships also remained very strong, maintaining the trend of significant acceleration in the previous year.

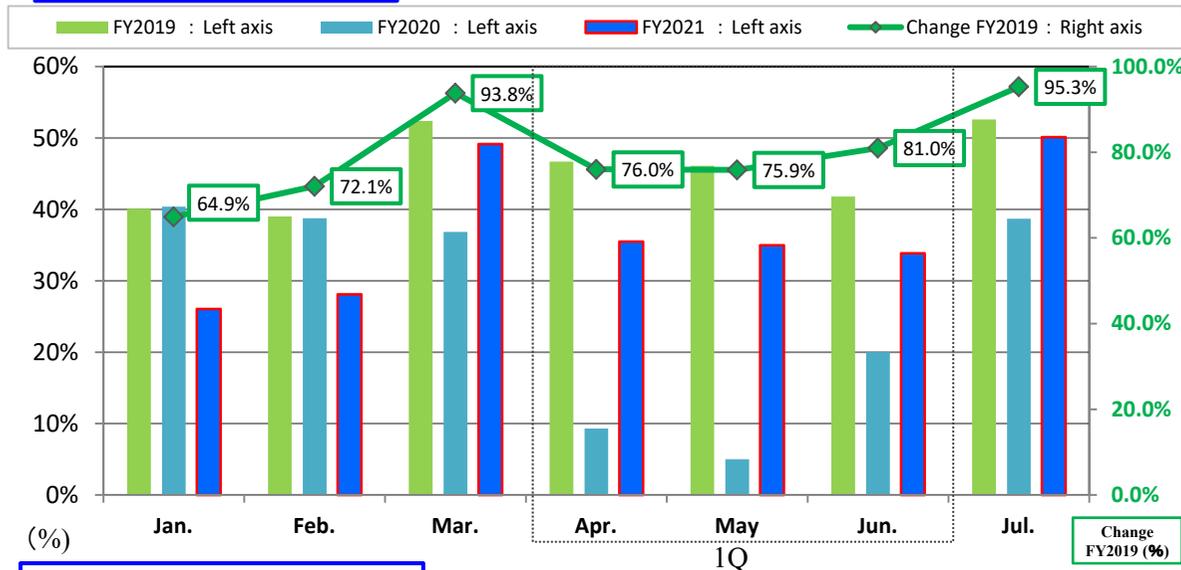


# Trends in Hotel occupancy rate by months①

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## XIV occupancy rate

\* The denominator includes the number of rooms at facilities during the closure



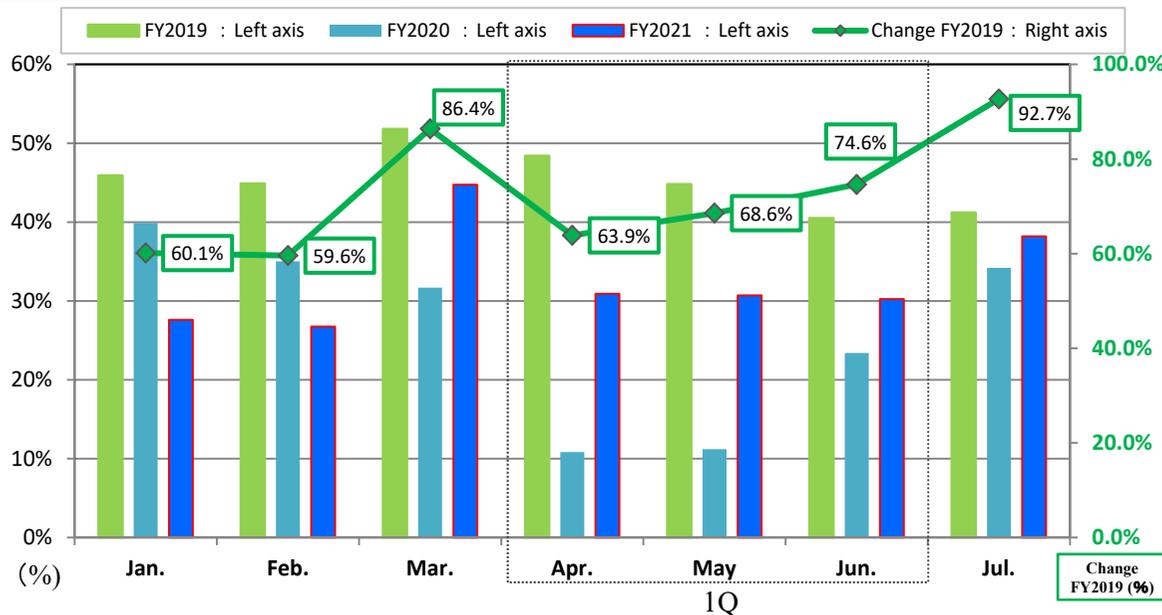
▪ As many facilities were temporarily closed during the period of April-June in 2020, comparison with the same period in 2019 is shown as a broken line.

▪ The trajectories of recovery of occupancy rates of XIV and Baycourt Club were generally similar.

▪ As for non-membership hotels, those in Hawaii are showing signs of recovery ahead of Japan.

## Baycourt occupancy rate

\* The denominator includes the number of rooms at facilities during the closure.



(Jan-Mar 2021)

After the emergence of the third wave of infections, the occupancy rate declined in January and February (60 to 70% of the same month in 2019). There has been a significant impact, including the restrictions on restaurant opening hours, but the occupancy rate recovered in March to 90% of the same month in 2019.

(Apr-Jun 2021)

Occupancy rates dropped once again due to the fourth wave of COVID-19 (70-80% of the same period in 2019). Restrictions were imposed on drinking/eating establishments, including limitations on opening hours and the time for guests to dine.

(July 2021)

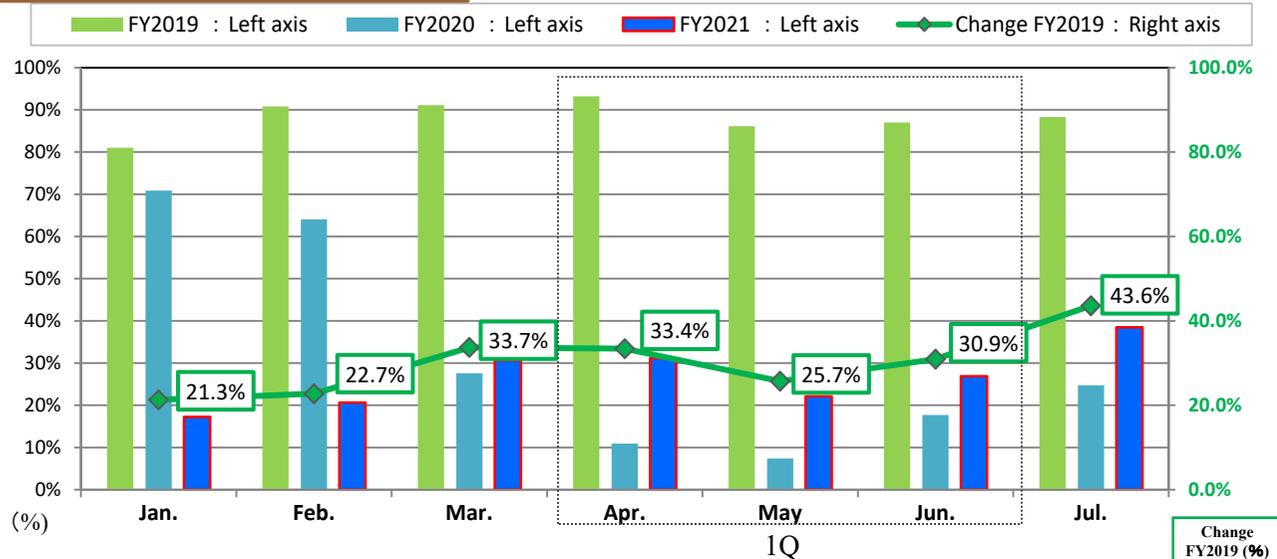
Although some restrictions on serving alcohol and opening hours are still in place, occupancy rates have recovered to the level of March 2021. (Over 90% of the same period in 2019).

# Trends in Hotel occupancy rate by months②

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## Hotel Trusty occupancy rate

\* The denominator includes the number of rooms at facilities during the closure.



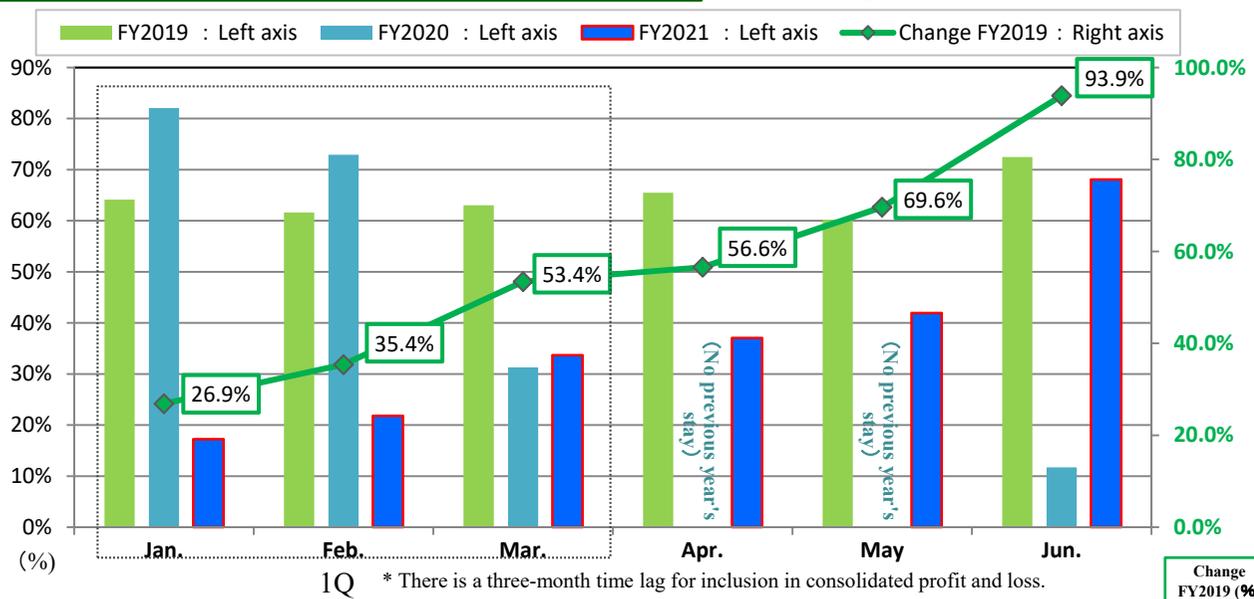
Although the pace of recovery is slower than that of membership hotels, occupancy rates have been on a gradual upward trend since January (but dropped again in May), and in July, they recovered to over 40% of the level of July in 2019.

Business and inbound demand remains sluggish.

We will work to roll out new efforts such as long-term stay plans, and at the same time, focus our efforts on providing information about our services to membership holders and attracting customers.

## THE KAHALA HOTEL & RESORT occupancy rate

\* The denominator includes the number of rooms at facilities during the closure.



Occupancy rates have continued to show improvement since January, due mainly to increased stays by travelers outside Japan, and the improvement trend became particularly clear in June (94% of the level of June in 2019).

If the number of travelers from Japan increases in the future, we can expect a further increase in occupancy rates.

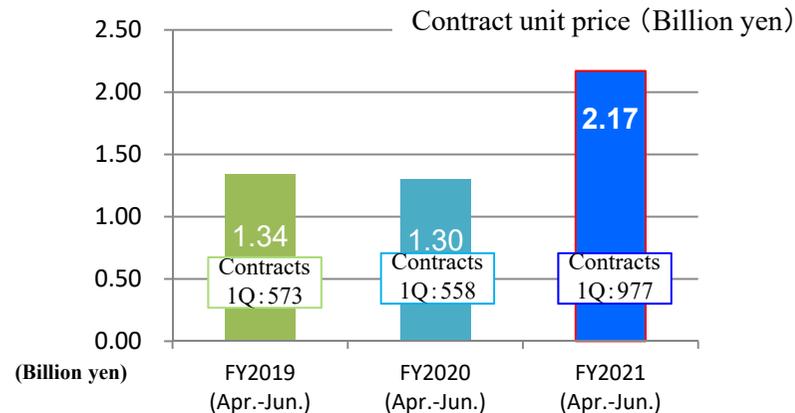
\* There is a three-month time lag for inclusion in consolidated profit and loss.

# Progress of Medical business

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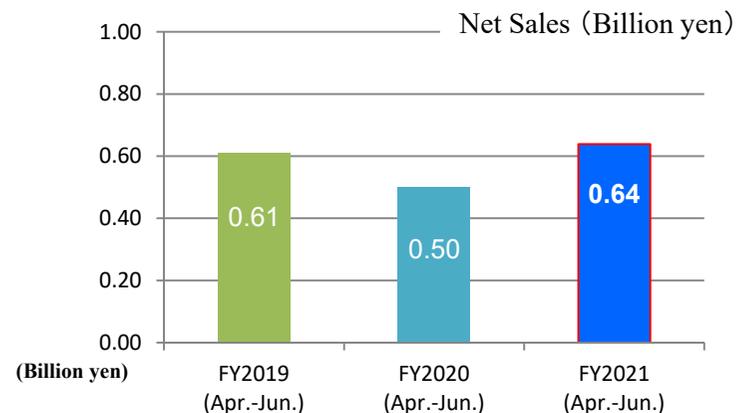
Sales of HIMEDIC memberships in 1Q FY2021 were at the same level as 4Q in the previous year, when sales accelerated significantly, and performance exceeded that in the 1Q of the previous year. Non-membership health check-ups, which were temporarily closed from April to May in 2020, and Aging Care Business were also solid. Occupancy rates at senior residences continue to fluctuate.

## ◆ HIMEDIC sales <YoY>



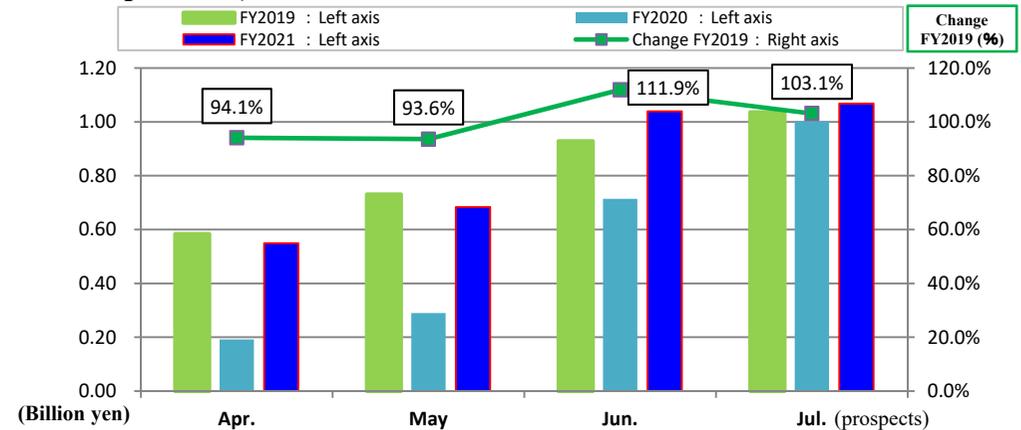
Needs expanded even during the COVID-19 crisis, with an increase in sales at HM's original sales organization.

## ◆ Sales of Aging Care Business(1Q) ※ Product Sales



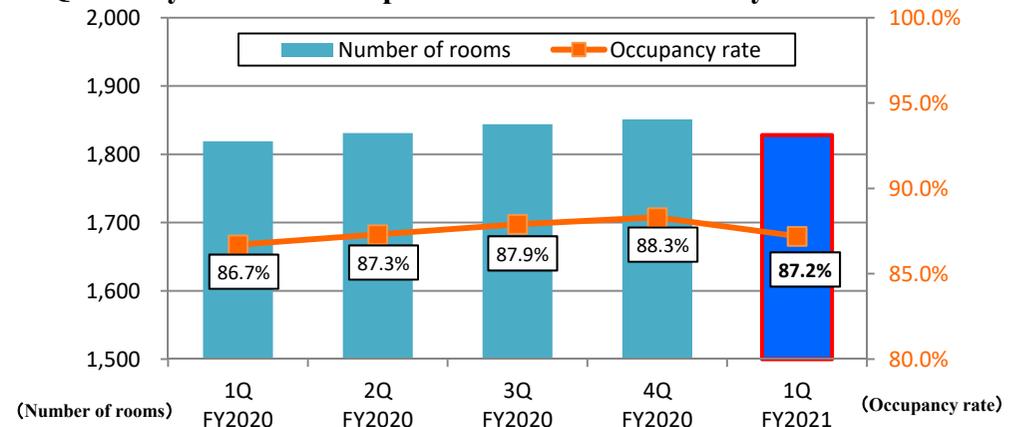
Product sales also grew steadily on a year-on-year basis, especially for the Munoage brand.

## ◆ Result of non-membership health check-ups (Shinkokai Medical Corporation)<YoY>



Results in 1Q were generally at the same level as 1Q in 2019 (latest results are above the level of the same period in 2019).

## ◆ Quarterly trends of occupied rooms in Senior Lifestyle Business



Although a gradual recovery trend was seen in the previous year, recently, the situation has been particularly difficult in facilities of healthy occupant type (decreased 1.1 percentage points), partly due to the impact of the fourth wave of COVID-19.

# Segment Sales and Operation Income 1Q FY2021 (April to June)

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(Million yen)

		2019/6 (results)	2020/6 (results)	2021/6 (results)	YoY Change	Change FY2019
<b>Membership</b>	Sales	10,431	5,694	<b>11,779</b>	+106.9%	12.9%
	Operating Income	3,278	2,203	<b>2,784</b>	+26.4%	(15.1%)
	Evaluated Operating Income	※3 3,817	※3 3,155	※2.3 <b>3,201</b>	+1.5%	(16.1%)
<b>Hotel and Restaurant</b>	Sales	19,917	8,614	<b>15,131</b>	+75.6%	(24.0%)
	Operating Income	12	(2,347)	<b>(925)</b>	+1,422	(937)
	Evaluated Operating Income	12	※1 (4,995)	<b>(925)</b>	+4,070	(937)
<b>Medical</b>	Sales	8,744	8,942	<b>10,233</b>	+14.4%	+ 17.0%
	Operating Income	1,206	1,027	<b>1,034</b>	+0.7%	(14.2%)
	Evaluated Operating Income	1,206	※1 702	※2 <b>1,879</b>	+167.3%	+ 55.8%
<b>Other</b>	Sales	164	164	<b>174</b>	+6.1%	+ 6.1%
	Operating Income	75	72	<b>74</b>	+2.0%	(1.7%)
<b>Head Office</b>	Operating Income	(2,130)	(1,840)	<b>(2,046)</b>	(205)	+84
<b>Total</b>	Sales	39,258	23,416	<b>37,319</b>	+ 59.4%	(4.9%)
	Operating Income	2,442	(884)	<b>920</b>	+1,805	(62.3%)
	Evaluated Operating Income	2,981	(2,905)	<b>2,182</b>	+5,087	(26.8%)

\*1. Adjusted for the effect that fixed costs and other expenses incurred during the closure in 1Q FY2020 were recorded as extraordinary losses

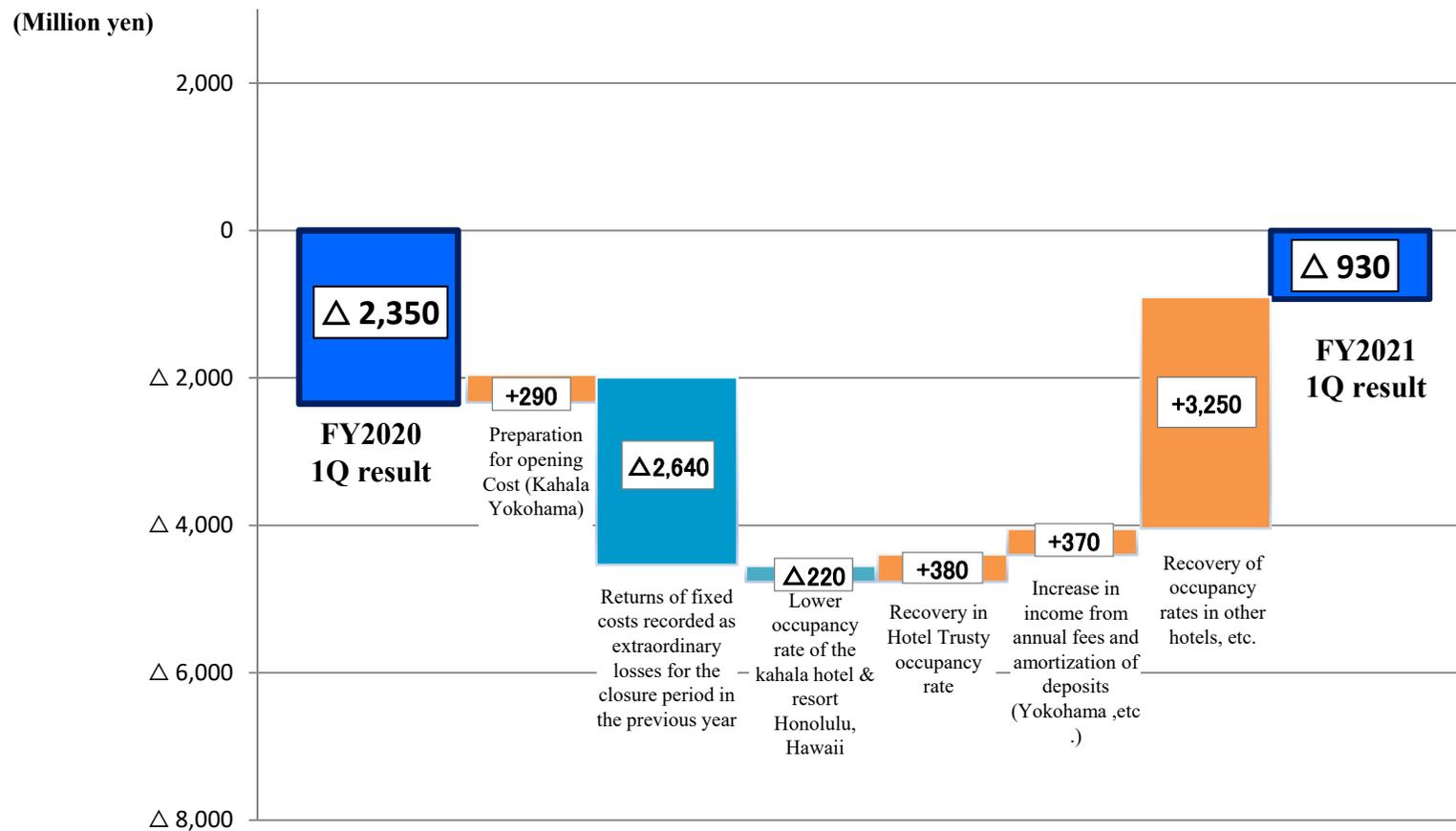
\*2. Amount adjusted for the effect of adoption of new revenue recognition standard in 1Q FY2021 (calculated by the previous method)

\*3. Adjusted for deferred profit on real estate portion of profit from sales of unopened properties

# Hotel and Restaurant Segment's Operating Income for 1Q FY2021 (compared with the same period of the previous FY)

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Last year, an operating loss of 5.0 billion yen was recognized when considering fixed costs recorded as extraordinary losses for the closure period as operating expenses. In the three-month period under review, the amount of operating loss was significantly reduced due to the recovery in occupancy rates, mainly in membership hotels, while returns of some fixed costs were controlled. Although the impact of COVID-19 has not completely been eliminated, we are aiming to return to the black throughout the fiscal year.



# Consolidated Balance Sheets

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(Million yen)

	2021/3	2021/6	Change		2021/3	2021/6	Change
<b>Total current assets</b>	<b>152,856</b>	<b>146,938</b>	<b>(5,918)</b>	<b>Total current liabilities</b>	<b>100,777</b>	<b>138,802</b>	<b>+38,025</b>
Cash and deposits	48,367	41,695	(6,672)	Notes and accounts payable-trade	1,335	1,053	(282)
Notes and accounts receivable-trade	9,032	11,225	+2,192	Short-term loans payable	22,080	24,332	+2,252
Operating loans	58,268	57,807	(461)	Current portion of bonds	150	150	—
Short-term investment securities	10,695	11,699	+1,003	Current portion of bonds with share acquisition rights	29,728	29,717	(10)
Merchandise, raw materials and supplies	2,173	2,350	+176	Accounts payable-other and accrued expenses	22,102	15,683	(6,419)
Real estate for sale	15,668	11,574	(4,093)	Advance received	3,548	46,539	+42,991
Real estate for sale in process	3,685	4,342	+656	Unearned revenue	18,103	16,129	(1,974)
Other	4,964	6,244	+1,279	Other	3,727	5,196	+1,469
<b>Total noncurrent assets</b>	<b>254,386</b>	<b>260,369</b>	<b>+5,983</b>	<b>Total noncurrent liabilities</b>	<b>185,673</b>	<b>163,126</b>	<b>(22,547)</b>
Property, plant and equipment, net	176,366	176,769	+402	Bonds payable and long-term loans payable	44,154	40,640	(3,514)
Intangible assets	9,218	8,893	(325)	Long-term guarantee deposited	103,950	101,369	(2,581)
Deferred tax assets	11,551	17,863	+6,312	Long-term unearned revenue	14,185	3	(14,181)
Other	57,250	56,843	(406)	Other	23,383	21,114	(2,269)
				<b>Total liabilities</b>	<b>286,451</b>	<b>301,929</b>	<b>+15,478</b>
				<b>Net Assets</b>	<b>120,791</b>	<b>105,378</b>	<b>(15,413)</b>
				Shareholders' equity	115,904	99,554	(16,350)
				Treasury shares	(1,787)	(1,780)	+7
				Accumulated Other Comprehensive Income	1,462	2,357	+894
				Subscription rights to shares	313	313	-
				Non-controlling interests	4,898	4,933	+35
<b>Total assets</b>	<b>407,243</b>	<b>407,308</b>	<b>+65</b>	<b>Total liabilities and net assets</b>	<b>407,243</b>	<b>407,308</b>	<b>+65</b>

# Consolidated Cash Flows 1Q FY2021 (April to June)

RESORTTRUST GROUP

(Million yen)

	2020/6	2021/6
Cash flows from operating activities	(8,096)	<b>(3,620)</b>
Cash flows from investing activities	(10,915)	<b>(5,664)</b>
Cash flows from financing activities	34,726	<b>(1,415)</b>
Effect of exchange rate changes on cash and cash equivalents	(3)	<b>46</b>
Net increase (decrease) in cash and cash equivalents	15,711	<b>(10,654)</b>
Cash and cash equivalents at beginning of period	21,376	<b>52,756</b>
Cash and cash equivalents at end of period	37,088	<b>42,101</b>

# Initiatives and COVID-19 Countermeasures by Segment

RESORTTRUST GROUP

## FY2020 (COVID-19 Countermeasures)

## FY2021 (“Connect 50” Rolling Plan First Year)

Member  
ship

- Temperature check and thorough implementation of other infection prevention measures during sales activities
- Securing of productivity of flexible workstyles including telework and partial leave
- Marketing according to the economic situation by industry sector amid the COVID-19 crisis

### <Increase of contract value>

- Launch of new products
- Strengthening of existing properties (XIV) sales
- Improvement of productivity per hour through the promotion of flexible work arrangements and digitalization
- Vitalization of the organization, improvement of retention rate
- Promotion of the use of facilities, pursuit of synergy

Hotel and  
Restaurant

### <Infection prevention measures and social distancing measures>

- Health check by questionnaire upon arrival, “non-stop check-in/out”
- Use of V BLOCK Air, an airborne virus prevention product that contains ostrich antibodies
- In addition to in-room dining, we provide meals with thorough infection prevention measures.
- Thorough temperature check of employees, disinfection of public spaces, etc., every three hours

### <Cost reduction/operational measures>

- Cost reduction centering on fixed costs (approx. 5.0 billion yen)
- Offering information and attracting customers by using LINE WORKS, loyalty program apps and other apps.

### <Initiatives to enhance occupancy rate>

- Notifications using apps, social media, etc., strengthen communication
  - Vitalization of pleasure program (Customer Delight) and development of “brand employees”
  - Marketing strategy utilizing IT and data analysis
  - Development of potential customers from among corporations (and their employees)
  - Use of Group synergies for promotion of use and innovation of non-membership hotels
  - Improvement of revenue structure and promotion of work-style reform
- ⇒ Return to profit in both membership and non-membership hotel businesses

Medical

### <Infection prevention measures and social distancing measures>

- Securing of goods for infection control (disinfectants, goggles, protective gear, etc.)
- Midtown Clinic: Cooperation with the Group’s hotels and other facilities, instructions on measures to be taken and strengthening of sanitation management
- Health check-ups/examinations: Adjustment of operation according to the situation
- Released “MUNOAGE V BLOCK SPAY” and distributed to employees
- Facilities for the elderly: Thorough disinfection, restrictions on visitors, access to facilities, and going out

### <Enrichment of services for the Group’s customers>

- Telemedicine from the first consultation \*Previously available only for return patients
- Group information dissemination to RTTG Point Club members. Consultation on infection countermeasures via telephone.

### <Expansion of HIMEDIC membership sales>

- Launch of a new re-sale product at Yamanakako: “Double Course neo” Since April, 2024
- Enhancement and expansion of sales capacity (in Nagoya, etc.)

### <Senior Lifestyle Business>

- Strengthening of human resources, hardware, sales foundations, etc.
- ⇒ Strengthening of brand
- Increase in occupancy rates (Aim for 95% within the fiscal year)
- ⇒ Improvement of profitability

### <Medical service corporation Business and Aging Care Business>

- Proposal and permeation of new value through the launch of new brands
- Use of databases and AI to strengthen marketing

Head  
Office

- Consideration of whether to apply for special loans (bank borrowings) to secure stable liquidity
- A commitment line of 85.0 billion yen has already been set up. \*Including 30.0 billion yen for earthquake recovery and acquisition
- Reduction of various expenses including partial return of executive compensation (Apr.-Jun.) and reduction (Jul. onward)
- Payment of the salary to employees as compensation during closure (Compensate for the amount added to the minimum amount set by the government.)
- Performs PCR tests and antibody tests for employees.

### <Digital Strategy and Human Capital Strategy>

- Promotion of diverse work styles to suit the times, strengthening of SDGs activities
- Amalgamation of Group human resources information and establishment of additional systems
- Improvement of labor efficiency and productivity through the promotion of obtaining multiple skills and jobs
- Strengthening of information security and revisiting thoroughness of information management

# Business Forecast for FY2021

RESORTTRUST GROUP

## <Consolidated Targets>

(Million yen)

	FY2020 results	FY2021 targets	Change
Net sales	167,538	158,200	(9,338)
Operating income	14,707	7,000	(7,707)
Ordinary income	17,647	6,700	(10,947)
Net income	(10,213)	4,700	+14,913
Net income per share (yen)	—	43.90	—
Annual Cash dividend (yen)	30	30	—

## <Operating Income by Segment (before allocation)>

(Million yen)

		FY2020 results	FY2021 targets	Change
Membership	Sales	66,523	35,300	(31,223)
	Operating income	22,951	10,000	(12,951)
Hotel and Restaurant	Sales	60,322	79,880	+19,558
	Operating income	(6,165)	100	+6,265
Medical	Sales	40,022	42,260	+2,228
	Operating income	6,341	5,450	(891)
Other	Sales	670	760	+90
	Operating income	531	610	+79
head office costs	Operating income	(8,952)	(9,160)	(208)
Total	Sales	167,538	158,200	(9,338)
	Operating income	14,707	7,000	(7,707)

## <Net Sales / Operating Income >

### • Realization of revenue deferred in the previous year

(realization of the deferred revenue recorded upon opening of facilities, excluding revenue deferred during the year)

FY2020: Net sales of 20.1 billion yen and operating income of 7.1 billion yen for Yokohama Baycourt Club

FY2021: None

### • Revenue deferred during the fiscal year (due to sales of unopened properties)

FY2020: None

FY2021: Net sales of 10.2 billion yen fall and operating income of 3.6 billion yen fall for Takayama

### • Differences from start-up costs associated with the opening

FY2020: Yokohama Baycourt Club/KAHALA

FY2021: None

### • Depreciation cost

Yokohama Baycourt Club/KAHALA (following the opening),

Decrease due to impairment loss, etc.

### • Increase in membership fees and income from amortization of deposits

Yokohama Baycourt Club, increased membership of HM and XIV

### • Impact of changes in profit recognition standards

HIMEDIC and Facilities for the elderly:

Net sales and operating income of 1.5 billion yen fall

### • Fixed costs and other expenses incurred during the closure of the facilities will be recorded as extraordinary losses.

FY2020: 3.5 billion yen (facility fixed costs/fixed income including annual fees)

FY2021: None

## <Non-operating and Extraordinary Items >

### • FY2021: Subsidy income of 3.8 billion yen

FY2022: None

### • FY2021: Fixed costs during closed periods, etc. 3.5 billion yen

FY2022: None

### • FY2021: impairment loss of 22.0 billion yen

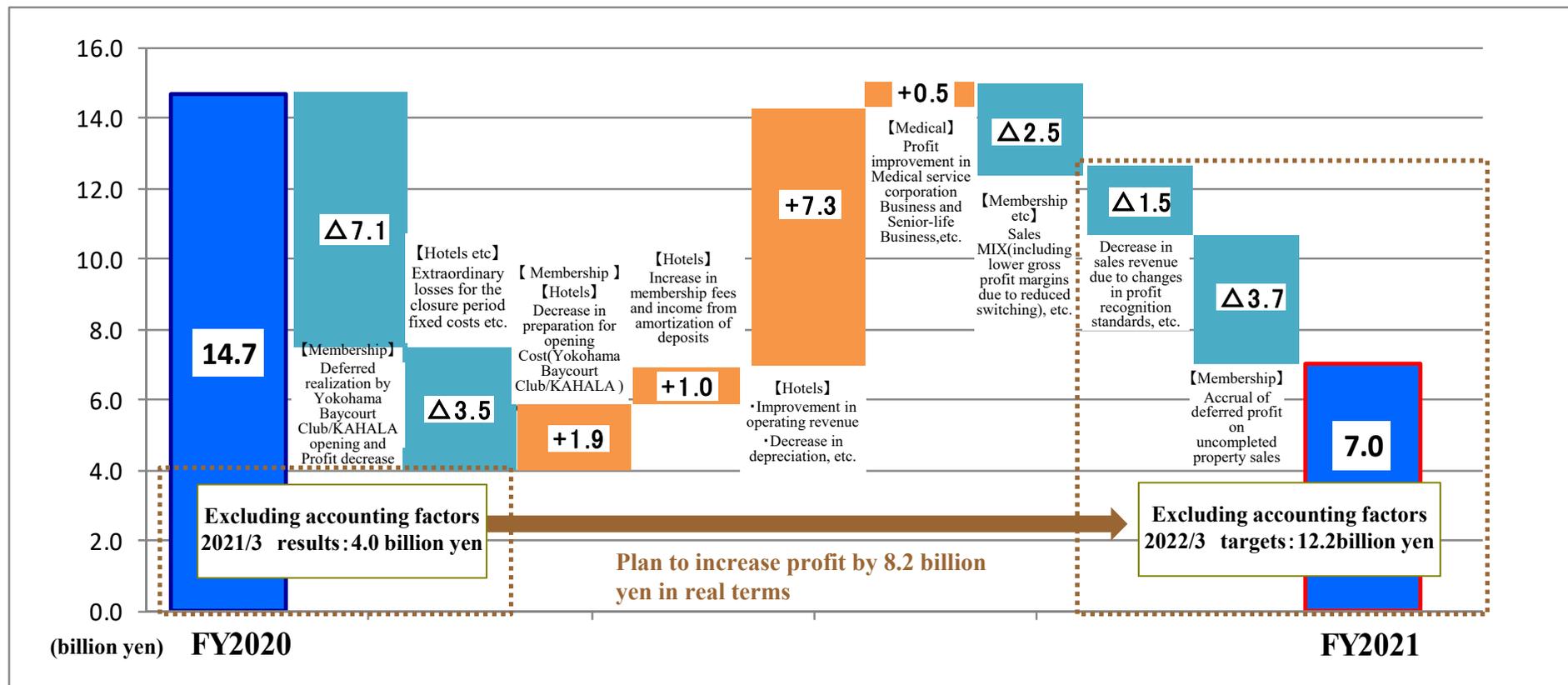
FY2022: None

# Business Forecast for FY2021

## Operating Income (Effects of deferred revenue)

RESORTTRUST GROUP

- Lower profit was mainly due to deferred realization. (Hotel opening in the previous FY : Yokohama Baycourt Club ⇒ In this FY: nothing, change in accounting in this FY, etc.)
- If not for the above reasons, the profit is expected to increase.



※ Recording of the real estate portion of revenue from pre-opening sales of hotel memberships is deferred until the hotel's opening. Please refer to p.35 and p.37 for details.

# Our group's ESG Outline①

RESORTTRUST GROUP

## Resorttrust Group Management Philosophy

Hospitality Charter [Code of Conduct]

medium-term management plan “Connect 50”

## Materiality for the Group's business (risks and opportunities)

- Demand for stay and accommodation facilities for affluent people and general consumers (Japan & overseas)
- Tourism-oriented nation, regional revitalization, labor shortages, promotion of diversity
- Enrichment of high-quality and safe services and facilities for seniors
- Rising needs for health maintenance and preventative medical care through early detection
- R&D for highly advanced medical treatment and development of the aging care business.



Resolution of social issues  
Sustainable enhancement  
of corporate value

## <Categorization based on ESG issues>

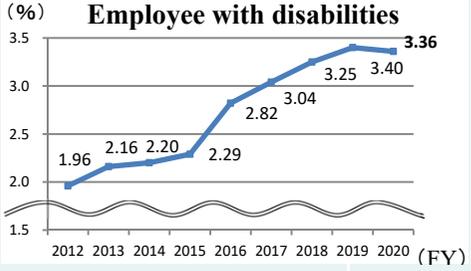
	Materiality for the Group's business (risks and opportunities)	Specific initiatives (examples)
E	<ul style="list-style-type: none"> <li>• Harmony with the natural environment, conservation of the ecosystem</li> <li>• Reduction of environmental impacts during development, energy saving, resource saving, promotion of recycling, prevention of contamination</li> </ul> <p>&lt;The beauty of nature is the most charming and irreplaceable asset for the resort business.&gt;</p> <p>Relevant policies: Environmental Policy (established in 2005)</p>	<ul style="list-style-type: none"> <li>• Shift to LED, mega-solar, eco-stay</li> <li>• Use of eco-cars</li> <li>• Origami Action (biodiversity)</li> <li>• Use of coffee beans certified by Rainforest Alliance</li> <li>• Tree-planting during development, green campaign, etc.</li> </ul>
S	<ul style="list-style-type: none"> <li>• Response to labor shortages by enhancing productivity, such as through promotion of digitization</li> <li>• Active participation of women in the hospitality industry to promote leisure, health and beauty</li> <li>• “Diversity” of human resources to respond to rapid change in society</li> </ul> <p>&lt;The Group's businesses share “hospitality” as a key concept and a source of strength.&gt;</p> <p>Medium-term target: Male employees taking childcare leave: 50%(March, 2024), ratio of female managers: 25%(April, 2025), number of holidays per year (hotel employees): 105 days→120 days (working hours: 2,085H→1,920H)</p>	<ul style="list-style-type: none"> <li>• Enhancement of employment of persons with disabilities (received various awards)</li> <li>• Revision and reduction of working hours, increase of the number of holidays</li> <li>• Establishment of the Diversity Promotion Office, promotion of activities</li> <li>• Declaration of “Health and Productivity Enterprise,” White 500</li> <li>• Kurumin certification obtained, enrichment of various internal plans</li> <li>• Promotion of workstyle reform by promoting systematization.</li> </ul>
	<ul style="list-style-type: none"> <li>• Contribution to regional vitalization and revitalization, enrichment of facilities corresponding to inbound demand</li> <li>• Joint research and technological innovation with medical institutions: To “create a society where cancer claims no precious lives”</li> <li>• Enrichment of nursing care facilities and services to create safe and affluent lifestyles</li> </ul> <p>&lt;Through provision of a wide range of leisure, health, and medical services to society, help customers discover and celebrate the very finest that life has to offer&gt;</p> <p>During the period covered by the current medium-term management plan: Development of hotels based on requests from and cooperation with local governments, such as the cities of Ashiya, Kumamoto, and Yokohama Double the profit by expanding the Medical Business (senior lifestyle facilities: approx. 1,500 rooms→3,000 rooms)</p>	<ul style="list-style-type: none"> <li>• Local recruitment (creation of employment in regions)</li> <li>• Local production for local consumption, dietary education and regional activities</li> <li>• Planning and participation in experiences in nature</li> <li>• Securing of safety and quality of facilities and products</li> <li>• Enhancement of facilities for health check-ups, enrichment of medical and nursing care facilities</li> </ul> <p><b>Development of equipment for Boron Neutron Capture Therapy (BNCT) → Start of clinical trial in November 2019</b></p>
G	<ul style="list-style-type: none"> <li>• Strong relationships of trust with stakeholders, management of various risks</li> <li>• Securing management transparency (enhancement of the ratio of outside directors, promotion of diversity)</li> <li>• Averting the risk of “galapagosization” of corporate management because of the distinctive nature of the Group's business</li> </ul> <p>&lt;Losing trust is the greatest risk.&gt;</p>	<ul style="list-style-type: none"> <li>• Structure: Company with Audit and Supervisory Committee</li> <li>• Voluntary committees: 2 (Remuneration Advisory Committee, Appointment Advisory Committee)</li> <li>• Ratio of outside directors: 35.3%, ratio of female directors: 11.8%</li> <li>• Establishment of the Risk Management Committee, enrichment of the structure</li> </ul>

# Our group's ESG Outline②

RESORTTRUST GROUP

## <External evaluation associated with ESG>

	Selected as a constituent of the SOMPO Sustainability Index for FY2020 list for the second consecutive year (Sompo Japan Nipponkoa Asset Management)	June. 2020
	Selected as a constituent of the MSCI-japan-empowering-women-index(WIN)	June. 2020
	Certified as one of the enterprises in the "Health and Productivity Enterprises 2020 list for the fourth consecutive year (Ministry of Economy, Trade and Industry, Nippon Kenko Kaigi)	February. 2020
	Received "Ikumen Ikuboss Award" as part of the Aichi Prefecture Family Friendly Company Commendations for FY2018 (Aichi Prefecture)	February. 2020
	Reception of Encouragement Award (President of Japan Organization for Employment of the Elderly, Persons with Disabilities and Job Seekers Award) for "Fiscal Year 2019 Good Example of Workplace Improvement for Employment of Persons with Disabilities" (Sponsor: Japan Organization for Employment of the Elderly, Persons with Disabilities and Job Seekers (independent administrative organization); Benefactor: Ministry of Health, Labour and Welfare)	January. 2020
	Selected as an excellent company from among the "Aichi Shining Women Companies" for FY2019 (Aichi Prefecture)	October. 2019
	The Company's 24 employee cafeterias received the highest recognition (three stars) under the Healthy Meal and Dietary Environment Consortium Smart Meal certification system.	October. 2019

	Obtained the Next-generation Certification Mark known as "Kurumin certification" for the second time in 2019 (Ministry of Health, Labour and Welfare) *Obtained Kurumin certification for the first time in 2016.	January. 2019																				
	Received the Excellent Company Award for Employment of Persons with Disabilities under Tokyo Metropolis' program for commendation of excellent companies for employment of persons with disabilities for FY2017 (Tokyo Metropolis)	September. 2017																				
	Received the FY2015 Japan Organization for Employment of the Elderly, Persons with Disabilities and Job Seekers President's Award for Effort (excellent site for employment of persons with disabilities) (Japan Organization for Employment of the Elderly, Persons with Disabilities and Job Seekers)	September. 2015																				
	Selected for inclusion in FY2014 Diversity Management Selection 100 (Ministry of Economy, Trade and Industry)	March. 2015																				
	Received the Minister of Health, Labour and Welfare Award (the highest award) for FY2013 for "Workplace improvement best practices for employment of persons with disabilities" (hosted by Japan Organization for Employment of the Elderly, Persons with Disabilities and Job Seekers under the auspices of the Ministry of Health, Labour and Welfare)	September. 2013																				
	<p><b>Employee with disabilities</b></p>  <table border="1"> <caption>Employee with disabilities (%)</caption> <thead> <tr> <th>Fiscal Year (FY)</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>2012</td><td>1.96</td></tr> <tr><td>2013</td><td>2.16</td></tr> <tr><td>2014</td><td>2.20</td></tr> <tr><td>2015</td><td>2.29</td></tr> <tr><td>2016</td><td>2.82</td></tr> <tr><td>2017</td><td>3.04</td></tr> <tr><td>2018</td><td>3.25</td></tr> <tr><td>2019</td><td>3.40</td></tr> <tr><td>2020</td><td>3.36</td></tr> </tbody> </table>	Fiscal Year (FY)	Percentage (%)	2012	1.96	2013	2.16	2014	2.20	2015	2.29	2016	2.82	2017	3.04	2018	3.25	2019	3.40	2020	3.36	
Fiscal Year (FY)	Percentage (%)																					
2012	1.96																					
2013	2.16																					
2014	2.20																					
2015	2.29																					
2016	2.82																					
2017	3.04																					
2018	3.25																					
2019	3.40																					
2020	3.36																					
	The former Emperor and the Empress visited the Tokyo Head Office Clerical Work Support Center in connection with the Company's receipt of the Minister of Health, Labour and Welfare Award																					

# SDGs and Sustainable Management Initiatives①

RESORTTRUST GROUP

Through its businesses, the Resorttrust Group conducts a variety of initiatives aimed at the sustainable development of business and society. In the future, we will establish a new organization that will pursue sustainability across the entire Group in earnest and pursue our business activities alongside the renewed identification of the Group's materialities (key issues).

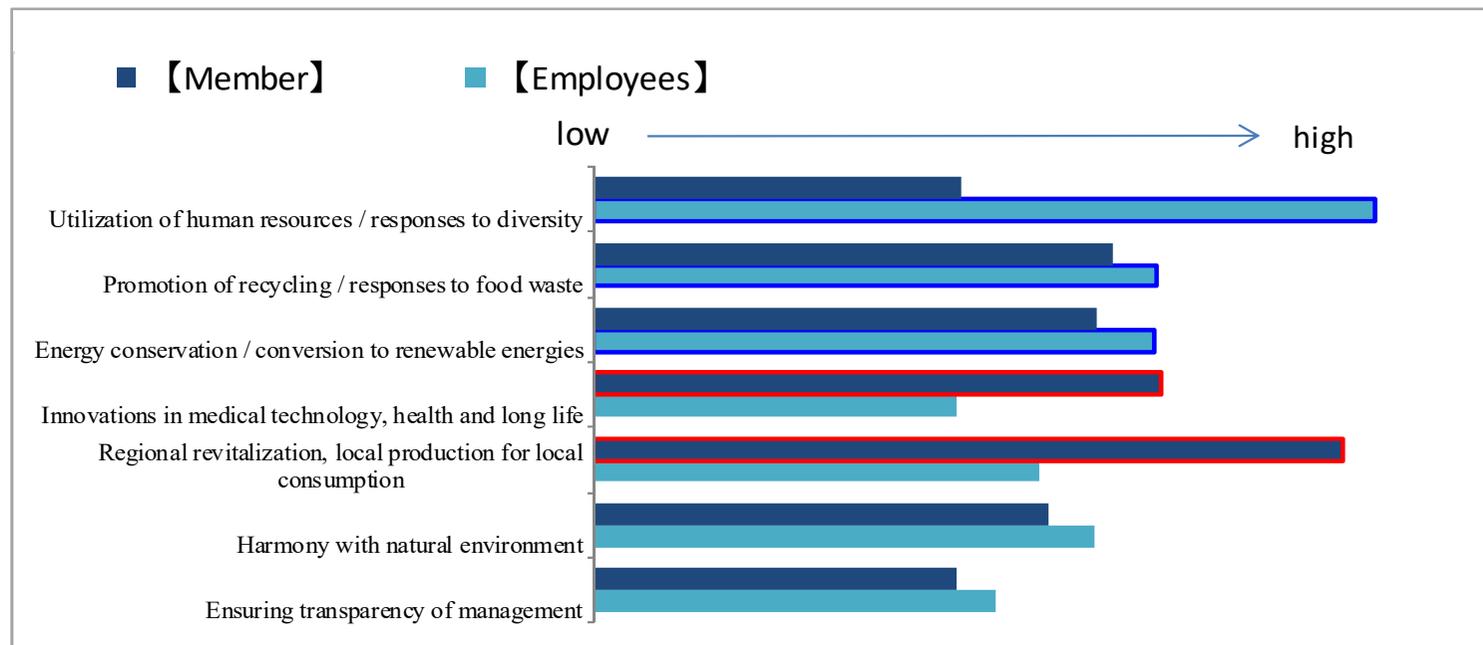


x



## <Questionnaire survey conducted in March 2021>

- For the identification of materialities, the survey asked about respondents' expectations of the Group regarding social issues. Based on the following findings, we will further gather and consider the opinions of wide-ranging stakeholders.



## <Future Actions>

- With a view to establishing an SDGs (sustainability) committee, launch an internal Group-wide project (May, FY2021).
- Identify targets (materialities)/priority order in that project.
- Make those issues a common recognition and, based on the Group's management philosophy, consider KPIs in the medium-term management plan as well, and assess/verify their effectiveness.

## Create a society where cancer claims no precious lives

- **High-precision cancer screening**(Cancer detection rate = Disease rate)
- **Cancer treatment, BNCT, Advanced medicine**
  - **HIMEDIC Yamanakako Course**  
First in the world to introduce PET scanners for cancer screening  
Known as the “Yamanakako System” for its achievements, it has contributed greatly to the spread of PET in Japan and the improvement of cancer detection rates.
  - **HIMEDIC・Tokyo University Hospital Course**  
Establishment of donation lectures  
“Computerized Diagnostic Imaging / Preventive Medicine Course”
  - **HIMEDIC Kyoto University Hospital Course**  
Collaborative Research. “Research on factors involved in the development and progression of lifestyle diseases and complications, and the development of preventive strategies.”
  - **Boron Neutron Capture Therapy (BNCT) Clinical trials** are underway  
The National Cancer Center Hospital Clinical trials are underway.  
(Joint trial with STELLA PHARMA Co., Ltd)



Extend healthy life expectancy

Work on both

## Healthy longevity in the age of 100-year life

- **Preventive examinations for the elderly**  
HIMEDIC Tokyo Nihonbashi medical examination course: Introduction of examinations for lifestyle diseases and hormone balance. Aims to prevent the three major factors that lead to the need for nursing care.
- **Senior residences (Serviced senior residences, Private Nursing Home )rehabilitation**  
Nationally-qualified “training instructors” are in charge of rehabilitation. Such as physiotherapist, occupational therapist, and speech therapist.
- **Supplements / Healthy eating**  
Development of dietary supplements by Advanced Medical Care Corporation, a company that provides support for medical facilities
- **Alzheimer disease check-ups**  
Analysis of HIMEDIC’s Brain MRI Data by Professor Mori, Johns Hopkins University, USA. Effective utilization for medical checkups.

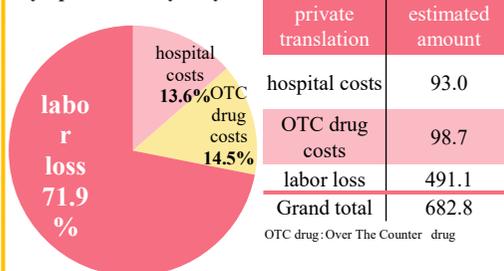
※1 “dementia” “ Heart disease / cerebrovascular disease ” “ Sarcopenia frail / Osteoporosis ”



## Support the Health of Working Women

### FEMTEC Operations (FEMTEC=female+technology)

■ Social burden of menstrual-associated symptoms for 1 year year (billion yen)



Current issues related to women's health in the workplacez

Issues in professions with relatively large numbers of women  
ex.)Increase in mental health and smoking rates in customer service roles, roles requiring a lot of standing, call center roles, and similar professions

Issues in Menstruation  
ex.)Loss of presenteeism and lack of literacy.

Issues in Diseases Specific to Women.  
ex.)Balancing work and gynecological checkups.

Challenges in pregnancy and childbirth  
ex.)Loss of career opportunities, etc.

Issues in Menopause  
ex.)Balancing work and family care, and lost opportunities in the workplace

Possible improvements and effects

Improvement of absenteeism

Improvement of presenteeism

Long-term human resource

Improvement of Engagement

### 【Market Opportunities in FEMTEC operations】

- Global Femtec Market Size Forecast 2025: Approximately 5.5 trillion yen (CB Insights, Inc.)
- Japan ranks 120th in the Gender Gap Index (156 countries) G7 bottom position

• Using technology to solve and support women's specific health issues. Contributing to the improvement of productivity and corporate performance by promoting a social environment in which women can work comfortably.

### 【 Efforts in the development of the Group's business 】

In addition to enriching our customers' lives and solving social issues, we will further enhance the quality of health management by addressing the health of women, who account for nearly half of all Group employees.

### Promotion of women to management positions in the medical business

Currently about 40% ⇒ Target 50%. ( Reference : 25% target for the entire group )

⇒ Launch of a new brand for women under the supervision of an obstetrician and gynecologist(Scheduled for fall 2021)

Created based on Tanaka E Momoeda M,osuga Y et al.J Med Econ2013;16(11):1255-1266

※ Source: Health Care Industry Division, Ministry of Economy, Trade and Industry, "Women's Health Initiatives in Health Management," March, 2019

<Reference>

RESORTTRUST GROUP

# <Reference> Topics for Fiscal Year 2021

RESORTTRUST GROUP

- (1) **Establish a website on sustainability for the Resorttrust Group. Promote efforts toward SDGs and ESG management.(April 1, 2021)**
- (2) **Announcement of Membership Sales Launch for New Courses of “HIMEDIC Yamanakako Club” (April 13, 2021)**
- (3) **Notice Concerning Abolishment of Officers’ Retirement Benefits System and Introduction of a Restricted Share Compensation System (April 14, 2021)**
- (4) **Notice Concerning Rollout of Medium-Term Management Plan “Connect 50” and establishment of the “Resort Trust Group Identity”(May 14, 2021)**
- (5) **Held without spectators of the Resorttrust Ladies golf championship was held at St. Creek Golf Club.(from May 27 to May 30, 2021)**
- (6) **The Dunlop Srixon Fukushima Open was held at Grandee Nasu Shirakawa Golf Club’s course. (from June 24 to June 27, 2021)**
- (7) **Our First Property that Integrates a Hotel and Art Museum Announcement of Membership Sales Launch for “SANCTUARY COURT TAKAYAMA ART GALLERY RESORT” (June 21, 2021)**
- (8) **Notice Concerning Disposal of Treasury Shares as Restricted Share Compensation.(June 29, 2021)**
- (9) **Notice Concerning Resolution of Matters Associated with Treasury Share Acquisition.(June 29, 2021)  
(Treasury share acquisition based on the Articles of Incorporation pursuant to the provisions of Article 165, Paragraph 2 of the Companies Act)**
- (10) **Notice Concerning Progress and Completion of Treasury Share Acquisition (August 3, 2021 )**

# <Reference> Contract Values of Membership 1Q FY2021

(April to June)

RESORTTRUST GROUP

(Billion yen)

	2019/6 results	2020/6 results	2021/6 results	2021/6 Progress rate of contract (cumulative)	2022/3 targets
SANCTUARY COURT TAKAYAMA	—	—	<b>1.8</b>	3.4%	22.0
The KAHALA Club Hawaii	—	0.2	<b>0.2</b>	—	0.5
Yokohama Baycourt Club	3.4	8.1	<b>1.1</b>	—	2.0
Laguna Baycourt Club	4.1	0.6	<b>1.0</b>	—	1.5
XIV Rokko SV	0.3	(0.5)	<b>3.5</b>	67.9%	5.0
Ashiya Baycourt Club	2.2	3.1	<b>0.6</b>	—	1.5
XIV Yugawara Rikyu	0.6	(0.9)	<b>3.3</b>	86.7%	6.8
Other Hotels	3.0	0.6	<b>4.4</b>	—	15.3
<b>Hotel Membership Total</b>	<b>13.6</b>	<b>11.2</b>	<b>15.7</b>	—	<b>54.6</b>
Golf	0.1	0.1	<b>0.3</b>	—	0.3
HIMEDIC	1.3	1.3	<b>2.2</b>	—	6.1
<b>Total</b>	<b>15.0</b>	<b>12.6</b>	<b>18.2</b>	—	<b>61.1</b>

\* Progress rate of the total contract amount

# <Reference> Sales of Membership Segment FY2021

(April to June)

RESORTTRUST GROUP

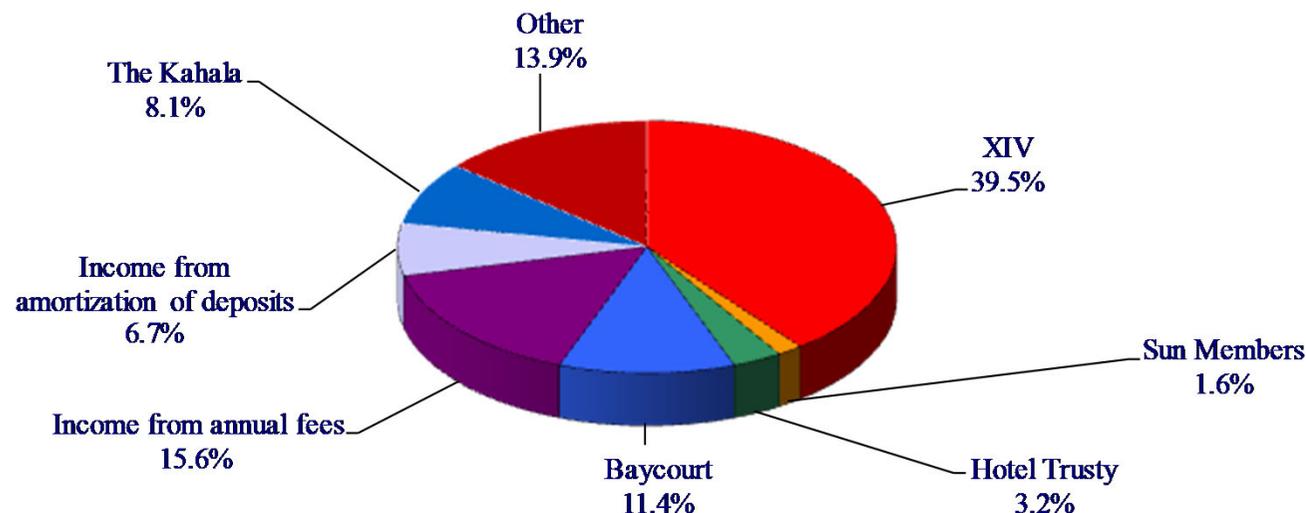
(Billion yen)

	2019/6 results	2020/6 results	2021/6 results	2022/3 targets
SANCTUARY COURT TAKAYAMA	—	—	{ 1.5	{ 18.7
The KAHALA Club Hawaii	—	0.1	0.1	0.2
Yokohama Baycourt Club	{ 3.1	{ 7.0	0.9	1.7
Laguna Baycourt Club	3.7	0.5	0.9	1.4
XIV Rokko SV	0.2	(0.5)	3.1	4.6
Ashiya Baycourt Club	2.0	2.8	0.5	1.4
XIV Yugawara Rikyu	0.5	(0.9)	2.5	6.3
Other Hotels	2.4	0.1	3.1	10.0
<b>Hotel Membership Total</b>	<b>11.9</b>	<b>9.1</b>	<b>12.6</b>	<b>44.2</b>
<b>Deferred Sales</b>	Yokohama Baycourt Club	{ (1.7)	{ (3.6)	—
	Takayama	—	—	{ (10.2)
<b>All Hotels</b>	<b>10.2</b>	<b>5.5</b>	<b>11.8</b>	<b>34.0</b>
Other	0.2	0.2	(0.0)	1.3
<b>Membership Operations Total</b>	<b>10.4</b>	<b>5.7</b>	<b>11.8</b>	<b>35.3</b>

# <Reference> Sales of Hotel and Restaurant Segment FY2021

(April to June)

RESORTTRUST GROUP



(Million yen)

	2019/6 results	2020/6 results	2021/6 results	2022/3 targets
XIV	7,740	2,086	<b>5,976</b>	30,849
Sun Members	1,151	103	<b>244</b>	2,072
Hotel Trusty	1,612	284	<b>484</b>	4,363
Baycourt	2,329	703	<b>1,723</b>	9,499
Income from annual fees	2,090	2,126	<b>2,357</b>	9,183
Income from amortization of deposits	893	878	<b>1,012</b>	4,178
The Kahara	1,880	1,748	<b>1,229</b>	9,466
Other	2,219	※ 683	<b>2,104</b>	10,265
<b>Total</b>	<b>19,917</b>	<b>8,614</b>	<b>15,131</b>	<b>79,880</b>

※ Reclassified under extraordinary losses income as they represent income during the facility closure period (annual fees (873) million yen, amortization of deposits (359) million yen).

# <Reference> Operations by category FY2021 (April to June)

RESORTTRUST GROUP

## <HOTEL>

Number of overnight visitors

<Reference> (Thousands)

	2019/6 results	2020/6 results	2021/6 results	2022/3 targets
XIV	395	93	<b>284</b>	1,672
Sun Members	101	5	<b>18</b>	159
Hotel Trusty	170	26	<b>54</b>	500
Baycourt	71	22	<b>56</b>	333

Occupancy rates

(%)

	2019/6 results	2020/6 results	2021/6 results	2022/3 targets
XIV	44.2	11.3	<b>34.3</b>	46.0
Sun Members	60.8	4.5	<b>21.3</b>	43.5
Hotel Trusty	88.7	11.6	<b>26.5</b>	59.4
Baycourt	44.6	15.1	<b>30.6</b>	44.4

Spending per visitor

(yen)

	2019/6 results	2020/6 results	2021/6 results	2022/3 targets
XIV	19,587	22,245	<b>21,010</b>	18,442
Sun Members	11,375	8,145	<b>9,656</b>	11,453
Hotel Trusty	9,476	10,696	<b>8,964</b>	8,721
Baycourt	32,482	31,286	<b>33,041</b>	30,798

# Operational Structure Under State of Emergency Declared in 2021 (in Some Areas)

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## ◆ Areas subject to emergency measures and COVID-19 containment measures (Locations of Company facilities \_ August 5, 2021)

	Apr.	May	Jun.	Jul.	Aug.
Hukushima					
Tokyo		Emergency measures			
Kanagawa		COVID-19 containment measures			
Shizuoka					
Aichi					
Shiga					
Osaka					
Kyoto					
Hyogo					
Ishikawa					
Kumamoto					

Changes
<ul style="list-style-type: none"> <li>● Measures under the declaration of a state of emergency Closing time of restaurants, lounges and bars changed to 8 p.m. (No alcoholic served.)</li> <li>● COVID-19 containment measures Closing time of restaurants, lounges and bars changed to 8 p.m. (alcohol served only 7 p.m. In some areas, alcoholic beverages are not served.)</li> </ul> <p><b>* Even during times other than when the above measures were issued, prefectural governments had requested that restaurants, lounges, and bars be closed at around 8 to 9 p.m.</b></p>

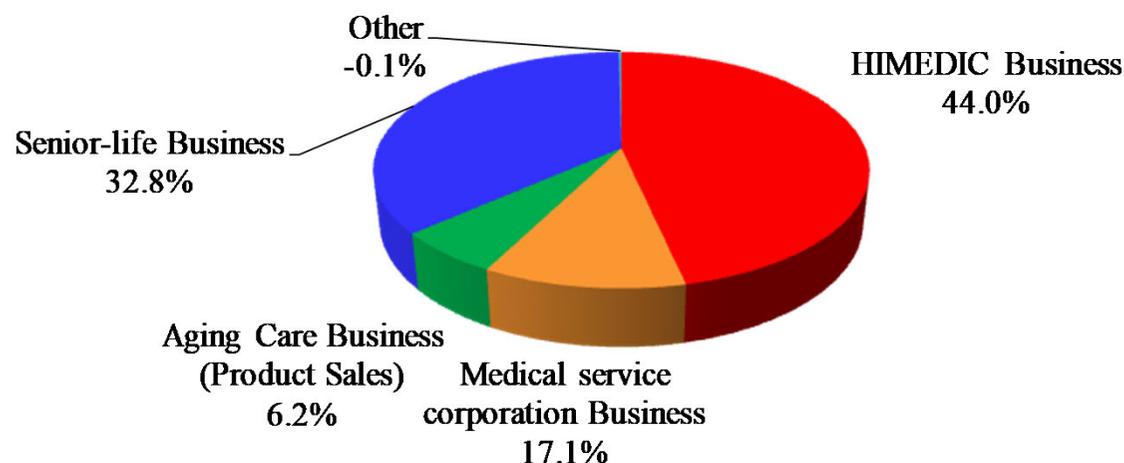
	Emergency measures, COVID-19 containment measures, Facilities subject to requests from prefectural governments to operate shorter hours, etc. (April 1 to August 5)
<b>XIV・Baycourt</b>	Tokyo Baycourt, Yokohama Baycourt, Laguna Baycourt, Ashiya Baycourt, XIV Nasu Shirakawa, XIV Hakone Rikyu, XIV Yugawara Rikyu, XIV Kyoto Yase Rikyu, XIV Arima Rikyu, XIV Rokko Sanctuary Villa, XIV Awajishima, XIV Naruto
<b>KAHALA</b>	THE KAHALA HOTEL & RESORT YOKOHAMA
<b>Trusty</b>	Nihonbashi Hamacho, Tokyo Bayside, Nagoya Sakae, Nagoya Shirakawa, Shinsaibashi, Osaka Abeno, Kobe Kyukyoryuchi, Kanazawa Korinbo, Kumamoto
<b>Sun Members</b>	Hirugano, Kyoto Saga, Kumihama, Beppu

※The schedule is subject to change. For the latest situations and detailed information, please refer to “Topics” on the Resorttrust official website.

# <Reference> Sales of Medical Segment FY2021

(April to June)

RESORTTRUST GROUP



(Millions yen)

	2019/6 results	2020/6 results	2021/6 results	2022/3 targets
HIMEDIC Business	3,982	4,159	<b>4,491</b>	<b>18,063</b>
Medical service corporation Business*	1,516	993	<b>1,749</b>	<b>7,201</b>
Aging Care Business(Product Sales)	609	530	<b>639</b>	<b>2,762</b>
Senior-life Business	2,684	3,239	<b>3,360</b>	<b>14,140</b>
Other	(48)	19	<b>(8)</b>	<b>91</b>
Total	8,744	8,942	<b>10,233</b>	<b>42,260</b>

※Operation support for general medical service business, etc.

## <Senior residences and private nursing homes>

	2019/6 results	2020/6 results	2021/6 results	2022/3 targets
Occupancy rates(%)	86.6	86.7	<b>87.2</b>	<b>94.2</b>
number of rooms	1,659	2,100	<b>2,097</b>	<b>2,097</b>

# <Reference> Income and Accounting for a Core XIV Facility

(Before completion of construction)

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	Contract	Framework	Completion of Construction	
Total payment (100%)	60% of sale price received	80% of sale price received	100% of sale price received	
Security deposit (10%)	Member pays deposit upon signing contract			Liability incurred when contract signed*2
Registration fee (40%)	Member pays registration fee upon signing contract			Sale recorded when contract signed
Real estate cost (50%)	Member pays 10% of total payment upon signing contract	Member pays 20% of total at framework raising	Member pays 20% of total upon completion	Sale recorded when facility opens

\*2 After facility opens, sale is amortized.

Example: Membership price of 10 million yen

	Contract	Framework	Completion of Construction	At Opening	Earnings Recorded
Security deposit: 1 million yen	1 million yen				Balance-sheet liability recorded *2
Registration fee: 4 million yen	4 million yen				Sale recorded (when contract signed)
Real estate: 5 million yen	1 million yen*1	2 million yen*1	2 million yen*1		Sale recorded (when facility opens)
Total contract amount: 10 million yen	6 million yen	2 million yen	2 million yen		
<b>Sale amount recorded</b>	4 million yen	—	—	5 million yen*1	
				Cost of Sales 3.5 million yen	
				Annual fee: 0.13 million yen	

\*1 The real estate cost is deferred until the facility opens and is treated as revenue after the facility opens.  
 \*2 After facility opens, sale is amortized.

# <Reference> Effects of Deferred Revenue from properties before hotel opening 1Q FY2021 (April to June)

RESORTTRUST GROUP

«Method of recording sales and income from property before completion of construction» P.35

Registration fee treated as Sales upon signing.

Sales or Cost of the real estate  deferred until the Hotel opens

\*Discribed "+" is in realized period. And discribed "(" is in unrealized period.

		(billion yen)					
		Results for 1Q FY2019 (2019/6)		Results for 1Q FY2020 (2020/6)		Results for 1Q FY2021 (2021/6)	
Contract amount of properties before completion of construction		Yokohama	3.4 billion	Yokohama	8.1 billion	Takayama	1.8 billion
Deferred sales and income from properties		Sales	Income	Sales	Income	Sales	Income
Yokohama Baycourt	Value deferred	(1.6)	(0.5)	(3.5)	(1.0)		
SANCTUARY COURT TAKAYAMA						(0.8)	(0.3)

# <Reference> Effects of Deferred Revenue from properties before hotel opening (FY)

RESORTTRUST GROUP

« Method of recording sales and income from property before hotel opening » P.35

Registration fee treated as Sales upon signing.

Sales or Cost of the real estate  deferred until the Hotel opens

\*Discribed "+" is in realized period. And discribed "0" is in unrealized period.

Fiscal year	Results for FY2014 (2015/3)	Results for FY2015 (2016/3)	Results for FY2016 (2017/3)	Results for FY2017 (2018/3)	Results for FY2018 (2019/3)	Results for FY2019 (2020/3)	Results for FY2020 (2021/3)	Targets for FY2021 (2022/3)								
Contract amount of properties before completion of construction	(XIV Yugawara) 9.2 billion (XIV Toba Bettei) 11.8 billion	(XIV Rokko SV) 4.5 billion (Ashiya Baycourt) 30.1 billion (XIV Yugawara) 12.3 billion	(Laguna Baycourt) 20.0 billion (XIV Rokko SV) 3.2 billion (Ashiya Baycourt) 12.5 billion	(Yokohama Baycourt) 7.2 billion (Laguna Baycourt) 20.8 billion (XIV Rokko SV) 2.5 billion	(Yokohama Baycourt) 13.0 billion	(Yokohama Baycourt) 22.7 billion	None	(Takayama) 22.0 billion								
Deferred sales and income from properties	Sales	Income	Sales	Income	Sales	Income	Sales	Income	Sales	Income	Sales	Income	Sales	Income	Sales	Income
SANCTUARY COURT TAKAYAMA															(10.2)	(3.7)
Yokohama Baycourt					(3.5)	(1.2)	(6.2)	(2.1)	(10.5)	(3.4)					+20.1	* +7.1
Laguna Baycourt				(10.2)	(3.2)	(10.4)	(3.4)									
XIV Rokko SV			(2.1)	(0.4)	(1.4)	(0.3)	(1.1)	(0.2)								
Ashiya Baycourt			(15.3)	(5.4)	(6.1)	(2.2)										
XIV Yugawara Rikyu	(4.7)	(1.3)	(5.5)	(1.7)												
XIV Toba Bettei (From FY 2013)	(6.3)	(1.7)														
Value affected(Single Year)	(11.0)	(3.0)	(13.2)	(4.6)	(7.5)	(2.3)	+6.2	+3.4	+18.9	+6.1	(10.5)	(3.4)	+20.1	+7.1	(10.2)	(3.7)

# <Reference> Effect of change in revenue recognition standard

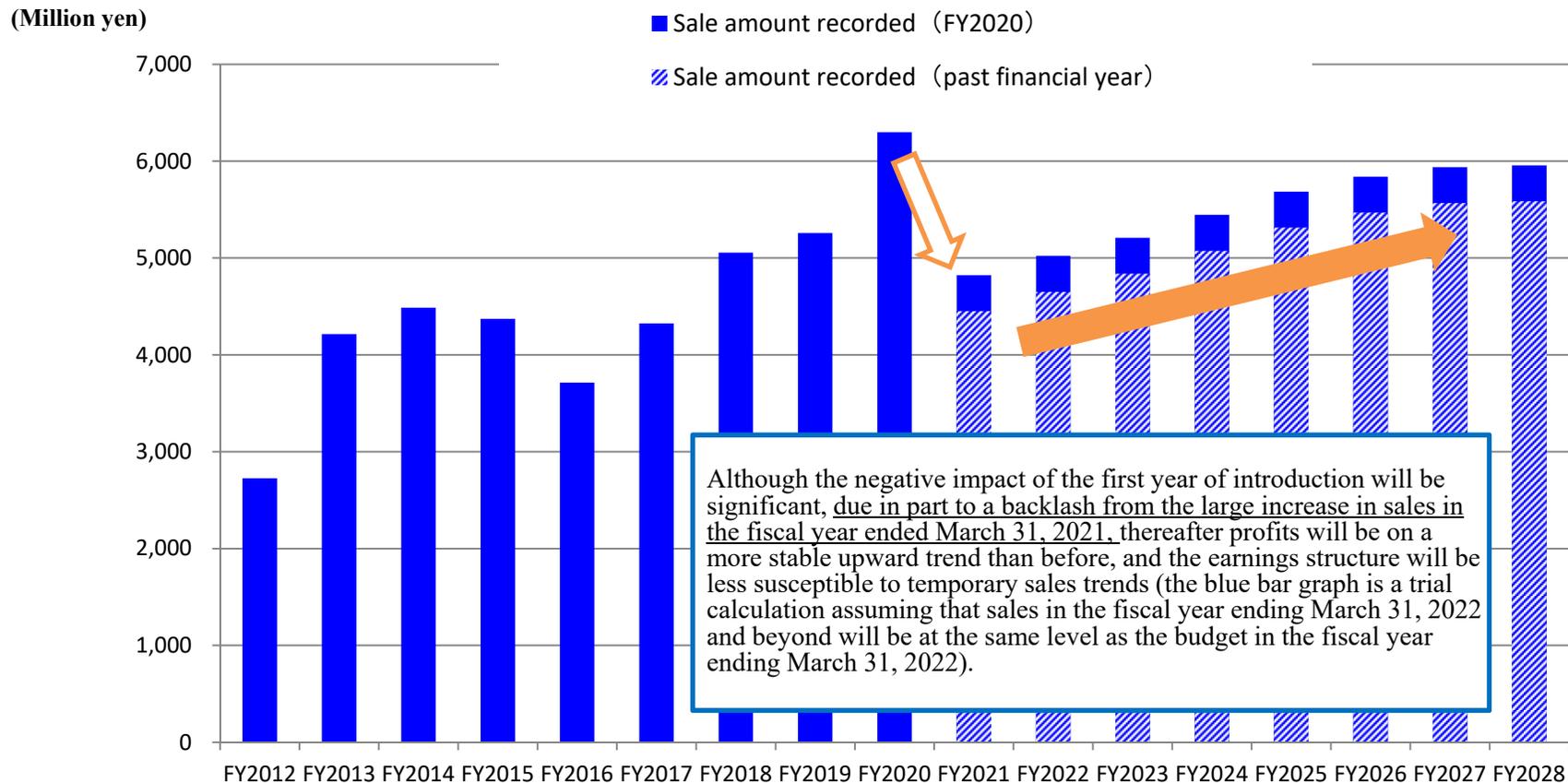
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## <Effect of change in revenue recognition standard (HIMEDIC registration fees)>

From the fiscal year ending March 31, 2022 onward, registration fees associated with sales will be pro-rated over a period of 8 years.

⇒The amount recorded for the year is recalculated by taking into account past sales over the most recent 8 years.

(As a result, the amount recorded in the fiscal year ending March 31, 2022 will be at the same level as the average of the sales amount for each single year from the fiscal year ended March 31, 2013 to the fiscal year ending March 31, 2022.)



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## **Resorttrust, Inc. IR Division**

<https://www.resorttrust.co.jp/english/ir/>

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**Any statements in this presentation document, other than those of historical fact, are forward-looking statements about the future performance of Resorttrust, Inc. and its group companies, which are based on management's assumptions and beliefs in light of information currently available, and involve risks and uncertainties. Actual results may differ materially from these forecasts.**