



# ANA FACILITIES CO.,LTD.

## Company Profile

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ANAファシリティーズ株式会社

ABOUT US

Corporate Information

# Basic Information

|                                    |  |
|------------------------------------|--|
| Trade name                         | ANA Facilities Co., Ltd.   |
| Representative                     | Yasuo Tanji, President and Representative Director   |
| Established                        | August 1, 1961   |
| Employees                          | Approx. 150 (as of the end of March 2023)  |
| Address                            | Head Office      Front Place Nihonbashi, 2-14-1 Nihonbashi, Chuo Ward, Tokyo 103-0027  |
|                                    | Shiodome Office      Shiodome City Center, 1-5-2 Higashi-Shinbashi, Minato Ward, Tokyo 105-7139  |
|                                    | Osaka Office      Breeze Tower, 2-4-9 Umeda, Kita Ward, Osaka 530-0001   |
| Shareholder                        | ANA Holdings, Inc.   |
| Affiliates                         | G.D.P. Limited/ANA Sky Building Service Co., Ltd.<br>Lani Reinsurance Inc.   |
| Main licenses                      | Real estate agent (Licensed by the Minister of Land, Infrastructure, Transport, and Tourism, (4) No. 7278)<br>Rental estate management company (Licensed by the Minister of Land, Infrastructure, Transport, and Tourism, (02) No. 002075)<br>Construction business (Authorized by the Governor of Tokyo, (Special-2) No. 125473)<br>Class 1 architect's office (Registered with the Governor of Tokyo, No. 51886)<br>Type II financial instruments business (Registered with the Director-General of the Kanto Local Finance Bureau, (FIEA) No. 2962)<br>Financial instruments business [type II financial instruments and investment advice and agency services] (Registered with the Director-General of the Kanto Local Finance Bureau, (FIEA) No. 2962)<br>Banking agency business (Registered with the Director-General of the Kanto Local Finance Bureau, (BA) No. 385)<br>Property & casualty insurance agent, Life insurance agent, Small amount and short-term insurance agent |
| Memberships in major organizations | Japan Facility Management Association<br>Construction Management Association of Japan<br>All Japan Real Estate Association<br>Real Estate Guarantee Association<br>Type II Financial Instruments Firms Association<br>Japan Investment Advisers Association<br>Japan Property Management Association   |



## Organizational chart



# What is ANA Facilities?

## 空の あんしんを 地上にも

As a member of the ANA Group, we are a company engaged in 3 businesses:

**Real estate, Facility management, and Insurance.**

As part of the ANA Group's "life value business," we are responsible for operations in areas such as real estate, management of airport-related facilities, and insurance.

We are a group of professionals with a substantial track record spanning over 60 years.

Capitalizing on our expertise and hospitality, we broadly contribute to everyday life and business from the customer's perspective.



Real estate



Facility management

Courtesy of Kajima Corporation's Yokohama Branch Photo by Nozomu Shimao, SS



Insurance



# The 3 Strengths of ANA Facilities

ANA Facilities is the only company that can provide world-class “ANA peace of mind,” which includes a sincere approach from the customer’s perspective, in the areas of real estate, facility management, and insurance. Our experienced and expert employees work together to provide services that are more closely tailored to our corporate and individual customers.



## ANA Group Network

We have been able to develop various businesses based on a “massive market” boasting more than 45,000 employees of 49 ANA Group companies and more than 38 million members of the ANA Mileage Club.



## One-stop service

ANA Facilities provides one-stop real estate, facility management, and insurance services in accordance with the phase of your life and business. We can provide the best solution to meet your needs at any given time.



## Technical capabilities and responsiveness

ANA Facilities has been entrusted with a number of projects related to airport facilities and aircraft in each of our businesses, and we provide efficient and quality services based on our know-how. In addition, our employees receive in-house and external training every year, including CS workshops for all employees of the ANA Group, and they are highly mindful of approaching work from the customer’s perspective.

# History of ANA Facilities

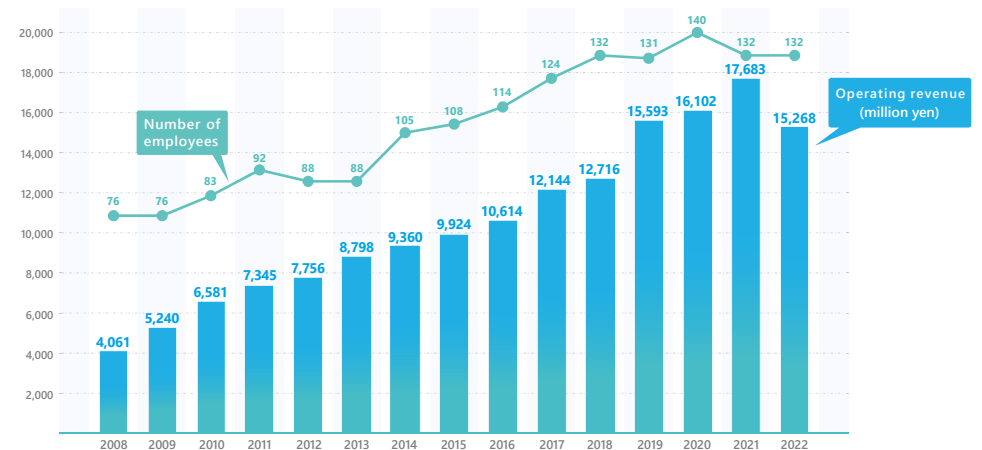
Since its establishment in 1961, ANA Facilities has consistently expanded by responding to the needs of the times with foresight and the desire to take on a challenge and by providing services to the ANA Group as well as to various corporate and individual customers.

\*Type of business | Real estate | Facility management | Insurance | ANAF

|      |   |
|------|---|
|      | Osaka Aviation Building Co., Ltd. was established as the first affiliate of the ANA Group.  |
| 1961 | The Company concluded an agency agreement with Tokio Marine and Fire Insurance Co., Ltd. (now: Tokio Marine & Nichido Fire Insurance Co., Ltd.) and started operating as a property and casualty insurance agent. |
| 1964 | Construction of the Main ANA Building in Kita Ward, Osaka City was completed, and the Company started its real estate leasing business.   |
| 1966 | The Company's trade name was changed to ANA Building Co., Ltd.  |
| 1974 | The Sunny Crest Sapporo condominiums were completed, and the Company started its condominium business.  |
| 1976 | The Company concluded an agency agreement with the American Family Life Insurance Company (now: Aflac Life Insurance Co., Ltd.) and started operating as a life insurance agent.                                  |
| 1987 | The Company was contracted to lease and manage Sunny Crest Kamata in Ota Ward, Tokyo, and it started subleasing condominiums.   |
| 1993 | The Company was contracted to lease and manage the Esaka ANA Building in the City of Suita, Osaka Prefecture, and it started its sub-leasing business.  |
| 2002 | The Company started mileage-related business related to real estate and insurance for members of the ANA Mileage Club.  |
| 2006 | The Company started its facility management business.   |
| 2008 | The Company's trade name was changed to ANA Facilities Co., Ltd.  |
| 2009 | The Company started its energy management business.   |

|      |  |
|------|--|
| 2017 | The Company launched Wings to Tomorrow group insurance for members of the ANA Mileage Club.<br>Construction of BlancCiel Mita was completed, and ANA Facilities started developing its own condominiums.   |
| 2018 | The Company started renting meeting rooms and parking lots.  |
| 2020 | The Company started ANA Mortgage as a banking agency.  |
| 2021 | The Company launched the ANA Residence website for members of the ANA Mileage Club.<br>Construction of BlancCiel Nishijin, the first property developed by ANA Facilities, was completed.<br>The Company was contracted for asset management of the Samukawa logistics facility project. |
| 2023 | The Company started its ANA Work Point workspace business.   |

Changes in net sales





# OUR BUSINESS

Areas of Business





# 01 / REAL ESTATE

## Real estate

One-stop service with ANA hospitality



### Commercial real estate (1)

#### Consulting

A CRE strategy is a management strategy to increase corporate value through the effective use of real estate. Capitalizing on the know-how we have accumulated in relation to the ANA Group's airports, offices, company housing, and training facilities, we now offer a wide range of solutions for customers outside the Group, from strategic planning to implementation, in response to their needs.

#### Asset management (Investment asset management agent)

Through joint investment in logistics facilities and other commercial real estate, we draw on our diverse experience and capitalize on our domestic and international networks to ascertain ever-changing social needs and real estate trends, and we maximize asset value through optimal asset management and operating methods in accordance with the times.

#### Real estate brokerage and sale and purchase of beneficiary interests in trusts

We facilitate the sale of real estate holdings and the reorganization of assets. We have a system in place to ensure safe and secure transactions involving beneficiary interests in real estate trusts.

#### Property management (Real estate leasing business)

Property management is the business of operating and managing office buildings and commercial facilities on behalf of real estate owners. By understanding the needs of the owner, attracting various tenants, and enhancing the routine state of facilities, property management can increase the value and valuation of a building.

#### Subleasing

The biggest risk in real estate investment is the "risk of vacancy." In other words, there are no tenants on the property and no rental income. Therefore, we propose reducing the risk of vacancy by leasing the owner's condominiums, buildings, and facilities en masse to allow consistent leasing and management.

#### Condominium development (BlancCiel)

We have combined planning skills we developed in our subleasing business and the power of the ANA brand, and we are engaged in the development of premium urban condominiums for lease to single adults. In November 2021, BlancCiel Nishijin, the fifth building in the BlancCiel series, became the first property to be developed by ANA Facilities.

# 01 / REAL ESTATE

## Real estate

One-stop service with ANA hospitality

### Commercial real estate (2)

#### Contracted construction

Capitalizing on our know-how in contracting construction for the ANA Group's airport-related facilities, we are a one-stop shop for interior work, including repair and maintenance work and layout changes, as well as electrical work. We ascertain the needs of our customers and we provide satisfactory construction in terms of quality and price while appropriately manage schedules.

#### Workspace

ANA Work Point is a workspace where you can earn miles based on the concept of "turning your work into miles." ANA Work Point is a service that allows users to select and use a variety of workspaces in accordance with the diverse values of individuals. ANA Work Point creates exciting mechanisms for people to experience the spirit of ANA in their everyday lives, and it promotes new innovations in business.

#### Parking lots

We operate ANA Parks, which are parking lots where you can earn and use miles. We aim to expand our business as a way to make contact with ANA on the ground by devising promotional materials and campaigns instead of simply offering parking lots.

#### Management of company housing

We take care of all management and operation of leased company housing, including referrals to affiliated real estate companies covering the entire country in conjunction with a transfer, contract procedures, payment of rent, handling inquiries during tenancy, and disposition of the security deposit after the tenant vacates housing. We greatly facilitate your concentration on your core business by increasing operational efficiency, reducing costs, and improving employee services.



# 01 / REAL ESTATE

## Real estate

One-stop service with ANA hospitality



### Residential real estate

#### Consulting

We assist with real estate investment, effective utilization of assets, tax planning, and asset reconfiguration. In cooperation with tax accountants and financial planners, we offer solutions to enrich our customers' lives from various perspectives.

#### Brokerage of sales and rentals

We help our customers to select a home or to choose a partner such as a homebuilder or a remodeling company, all via a single point of contact. With the "peace of mind" that only the ANA Group can provide, we are a one-stop shop to "buy, sell, or rent" a home that is perfect for your future lifestyle.

#### Banking agent

ANA operates ANA Mortgage, where you can earn miles depending on the amount of your mortgage. ANA Mortgage is a personalized consultation service by experienced mortgage advisors who will listen to your individual needs and run simulations for you regarding mortgage selection, financial planning, and the like.

\*ANA Mortgage is a mortgage product for which ANA Facilities acts as a banking agent to submit mortgage applications to Sony Bank and au Jibun Bank.

#### Apartment rental

We operate BlancCiel and Rental Apartment Information, a website that provides information on rental apartments managed by ANA Facilities.

#### <For members of the ANA Mileage Club> Real estate platform

ANA Residence is a real estate platform for members of the ANA Mileage Club to earn ANA miles by purchasing properties or housing-related services, including condominiums, houses, remodeling, and interior design. We have partnered with a number of excellent companies that agree with our concept of "buying a house, earning miles, and taking a trip."

#### <For employees of the ANA Group> Housing benefits

ANA Familia is a website that provides housing and living benefits to employees of the ANA Group and its affiliates. ANA Familia is affiliated with more than 150 excellent companies and provides discounts and special offers exclusively for employees. In addition, ANA Familia actively disseminates useful information on choosing a home via means such as ANA Familia Magazine, seminars, and blogs.



# 02 / FACILITY MANAGEMENT

## Facility management

Helping to solve problems and issues at airports and aviation-related facilities



Courtesy of Kajima Corporation's Yokohama Branch Photo by Nozomu Shimao, SS

### Construction management

As a partner to our customers, we fully adopt the customer's perspective and we provide comprehensive assistance with operations (QCD management) related to facility construction, from planning to construction work.

Aspects we focus on:

- Q (Quality) = Ensuring customer satisfaction
- C (Cost) = Managing the project budget and proposing ways to reduce costs
- D (Delivery) = Managing the project and minimizing the risk of delays

### Management of medium- to long-term repairs

We assist our customers in planning and implementing facility repair plans to maintain facility functionality and asset value.

Aspects we focus on:

- One-stop service from inspections to work by engineers
- Drawings, photographs, findings, and plans are prepared in an integrated manner, and plans with a clear rationale are prepared
- The extent of deterioration of an owned facility is quantitatively evaluated and repair priorities are presented in an easy-to-understand manner
- Helping to reduce project costs by verifying the validity of estimates for repair costs and by acting on behalf of the customer
- The repair history is managed with a dedicated tool, and records of past work are also reliably managed

### Energy management

We provide comprehensive assistance with each phase, including the visual depiction of energy consumption by the facility the customer owns, compliance with various laws and ordinances, carbon neutrality, and facility renovations to save energy.

Aspects we focus on:

- Collection of complex data collection from multiple sites and centralized data management
- Assistance to comply with various laws and ordinances as well as preparing periodic reports on mandated reductions in energy consumption
- Running simulations of reduced CO2 emissions as a result of renovations to reduce energy consumption and assistance with those renovations
- Assistance participating in the Carbon Disclosure Project

# 03 / Insurance

## Insurance

Providing value-added insurance services based on the ANA network

SORAH

ANAグループ  
団体  
保険  
あんしんNAVI

### Services for ANA Mileage Club members

We operate the website Soraho, which informs members of the ANA Mileage Club about insurance products. The strength of this site is that it can promote "insurance and accumulation of SKY Coins."

Thanks to our advantage of being able to attract customers as part of the ANA Group, we have partnered with excellent companies and we meet various needs with reliable products and responses. The main insurance products handled by these services are travel insurance, automobile insurance, medical insurance, cancer insurance, nursing care insurance, and pet insurance.

### Services for corporate customers

In terms of insurance, we help with the safety and security of ANA Group companies mainly in the airline business. We analyze and ascertain the status of our corporate customers with our high level of expertise and know-how, and we provide long-term consulting services. In cooperation with a number of non-life and life insurance companies, we offer the most appropriate and reasonable plans from a wide range of options. The main insurance products handled by these services are aircraft insurance, cargo insurance, liability insurance, and automobile insurance.

### Services for ANA Group Employees

We offer group insurance as a benefit. We operate Safe Navi, which is a dedicated website with group insurance offers. We also hold insurance conferences and financial planning seminars. FANAVI covers insurance as well as various risks in life (such as those related to housing and retirement funds) and ways to mitigate them in order to improve the financial literacy of all ANA Group employees and to help them lead richer lives. The main insurance products handled by these services are group life insurance, automobile insurance, fire insurance, medical insurance, and cancer insurance.

# 04

/ WEBSITES OFFERING OUR SERVICES

## Sites for individual services

In addition to services for corporate customers, ANA Facilities provides a variety of services for individual customers.

### Real estate



#### ANA Residence

ANA Residence is a real estate information service where you can earn ANA miles.

<https://anasumai.jp/>



#### ANA Rental

This is a real estate rental site where you can earn miles.

<https://chintai.anasumai.com/>



#### Rental Apartment Information

This is a site providing information on apartments for rent.

<https://mansion.anaf.co.jp/cgi-bin/mansion/>



#### ANA WORK POINT

This is a workspace where you can earn and use ANA miles.

<https://www.anaworkpoint.com/>



#### ANA Mortgage

This is a mortgage product for which ANA Facilities acts as a banking agent to submit mortgage applications to Sony Bank and au Jibun Bank.

<https://anasumai.jp/homeloan/>



#### BlancCiel apartments for rent

ANA Facilities provides apartments for rent by singles.

<https://www.anaf.co.jp/blancciel/>



#### ANA PARKS

These parking lots are operated by ANA Facilities.

<https://www.anaf.co.jp/service/anaparks/>



# 04

/ WEBSITES OFFERING OUR SERVICES

## Sites for individual services

In addition to services for corporate customers, ANA Facilities provides a variety of services for individual customers.

### Insurance



#### SORAHO

This site offers select insurance products and users can accumulate ANA Sky Coins.

<https://www.anahoken.com/>

### Services for ANA Group employees

ANA Familia

住まいの福利厚生サービス

#### ANA Familia

A real estate benefits site that offers discounts and special offers.

<https://anafamilia.jp/>



#### ANA WORK POINT

This site describes group insurance offers for the ANA Group and tips on how to choose the right one.

<https://www.anahoken.com/ana/>

空と働く私のライフ

Solife

#### Solife

This is an information site for employees of ANA Group companies and partner companies to select rental apartments.

<http://www.solife.jp/>



# OUR WORK

Achievements

Real estate

# Landcube Samukawa



## Type of business

Contracted work  
(specializing in sub-asset management)

## Location

Town of Samukawa, Koza County, Kanagawa Prefecture

## Construction completed

November 30, 2023

## Details

As a sub-asset manager for logistics facilities, we are responsible for providing assistance to asset managers.

We provide general management support in each stage, from development to leasing and beyond.

In another project, we are, as an asset manager, advising an SPC that was established to invest in real estate on topics such as property acquisition, debt and equity financing, and exit strategies.



Real estate

# BlancCiel Nishijin



## Type of business

Developed by ANA Facilities

## Location

Josai, Sagara Ward, Fukuoka City, Fukuoka Prefecture

## Construction completed

October 28, 2021

Accessibility:

7 min. walk from Nishijin Station on the Fukuoka City Subway's Kuko Line

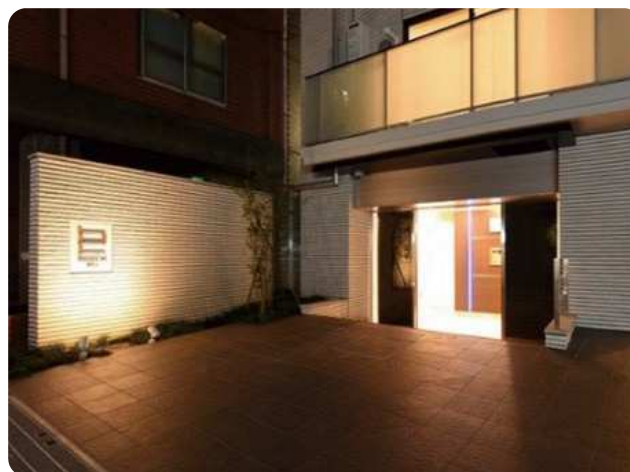
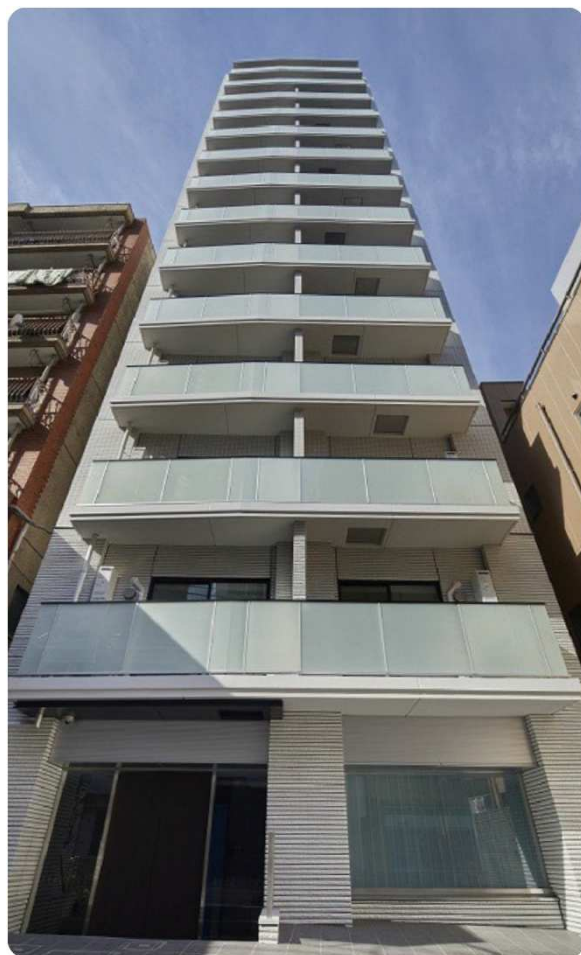
Number of rental units: 40

## Details

We have thus far made 4 properties in the BlancCiel series available in Tokyo (Mita, Haneda, Minami-Kamata, and Higashi-Kamata). All of these are subleased, and BlancCiel Nishijin was the first property developed by ANA Facilities. This property is located in the Nishijin area, a popular educational district in Fukuoka, and it is a 7-minute walk from Nishijin Station on the Kuko Subway Line. It is located in a convenient location with easy access to Tenjin Station (a business and sightseeing center) and to the airport. As the first condominium developed by the ANA Group, the property has received a favorable response since it was put on the market. Full occupancy was achieved early on, the occupancy rate remains high.

Real estate

# BlancCiel Mita



## Type of business

Subleasing

## Location

Mita, Minato Ward, Tokyo

## Construction completed

October 31, 2017

Accessibility:

5-minute walk from Mita Station on the Toei Asakusa Line and Mita Line

7-minute walk from Tamachi Station on the JR Yamanote Line

and Keihin Tohoku Line

12-minute walk from Sengakuji Station on the Toei Asakusa Line

## Details

This is the first property subleased under the BlancCiel brand. Mita, Minato Ward is a historic area with historical notes and buildings, and it is currently growing as the center of a business district in Japan. The history of the ANA Group's first brand of condominium started with this property, which is located in a quiet area away from the hustle and bustle in front of the station.

Real estate

# ANA WORK POINT



## Type of business

Workspace rental

## Location

Multiple locations mainly in the Tokyo metropolitan area

## Construction completed

2023

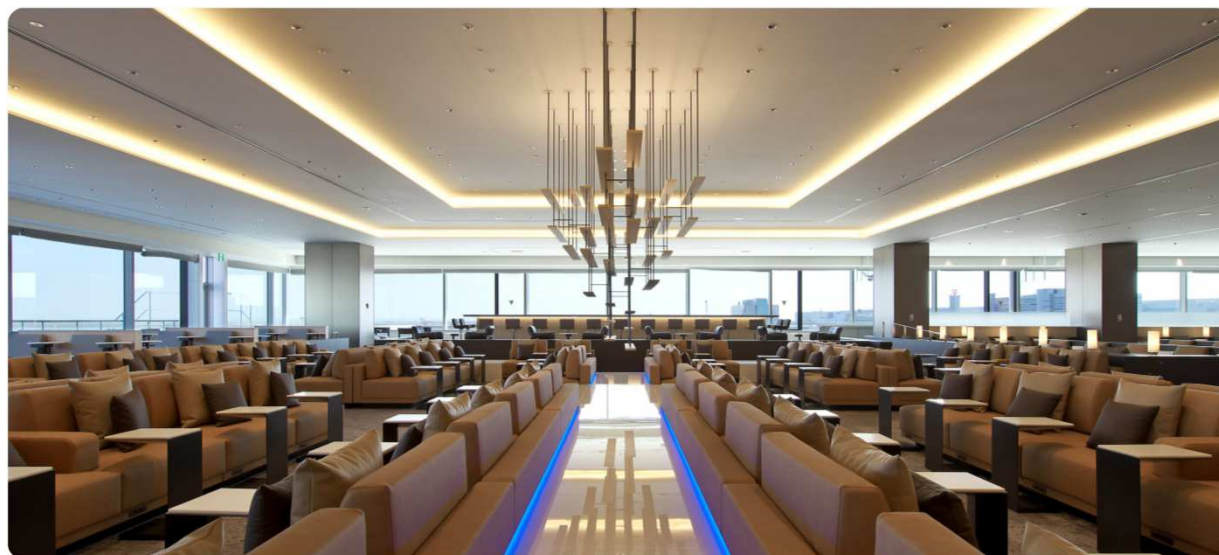
## Details

ANA Work Point is a workspace platform based on the concept of "turning working time into miles." Many passengers on ANA flights are business travelers. In order to meet their needs for a workspace where they can work calmly even while on a business trip, ANA Work Point is expanding its facilities mainly in the Tokyo metropolitan area and around airports. Typically, coworking spaces often require a corporate contract or a monthly contract, but ANA Work Point offers a pay-as-you-go fee structure that allows individuals to use the space for a short period of time.



Facility management

# ANA Lounge for International Flights, Haneda Airport Terminal 2



## Client

All Nippon Airways Co., Ltd.

## Type of business

Construction management

## Location

Haneda Airport

## Construction completed

March 2020

## Details

This work involved management of the construction of an ANA lounge for international flights at Haneda Airport Terminal 2. We participated in the project from the planning stage and provided full support to the client in terms of QCD (quality, cost, and delivery). We helped to construct the client's requested lounge by selecting designers and builders for each task, coordinating types of work with the airport, and efficiently coordinating a wide range of tasks.

## Insurance

# ANA Insurance "Asuhenno Tsubasa"



## Type of business

ANA's Insurance Business

## Sales locations

Expansion on ANA SKY WEB  
(<https://www.ana.co.jp/ja/jp/amc/anahoken/>)

## Features & Benefits

- Special plans exclusively for ANA Mileage Club members are available at affordable premiums.
- Complete the application only on the web.
- Up to 1,500 ANA Skycoins can be earned for new policy subscriptions and 200 coins for renewals.

## Details

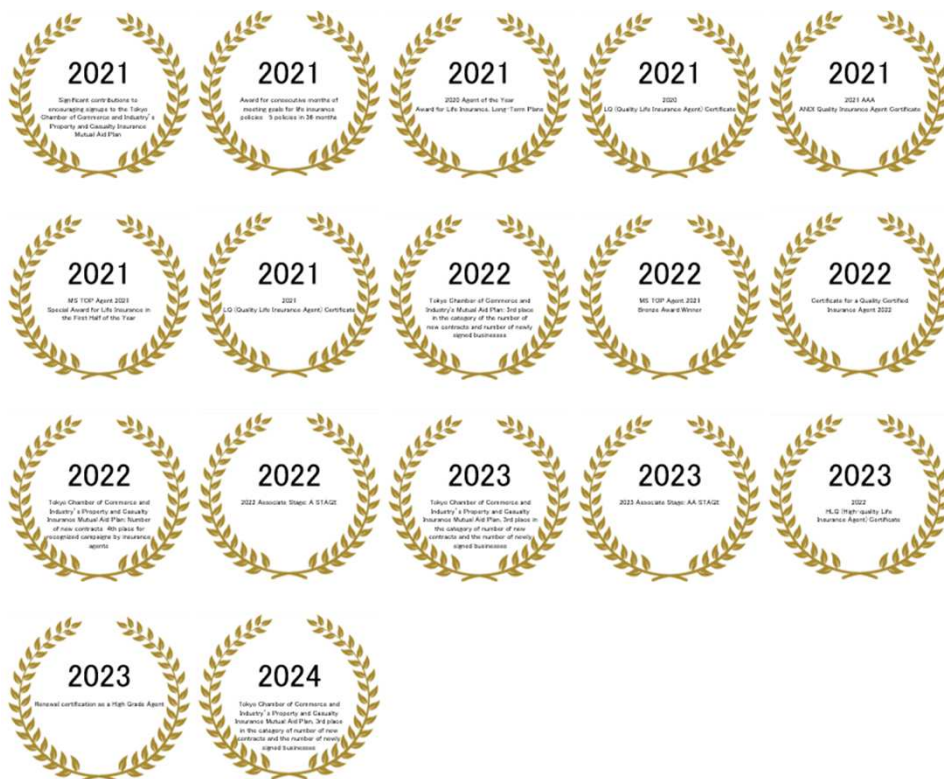
ANA Insurance "Asuhenno Tsubasa" is an insurance product exclusively for ANA Mileage Club members. Insurance applications can be completed on the company's website without having to go to the websites of individual insurance companies.

Under the concept of "Enriching your life's journey," eight types of insurance products are available to cover everything from daily life to travel preparation.

We will continue to expand our insurance products to meet the diverse insurance needs of ANA Mileage Club members according to their life stages.

## Insurance

## Awards



| Year | Award  | Insurance company  |
|------|--|--|
| 2021 | Significant contributions to encouraging signups to the Tokyo Chamber of Commerce and Industry's Property and Casualty Insurance Mutual Aid Plan   | Tokyo Chamber of Commerce and Industry   |
| 2021 | Award for consecutive months of meeting goals for life insurance policies 5 policies in 36 months  | Mitsui Sumitomo Aioi Life Insurance Co., Ltd.  |
| 2021 | 2020 Agent of the Year Award for Life Insurance, Long-Term Plans   | Mitsui Sumitomo Insurance Co., Ltd.<br>Mitsui Sumitomo Aioi Life Insurance Co., Ltd. |
| 2021 | 2020 LQ (Quality Life Insurance Agent) Certificate   | Mitsui Sumitomo Aioi Life Insurance Co., Ltd.  |
| 2021 | 2021 AAA ANDI Quality Insurance Agent Certificate  | Aioi Nissay Dowa Insurance Co., Ltd.   |
| 2021 | MS TOP Agent 2021 Special Award for Life Insurance in the First Half of the Year   | Mitsui Sumitomo Insurance Co., Ltd.<br>Mitsui Sumitomo Aioi Life Insurance Co., Ltd. |
| 2021 | 2021 LQ (Quality Life Insurance Agent) Certificate   | Mitsui Sumitomo Aioi Life Insurance Co., Ltd.  |
| 2022 | Tokyo Chamber of Commerce and Industry's Mutual Aid Plan: 3rd place in the category of the number of new contracts and number of newly signed businesses                                 | Tokyo Chamber of Commerce and Industry   |
| 2022 | MS TOP Agent 2021 Bronze Award Winner  | Mitsui Sumitomo Insurance Co., Ltd.<br>Mitsui Sumitomo Aioi Life Insurance Co., Ltd. |
| 2022 | Certificate for a Quality Certified Insurance Agent 2022   | Mitsui Sumitomo Insurance Co., Ltd.  |
| 2022 | Tokyo Chamber of Commerce and Industry's Property and Casualty Insurance Mutual Aid Plan: Number of new contracts 4th place for recognized campaigns by insurance agents                 | Tokyo Chamber of Commerce and Industry   |
| 2022 | 2022 Associate Stage: A STAGE  | Aflac Life Insurance Co., Ltd.   |
| 2023 | Tokyo Chamber of Commerce and Industry's Property and Casualty Insurance Mutual Aid Plan, 3rd place in the category of number of new contracts and the number of newly signed businesses | Tokyo Chamber of Commerce and Industry   |
| 2023 | 2023 Associate Stage: AA STAGE   | Aflac Life Insurance Co., Ltd.   |
| 2023 | 2022 HLQ (High-quality Life Insurance Agent) Certificate   | Mitsui Sumitomo Aioi Life Insurance Co., Ltd.  |
| 2023 | Renewal certification as a High Grade Agent  | Mitsui Sumitomo Insurance Co., Ltd.  |
| 2024 | Tokyo Chamber of Commerce and Industry's Property and Casualty Insurance Mutual Aid Plan, 3rd place in the category of number of new contracts and the number of newly signed businesses | Tokyo Chamber of Commerce and Industry   |





# SUSTAINABILITY



# Sustainability

## Our efforts

As a member of the ANA Group, we will help to create a sustainable society through our business.

### 01

#### Environmental conservation

ANA Facilities is working to reduce CO2 emissions generated outside of aircraft operations by updating equipment to reduce energy consumption in facilities and equipment owned or leased by the ANA Group and by using renewable energy sources such as solar power generated in-house. We also promote forestation on the land we own. We are also working with local communities and governments to create forests that are rooted in the local community.



### 02

#### Social responsibility

ANA Facilities is striving to fulfill our social responsibility to create a sustainable society. As an example, the ANA Group has been implementing “universally accessible airport-related facilities that respect the diversity of our customers.” In specific terms, the ANA Group has been improving accessibility by widening boarding gates. We are engaged in corporate activities from a social perspective, e.g., we conduct LGBTQ+ workshops and DEI training for our employees.



### 03

#### Health and productivity management

ANA Facilities is working to taking good care of the health of our employees. As part of these efforts, we have introduced various systems, such as regular health checkups, stress checks, and health education campaigns. We also encourage employee health by providing assistance to quit smoking and guidance on alleviating metabolic syndrome.



**ANA FACILITIES CO.,LTD.**

Scan here for our corporate website [▶](#)

