

Leopalace 21's Security Gated Apartments Can Accept Unattended Deliveries with *Amazon Key* and *homehub inHome Service*



Leopalace21 Corporation (Headquarters: Nakano-ku, Tokyo; President and CEO: Bunya Miyao; the "Company") is pleased to announce that, in August 2025, it gradually started to install *Amazon Key* and *homehub inHome Service* in all apartments with security gates, aiming to improve tenants convenience and logistics efficiency by reducing redeliveries.



Background of the installation

In recent years, the logistics industry has been promoting "Work-style reform" aimed at improving the working conditions for delivery drivers. As a result, the "2024 Logistics Problem" has become increasingly serious. The logistics problem refers to concerns about labor shortages and reduced transport capacity in the logistics industry caused by the introduction of working hours restrictions for drivers, which goes against the increasing delivery demand driven by the growth of online shopping.

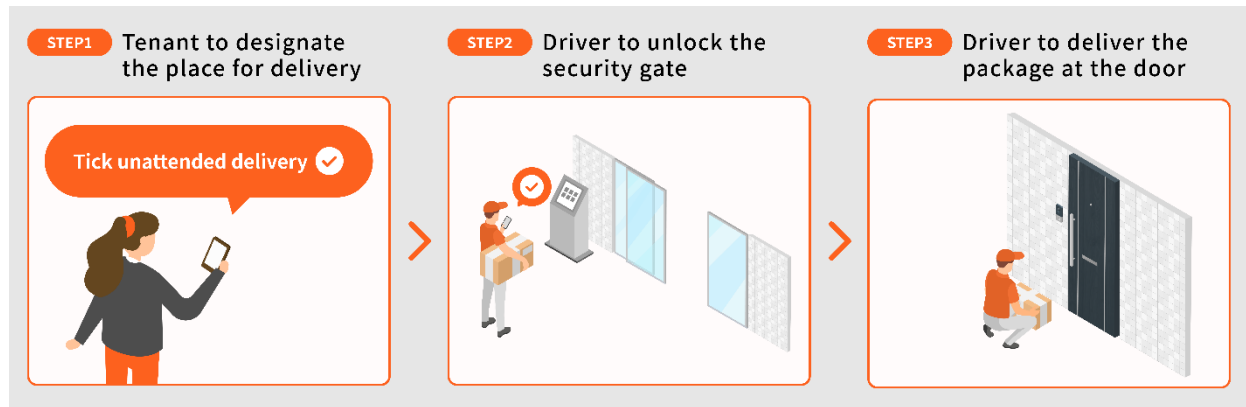
At the Company's apartments with security gates, delivery drivers are often unable to enter the building to leave packages, resulting in many cases where tenants cannot receive their deliveries when they are not home. This has led to issues such as the inconvenience of redelivery requests and reduced tenants' convenience.

In order to resolve these social and practical issues, the Company has decided to install *Amazon Key* and *homehub inHome Service*.

Outline of Installation

By connecting BitKey's smart lock *bitlock GATE* and *Amazon Key*'s dedicated devices to the security gates of apartment building entrances, authorized delivery personnel can temporarily unlock the security gates using their smartphones. This enables deliveries to be made to locations specified by the recipients even when they are not at home. While *Amazon Key* is available exclusively to Amazon's contracted drivers, BitKey's smart lock can be used not only by delivery personnel affiliated with the *homehub inHome Service* but also by service providers

such as housekeeping staff.



Effects of Installation

■ Realizing logistics efficiency

By temporarily unlocking the security gates through the dedicated app, tenants can have packages delivered even when they are away. This is expected to reduce the number of redeliveries, thereby alleviating the burden on delivery drivers and improving the efficiency of logistics operations.

■ Reducing the burden of receiving packages

When the tenants choose the delivery setting of unattended deliveries, packages can be received without being restricted by specific delivery times. Eliminating the need for redelivery reduces the burden on tenants and greatly improves the convenience of daily life.

<About *Amazon Key*>

Amazon Key is one of the services provided by Amazon that enables unattended deliveries. Delivery drivers commissioned by Amazon use a dedicated delivery app that has been authenticated to unlock the security gates for each delivery item and deliver the packages at the door.

<About *homehub inHome Service*>

This service utilizes Bitkey's smart lock technology. With the permission of tenants, temporary digital keys are issued, allowing staff from partner companies to unlock apartment doors and provide services such as unattended deliveries and housekeeping services.

■ Company information

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