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For immediate release

Mitsui Fudosan Residential Co., Ltd.  
Mitsubishi Estate Residence Co., Ltd.  
Kawasaki Heavy Industries, Ltd.  
TAISEI CORPORATION

# Full-Scale Launch of Japan's Largest\*<sup>1</sup> Robot Porter Service for Condominium Use at Mita Garden Hills

—Reducing the Human Workload of Parcel Delivery in a Large-Scale, High-Security Residential Environment—

## Key Points of This Initiative

1. **Japan's largest\*<sup>1</sup> robot porter service, with delivery routes totaling approximately 6.6 km, launched at Mita Garden Hills.**
2. **Introduction of parcel delivery robots reduces the workload of delivery operations in a large-scale, high-security residential environment.**
3. **In addition to porter services, robots are also utilized for security and cleaning operations, contributing to improved efficiency and addressing labor shortages.**

Mitsui Fudosan Residential Co., Ltd., a leading housing company headquartered in Tokyo, Mitsubishi Estate Residence Co., Ltd., Kawasaki Heavy Industries, Ltd., and TAISEI CORPORATION announced today that they have officially launched full-scale operations of the FORRO PORTER robot porter service at Mita Garden Hills, a condominium jointly developed by Mitsui Fudosan Residential and Mitsubishi Estate Residence in Minato-ku, Tokyo. The service had been undergoing trial operation since March 2025. Powered by the RoboHUB robot integration platform provided by TAISEI CORPORATION and utilizing the FORRO indoor delivery robot developed by Kawasaki Heavy Industries, this initiative marks the largest\*<sup>1</sup> robot porter service for condominium use in Japan.

At Mita Garden Hills, in response to the social issue of labor shortages, efforts are underway to automate services by introducing robots not only for porter services, but also for security and cleaning operations, with the aim of reducing the workload of human-provided services and improving operational efficiency. Going forward, the developers aim to achieve both a comfortable living environment for residents and improvements to the working environment through reduced workloads and greater efficiency, while helping to alleviate labor shortages and create fulfilling workplaces through the utilization of various advanced technologies.

\*<sup>1</sup> Based on research by Kawasaki Heavy Industries. The total length of delivery routes traveled by the robots is approximately 6.6 km.



FORRO operating within Mita Garden Hills