

Tokio Marine Group's CSR

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This e-CSR Report 2011 was produced based on information posted on the Company's website.



Tokio Marine Group's Approach to CSR

The Tokio Marine Group is determined to raise its corporate value continuously by realizing its Corporate Philosophy and thus contributing to the sustainable growth of society.

The Tokio Marine Group has provided "safety and security" to society and contributed to its development by making the most of its abundant knowledge and experience accumulated over the years in the insurance industry. Risks surrounding individuals and companies continue to become more diversified and we are well aware of the increasing importance of social roles and responsibilities incumbent on insurance companies.

Based on this rationale, we have formulated the Tokio Marine Group CSR Charter as behavioral guidelines for all employees to execute CSR. Under the "Innovation and Execution 2011" medium-term corporate strategy (FY2009 - FY2011), as our medium-term vision, we aim to become "a global corporate group maintaining growth by offering quality that customers select." We believe the implementation of CSR management will serve as the cornerstone of these efforts and we will proactively support initiatives to solve various social issues through our business activities.

The Tokio Marine Group supports and respects the Universal Declaration of Human Rights, International Labor Standards, as well as OECD Guidelines for Multinational Enterprises. The philosophies and contents of the 10 principles concerning human rights, labor, the environment and anti-corruption advocated by the United Nations Global Compact coincide with the Tokio Marine Group's own approach to CSR as well as its CSR Charter, and for this reason, Tokio Marine Holdings has been participating in the United Nations Global Compact since 2005.

▶ [Participation in United Nations Global Compact](#)



Tokio Marine Group Corporate Philosophy

With customer trust as the foundation of all its activities, the Tokio Marine Group continuously strives to raise its corporate value.

- Through the provision of the highest quality products and services, the Tokio Marine Group aims to deliver safety and security to all its customers.
- By developing sound, profitable, and growing businesses throughout the world, the Tokio Marine Group will fulfill its mandate to shareholders.
- The Tokio Marine Group will continue to build an open and dynamic corporate culture that enables each and every employee to demonstrate his or her creative potential.
- Acting as a good corporate citizen through fair and responsible management, the Tokio Marine Group will broadly contribute to the development of society.



Tokio Marine Group CSR Charter

The Tokio Marine Group is committed to fulfilling its Corporate Social Responsibility (CSR) by implementing its Corporate Philosophy to achieve sustainable growth together with the development of society, in accordance with the following principles:

Products and Services

We aim to provide society with products and services to meet the needs for safety and security.

Respect for Human Rights and Dignity

- We respect and actively promote the recognition of human rights for all people.
- We strive to ensure an energetic working environment that is both safe and healthy and to promote the training and education of our employees.
- We respect the right to privacy and strive to enforce this right through the management of personal information.

Protection of the Global Environment

Acknowledging that the protection of the global environment is an important responsibility for all corporate entities, we respect the harmonization with and the improvement of the global environment in all of our activities.

Contribution to Local Communities and Societies

As a member of various communities and societies, we respect the diversity of cultures and customs in different countries and regions, and we aim to contribute actively to society in response to the needs of the current era.

Compliance

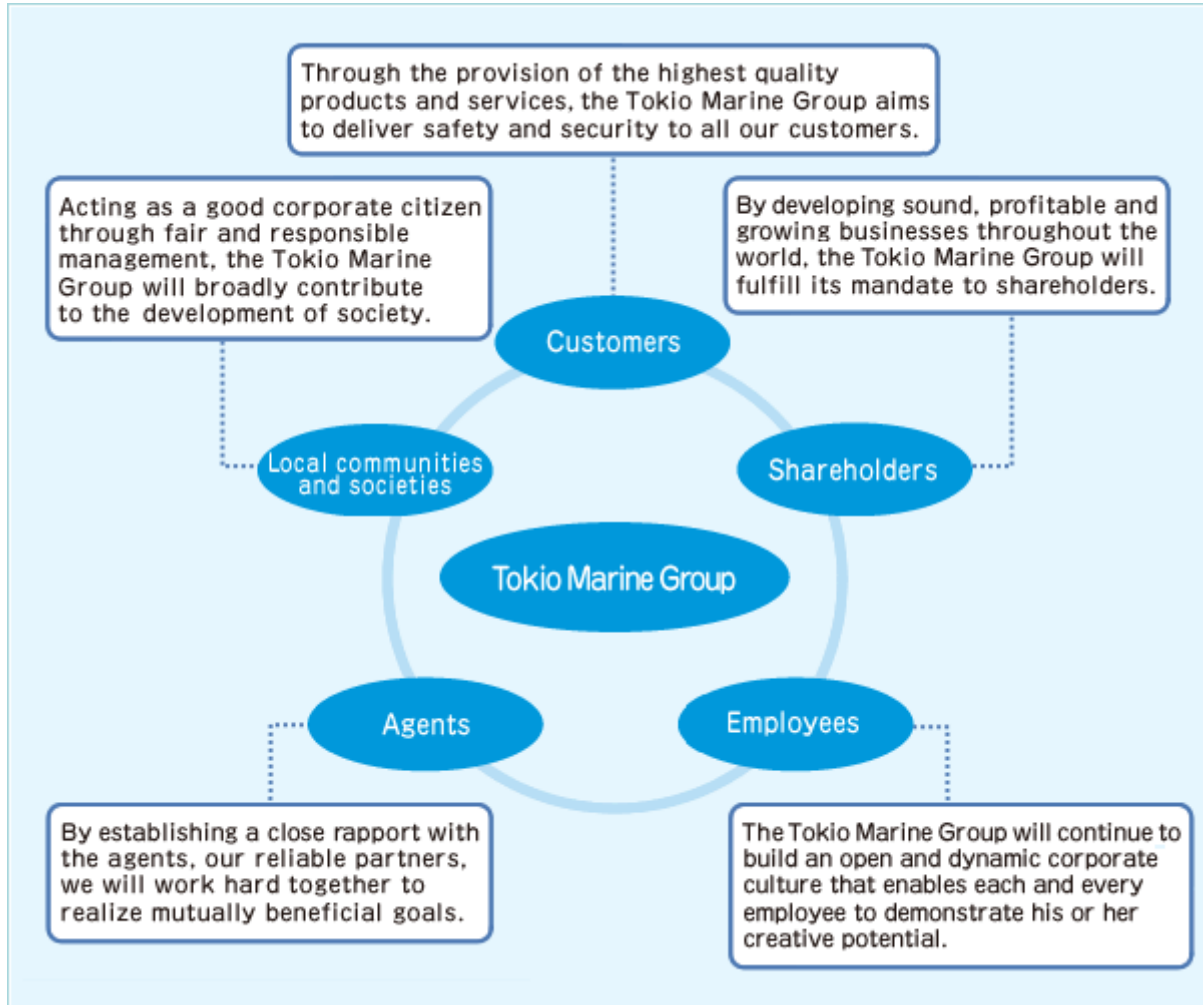
While striving to maintain high ethical standards at all times, we will pursue strict compliance in all aspects of our business activities.

Communication

We intend to disclose information timely and appropriately and to promote dialogue with all our stakeholders to ensure effective corporate management.



Tokio Marine Group CSR Charter



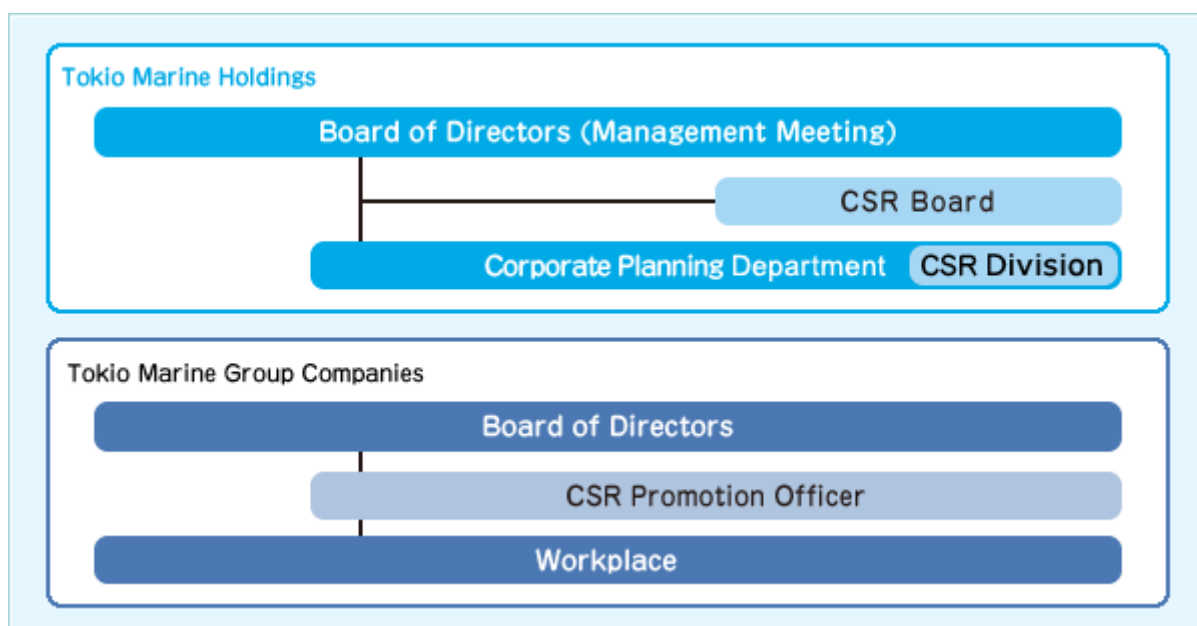
CSR Promotion Structure

The CSR Promotion Structure for the Tokio Marine Group is as shown below.

The Tokio Marine Group's Board of Directors and CSR Board, which is chaired by the president of Tokio Marine Holdings with membership consisting of the presidents of main Group companies, formulate fundamental CSR policies and plans for the entire Group in addition to periodically confirming the progress of such initiatives.

Additionally, Tokio Marine Holdings has established a dedicated CSR Division (Corporate Planning Department) to further promote CSR efforts across the Group and support the CSR activities of each Group company. CSR promotion officers at each Group company implement CSR activities in accordance with the characteristics of their respective businesses and the local communities.

Tokio Marine Group CSR Promotion Structure





Tokio Marine & Nichido Corporate Value Index and CSR Index

Tokio Marine & Nichido has formulated the Corporate Value Index and the CSR Index as it aims to raise the quality of its management strategies and CSR.

Tokio Marine & Nichido defines corporate value as the sum total of the value it provides for its stakeholders, namely its customers, shareholders, agents, employees, and local communities and societies, and makes quantitative evaluations to determine whether measures implemented each year have raised the company's corporate value. This approach helps raise the standards of our CSR initiatives and facilitates the preparation of new strategic proposals.

Along with profits and sales, Tokio Marine & Nichido has incorporated the Corporate Value Index as a KPI* into the categories for evaluating remuneration for Tokio Marine & Nichido executives. By doing so, the Group aims to improve the quality of its management strategies and CSR.

*KPI: Key performance indicator

Corporate Value Index

Area of assessment	Primary indicators
Customer fundamentals	Number of individual customers, net premiums written, results of customer surveys (on the level of satisfaction with the Company), etc.
Agent fundamentals	Results of customer surveys (on the level of satisfaction with agents and whether they appropriately ensure "Anshin Quality" and handling), etc.
Management leadership	Results of employee surveys (evaluation of executives and management), etc.
Organization/Human resources system	Employment ratio of persons with disabilities, number of female employees (at or above a certain rank), results of employee surveys (on the level of employee satisfaction), etc.
Organizational culture	Number of employee activities making contributions to local communities and societies, results of employee surveys (evaluation of respect for human dignity, corporate culture, CSR)
Employee capabilities/Operational process capabilities	Results of customer and agent surveys (on such subjects as partnership with agents, satisfaction with accident responses, ensuring appropriate "Anshin Quality" and payment of claims), amount of paper used, amount of greenhouse gas (CO ₂) emissions and the switchover rate to Web clauses, etc.

Area of assessment	Primary indicators
Product strength	Results of external surveys on corporate image, results of agent and employee surveys (evaluation of products, services)
Brand strength	Results of external surveys on corporate image, brand value indicators, etc.
Profitability/Soundness	Financial ratings, adjusted earnings and ROE, etc.
Compliance/Internal control	Business improvement based on customer responses (dissatisfaction and demands), internal audit results, etc.

In expressing the state of progress of initiatives in the key CSR areas of "customers," "employees," "protection of the global environment," and "community and social contributions," we have designated categories we consider especially important as a CSR Index. From the perspective of accountability to stakeholders, we will continue to disclose actual results in each category.

CSR Index

Area	Indicator	Indicator explanation	FY2009	FY2010	
Customers	1) Number of customers (individuals)	Number of individual customers	13.84 million	14.99 million	
	2) Level of satisfaction at time of sales solicitation	Level of customer satisfaction indicated in customer surveys at the time of selling automobile and fire insurance	78.7%	77.8%	
	3) Level of satisfaction regarding responses to accidents	Total level of satisfaction indicated in customer surveys of responses to accidents (automobile insurance)	94.2%	94.5%	
Employees/Agents	4) Employee satisfaction levels	Level of satisfaction indicated in employee surveys	78.4%	78.3%	
	5) Agent satisfaction levels	Level of satisfaction indicated in agent surveys	78.7%	80.6%	
	Diversity	6) Number of female employees in leadership positions	Number of female employees in the leader or sub-leader class	325	385
		7) Employment	Employment ratio of persons with disabilities	1.95%	2.04%

Area	Indicator	Indicator explanation	FY2009	FY2010
	ratio of persons with disabilities			
Protection of the global environment	8) Amount of greenhouse gas (CO ₂) emissions	Amount of greenhouse gas (CO ₂) emissions (Japan)* originating from energy usage during business activities	49,130t	45,234t
	9) Amount of paper used	Amount of paper used (total for copier paper, printed business forms, computer-use paper in Japan)*	9,503t	7,624t
Community and social contributions	10) Number of employees participating in community and social contributions	Number of employees participating in volunteer activities	7,955	9,294
	11) Number of employees making donations	Number of employees making donations (excluding relief money for large-scale disasters, etc.)	5,624	4,696

*The emission coefficient for greenhouse gas (CO₂) emissions is calculated based on the fiscal 2006 emission coefficient. This coefficient covers "energy used in buildings and gasoline for company-owned vehicles." From fiscal 2009, we began calculating emissions associated with domestic and overseas business travel.



Plans and Results of CSR Initiatives

The fiscal 2010 results of CSR initiatives for the companies in the Tokio Marine Group as well as targets for fiscal 2011 are shown below.

Results of fiscal 2010 CSR initiatives and fiscal 2011 plans

The companies in the Tokio Marine Group generally attained the targets of key CSR initiatives for fiscal 2010 according to plan.

Key Issues		Targets and Results	Evaluation	Pages	Targets (FY 2011)
Providing value through our core businesses		(Targets) Enhance the quality of products and services (Results) - Tokio Marine & Nichido and Tokio Marine & Nichido Life carried out "Medical Assist" - Tokio Marine & Nichido Life implemented the "Movement to Protect Customers from Cancer."	◎	Click here for details	Continue initiatives to become "a global corporate group maintaining growth by offering quality that customers select" (Continue initiatives shown on the left) * Make all-out efforts directed toward recovery and restoration following the Great East Japan Earthquake
Responding to climate change	Address climate change through our products and services	(Targets) Develop and provide products and services that adapt to and mitigate climate change (includes responses for developing countries) (Results) - Tokio Marine & Nichido's Green Gift	◎	Click here for details	Develop products and services that adapt to and mitigate climate change Expand and upgrade Tokio Marine & Nichido's Green Gift Project

Key Issues		Targets and Results	Evaluation	Pages	Targets (FY 2011)
		<p>Project</p> <p>Promote switch to paperless Web clauses for auto, fire and Super Insurance</p> <ul style="list-style-type: none"> •Target: Attain a switchover rate of 60.0% (automobile) •Result: Attained a switchover rate of 73.9% (automobile) <p>- India-IFFCO-Tokio General Insurance Co., Ltd. (weather insurance)</p> <p>Promote the diffusion of weather insurance in farming communities in India</p>			
	Reduce the volume of CO ₂ emissions accompanying our business activities	<p>(Targets)</p> <p>Group companies (Japan): Strengthen initiatives for reducing environmental impacts based on independent numerical targets</p> <p>(Results)</p> <ul style="list-style-type: none"> - CO₂ emissions: 73,692 tons - Copier paper used: 2,122 tons (a reduction of 8.7% from FY2009) - Group companies (overseas): Improved environmental management systems (EMS) at principal bases 	○	Click here for details	<p>Reduce environmental impact at Group companies (Japan/overseas)</p> <ul style="list-style-type: none"> - CO₂ emissions: Reduction of 5% from the previous year - Copier paper use: Reduction of 9% from the previous year
	Collaborative work with local communities and societies	<p>(Targets)</p> <p>Participation rate in community and social contribution activities by domestic Group company employees: 40%</p>	○	Click here for details	<p>Employee participation rate of more than 50% (total) for Group companies (Japan) promoting community and</p>

Key Issues	Targets and Results	Evaluation	Pages	Targets (FY 2011)
	<p>(Results):</p> <ul style="list-style-type: none"> - Group companies (Japan): Participation rate in community and social contribution activities by employees: 55% (Breakdown: 56% at Tokio Marine & Nichido and Tokio Marine & Nichido Life, 53% at other companies) - Strengthened joint initiatives within the Group for community and social contribution programs <ul style="list-style-type: none"> • Mangrove planting volunteers • Green Lessons • Pink Ribbon Movement • AED training sessions • Dementia supporter training sessions, etc. - Disaster relief funds donated by Group companies (Japan/overseas) and employees (A total of ¥67 million for aiding victims of the Great East Japan Earthquake and other aid activities) 			social contribution activities in countries and regions around the world

External Evaluations and Awards

Tokio Marine Holdings has received high evaluations from SRI rating agencies worldwide and is working to further enhance its CSR activities to ensure that it earns such ratings in the future as well.

Evaluations from External SRI Rating Agencies

In recent years, attention has been focused on Socially Responsible Investment (SRI), which evaluates corporate activities from the perspective of sustainability in the areas of the economy, the environment and society.

In September 2010, Tokio Marine Holdings was selected for the first time to be included as one of the companies comprising the insurance sector of the Dow Jones Sustainability World Index, one of the world's leading sustainability indexes. As of the end of August 2011, Tokio Marine has been selected to be included as one of the companies listed in the SRI indexes shown below.

Inclusion in SRI (Socially Responsible Investment)



Status of inclusion in SRI funds

Fund Name	Registered and Managed by
Eco Balance	Sumitomo Mitsui Asset Management Company, Limited
Eco Partners ("Green Wings")	Mitsubishi UFJ Asset Management Co., Ltd.
Sumishin Japan Stock SRI Fund	STB Asset Management Co., Ltd.
Sumishin DC Good Company	STB Asset Management Co., Ltd.
Sumishin SRI Japan Open	STB Asset Management Co., Ltd.
World 6 Asset Equal Distribution (monthly distribution type)	Daiwa Asset Management Co. Ltd.
Daiwa Eco Fund	Daiwa Asset Management Co. Ltd.
Daiwa SRI Fund	Daiwa Asset Management Co. Ltd.

Fund Name	Registered and Managed by
Fukoku SRI Fund	Shinkin Asset Management Co., Ltd.
Mitsubishi UFJ SRI Fund	Mitsubishi UFJ Asset Management Co., Ltd.
Resona Japan CSR Fund	PineBridge Investments Japan Co., Ltd.
6 Asset Balanced Fund	Daiwa Asset Management Co. Ltd.

Note: Inclusion in these funds is based on the latest performance reports of each fund as of the end of July 2011.

External Awards

Received the Japan Investor Relations Association's (JIRA) "15th IR Prime Business Award"	Tokio Marine Holdings
Received Nikko Investor Relations Co., Ltd.'s fiscal 2010 "IR Site Industry-Specific Ranking Best Website" award	Tokio Marine Holdings
Received the 5th Japan Facilities Management Grand Prix "Encouragement Award" in recognition of the concept of an office where employees, including those with disabilities, can work with a sense of excitement	Tokio Marine Nichido Systems Co., Ltd.
Received the "Most Outstanding Prize" under the "Nagoya Child-Rearing Supporting Business Recognition/Award System"	Tokio Marine & Nichido
Received double awards, namely, the Tokyo Labor Bureau's "Excellence Award" in the "Companies that Promote Equality" category and in the "Family Friendly Company" category	Tokio Marine & Nichido
Received the "Himawari Medal of Honor 2010" in the Corporate Awards category from the NPO Himawarinokai in recognition of being a company that supports the childbirth and child-rearing of working women	Tokio Marine & Nichido



Participation in External Initiatives

The Tokio Marine Group supports and respects the Universal Declaration of Human Rights, International Labor Standards, as well as OECD Guidelines for Multinational Enterprises. The Tokio Marine Group will also fulfill its role in helping realize a sustainable society through its participation in a variety of initiatives that include the United Nations Global Compact and the United Nations Environment Program Finance Initiative (UNEP FI).

The United Nations Global Compact

The ideas and contents of the 10 principles concerning human rights, labor, the environment and anti-corruption advocated by the United Nations Global Compact coincide with the Tokio Marine Group's own approach to CSR as well as its CSR Charter.

Therefore, Tokio Marine Holdings has been participating in the United Nations Global Compact since 2005.



The UN Global Compact's 10 principles

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

Labour

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labour;

Principle 5: the effective abolition of child labour; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

► <http://www.unglobalcompact.org/>

Every year Tokio Marine Holdings summarizes and reports on the status of initiatives for addressing the 10 principles of the United Nations Global Compact.

▶ [Communication on Progress](#)

UNEP FI Insurance Commission



Tokio Marine & Nichido is taking part as the Board Member for Asia in the United Nations Environment Program Finance Initiative (UNEP FI) Insurance Commission including approximately 10 companies worldwide, mainly from among insurance companies and brokers. The company conducted activities to deepen understanding of insurance and climate change/sustainability through a seminar entitled "Insuring for sustainability"(2009), issuance of a collaborative paper entitled "The global state of sustainable insurance" (2010) and a presentation at the COP 10 side event "The next challenge - The role of finance institutions in accounting for biodiversity and ecosystem services in the Asia Pacific Region."

▶ <http://www.unepfi.org/>

Geneva Association



Tokio Marine & Nichido is a member of the Geneva Association composed of approximately 80 executives from major insurance companies around the globe. Since September 2008, each company has been conducting research into climate change under the Climate Change and Insurance (CC+I) Project regarding the economic impact of climate change on insurance companies, and jointly launched research reports on "The Insurance Industry and Climate Change" (2009) and "Global Insurance Industry Statement on Adapting to Climate Change in Developing Countries."

▶ http://www.genevaassociation.org/Home/Climate_Change.aspx

ClimateWise



In September 2010, Tokio Marine & Nichido became the first Asian member of ClimateWise, a global collaboration of 40 leading insurers focused on reducing the risks of climate change, launched in 2007 by HRH The Prince of Wales. Under ClimateWise, these insurers from around the world jointly carry out studies and research on various risks and opportunities related to climate change and make recommendations toward reducing the risks that climate change imposes on economic and social life.

▶ <http://www.climatewise.org.uk/>

Japan Climate Leaders' Partnership



Tokio Marine & Nichido has been a member of the Japan Climate Leaders' Partnership (Japan-CLP), an initiative of Japanese companies to deal with issues of climate change, since July 2009. With Japan-CLP, companies from various industries (finance, insurance, logistics, construction, IT, etc.) join forces to lead initiatives aimed at realizing a sustainable, low-carbon society and to make recommendations on how to tackle climate change together.

▶ <http://www.japan-clp.jp/>