Sustainability Report 2014
Tokio Marine Group's CSR

- Tokio Marine Group's Approach to CSR
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Tokio Marine Group’s CSR

Tokio Marine Group’s Approach to CSR

Based on our Corporate Philosophy, we have established the Tokio Marine Group CSR Charter as behavioral guidelines.

CSR Promotion Structure

We introduce Tokio Marine Group’s CSR promotion structure.

CSR Material Issues of Tokio Marine Group

We introduce three CSR material issues of Tokio Marine Group and the formulation process.

Stakeholder Engagement

We introduce our structure for stakeholder engagement.

Plans and Results of CSR Initiatives

We introduce fiscal 2013 results and fiscal 2014 action plans using a reference list.

External Evaluations and Awards

We introduce external evaluations and awards received as a corporate group that proactively undertakes CSR.

Participation in External Initiatives

We participate in and support various initiatives for the realization of a sustainable society.
Tokio Marine Group's Approach to CSR

Through realization of corporate philosophy, Tokio Marine Group continues to increase its corporate value persistently by contributing a sustainable development of our society.

Tokio Marine Group has provided “security and safety” 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.

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.

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 2014” mid-term business plan (FY2012 - FY2014), 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.

Tokio Marine Group supports and respects the Universal Declaration of Human Rights, OECD Guidelines for Multinational Enterprises, ILO Declaration on Fundamental Principles and Rights at Work, UN Guiding Principles on Business and Human Rights (Ruggie Framework), as well as ISO 26000. The ideas and contents of the ten principles concerning human rights, labour, the environment and anti-corruption advocated by the United Nations Global Compact (UNGC) coincide with Tokio Marine Group’s own approach to CSR as well as its CSR Charter. Therefore, Tokio Marine Holdings has been participating in the UNGC since 2005.

Participation in the United Nations Global Compact
Tokio Marine Group’s CSR

Tokio Marine Group Corporate Philosophy

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

- Through the provision of the highest quality products and services, Tokio Marine Group aims to deliver safety and security to all its customers.
- By developing sound, profitable and growing businesses throughout the world, Tokio Marine Group will fulfill its mandate to shareholders.
- 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, Tokio Marine Group will broadly contribute to the development of society.

Tokio Marine Group CSR Charter

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 its needs for safety and security.

Respect for Human Rights and Dignity

We respect and actively promote the recognition of human rights. We strive to ensure an energetic working environment that is both safe and healthy and to promote training and education of our employees. We respect the right to privacy and strive to enforce sound information management and control.

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.
Tokio Marine Group’s CSR

Contribution to Local Communities and Societies

As a member of various communities and societies, we respect the diversity of cultures and customs and we aim to contribute actively 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’s Stakeholders

Tokio Marine Group’s stakeholders include all conceivable parties involved with the Group. These include persons with vested interests in the Company, all related parties with general interest in the Company, persons involved with the Company’s CSR activities and persons envisioned as readers of the CSR Report. Among these, those parties with especially close relationships as well as those stakeholders deemed crucial from the perspective of material CSR issues are shown as follows. We also recognize governments, research institutes, the media and external initiatives and organizations as valuable stakeholders of Tokio Marine Group. However, for the sake of simplicity we have omitted the listing of these stakeholders below.

Customers

We continually provide customers and society with “safety and security.” We will continue to promptly and appropriately provide even higher quality products, services and processes that meet the expectations of our customers.
By earnestly dealing with all our stakeholders, we will work to create a virtuous cycle in which we generate even higher and more appropriate levels of profits and continue to provide value to shareholders.

We emphasize mutual trust with our agents and combine our strengths to meet the needs of customers while cooperating to promote mutually sound growth and development. We also aim for healthy mutual growth and development with their related business partners.

We respect each and every employee as individuals and recognize their dignity and value, and pay careful attention to ensure that they can fulfill their responsibilities to their families. We aim to be a professional group with very distinctive characteristics while cooperating to ensure all colleagues maximize their performance by assisting each other productively.

We aim for healthy mutual growth and development with our business partners.

As a good corporate citizen, we strive to be recognized by local communities and societies while contributing to the creation of a society where a diversity of people can live healthy lives and with a sense of security. We also make efforts to protect the global environment for future generations.

- State of Stakeholder Engagement (PDF)
- Stakeholder Engagement
Tokio Marine Holdings has established a dedicated CSR Division (CSR Division, Corporate Planning Department) to identify material CSR issues and to formulate and implement Group CSR strategies. The division supports the CSR activities of each Group company through dialogue and cooperation with CSR key persons appointed to promote CSR within the divisions in charge of CSR at the respective Group companies.

Tokio Marine Group regularly convenes the CSR Board, comprising the president of Tokio Marine Holdings (board chairman) and presidents of major domestic Group companies, as well as the CSR Key Persons Conference, which consists of Tokio Marine Holdings and Group companies’ CSR divisions. These bodies evaluate various types of CSR initiatives and discuss response measures for CSR issues (important issues to be shared by each Group company) for the entire Group. Tokio Marine Holdings also convenes CSR Dialogues with external experts, non-governmental organizations (NGOs), non-profit organizations (NPOs) and academics. The dialogues give us opportunities to hear outside opinions about our awareness and approaches concerning the Group’s CSR issues. These opinions and other ideas are then reflected in our CSR strategy and our approach to each individual CSR issue.

The Company’s Board of Directors receives reports on the CSR activities of the entire Group while formulating the Overall Group CSR Strategy (medium-term plan and single fiscal-year plans). CSR promotion officers at each Group company play a leading role in promoting and handling common issues to be addressed by the entire Group as well as in implementing CSR activities based on the characteristics of each business and local communities.
Tokio Marine Group CSR Promotion Structure

Tokio Marine Group is utilizing the know-how in climate change and global warming cultivated by each Group company to promote the development of products and services that contribute to adapting to and mitigating climate change, reducing damage from natural disasters, preserving biodiversity and supporting community development.

Environmental Management Structure

Environmental-Related Products and Services

Tokio Marine Group is utilizing the know-how in climate change and global warming cultivated by each Group company to promote the development of products and services that contribute to adapting to and mitigating climate change, reducing damage from natural disasters, preserving biodiversity and supporting community development.

Reduction of the Environmental Burden

Tokio Marine Group appoints key personnel to roles promoting CSR activities within Group companies in Japan and overseas to reduce the environmental burden from its business activities and to advance environmental protection initiatives in regions and communities. In our efforts to reduce the environmental burden in business activities, we perform plan-do-check-act (PDCA) cycle management through our proprietary Green Assist environmental management system (EMS), which draws on ISO 14001, and engage in energy conservation and resource conservation initiatives. The head office of Tokio Marine & Nichido adopted an EMS based on the ISO 14001 environmental management standard in fiscal 1999, and Tokio Marine & Nichido Facilities followed suit in fiscal 2006.
Tokio Marine Group promotes dialogue and cooperation with principal stakeholders in the following ways:

- **Customers**
  Tokio Marine Group promotes dialogue and cooperation with customers mainly through the Sales and Marketing divisions of each Group company.

- **Shareholders and investors**
  Tokio Marine Group promotes dialogue and cooperation with shareholders and investors mainly through the Tokio Marine Holdings Corporate Planning Department's Corporate Communications and Investor Relations Group.

- **Insurance agents**
  Tokio Marine Group promotes dialogue and cooperation with insurance agents mainly through the Sales and Marketing divisions of each Group company.

- **Business partners**
  Tokio Marine Group has established the "Tokio Marine Group Policies for Outsourcing Management" and the "Principle of Transactions" and promotes CSR procurement in collaboration with the Business Service Divisions and the Sales and Marketing Divisions. Tokio Marine Group reviews the ways of its periodic CSR communication.

- **Employees**
  Tokio Marine Group promotes dialogue and cooperation with employees mainly through the Personnel Planning Department.

- **Local communities and society**
  Tokio Marine Group promotes dialogue and cooperation with local communities and society mainly through key CSR personnel.
Tokio Marine Group’s CSR Promotion Initiatives (Example)

Aiming to be a “Good Company”

In undertaking business activities globally, Tokio Marine Group believes it is crucial to resolutely share the concept of a “Good Company,” which is the direction it is pursuing as a Group, while placing significant importance on the culture and values of each Group company to fully deploy the diverse capabilities of the numerous colleagues comprising the Group. Accordingly, as a support tool for promoting discussions on being a Good Company, we created and published a booklet (English) called “To be a ‘Good Company’” for overseas Group companies.

The booklet begins with messages from top management explaining their thoughts on the concept of a Good Company and also features accounts of Tokio Marine Group's more than 130 year history, during which time it has pushed ahead with the idea of "Look Beyond Profit." Additionally, the booklet covers the Group's global development in recent years and contains Good Company episodes. Besides the original English-language version, the booklet has been translated into four languages (Spanish, Thai, Chinese and Portuguese). While utilizing this type of tool, we are sharing Tokio Marine Group's vision with employees throughout the world.

Holding CSR Communication Meetings

Tokio Marine & Nichido, a Tokio Marine Group's major business company, holds CSR Communication Meetings across domestic subsidiaries to promote the exchange of opinions with employees, aimed at deepening employees' understanding of CSR initiatives and implementing these initiatives throughout the organization as well as reflecting these opinions in future CSR initiatives and measures. These meetings feature a straightforward exchange of opinions on Tokio Marine Group's CSR initiatives and CSR activities conducted in respective workplaces. Comments received from participants included, "Understanding the significance and purpose of CSR activities and 'CSR through our core businesses' has led to increased motivation." Additionally, Tokio Marine Holdings also holds CSR Communication Meetings for employees of Group companies.

CSR Training

Tokio Marine & Nichido conducts CSR training through e-Learning for all employees once a year to promote understanding and sharing of the philosophy behind the company's CSR activities. In addition to affirmation of the CSR Charter, the training includes topics such as confirmation of environmental burden reduction targets and the environmental management system and confirmation of the company's community and social contribution initiatives. Key persons in each workplace promote participation in the training.
Tokio Marine Group has reconfigured its CSR material issues in its new mid-term business plan "Innovation and Execution 2014" (FY2012 - FY2014), taking into consideration environmental, social and governance (ESG) issues and the requests and expectations of various stakeholders. As a result, Tokio Marine Group has identified issues — responding to climate change and natural catastrophe risk, contributing to local communities and societies, and strengthening CSR management — as fields with a strong relevance to the operations and the characteristics of the businesses of Tokio Marine Group (insurance, financial services, consulting, etc.) and will promote activities in these areas.

We recognize climate change and natural disasters as a huge risk for both present and future generations in the global community. At the same time, we are aware that this represents a major risk with a large impact on Tokio Marine Group's businesses (insurance, financial services, consulting). Natural disasters such as the Great East Japan Earthquake and floods in Thailand have sparked rising interest in the functions and roles of insurance, financial services and consulting as adaptation measures for responding to risks in society. Tokio Marine Group has designated "responding to climate change and natural disaster risk" as a material Group CSR issue and we are applying our knowledge and experience cultivated in insurance, financial services and consulting in promoting initiatives for adapting to and mitigating climate change and minimizing the impact of natural disasters. Also, we will strive to raise the resilience against climate change and catastrophe risk across society and contribute to creating a secure, safe and sustainable society.
The global community is dealing with a host of social issues that include disasters, aging of society (healthcare and nursing care), poverty and community participation and development (support for emerging countries). There are also a number of emerging issues in Japan that include preventing and reducing disasters, aging of society (healthcare and nursing care) and preventing automobile accidents. Tokio Marine Group has set “contributing to local communities and societies” as another Group CSR material issue. The Group intends to make contributions in response to such social issues as healthcare, cancer and poverty through its core businesses of insurance, financial services and consulting. Concurrently, we take great interest in participating in regional activities as collaborative work with local communities and society. These activities include providing recommendations on preventing and reducing disasters, offering disaster prevention education, supporting the Pink Ribbon Movement (raising the cancer examination rate) and promoting education support programs in developing countries. Through these efforts, we contribute to creating a sustainable society as a good corporate citizen.

Addressing Social Issues - Providing Value through our Core Businesses

Community and Social Contribution Activities

To ensure we are trusted by customers and society and achieve sustainable growth, Tokio Marine Group must raise the quality of its initiatives in the areas of business strategies, governance and social responsibilities, and build a sound and highly transparent management structure as a global insurance group. Tokio Marine Group has established “Strengthening CSR management” as a material issue and aims to raise the quality of its risk-based management (ERM: enterprise risk management), compliance and corporate governance from the perspective of strengthening its global-based management and controls, thereby increasing the level of trust by its stakeholders and fulfilling its social responsibilities.
Tokio Marine Group's CSR

Process for Specifying CSR Material Issues of Tokio Marine Group

Under the mid-term business plan "Innovation and Execution 2014," Tokio Marine Group aims to become a "global corporate group maintaining growth by offering quality that customers select" by fostering the sustainable growth of society and providing increased value to all shareholders. In recent years, there have been gradually rising expectations and calls for companies to consider environmental, social and governance (ESG) issues and proactively utilize the characteristics of their businesses in making efforts to solve them. In addition, based on the lessons learned from such natural catastrophes as the Great East Japan Earthquake and the floods in Thailand, society as a whole has taken great interest in the functions and roles of finance and insurance as an adaptation measure for risk. Through the following process, Tokio Marine Holdings has specified its Group CSR material issues under the mid-term business plan.

Specifying the Group's Material Issues

To identify social responsibility and sustainability issues, Tokio Marine Holdings believes it is crucial to evaluate the importance of each issue based on dialogue with stakeholders. Specifically, the CSR Division, Corporate Planning Department identifies CSR issues related to Tokio Marine Group's business based on numerous ESG issues set forth in ISO 26000 (international guidance on social responsibility), the UN Global Compact and UNEP FI Principles for Sustainable Insurance (PSI) as well as on various types of information and customer opinions received by Group companies, communications with employees and agents, communications with shareholders, investors and external socially responsible investment (SRI) rating agencies and CSR communication with external experts (CSR Dialogue). We evaluate the importance of CSR issues identified through the above process by considering issues of influence on stakeholder assessments and decisions and issues with significance of economic, environmental and social impact on Tokio Marine Group and then specifying Group CSR material issues.

Monitoring and Verifying the Progress of Group CSR Material Issues

Tokio Marine Holding's CSR Board, which consists of representatives (presidents) of major Group companies, discusses Group CSR material issues, while the Company's Board of Directors (Management Meeting) periodically confirms the state of initiatives related to these issues. For the state of its initiatives for Group CSR material issues and reporting on these issues, Tokio Marine Holdings undergoes a verification process run by a third-party reviewer and publishes the Sustainability Report.

- Environmental: Responding to Climate Change and Natural Catastrophe Risk
- Social: Contributing to Local Communities and Societies
- Governance: Strengthening CSR Management
In implementing high-quality CSR management, we believe it is essential to develop a relationship of mutual trust through dialogue with customers and all other stakeholders. We are promoting a deeper understanding of Tokio Marine Group's thinking, values and various types of initiatives through customer opinions (customer compliments, complaints and other opinions and suggestions) received by Group companies, communications with employees, communications with agents, communications and investor relations (IR) activities with shareholders and investors, communications with external socially responsible investment (SRI) rating agencies and CSR communication with external experts (CSR Dialogue). We work to identify issues of Group companies based on opinions and evaluations obtained through these dialogues.

- Status of Implementation of Stakeholder Engagement (PDF)
- Relations with Stakeholders
- Response to Customer Feedback
- Relations with Shareholders and Investors
- Relations with Business Partners
- Relations with Employees

Fiscal 2013 CSR Dialogue

Under the theme "CSR Dialogue," Tokio Marine Group regularly invites third-party experts to exchange views about its CSR initiatives. On December 16, 2013, we invited prominent figures from various fields and asked their opinions about the CSR initiatives of Tokio Marine Group based on the latest social conditions in the field of CSR. Some opinions offered by these experts are provided herein.
1. Environment (Response to Climate Change and Natural Disaster Risk)

Principal opinions from experts

Kobayashi: With numerous companies now regarding environmental measures as costs, I’d like to see Tokio Marine Group play an active role through initiatives that utilize its main business for promoting economic activities that can coexist harmoniously with the environment. Also, in keeping with the intent of the Law for Enhancing Motivation on Environmental Conservation and Promoting of Environmental Education, I hope to see Tokio Marine Group maintain a continual awareness of cooperation with local governments, non-governmental organizations (NGOs), non-profit organizations (NPOs) and community residents and nurture the next generation of people capable of preserving the environment on a regional basis.
social responsibility

Tokio Marine Group’s response policies

Tokio Marine Group provides an array of products and services, including Tokio Marine & Nichido’s Mega-Solar Package Program and Tokio Marine Asset Management’s TM Nippon Solar Energy Fund that support the advance of environmental businesses. The Group will continuously consider and develop such products and services in the future as well. Additionally, we will promote environmental awareness and environmental education for children who will lead the next generation by holding “Green Lessons” at elementary schools and carrying out environment protection events under the Green Gift Project, which is supported by the Ministry of the Environment, in cooperation with NPOs and local governments.

Principal opinions from experts

Sakita: I feel extremely reassured by the proactive initiatives for research and education on disaster prevention and disaster reduction from earthquakes and tsunamis that are being implemented following the Great East Japan Earthquake. In working toward the realization of a sustainable society, it is important to be aware of the culture and history that are deeply rooted in local communities. When it comes to solving the various issues facing the local community, however, expertise is becoming more essential. Local governments, universities, specialized institutions and financial institutions such as insurance companies must now collaborate with ordinary citizens, NPOs and other organizations. I am hoping Tokio Marine Group will be aware of this need for cooperation as it undertakes various initiatives.

Ogawa: From a global perspective, the world’s population is projected to surpass 9 billion in 2050. Water and food and other problems will eventually emerge even if these issues are not so serious today. A principal issue will be the manner in which Tokio Marine Group can solve these problems utilizing its resources. Providing a first-step opportunity by considering this issue through the use of backcasting is thus crucial.

Kobayashi: Absorbing and stabilizing CO2 through mangrove tree-planting activities is truly marvelous. I’ve also heard that besides these benefits, the mangroves are also steadily providing other emerging social and economic effects. I believe that proactively calling attention to these benefits is also important.

Tokio Marine Group’s response policies

In implementing community and social contribution activities, Tokio Marine Group will continue working to solve various social issues by actively collaborating with each specialist sector. These efforts include forming a collaboration agreement with Tohoku University as part of earthquake disaster reconstruction support and cooperating with NPOs and local governments in carrying out environmental protection activities in Japan under the Green Gift Project. Moreover, in looking to the future in terms of global social issues, we are considering actively undertaking initiatives in fields where we can provide solutions leveraging the Group’s resources. Also, mangrove tree planting continuously undertaken by Tokio Marine & Nichido since 1999 serves as an effective measure against global warming by absorbing and stabilizing CO2. Additionally, the mangrove planting is yielding other benefits in the communities where mangroves are planted that include promoting recovery of biodiversity, economic development and disaster-prevention effects. Tokio Marine Group plans to provide information that will make these activities even easier to understand.
3. CSR Management

Principal opinions from experts

Ogawa: A noteworthy CSR trend over the past several years is the growing emphasis on the concept of building win-win relationships between society and companies and creating shared values, and this is spurring the move toward integrating management and CSR. I think Tokio Marine Group's “Good Company” concept closely resembles this trend. Based on the idea that insurance, which is Tokio Marine Group's strength, is a “people’s business,” I suggest the Group include “human development” in society as a material issue and infuse this into initiatives that utilize the Group's main business, such as promoting financial and environmental education while identifying the needs of each community.

Sakita: Tokio Marine Group's promoting of initiatives that deeply consider and address issues in Japan and the entire world as a global company deserves acclaim. In the future, I'd like to see Tokio Marine Group link these initiatives and provide a clearer story on its feelings in trying to make contributions in Japan and the rest of the world as well. Properly communicating this approach will provide society with a proper recognition of Tokio Marine Group's presence.

Tokio Marine Group's response policies

In Tokio Marine Group's core business of insurance, it is people who are true management resources. Besides simply providing monetary support, we will make ceaseless efforts to consider and implement methods that utilize our human resources for solving social issues. We will clarify our stance and the materiality of our CSR initiatives and will strive to undertake CSR activities globally that are unique to Tokio Marine Group.

Responding to Opinions in the CSR Dialogue

We have received various opinions in this stakeholder dialogue. These opinions have reaffirmed my awareness that insurance is indeed a "people's business" and that we must work to solve various social problems utilizing the capabilities of our human resources, which serve as our strength. I will maintain an awareness of linking the various activities undertaken by Tokio Marine Group as part of an easy-to-understand story. While cherishing dialogue with stakeholders, we will strive to identify and understand the various social issues in regions around the world and think about CSR on a daily basis, while moving into action as a global insurance group.

Masashi Oba
Senior Managing Director
Tokio Marine Holdings, Inc.
Opinions Received from Experts in the Past and Subsequent Responses

<table>
<thead>
<tr>
<th>Date of dialogue</th>
<th>Items</th>
<th>Opinions</th>
<th>Status of Group’s response</th>
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<tbody>
<tr>
<td>January 25, 2011</td>
<td>Global CSR initiatives</td>
<td>Besides playing a role in Japan, as a representative of Asia, Tokio Marine Group should fulfill the role of an industry leader in CSR throughout the rest of the world as well.</td>
<td>Tokio Marine &amp; Nichido is actively participating in global initiatives, which includes serving as a Board Member for UNEP FI-PSI (United Nations Environment Programme Finance Initiative Principles for Sustainable Insurance) for Asia.</td>
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|                  | Innovative initiatives                     | I’d like to see the implementation of environment-conscious initiatives that go beyond mere reductions of CO2 emissions and paper consumption (e.g., the total use of FSC-certified paper, investments in renewable energy). | • Tokio Marine & Nichido makes standard use of “environment-conscious paper” that includes FSC-certified paper.  
• Marketing of *TM Nippon Solar Energy Fund* by Tokio Marine Asset Management                                                                                                                                               |
<p>| November 24, 2011| Responses to climate change/global warming | I’m looking forward to seeing Tokio Marine Group play its role in providing awareness education and information that utilizes knowledge and experience that is unique to an insurance company. | Following our Green Lessons environmental awareness promotion program launched in fiscal 2005, from fiscal 2012 we have been actively developing Disaster Prevention Lessons as disaster-prevention education that is even closer to the main business of an insurance company. |
|                  | Community and social contribution activities | I’d like to see community and social contribution activities carried out with further cooperation with NGOs and NPOs in Japan.                                                                                         | The Green Gift Project, an initiative started in fiscal 2009, initially supported mangrove planning activities overseas. In October 2013, we expanded the scope of this initiative to environmental protection activities in Japan as well and we hold events in collaboration with NGOs and other bodies in |</p>
<table>
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<tr>
<th>Date of dialogue</th>
<th>Items</th>
<th>Opinions</th>
<th>Status of Group's response</th>
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</table>
| December 6, 2012 | Community and social contribution activities | I hope to see support that enables employees (individuals) to independently participate in community and social contribution activities that transcend the bounds of business. | We continually think of creative ways for enabling employees to independently participate in community and social contribution activities through initiatives such as the following.  
• Creation of "List of Recommended Initiatives" that compiles tips for planning community and social contribution activities at each workplace.  
• Participation in initiatives undertaken by the NGOs and NPOs that we support.  
• Plan volunteer tours to support disaster regions and hold in-house solicitations of tour participants. |
|                  | CSR Management | I would like to see Tokio Marine Group actively disclose non-financial information. | We re-evaluated our information disclosure tools beginning with the Annual Report and Sustainability Report that are published yearly and are working to systematically disclose non-financial information in an easy-to-understand manner. |
Under the mid-term business plan (FY2012 - FY2014) “Innovation and Execution 2014,” Tokio Marine Group has established the following material Group CSR issues. The occurrence of natural disasters such as the Great East Japan Earthquake and the floods in Thailand has spurred rising social interest in the functions and the roles of insurance, financial services and consulting as measures for adapting to risk. In working toward the realization of a sustainable society, we promote initiatives that utilize the characteristics of our own businesses and give consideration to environmental, social and governance (ESG) issues in solving social issues.

Material Issue 1 Environmental: Responding to Climate Change and Natural Disaster Risk

<table>
<thead>
<tr>
<th>Mid-Term Business Plan (Fiscal 2012- Fiscal 2014) Targets</th>
<th>Fiscal 2013 Targets</th>
<th>Fiscal 2013 Results</th>
<th>Self-Assessment</th>
<th>Fiscal 2014 Targets</th>
</tr>
</thead>
<tbody>
<tr>
<td>■ Provide value through our core businesses</td>
<td>■ Implement Green Gift Project (Tokio Marine &amp; Nichido)</td>
<td>Implemented initiative on left</td>
<td>Continue and evolve initiatives on the left</td>
<td></td>
</tr>
<tr>
<td>- Provide insurance and consulting for advanced environmental technologies</td>
<td>■ Implement Mega-Solar Package Program (Tokio Marine &amp; Nichido, Tokio Marine &amp; Nichido Risk Consulting), TM Nippon Solar Energy Fund (Tokio Marine Asset Management), and Others</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Strengthen research on climate change and natural disaster risk</td>
<td>■ Undertake research on climate change risk – Industry-academia collaborative project (Tokio</td>
<td></td>
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*Green Gift Project Web clause adoption Ratio (automobiles): 75.2% (Decrease of 0.6% from the previous year)
<table>
<thead>
<tr>
<th>Mid-Term Business Plan (Fiscal 2012- Fiscal 2014) Targets</th>
<th>Fiscal 2013 Targets</th>
<th>Fiscal 2013 Results</th>
<th>Self-Assessment</th>
<th>Fiscal 2014 Targets</th>
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<tr>
<td>Marine &amp; Nichido, The Tokio Marine Research Institute, etc.)</td>
<td>□ Reduce environmental burden from business activities - FY2014 CO₂ emissions: Reduction of 10% compared with FY2010 - Be carbon neutral (ongoing) - Promote paperless operations</td>
<td>□ FY2013 CO₂ emissions: ±0% change from previous fiscal year (No increase from FY2012 results) (*) CO₂ emissions per employee: ±0% change from previous fiscal year (No increase from FY2012 results) □ CO₂ absorption / stabilization effect of Mangrove Planting Project: 98,000 tons Mangrove planting area (cumulative): 8,282 ha (289 ha in FY2013) □ Paper usage 9,292 tons (Decrease of 5% from the previous year)</td>
<td>□ FY2013 CO₂ emissions: 87,971 tons (decrease of 5.7% from previous year) (*) CO₂ emissions per employee: 2.64 tons (decrease of 6.7% from previous year) * Became carbon neutral in 2013 □ CO₂ absorption / stabilization effect of Mangrove Planting Project: 98,000 tons Mangrove planting area (cumulative): 8,405 ha (412 ha in FY2013) □ Paper usage 9,550 tons (Decrease of 2.4% from the previous year)</td>
<td>□ FY2014 CO₂ emissions: ±0% change from previous fiscal year (No increase from FY2013 results) (*) CO₂ emissions per employee: (±0% change from previous fiscal year (No increase from FY2013 results) □ CO₂ absorption / stabilization effect of Mangrove Planting Project: 110,000 tons Mangrove planting area (cumulative): 8,900 ha (495 ha in FY2014) □ Paper usage 9,073 tons (Decrease of 5% from the previous year)</td>
</tr>
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</table>
## Material Issue 2 Social: Contributing to Local Communities and Society

<table>
<thead>
<tr>
<th>Mid-Term Business Plan (Fiscal 2012-Fiscal 2014) Targets</th>
<th>Fiscal 2013 Targets</th>
<th>Fiscal 2013 Results</th>
<th>Self-Assessment</th>
<th>Fiscal 2014 Targets</th>
</tr>
</thead>
</table>
| ■ Provide value through our core businesses  
- Contribute to building communities that are strongly resilient to disasters (Strengthen tsunami risk research, provide disaster prevention education)  
- Contribute to solutions for social issues (traffic accident prevention, aging of society) | ■ Research on earthquake and tsunami risk – Industry-academia collaborative project (Tokio Marine & Nichido, Tokio Marine& Nichido Risk Consulting)  
■ Disaster Prevention Lessons  
■ Life Insurance Revolution to Protect One’s Living (Tokio Marine & Nichido Life, etc.) | Implement initiatives on the left  
* Disaster Prevention Lessons held at 55 schools, attendance by approximately 4,900 children | ○ | Continue and evolve initiatives on the left |
| ■ Employee participation in contributions to local communities and society  
- Foster a corporate culture in which Group companies naturally engage in local communities and society contribution activities (FY2014 employee Participation rate: 100%) | ■ Domestic consolidated company employee participation rate as volunteers: 90.0% (total)  
■ Hold Green Lessons  
■ Support for Room to Read (educational support for girls), OISCA (coastal forest restoration in Tohoku region), and Others | Implement initiatives on the left  
* Domestic consolidated company employee participation rate as volunteers: 77.2% (total)  
(18,700 of 24,208 employees)  
* Green Lessons held at 61 schools, attendance by approximately 3,900 children | △ | Continue and evolve initiatives on the left |
<p>| ■ Domestic consolidated company employee participation rate as volunteers: 100% (total) | | |
| ■ Continue and evolve initiatives on the left | | |</p>
<table>
<thead>
<tr>
<th>Mid-Term Business Plan (Fiscal 2012-2014) Targets</th>
<th>Fiscal 2013 Targets</th>
<th>Fiscal 2013 Results</th>
<th>Self-Assessment</th>
<th>Fiscal 2014 Targets</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Group companies work together to carry out programs to contribute to local communities and society</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Strengthen relationships with NGOs and NPOs in Japan and overseas</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Material Issue 3 Governance: Strengthening CSR management

<table>
<thead>
<tr>
<th>Mid-Term Business Plan (Fiscal 2012-Fiscal 2014) Targets</th>
<th>Fiscal 2013 Targets</th>
<th>Fiscal 2013 Results</th>
<th>Self-Assessment</th>
<th>Fiscal 2014 Targets</th>
</tr>
</thead>
<tbody>
<tr>
<td>■ Strengthen management within the Group</td>
<td>■ Convene the CSR Board and CSR Key Persons Conference (Tokio Marine Holdings)</td>
<td>Implemented initiatives on the left</td>
<td>○</td>
<td>Continue and evolve initiatives on the left</td>
</tr>
<tr>
<td>■ Strengthen communications among Group companies (Japan, overseas)</td>
<td>■ Hold CSR-related training for officers and employees (Tokio Marine Holdings, Tokio Marine &amp; Nichido, etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>■ Implement combined ESG initiatives together with business partners (agents, customers)</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

| ■ Enhance dialogue with stakeholders                        | ■ Strengthen communication with stakeholders | Implemented initiatives on the left | ○ | Continue and evolve initiatives on the left |
| ■ Enhance disclosure of information concerning ESG issues    | ■ Publish Sustainability Report | | | |
Tokio Marine Holdings is making efforts to improve its initiatives in environmental, social and governance (ESG) fields and is receiving high evaluations from socially responsible investment (SRI) rating agencies worldwide.

### Evaluations from External SRI Rating Agencies

In recent years, attention has been focused on Socially Responsible Investment (SRI), which evaluates corporate ESG risk and corporate ethics from the perspective of the sustainability of society.

Tokio Marine Holdings works toward transparency in its disclosure of ESG information and has earned acclaim from numerous global indexes. As of the end of June 2014, Tokio Marine was listed in the SRI indexes shown below.

### Inclusion in Socially Responsible Investment (SRI) Index

- FTSE4Good
- Member of Dow Jones Sustainability Indices
- Euronext Vigeo
- World 120
- Corporate Responsibility Index
- AsoKanto
- Coumbia
- Morningstar
- RobecoSam
## Status of Tokio Marine Group’s Inclusion in Domestic Publicly Offered SRI Funds (Main)

<table>
<thead>
<tr>
<th>Fund Name</th>
<th>Managing Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sumishin SRI Japan Open</td>
<td>STB Asset Management</td>
</tr>
<tr>
<td>Sumishin Japan Stock SRI Fund</td>
<td>STB Asset Management</td>
</tr>
<tr>
<td>Mitsubishi UFJ SRI Fund</td>
<td>Mitsubishi UFJ Asset Management</td>
</tr>
<tr>
<td>Eco Partners (name: Green Wings)</td>
<td>Mitsubishi UFJ Asset Management</td>
</tr>
<tr>
<td>Daiwa Eco Fund</td>
<td>Daiwa Asset Management</td>
</tr>
<tr>
<td>World 6 Asset Equal Distribution (monthly distribution type)</td>
<td>Daiwa Asset Management</td>
</tr>
<tr>
<td>Fukoku SRI Fund</td>
<td>Shinkin Asset Management</td>
</tr>
<tr>
<td>Sompo Japan SRI Open</td>
<td>Sonpo Japan Nipponkoa Asset Management</td>
</tr>
<tr>
<td>Daiwa SRI Fund</td>
<td>Daiwa Asset Management</td>
</tr>
</tbody>
</table>

Note: Inclusion in these funds is based on the latest performance reports of each fund as of the end of June 2014.
### External Awards

<table>
<thead>
<tr>
<th>Award Name</th>
<th>Award Details</th>
<th>Company/Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newsweek Green Rankings</td>
<td>World's Greenest Companies 2014, The Top 100 companies (Rank 93)</td>
<td>Tokio Marine Holdings</td>
</tr>
<tr>
<td>Daiwa Investor Relations</td>
<td>- Internet IR Excellence Award 2013, Selected for the Award for the third</td>
<td>Tokio Marine Holdings</td>
</tr>
<tr>
<td></td>
<td>consecutive year</td>
<td></td>
</tr>
<tr>
<td>Ministry of Economy, Trade and Industry/Tokyo Stock Exchange</td>
<td>- FY2013 Nadeshiko Brand</td>
<td>Tokio Marine Holdings</td>
</tr>
<tr>
<td>Ministry of Economy, Trade and Industry</td>
<td>- FY2013 Diversity Management Selection 100</td>
<td>Tokio Marine &amp; Nichido</td>
</tr>
<tr>
<td>- 2013 Environment Minister's Award for Global Warming Prevention Activity</td>
<td>(International Contribution category)</td>
<td>Tokio Marine &amp; Nichido</td>
</tr>
<tr>
<td></td>
<td>(Mangrove planting activity)</td>
<td></td>
</tr>
<tr>
<td>Japan Advertisers Association</td>
<td>- The 1st Web Grand Prix, Asakawa Award</td>
<td>Tokio Marine &amp; Nichido</td>
</tr>
<tr>
<td>Japan Advertisers Association</td>
<td>- Golden Award at the 53rd Competition for Advertisements for</td>
<td>Tokio Marine &amp; Nichido</td>
</tr>
<tr>
<td></td>
<td>Consumers</td>
<td>(TV commercial &quot;Caring for</td>
</tr>
<tr>
<td></td>
<td></td>
<td>People: Team Expert&quot; version)</td>
</tr>
<tr>
<td>J.D. Power Asia Pacific</td>
<td>- Placed in Top 3 in the 2013 Japan Call Center Satisfaction Study</td>
<td>Tokio Marine &amp; Nichido</td>
</tr>
<tr>
<td>Development Bank of Japan/Japan Real Estate Institute</td>
<td>- DBJ Green Building Certification highest-ranking of Platinum 2013 obtained</td>
<td>Tokio Marine &amp; Nichido</td>
</tr>
<tr>
<td></td>
<td>(Nagoya Tokio Marine &amp; Nichido Building)</td>
<td></td>
</tr>
<tr>
<td>Osaka Prefectural Government</td>
<td>- FY2013 Osaka Stop Global Warming Award, Excellence Award</td>
<td>Tokio Marine &amp; Nichido</td>
</tr>
<tr>
<td>Celent, a U.S. financial services consulting firm</td>
<td>- Celent Model Insurer Asia Awards 2014</td>
<td>Tokio Marine &amp; Nichido</td>
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<tr>
<td></td>
<td></td>
<td>(Support for Development of</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Universal Communication Design Association</td>
<td>Tokio Marine &amp; Nichido/Tokio Marine &amp; Nichido Life</td>
<td></td>
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<tr>
<td>--------------------------------------------</td>
<td>-------------------------------------------------</td>
<td></td>
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<tr>
<td>- UCDA Award 2013, Another Voice Award</td>
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<tr>
<td>HDI-Japan</td>
<td>E. design Insurance</td>
<td></td>
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<tr>
<td>- Three-star rating obtained for 2013 support portal rating</td>
<td></td>
<td></td>
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<tr>
<td>Kakaku.com</td>
<td>E. design Insurance</td>
<td></td>
</tr>
<tr>
<td>- Ranked number-one overall for second consecutive year in automobile insurance satisfaction ranking 2013</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rakuten</td>
<td>E. design Insurance</td>
<td></td>
</tr>
<tr>
<td>- Placed number-one in the automobile insurance satisfaction ranking (fiscal 2013)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City of Yokohama</td>
<td>Tokio Marine Millea SAST Insurance</td>
<td></td>
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<tr>
<td>- Yokohama Good Balance Award〜Small- and medium-sized businesses with friendly working environments conducive to child-rearing〜 Bronze Award</td>
<td></td>
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</tr>
<tr>
<td>Nikkei Excellent Products &amp; Services Award 2013, Excellence Award in the Nikkei Veritas Awards</td>
<td>Tokio Marine &amp; Nichido Life (Medical insurance Medical Kit R)</td>
<td></td>
</tr>
<tr>
<td>Ranked number two overall in the temporary staffing company category and ranked number one in the &quot;quality of job referrals&quot; category in the 2014 Oricon Customer Satisfaction Ranking</td>
<td>Tokio Marine Nichido Career Service</td>
<td></td>
</tr>
<tr>
<td>Japan Information Technology Services Industry Association</td>
<td>Tokio Marine &amp; Nichido Systems (Tokio Marine &amp; Nichido Life &quot;Raku Raku Tetsuzuki (Quick and Easy Online Procedures)&quot;)</td>
<td></td>
</tr>
<tr>
<td>- JISA Awards 2014 Winner</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Japan Institute of Information Technology Information Technology Award 2013</td>
<td>Tokio Marine &amp; Nichido, Tokio Marine &amp; Nichido Systems (Next-generation model)</td>
<td></td>
</tr>
<tr>
<td>Taiwan Insurance Industry</td>
<td>Tokio Marine Newa Insurance (Drinking and driving elimination campaign)</td>
<td></td>
</tr>
<tr>
<td>Best Performance Awards 2013, Best CSR Award</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Best Places to Work in Insurance Streak</td>
<td>Philadelphia Insurance Companies (US)</td>
<td></td>
</tr>
<tr>
<td>Ward Group</td>
<td>Philadelphia Insurance Companies (US). First Insurance Company of Hawaii (US)</td>
<td></td>
</tr>
<tr>
<td>- 2013 Ward's 50</td>
<td></td>
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<tr>
<td>International Takaful Awards</td>
<td>Tokio Marine Egypt (General Takaful/Family Takaful) (Egypt)</td>
<td></td>
</tr>
<tr>
<td>- Best Takaful Company Egypt Award for the second consecutive year</td>
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</tbody>
</table>
Tokio Marine Group supports and respects the Universal Declaration of Human Rights, international labour standards, as well as OECD Guidelines for Multinational Enterprises. 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 (UNGC) and the United Nations Environment Programme Finance Initiative (UNEP FI).

**The United Nations Global Compact**

The United Nations Global Compact is a voluntary initiative for participation by companies in the creation of a global framework under which companies exercise responsible and creative leadership to act as good members of society to realize a sustainable society. The UN Global Compact was advocated by then UN Secretary-General Kofi Annan at the World Economic Forum (Davos Conference) in 1999 and current Secretary-General Ban Ki-Moon has also expressed his endorsement of this initiative. The ideas and contents of the ten principles concerning human rights, labour, the environment and anti-corruption advocated by the UNGC coincide with Tokio Marine Group's own approach to CSR as well as its CSR Charter. Therefore, Tokio Marine Holdings has been participating in the UNGC since 2005.
Tokio Marine Holdings summarizes and reports on the status of initiatives for addressing the ten principles of the United Nations Global Compact.

### The UN Global Compact’s Ten 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.


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

[Communication on Progress (PDF)](http://www.unglobalcompact.org/communication-on-progress)
Approximately 200 financial institutions around the world participate in the United Nations Environment Programme Finance Initiative (UNEP FI), an initiative that surveys, researches and puts into practice business approaches that consider economic development, the environment and sustainability. As the Board Member for Asia of the UNEP FI Insurance Commission, Tokio Marine & Nichido participates in surveys, research and proposal activities on sustainability in the insurance industry. Tokio Marine & Nichido also supports the intent and policies of the Principles for Sustainable Insurance (PSI) spearheaded by UNEP FI, and in addition to co-hosting the PSI Regional Consultation Meeting for Asia with UNEP FI in November 2011, the company participated in the formulation of principles of action and became a founding signatory to PSI in June 2012.

http://www.unepfi.org/psi/

Furthermore, as a member of the PSI Board from April 2013, Tokio Marine & Nichido is promoting insurance industry initiatives that consider environmental, social and governance (ESG) issues together with insurance companies in regions around the world. In January 2013, Tokio Marine & Nichido participated in discussions on PSI with parties related to the insurance industry in India and worked to contribute to raising the level of recognition of PSI in India and the Asian region. Additionally, in November 2013 Tokio Marine & Nichido participated in the UNEP FI "Global Roundtable" held in Beijing, China, and engaged in discussions for the spread and permeation of PSI.

http://www.unepfi.org/

The PSI Regional Consultation Meeting for Asia held in Tokyo in November 2011
Tokio Marine Holdings

Social Responsibility

Tokio Marine Group’s CSR

### UN Principles for Responsible Investment (UN PRI)

The United Nations Principles for Responsible Investment (UN PRI) is an initiative led by UNEP FI and the United Nations Global Compact that expresses and puts into practice stances and policies that consider ESG issues in investment decisions by financial institutions and institutional investors. The following Group companies support the policies of and became signatories to the UN PRI. Each company will work toward initiatives that consider ESG issues in carrying out its activities.

- Tokio Marine Asset Management (signed: April 2011)
- Tokio Marine & Nichido (signed: August 2012)
- Tokio Marine Capital (signed: April 2013)


### Principles for Responsible Institutional Investors (Japan’s Stewardship Code)

In May 2014, Tokio Marine Asset Management announced it would adopt the Principles for Responsible Institutional Investors (Japan’s Stewardship Code) to its active funds using qualitative judgments for investing in Japanese equities. In May 2014, Tokio Marine & Nichido agreed with the intent of the Japan’s Stewardship Code and also announced it would adopt the Code.

[Adoption of Japan’s Stewardship Code by Tokio Marine Asset Management (in Japanese)](http://www.unpri.org/)

### Carbon Disclosure Project

The Carbon Disclosure Project (CDP) is an organization that drives an initiative under which the world’s principal institutional investors cooperate in calling for companies worldwide to disclose their climate change strategies (risks and opportunities) and greenhouse gas (GHG) emissions. Tokio Marine & Nichido participates every year as a CDP Signatory and is supporting survey research in the areas of corporate-related climate change strategies and GHG emissions as well as energy usage.

[https://www.cdproject.net/](https://www.cdproject.net/)
The Geneva Association

The Geneva Association is an insurance industry think tank composed of approximately 80 executives from major insurance companies around the globe. As Vice Chairman of the Geneva Association, Shuzo Sumi, Chairman of the Board of Tokio Marine & Nichido, leads and supports surveys and research on important insurance industry issues (regulation, risk management, climate change, etc.) handled by the association. At the same time, as Joint-Chairman of the "Extreme Events and Climate Risk" project, he is taking the lead in undertaking surveys and research on climate change and natural disaster risk and disseminating related information to society.

http://www.genevaassociation.org/

ClimateWise

ClimateWise is an initiative in which approximately 40 leading 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. Participants from Tokio Marine Group include Tokio Marine & Nichido, which is the only insurance firm in Asia participating in this initiative, and U.K.-based Kiln.

Articles - Thought Leadership "The role of insurers in strengthening business resilience to climate risk"

In February 2013, Kunio Ishihara (Chairman of the Board of Tokio Marine & Nichido at the time) made a proposal based on the insurance industry's experience of the Great East Japan Earthquake and the floods in Thailand in an article entitled "The role of insurers in strengthening business resilience to climate risk," which was part of ClimateWise's Thought Leadership series of proposals for strengthening the role of the insurance industry in dealing with climate change risk. Specifically, Mr. Ishihara proposed the importance of advance preparation such as the formulation of business continuity plans (BCPs) that include supply chain risk and rapid disaster recovery plans for businesses, and the need for using the expertise of the insurance industry in promoting them, for companies (managers) to become resilient to climate change and natural disaster risk in the future.

http://www.climatewise.org.uk/issue-three/
http://www.climatewise.org.uk/

Activities Report

Tokio Marine & Nichido submits an annual activity report based on ClimateWise Principles to ClimateWise (Secretariat: United Kingdom).

Activities Report (PDF)

Based on a suggestion from the Ministry of the Environment's Central Environment Council Expert Committee on Environment and Finance, the Principles for Financial Action for the 21st Century were compiled in 2011 by the Japan's Environmental Financial Action Principles Drafting Committee, which featured the participation of a wide range of financial institutions, with the aim of broadening the circle of initiatives for environmental financing. The Principles for Financial Action are aimed at enabling domestic financial institutions to promote optimal initiatives in their main businesses for addressing a host of issues they face directly such as environmental, social and governance issues. Under these principles, financial institutions seek to unify directions with such international initiatives as UNEP FI and PRI and fulfil their necessary responsibilities and roles for the formation of a sustainable society based on their concerns about the future of the earth.

From Tokio Marine Group, Tokio Marine & Nichido is actively participating as a member of the drafting committee and seven other Group companies have agreed with the intent of and signed the Principles. Besides Tokio Marine & Nichido, the signatories include Tokio Marine & Nichido Life, Tokio Marine & Nichido Financial Life Insurance, Tokio Marine Millea SAST Insurance, Tokio Marine Asset Management, Tokio Marine Capital and Tokio Marine Property Investment Management. In keeping with the Principles, Tokio Marine Group will continue to promote initiatives for the formation of a sustainable society.

Eco-First System

Eco-First is a system under which companies pledge to the Ministry of Environment that they will proactively undertake initiatives for protecting the environment that include adopting global warming countermeasures and waste and recycling measures. Under the system, the ministry certifies those companies (top-notch companies within the industry) that "carry out visionary and unique business activities that lead the industry" in environmental fields. In 2008 Tokio Marine & Nichido was certified as an Eco-First company. This was in recognition of initiatives aimed at protecting the earth's environment and preventing global warming through the insurance business. These include "offering environment-conscious insurance with the participation of customers through Web Clauses" and "research centered on industry-academia collaboration that focuses on the impact of climate change on major natural disasters." Going forward, Tokio Marine & Nichido will continue to promote initiatives for preventing global warming as an Eco-First company.