

Tokio Marine Holdings

2019

Sustainability Report



TOKIO MARINE





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We introduce Tokio Marine Group's CSR approach and strategies, CSR promotion structure, stakeholder engagement, plans and results, external evaluations and participation in initiatives.

## Top Message >>

A message from Satoru Komiya, President and Group CEO.

## Tokio Marine Group's Approach to CSR and Core CSR Themes

### ~ Continue to be Useful to Society through Our Business Activities >>

We implement our corporate philosophy based on the Tokio Marine Group CSR Charter. By identifying materiality in each of the three core CSR themes of "Providing Safety and Security," "Protecting the Earth" and "Supporting People," we are working toward value creation and aim to be a "Good Company" trusted by all people and society.

## Relationship between Group Initiatives and SDGs >>

Tokio Marine Group will contribute to the United Nations Sustainable Development Goals (SDGs) based on three activity themes.

## CSR Promotion Structure and Plans and Results of CSR Initiatives >>

We introduce our CSR promotion structure and CSR key items as well as the plans and results for the CSR key items.

## Stakeholder Engagement >>

We introduce our structure for stakeholder engagement and include specific examples.

## External Evaluations and Participation in Initiatives >>

We introduce external evaluations as well as our participation in initiatives.

## Toward a Safe, Secure and Sustainable Future



**Satoru Komiya**  
President and Group CEO  
Tokio Marine Holdings, Inc.

In August 2019, Tokio Marine Group celebrated the 140th anniversary of its founding. Since our founding in 1879, we have set customer trust as the starting point of all our activities and have supported customers and society in times of need and continuously helped them meet challenges that take a new step forward. This is both our role and mission. By building up the trust of customers across the world, we have achieved steady growth and this spirit continues to be handed down today throughout the Group.

Recent years have witnessed frequent occurrences of major natural disasters, and Tokio Marine Group is working as one to provide support in these disaster-

stricken regions, beginning with our on-site customer response. Moreover, amid breathtaking changes unlike those seen in the past such as shifting demographics and the dramatic advance of technologies, companies are being asked to contribute even more to the creation of a sustainable society. The United Nations Sustainable Development Goals (SDGs) are attracting attention and there are expectations that companies together with governments and municipalities, non-profit organizations (NPOs) and citizens will contribute to the attainment of the SDGs. Our important role as a company is to cherish the bonds of trust we have built to the present with customers and society while meeting the expectations of a continuously evolving society. Tokio Marine Group will discover new opportunities within these changing times.

Tokio Marine Group believes corporate social responsibility (CSR) is synonymous with the implementation of our Corporate Philosophy and that promoting efforts to solve societal issues will lead to the Group's sustainable growth. Under our Mid-Term Business Plan "To Be a Good Company 2020," we have set "Providing Safety and Security," "Protecting the Earth" and "Supporting People" as our core CSR themes and are working to solve social issues through the participation of all employees globally. Our ever more self-motivated employees will act with integrity and compassion, and as this spreads throughout organizations and the entire Group, we believe that it will create a virtuous cycle of developing innovative products and services along with contributing to local communities and society as we work toward the creation of a sustainable future and to contribute to the attainment of the SDGs. By implementing these initiatives, we aim to become a "Good Company" that is trusted by all people and society.

### Providing Safety and Security

It is necessary to develop appropriate risk management solutions and build safe and secure communities to mitigate damages from natural disasters and other causes and to respond to rising geopolitical risks. To ensure it can properly support customers and society even amid these changes, Tokio Marine Group provides safety and security throughout all its business activities. This includes carrying out industry-academia collaborative research, offering a variety of products and services, participating in international initiatives, continuously supporting reconstruction of disaster-stricken regions in collaboration with partners and conducting on-site Disaster Prevention Lessons for school children.

#### Industry-Academia Collaborative Research

Responding to climate change and natural disasters is a high-priority issue for Tokio Marine Group from the perspective of enterprise risk management. Accordingly, Tokio Marine & Nichido has been promoting research on climate change and natural disaster risk through industry-academia collaborative research in cooperation with The University of Tokyo (since 2005), Nagoya University (since 2007), Tohoku University (since 2011) and Kyoto University (since 2012). In undertaking this research, Tokio Marine & Nichido strives to ascertain details of forecasts for damage caused by any natural disasters that could possibly occur in the future in order to share the outcomes of this research with society and promote disaster prevention awareness and education.

Going forward, we will continue and enhance industry-academia collaborative research and strive to utilize our research outcomes for sophisticating hazard maps in local communities and for other uses to raise safety and security in regional communities.

#### Creating Value through Products and Services

Tokio Marine Group strives to quickly provide security to customers and communities through insurance and various services when disasters or accidents occur. Tokio Marine Group has begun distributing to customers personalized videos with customized information on necessary insurance in preparation for disasters. Tokio Marine Group provides its corporate customers with expert advice to expedite business resumption and assist corporate customers in designing optimal business continuity plans (BCP). Tokio Marine & Nichido also offers the products that provide safety and security to people who had not necessarily been insured. These products include *One Day Auto Insurance*, which is aimed at reducing auto accidents involving uninsured drivers by encouraging young drivers who do not own vehicles to sign up for insurance. Tokio Marine & Nichido is moving ahead in offering products and services that meet changes in customer needs and social issues. These include *Drive Agent Personal*, which ensures smooth responses when an accident occurs by using Tokio Marine & Nichido's original driving recorder, as well as "Cyber Risk Insurance," which responds to a variety of security needs.

#### Participation in International Initiatives

To raise the resilience of society as a whole to natural disasters and contribute to problem-solving in time of disaster and mitigating damages, Tokio Marine Group participates in the United Nations

Office for Disaster Risk Reduction (UNDRR) Private Sector Alliance for Disaster Resilient Societies (ARISE) as well as in ClimateWise and The Geneva Association Climate Change and Emerging Environmental Topics working group, as we make efforts to promote global disaster prevention.

#### **Earthquake Reconstruction Support and Disaster Prevention Awareness and Education**

Tokio Marine & Nichido is continuing to provide support to the Tohoku Region affected by the Great East Japan Earthquake through a variety of activities that include support of the Ten-Year Restoration Project of the Coastal Forests of Tohoku Region, volunteer reconstruction support activities by employees and agents in affected areas and offering lunch menus from disaster-stricken regions at employee cafeterias with charitable donations. These support efforts are driven by our determination to “never forget the event at any cost and continue to do whatever we can do even in any small way.” Additionally, to ensure future generations are prepared for the next disasters and can protect themselves, Tokio Marine & Nichido also actively holds Disaster Prevention Lessons conducted by employees who visit schools as volunteer instructors targeting mainly elementary school children.

### Protecting the Earth

There are hopes that initiatives will be implemented such as for solving environmental and energy problems, preserving biodiversity, ecosystems and wetlands and creating a sustainable recycling-oriented society. Tokio Marine Group undertakes environmental protection activities in Japan and overseas through its products and services together with its customers and NGOs. Additionally, Tokio Marine Group has implemented the ISO 14001 environmental management system and our unique Green Assist environmental management system to continually work to reduce the environmental footprint in our business activities. Tokio Marine Group will continue to promote a variety of initiatives for protecting the earth.

#### **Creating Value through Products and Services**

Tokio Marine & Nichido initiated the Green Gift Project\*<sup>1</sup> in 2009 based on the concept of “implementing environmental protection activities together with customers,” and this project has been the driving force for mangrove planting. In October 2013, the scope of this project was expanded to include natural conservation activities throughout Japan. In this manner, we are supporting environmental protection activities in Japan and abroad as a member of society together with residents in each community. In October 2016, we changed the name of these environmental activities in Japan to the Green Gift Planet GENKI Program. In doing so, we aim to carry out activities that are close to our customers and local communities and make further efforts to promote environmental protection. The Group’s initiatives for protecting the earth’s environment through our main businesses also extend across various nations. As one example, in 2015 U.S.-based Philadelphia Insurance Companies (PHLY) newly commenced the “PHLY 80K Trees” tree-planting program, which contributes to disaster prevention and mitigation in areas with frequent forest fires, inspired by Tokio Marine & Nichido’s Green Gift Project.

#### **Promoting Environmental Management—Reducing CO<sub>2</sub> Emissions and Becoming Carbon Neutral**

Tokio Marine Group promotes such initiatives as conserving electricity and energy, raising business efficiency by using tablet devices and promoting paperless operations. At the same time, the entire Group (consolidated basis) achieved carbon neutral status\*<sup>2</sup> in fiscal 2011 as well as in the six consecutive years from fiscal 2013 to fiscal 2018 by offsetting the CO<sub>2</sub> emissions generated by its business activities with CO<sub>2</sub> absorption and fixation through means such as the Mangrove Planting

Project and acquisition of Tradable Green Certificates. In the future as well, Tokio Marine Group will continue efforts to reduce CO<sub>2</sub> emissions and to realize carbon neutral status.

#### **Our Passion Embodied in Mangrove Planting**

This year the Mangrove Planting Project marked its 21st year following its launch in 1999 together with an NGO involved in tree planting. It has now become a project that symbolizes the Group’s CSR with the participation of Group employees in domestic and overseas volunteer tree-planting tours. As of the end of March 2019, a total of 10,930 hectares of mangrove forest have been planted, which in fiscal 2018 absorbed and fixed 150,000 tons of CO<sub>2</sub>, having generated total economic value exceeding 118.5 billion yen and brought positive effects to the mangrove forests and the approximately 1.41 million people living in the surrounding regions. Mangroves play a diverse range of roles. These include mitigating the advance of global warming by absorbing and fixing CO<sub>2</sub>, preserving biodiversity and serving as a habitat and cradle of life for shellfish, shrimps, crabs and fish, and also functioning as green levees that protect communities from tsunamis and storms. Mangroves also provide fishery, forestry resources and other resources indispensable to the lives of residents in local communities and contribute to stabilizing and improving standards of living. Tokio Marine Group aims to continue the Mangrove Planting Project, which serves as “insurance for the future of the earth,” for 100 years.

#### **Environmental Awareness and Education**

Tokio Marine Group promotes an array of environmental awareness and education activities that include Green Lessons that teach elementary school children about global environmental protection while enjoying mangrove-related themes. We also hold the Children’s Environmental Award program that solicits essays and paintings from children across Japan and recognizes the winners. Other activities include holding the Marunouchi Citizens Environmental Forum, a social and environmental awareness seminar.

### Supporting People

The insurance business has been called a “people’s business.” For those of us who handle the intangible product of insurance, our employees and the trust built between people are everything. Valuing and continually supporting people are essential for Tokio Marine Group to earn the trust of all people and society, achieve sustainable growth and continuously create value for society. Therefore, Tokio Marine Group will make efforts to support a diverse range of people with initiatives that include creating value through products and services, promoting awareness and education for children who are responsible for the future of the earth and creating a symbiotic society by supporting the elderly, persons with disabilities and athletes.

#### **Creating Value through Products and Services**

Tokio Marine Group is taking the knowledge in health management cultivated through its businesses and applying this at companies as insurance solutions and providing products to customers that support healthy and secure lives. Examples of such products include products related to “Life Insurance Revolution to Protect One’s Living” that respond to needs associated with longer lifespans accompanying the declining birth rate and aging population and *Aruku Hoken* that uses wearable devices with the concept of preemptively protecting customers from illness. In India, we provide weather insurance and microinsurance targeting farmers and low-income earners who suffer from poverty.

### For Children, Who Will Lead the Future of the Earth

Tokio Marine Group undertakes a variety of initiatives for children, who will lead the future of the earth. For example, Tokio Marine & Nichido is promoting youth development through a variety of programs. These include developing junior swimmers through support of the Japan Swimming Federation; helping young people grow, encouraging international cultural exchange and promoting sports in the local community through the Tokio Marine Kagami Memorial Foundation, Tokio Marine & Nichido Educational Development Fund and the Tokio Marine Sports Foundation; and providing support for the education of girls in low-income communities in India and Bangladesh via the non-governmental organization (NGO) Room to Read. Through Group Work on Managing Risks and Opportunities, a career education program for junior high school and high school students, Tokio Marine & Nichido is also providing them with Group Work on Managing Risks and Opportunities led by employees who are dispatched to schools and are accepting these students for company visits. In the future as well, Tokio Marine Group will promote initiatives for children, who will lead the future.

### Support for the Elderly, Persons with Disabilities and Athletes by Creating a Symbiotic Society

Tokio Marine Group supports the creation of a society where the elderly can live with a sense of security and where persons with disabilities can overcome their disabilities to play active roles. Examples of this support include conducting courses for employees to foster dementia care supporters, providing support for the Special Olympics through volunteers from Group companies in Japan and overseas, and supporting the Japan Deafblind Association. Additionally, since 2016 Tokio Marine Group has been supporting the Japanese Para-Sports Association and the Japan Inclusive Football Federation. Through initiatives in which employees "learn about," "watch" and "experience" sports for persons with disabilities, we aim to promote the further spread and development of sports for persons with disabilities and thus help create a symbiotic society.

## Strengthening CSR Management

Tokio Marine Group supports and respects the Universal Declaration of Human Rights, OECD Guidelines for Multinational Enterprises, ILO Core Labour Standards, UN Guiding Principles on Business and Human Rights, as well as ISO 26000. Tokio Marine Group endorsed the United Nations Global Compact (UNGC) in 2005 and has promoted initiatives based on the UNGC's ten principles in the areas of human rights, labour, the environment and anti-corruption. We also place great importance on the social role and responsibilities that the insurance industry is expected to fulfill, while Tokio Marine & Nichido is a signatory to the Principles for Sustainable Insurance (PSI) advocated by the United Nations Environment Programme Finance Initiative (UNEP FI) and is undertaking initiatives to create a sustainable society through its insurance business. Additionally, Tokio Marine Asset Management and Tokio Marine & Nichido are signatories to PSI supported by the UN, and are also contributing to creating a sustainable society through investments.

Tokio Marine Group will continue responding to environmental, social and governance (ESG) issues as well as continue to be a company that serves a useful purpose during times of need. Accordingly, we have defined our Diversity Policy as the creation of an environment that enables employees, who are working to solve social issues worldwide, to play active roles regardless of their nationality, gender, age or whether they have disabilities to further raise corporate value and realize sustainable growth. We will implement the Diversity Policy to promote diversity across the entire Tokio Marine Group. Although only at the midpoint, a variety of our initiatives have already been recognized. For example, Tokio Marine Holdings was selected by the Ministry of Economy, Trade and Industry and the Tokyo

Stock Exchange as a Nadeshiko Brand for fiscal 2018.

Based on the concept that "health and productivity management is the starting point for creating a "Good Company," Tokio Marine Group formulated the Tokio Marine Group Wellness Charter and is creating mechanisms that enable customers and employees to live healthily both physically and mentally. These efforts were widely recognized and Tokio Marine Holdings was selected as a "2019 Health & Productivity Stock" (fourth consecutive year since 2016) by the Ministry of Economy, Trade and Industry and the Tokyo Stock Exchange.

With the aim of fostering a corporate culture in which each and every employee strives to solve social issues as his/her own issue and ensure this helps raise corporate value and create social value, the "Tokio Marine Group CEO Recognition for CSR" was established in 2015 and commends and announces outstanding CSR initiatives by Group companies and their employees in Japan and overseas. By promoting CSR with the participation of all employees, in fiscal 2018 the employee participation rate (total) in community social contribution activities for Tokio Marine Group (domestic) was 135%. We therefore achieved the fiscal 2018 annual target of 100%.

Tokio Marine Group also enhances CSR/ESG information disclosure, which includes the publication of its Integrated Annual Report mainly targeting investors in August 2019 as it communicates its initiatives for the Group's sustainable value creation. I hope that the Tokio Marine Group Sustainability Booklet 2019 "Together into the Future," which explains the Group's CSR story in an easy-to-understand manner, along with the 2019 Sustainability Report, which provides a detailed explanation of CSR strategies together with data, are helpful in enhancing your understanding of Tokio Marine Group's initiatives toward ESG.

Tokio Marine Group is a global insurance group with a dedicated, energetic and proactive workforce and organization, which is the wellspring of its competitiveness in each country and region and a crucial asset for contributing to the development of a sustainable society. My mission is none other than to make Tokio Marine Group a "Good Company" that works to resolve issues facing society and earns the widespread trust of its customers and society. This can only be achieved by harnessing the comprehensive power of the Group together with its employees in Japan and overseas and interacting and cooperating with its various stakeholders.

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\*1 Green Gift Project: This project offers customers an option to choose web-based insurance contracts (clauses) on our website rather than paper-based contracts in brochure form to reduce paper consumption. Tokio Marine & Nichido donates a portion of the amount saved through reduced paper use to support environmental protection activities in and outside Japan.

\*2 Carbon neutral means that CO<sub>2</sub> emitted in the course of a company's business activities is equivalent to the converted volume of CO<sub>2</sub> reduced by the use of natural energy and the acquisition of emissions credits by such a company and absorbed and fixed by way of mangrove planting.

## Tokio Marine Group's Approach to CSR ~Continue to be Useful to Society through Our Business Activities

### Tokio Marine Group's Approach to CSR

#### Aiming to Be a "Good Company" Trusted by All People and Society

Our basic approach to being a "Good Company" is to be "a company trusted by all people and society by supporting customers and society in times of need."

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. In the future as well, we will work to solve various social issues and continuously raise the Group's corporate value while contributing to a safe, secure and sustainable future. By doing so, we aim to become a "Good Company" that is trusted by all people and society.

#### Executing Our Corporate Philosophy Based on the Tokio Marine Group CSR Charter

For Tokio Marine Group, CSR represents the implementation of the Corporate Philosophy. In keeping with the Tokio Marine Group CSR Charter, which serves as behavioral guidelines for implementing CSR, all our self-motivated employees will continually act with integrity and compassion using their unique ideas to provide stakeholders with even better value.

#### Respect for International Codes of Conduct and Human Rights

Tokio Marine Group supports and respects the Universal Declaration of Human Rights, OECD Guidelines for Multinational Enterprises, ILO Core Labour Standards, UN Guiding Principles on Business and Human Rights, 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.



#### ■ 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.

##### • 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 CSR Approach in Aiming To Be a "Good Company"

Tokio Marine Group's self-motivated employees act with integrity and compassion, and as this spreads throughout organizations and the Group, we believe that it will create a virtuous cycle of developing innovative products and services along with contributing to local communities and society. Moreover, this cycle will lead to the sustainable growth of the Group. These efforts will serve as a bridge to our children and to future generations as we seek to transform risks into opportunities and create value for a safe, secure and sustainable future.



## Addressing Social Issues Based on Three Core CSR Themes with the Participation of All Employees

Tokio Marine Group has set the three core CSR Themes of "Providing Safety and Security," "Protecting the Earth" and "Supporting People" under its Mid-Term Business Plan "To Be a Good Company 2020" (FY2018 – FY2020). Initiatives to address social issues are being promoted with the participation of all employees based on these core themes.

Accordingly, we have been implementing CSR activities across a wide range extending from the provision of products and services to corporate citizenship activities. We will also communicate our principal CSR initiatives to society through this Sustainability Report while also promoting easily understandable measures to permeate these initiatives within the Group.



### Core Theme 1: Providing Safety and Security



The world is now facing various social issues, inflicted by frequent large-scale natural disasters, demographic shifts, income disparities and poverty. In Japan as well, issues are becoming prevalent also in relation with technological innovation as well as community resilience (disaster prevention and mitigation) and the country's declining birth rate and aging population. These issues may induce drastic changes in risks surrounding the insurance business.

To protect customers and society from these risks, Tokio Marine Group has selected "Providing Safety and Security" as one of its three CSR core themes and is making efforts toward a safe, secure and sustainable future throughout its entire business operations.

**Value Creation** Providing safety and security to customers, local communities and society worldwide through the insurance business

### Core Theme 2: Protecting the Earth



The global issues of "climate change and natural disasters" and "depletion of biodiversity and wetlands" pose serious risks for the children not only of today but also of the future and at the same time have a significant impact on the business of Tokio Marine Group.

Having set "Protecting the Earth" as a core CSR theme, Tokio Marine Group works to provide products and services that are designed to mitigate or adapt to climate change and protect biodiversity, reduce environmental footprint in business activities, become carbon neutral, conduct environmental protection activities in Japan and overseas, and promote environmental awareness raising and education. Our aim is to contribute to preservation of the global environment and the creation of environmental value.

**Value Creation** Contributing to a Sustainable Global Environment

### Core Theme 3: Supporting People



In Japan, the importance of responding to the nursing and health needs of the elderly is increasing due to the low birth rate and aging society. There is also growing demand to create societies in which people in underprivileged circumstances and those with disabilities can live with peace of mind in the community as economies and societies become more sophisticated and globalization progresses. In addition, there are calls for the acceptance, promotion and utilization of diversity in such areas as gender, age and nationality. On a global scale, the reality is that there is growing income disparity, increasing unemployment among youth, poverty and unequal opportunities for education based on gender.

Tokio Marine Group has set "Supporting People" as a core CSR theme in order to take up the challenge of resolving these issues. To this end, we will promote local community and social contribution activities supporting people through the growth of young people and support the elderly, persons with disabilities and athletes as well as contribute to the realization of a symbiotic society in which everyone can live with peace of mind by promoting diversity and inclusion.

**Value Creation** Supporting Local Communities and Society and Creating an Inclusive Society

## ● Governance ~A Resilient, Highly Sound and Transparent Management Structure~

Tokio Marine Group is implementing initiatives throughout its entire business activities that are focused on its three core CSR themes. To earn the trust of all people and society and achieve sustainable growth, Tokio Marine Group must raise the quality of initiatives for “business strategies,” “governance” and “social responsibility” and build a structure for resilient, highly sound and transparent management as a global insurance group.

Accordingly, as initiatives serving as the basis of such a management structure, Tokio Marine Group is making efforts for compliance, fraud prevention, information security, privacy, respect for human rights, CSR in the value chain and sustainable investment.

Through these initiatives, Tokio Marine Group will meet the expectations of stakeholders, beginning with continuously enhancing shareholder value.

**Value Creation** Continuously Enhancing Shareholder Value

## ● CSR Management

Tokio Marine Group is implementing initiatives throughout its entire business activities that are focused on its three core CSR themes and to earn the trust of all people and society and achieve sustainable growth it must strengthen CSR management with the aim of becoming a “Good Company.” Tokio Marine Group is promoting CSR management from the four perspectives of customers, the environment, health and human resources.

**Value Creation** Developing Employees and Partners Who Bring a Virtuous Cycle

## Group Core CSR Themes and Materiality ~What Types of Issues Are We Addressing?~

With the adoption of the Sustainable Development Goals (SDGs) in September 2015, there are rising expectations that companies will work toward realizing an even more sustainable and highly resilient world. In collaboration with stakeholders, Tokio Marine Group is leveraging its expertise and know-how in insurance and risk management to contribute to the resolving of various societal issues that include the frequent occurrence of large-scale natural disasters, shifting demographics, the changing environment resulting from technological innovation and poverty.

### **Tokio Marine Group’s CSR Materiality (Material Issues)**

Tokio Marine Group identified CSR issues for each of the three core CSR themes and governance and specified their CSR materiality (material issues). We will promote initiatives by reflecting the identified CSR materiality in the Group’s CSR strategy and CSR targets.

## Process for Identifying Tokio Marine Group’s CSR Materiality

Tokio Marine Group uses the following process to implement the “Disclosure 102-46: Defining report content and topic Boundaries” in “Global Reporting Initiative (GRI) Standards.”

### **1. Identifying Related Issues**

The Group identified CSR issues that are subject to examination giving consideration to ways of contributing to CSR issues unique to the insurance and financial businesses and meeting the expectations of stakeholders in the future. In this examination, we analyzed the Group’s value chain and identified CSR issues in each core theme giving consideration to stakeholder interests and expectations brought up during stakeholder engagement.

[Value Chain and CSR Issues >>](#)  
[Stakeholder Engagement >>](#)  
[CSR Library \(Related Materials\) Tokio Marine Group’s CSR Materiality >>](#)

### **2. Prioritization of Issues**

Tokio Marine Group identified Group CSR initiatives by analyzing “Feedback from stakeholder engagement (CSR dialogue) with customers, shareholders, investors, employees, agents, business partners, local communities and societies,” “CSR issues and responses to a changing business environment surrounding the Group,” and “Relation to Tokio Marine Group’s corporate principle and management vision” from the dual perspectives of “significant impact on stakeholder evaluations and decision-making (impact on stakeholders)” and “significant impact of organizations on the economy, the environment and society (impact on business)” and then identified the priority of material CSR issues and CSR issues subject to disclosure.

\*Tokio Marine Group classified G4 “Material Aspects” into “CSR Materiality (Material Issues)” and “CSR Issues Subject to Disclosure.”

[Value Chain and CSR Issues >>](#)  
[Stakeholder Engagement >>](#)  
[CSR Issues and Responses to a Changing Business Environment Surrounding the Group >>](#)

### **3. Confirming the Validity of Material Issues**

The comprehensiveness of CSR issues subject to examination, the relevance to core CSR themes, CSR Materiality (Material Issues) and the validity of CSR issues subject to disclosure are confirmed at CSR dialogues (meetings for dialogue and opinion exchanges between experts and Group management) and ultimately the approval of management is obtained.

[Stakeholder Engagement \(CSR Dialogue\) >>](#)

### **4. Review**

The CSR Board, which consists of presidents of major Group companies, periodically reviews the state of initiatives for CSR Materiality (Material Issues). Third-party assurance will be obtained from an independent external verification authority for core CSR themes and information will be disclosed in the Sustainability Report.

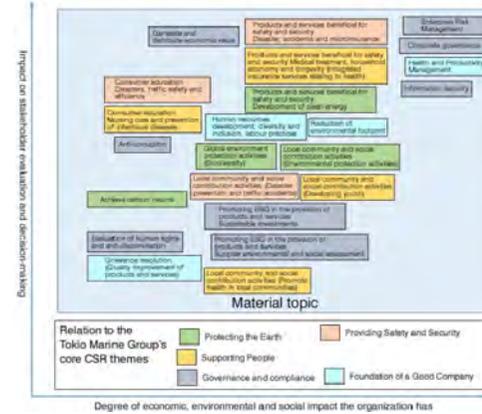


- CSR Materiality (Material Issues)
- CSR issues subject to disclosure
- \* CSR issues are underlined

CSR Core Theme	Principal Stakeholders in the Value Chain				
	Shareholders and Investors	Employees (Group Activities)	Insurance Agents and Business Partners	Customers	Local Communities and Societies, Research Institutes
<b>Core Theme 1</b> Providing Safety and Security  Providing safety and security to customers, local communities and society worldwide through the insurance business	● Providing sustainable products and services beneficial for safety and security	● Providing products and services beneficial for safety and security	● Providing products and services beneficial for safety and security	● Products and services beneficial for disasters, safety and security, and an aging society	● Climate change and natural disasters research ● Local community and social contribution activities that realize security and safety
	● Raising brand strength by promoting ESG in the provision of products and services	● Responding to customer needs and changes in risk resulting from various technological innovation	● Promoting ESG in the provision of products and services in collaboration with business partners	● Insurance that responds to low birth rates and aging societies, and changing population demographics	● Promoting ESG in the provision of products and services to respond to poverty
		○ Promote understanding of products and services through consumer education	○ Promote understanding of products and services through consumer education		○ Promote health in local communities through sports promotion
<b>Core Theme 2</b> Protecting the Earth  Contributing to a sustainable global environment	● Insurance products for responding to climate change and natural disasters	● Protection of the global environment through the provision of environment-friendly products	● Protection of the global environment through the provision of environment-friendly products	● Protection of the global environment through the provision of environment-friendly products	● Local community and social contribution activities realizing protection of the global environment
	● Protection of the global environment through the provision of environment-friendly products  ○ Reduction of environmental footprint and achieve carbon neutral status	● Improve business efficiency through information systems that utilize technological innovation  ○ Reduction of environmental footprint and achieve carbon neutral status	● Promoting ESG in the provision of products and services by promoting business partner environmental protection  ○ Consumer education through the promotion of Web clauses	● Insurance products that respond to climate change and natural disasters  ○ Consumer education through the promotion of Web clauses	● Social contribution activities that deter climate change and natural disasters
<b>Core Theme 3</b> Supporting People  Developing employees and partners who support and bring a virtuous cycle to local communities and society	● Promotion of diversity and inclusion	● Promotion of the Group's diversity and inclusion	● Promoting ESG in the provision of products and services by maintaining good working conditions at business partners	● Provide customer support that responds to technological innovation such as web-based sales	● Local community and social contribution activities that support youth, the elderly, persons with disabilities and athletes
	● Local community and social contribution activities that address low birth rates and aging societies, and population demographics	● Human resources development that aims for realizing a company that develops the top "people" in Japan			
	● Human resources development that responds to technological innovation	● Human resources development that responds to technological innovation		○ Consumer education through an insurance guidebook	● Develop youth to respond to low birth rates and aging societies, and population demographics
	○ Labor practices that promote the health of employees	○ Fair labor practices that emphasize dialogue aimed at promoting the health of employees			○ Promote health in local communities by encouraging health examinations

Governance — Strengthening CSR Management Continuously enhancing shareholder value		
<ul style="list-style-type: none"> <li>● Enterprise Risk Management (ERM)</li> <li>● Corporate governance/Internal control</li> <li>● Strengthening of international supervisory regulations</li> </ul>	<ul style="list-style-type: none"> <li>● Changes in the global economy and financial environment</li> <li>● Generate and distribute economic value</li> </ul>	<ul style="list-style-type: none"> <li>○ Anti-corruption</li> <li>○ Evaluation of human rights and anti-discrimination</li> <li>○ Grievance resolution</li> </ul>

**Tokio Marine Group CSR Materiality (Material Issues) Matrix**



[Click the image to enlarge](#)

**CSR Issues and Responses to a Changing Business Environment Surrounding the Group**

We expect the insurance business environment to change significantly over the medium to long term due to a number of factors including the unprecedented pace of technological development, more frequent natural catastrophes, demographic shifts in the Japanese market and an increase in global oversight and regulation.

By proactively grasping these changes in the environment, we plan to refine our business strategy and advance our business platform that supports the creation of corporate value. Furthermore, by offering solutions to issues faced by stakeholders arising from changes in the business environment, we will provide safety and security to our stakeholders while striving to raise the competitiveness of the Group.

From such a perspective, we analyzed and prepared responses to CSR issues and changes in the business environment surrounding the Group to deepen discussion of ways to resolve issues faced by stakeholders arising from changes in the business environment from the perspective of CSR matters. With these prepared responses serving as a starting point, we will further sophisticate our CSR activities.

## Climate Change and Increase in Natural Disasters

Core theme	Stakeholders	Corresponding actions (Materiality)
Providing Safety and Security	Shareholders	Research on climate change and natural disasters (Disaster, accidents, microinsurance)
		Insurance products responding to climate change and natural disasters (Disaster, accidents, microinsurance)
	Employees, Insurance Agents and Business Partners	Instill the necessity of preparation for increasing natural disasters in customers (Consumer education)
		Respond quickly to claims payments at occurrence of disasters (Grievance resolution (Quality improvement of products and services))
	Customers	There is a rising need for casualty insurance due to the frequent occurrences of major natural disasters (Disaster, accidents, microinsurance)
		Businesses that accelerate developing clean energy (Development of clean energy)
Local Communities and Societies	Accumulation of information regarding disaster prevention and appropriate action in the case of a disaster (Disaster prevention, traffic accidents)	
Protecting the Earth	Employees, Insurance Agents and Business Partners	Reduction of environmental footprint through products and services (Global environment protection activities (Biodiversity))
	Local Communities and Societies	Climate change, natural disasters and depletion of biodiversity Global environment protection activities (Biodiversity) (Environmental protection activities in local communities)
Governance and Compliance	Shareholders	Response to impact on the insurance business of issues such as the frequent occurrences of major natural disasters and the creation of communities with strong resilience to disasters (Enterprise Risk Management, generate and distribute economic value)
	Insurance Agents and Business Partners	Pressure by institutional investors on company climate change strategy over its value chain and the implementation of effective initiatives (Supplier environmental and social assessment)
	Investment	Investment for promoting clean energy and investment for promoting ESG management (Sustainable investment)

## Changing Market Structure Accompanying Shifting Population Demographics in Japan

Supporting People	Employees	Acceptance, promotion and utilization of diversity in such areas as gender, age and nationality (Diversity and inclusion)
		Address labor shortage due to the aging of society, secure and develop young workers Implement initiatives for Health and Productivity Management (Labor practices)
	Customers	Aging of customers (Medical treatment, household economy and longevity (Integrated insurance services relating to health))
		Increase in nursing care and health needs (Promote health in local communities)
Local Communities and Societies	Increasing unemployment rates for young people, poverty and inequalities in educational opportunities (Developing youth)	
Governance and Compliance	Shareholders	The form of insurance will change due to a rise in one-person households and the aging of society (Corporate governance/Internal control, Enterprise Risk Management)

## Changes in Customer Needs and Risk due to Diverse Technological Innovation

Core theme	Stakeholders	Corresponding actions (Materiality)
Providing Safety and Security	Employees	Responding to customer needs and changes in risk resulting from various technological innovation (Human resources development)
	Customers	Provide customer support that responds to technological innovation such as web-based sales (Grievance resolution (Quality improvement of products and services))
Supporting People	Employees	Importance of IT and necessity of information security (Human resources development) Improve business efficiency through information systems that utilize technological innovation (Quality improvement of products and services) (Information security)
Governance and Compliance	Shareholders	Impact on business processes, including sales and after-sales service and customer information gathering (Corporate governance/Internal control, Enterprise Risk Management)
	Insurance Agents and Business Partners	Being able to differentiate product and service quality and maintain the corporate brand (Generate and distribute economic value)
	Investment	Importance of information security due to insurance sales through websites Further respect of market regulations (Information security)

## Changes in the Global Economy and Financial Environment

Governance and Compliance	Shareholders	Investment risk due to low interest rates, decrease in investment returns (Corporate governance/Internal control, Enterprise Risk Management)
	Insurance Agents and Business Partners	Investment risk due to low interest rates, decrease in investment returns (Generate and distribute economic value)
	Customers	Intensifying competition in providing services due to the increasingly unclear behavior of customers and deregulation (Grievance resolution (Quality improvement of products and services))

## Relationship between Tokio Marine Group Initiatives and SDGs

Tokio Marine Group provides various products and services and is undertaking CSR initiatives related to the SDGs. The activities carried out under each core theme respond to the 17 goals comprising the SDGs, as detailed below. Tokio Marine Group will strive to contribute to the attainment of the SDGs in accordance with the activities of each core theme. Tokio Marine Group regards the relationship between each activity detailed in the Sustainability Report and the applicable goals of the SDGs as indicated below.

### Tokio Marine Group's Principal Initiatives to Achieve SDGs

17 SDG goals	Tokio Marine Group's initiatives		Three core themes of mid-term CSR strategy			SDG targets
	Providing value through products and services	Providing value through other means	Providing Safety and Security	Protecting the Earth	Supporting People	
 1. No poverty (End poverty in all its forms everywhere)	<ul style="list-style-type: none"> <li>Weather insurance and micro-insurance in India</li> <li>Microfinancing fund</li> </ul>	<ul style="list-style-type: none"> <li>Research on climate change and natural disaster risk through industry-academia collaborative research</li> </ul>	○			1.5
 2. Zero hunger (End hunger, achieve food security and improved nutrition and promote sustainable agriculture)	<ul style="list-style-type: none"> <li>Weather insurance and micro-insurance in India</li> <li>Seminar for help obtaining Good Agriculture Practices (GAP)/ Hazard Analysis Critical Control Point (HACCP) certifications for food manufacturing</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable menu at employee cafeteria</li> </ul>	○			2.3 2.4
 3. Good health and well-being (Ensure healthy lives and promote well-being for all at all ages)	<ul style="list-style-type: none"> <li>Pandemic derivatives</li> </ul>	<ul style="list-style-type: none"> <li>Participation in demonstration tests on public roads for autonomous vehicles</li> </ul>	○			3.6
	<ul style="list-style-type: none"> <li>Pandemic derivatives</li> </ul>	<ul style="list-style-type: none"> <li>Guidebook on Combating Infectious Diseases</li> </ul>			○	3.3,4,d
	<ul style="list-style-type: none"> <li>Promoting health and productivity management</li> <li>Promoting life insurance revolution</li> <li>Insurance products for regenerative medicine</li> <li><i>Aruku Hoken</i></li> <li>Dementia Support Plan</li> <li>Pension-based long-term care insurance with dementia assistance</li> <li>Liability insurance for nursing care service providers</li> </ul>	<ul style="list-style-type: none"> <li>Joint planning for docomo Healthcare's <i>Karada no Kimochi</i></li> <li>Supporting the Center for iPS Cell Research and Application (CiRA), Kyoto University</li> <li>Supporting the provision of Japanese-language medical services (U.S.)</li> <li>Industry-academia collaborative research with The University of Tokyo and Tohoku University</li> </ul>			○	3.8,d

 4. Quality education (Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all)	<ul style="list-style-type: none"> <li>Green Gift Project</li> <li>Room to Read's educational support program in developing countries</li> </ul>	<ul style="list-style-type: none"> <li>Group Work on Managing Risks and Opportunities</li> <li>Tokio Marine Kagami Memorial Foundation, Educational Development Fund, Sports Foundation</li> <li>N Program to support young physicians to gain clinical experience</li> </ul>			○	4.1,3,6
 5. Gender equality (Achieve gender equality and empower all women and girls)		<ul style="list-style-type: none"> <li>Empowering female employees</li> <li>Promoting active roles for older employees</li> <li>Promoting global human resources strategy</li> <li>Promoting the employment of persons with disabilities</li> </ul>			○	5.1,5
 6. Clean water and sanitation (Ensure availability and sustainable management of water and sanitation for all)	<ul style="list-style-type: none"> <li>Green Gift Planet GENKI Program/Mangrove Planting Project</li> <li>Insurance for environmental liabilities and soil purification</li> </ul>	<ul style="list-style-type: none"> <li>Green Lessons</li> </ul>			○	6.6,b
 7. Affordable and clean energy (Ensure access to affordable, reliable, sustainable and modern energy for all)	<ul style="list-style-type: none"> <li>Mega-Solar Package Program</li> <li>Impairment Liability Coverage for Geothermal Power Generation Operators</li> <li>Insurance products for renewable energy (solar, wind, biomass, geothermal, hydraulic power) operators</li> <li><i>Asante</i> environment-conscious auto insurance (Nisshin Fire &amp; Marine Insurance)</li> <li>Risk seminars and insurance design related to offshore wind power generation</li> <li>Insurance design for scrubbers (desulfurization equipment)</li> </ul>	<ul style="list-style-type: none"> <li>Auto insurance eco mark certification</li> <li>Promoting the use of recycled automobile parts</li> </ul>			○	7.1,2,3, a

17 SDG goals		Tokio Marine Group's initiatives		Three core themes of mid-term CSR strategy			SDG targets	
		Providing value through products and services	Providing value through other means	Providing Safety and Security	Protecting the Earth	Supporting People		
	8. Decent work and economic growth (Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all)		<ul style="list-style-type: none"> <li>Group Work on Managing Risks and Opportunities</li> <li>Room to Read's educational support program in developing countries</li> </ul>				○	8.6
		<ul style="list-style-type: none"> <li>Promoting Health and Productivity Management</li> <li>Providing support for obtaining White Management System certification (delivery companies)</li> </ul>	<ul style="list-style-type: none"> <li>Work style reform</li> </ul>				○	8.5,8
	9. Industry, innovation and infrastructure (Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation)	<ul style="list-style-type: none"> <li>Digital strategy</li> </ul>	<ul style="list-style-type: none"> <li>Research on climate change and natural disaster risk through industry-academia collaborative research</li> </ul>			○		9.5,a
		<ul style="list-style-type: none"> <li>Mega-Solar Package Program</li> <li>Impairment Liability Coverage for Geothermal Power Generation Operators</li> </ul>				○		9.4
		<ul style="list-style-type: none"> <li>Cyber Risk Insurance</li> <li>Response to Act for Facilitating New Business Activities of Small and Medium-sized Enterprises (formulation of business continuity plans (BCP), enlightenment activity for risk financing, providing insurance)</li> </ul>						9.3
	10. Reduced inequalities (Reduce inequality within and among countries)	<ul style="list-style-type: none"> <li>Products corresponding to LGBT</li> <li>Insurance for supporting initiatives for reducing human rights risk in building supply chains</li> <li>Inbound business support services</li> </ul>	<ul style="list-style-type: none"> <li>Support for dementia care</li> <li>Seminar on caregiving skills</li> <li>Activities associated with an elderly watch support network project</li> <li>Support for sports by persons with disabilities and Special Olympics</li> <li>Gold Partner of the Tokyo 2020 Olympic and Paralympic Games</li> <li>Support for NPO Himawari no Kai and Sawayaka Welfare Foundation</li> <li>Support for Japan Deafblind Association</li> </ul>				○	10.2

	11. Sustainable cities and communities (Make cities and human settlements inclusive, safe, resilient and sustainable)	<ul style="list-style-type: none"> <li>Accident response services during large-scale disaster</li> <li>Supporting the formulation of BCP</li> <li>BELFOR's Early Disaster Recovery Support Service</li> <li>Natural disaster risk consulting</li> <li>Comprehensive logistics insurance (comprehensive disaster logistics insurance)</li> </ul>	<ul style="list-style-type: none"> <li>Disaster Prevention Lessons</li> <li>Research on climate change and natural disaster risk through industry-academia collaborative research</li> <li>Local information network during a disaster</li> </ul>				○		11.5,b	
		<ul style="list-style-type: none"> <li>Rider for Expenses for Saving Victims</li> <li>Auto insurance for the "Sharing Economy"</li> <li>One Day Auto Insurance</li> <li>e-Cycle Insurance</li> <li>Auto Insurance Fleet Accident Reduction Assist Rider</li> <li>Drone Insurance</li> <li>Cyber Risk Insurance</li> </ul>					○		11.2	
			<ul style="list-style-type: none"> <li>Obtaining ISO14001 environmental management system</li> <li>Reduction in CO2 emissions</li> <li>Purchase of green power</li> </ul>				○			11.6
	12. Responsible consumption and production (Ensure sustainable consumption and production patterns)	<ul style="list-style-type: none"> <li>Web-based insurance policies and contracts (clauses)</li> <li>Promoting the use of recycled automobile parts</li> <li>Drive Agent Personal (DAP)</li> </ul>					○		12.2, 5,8	
		<ul style="list-style-type: none"> <li>Home Choice Assist</li> <li>Home Cyber Risk Rider</li> <li>Designated Equipment Water Disaster Rider</li> <li>Cyber Risk Insurance</li> <li>Recall Insurance</li> <li>Inbound business support services</li> <li>Overseas Total Support Desk</li> <li>Overseas travel insurance for foreign tourists visiting Japan</li> </ul>					○		12.2, 4,8	
	13. Climate action (Take urgent action to combat climate change and its impacts)	<ul style="list-style-type: none"> <li>Green Gift Project</li> <li>Mangrove Planting Project</li> <li>Distributing disaster-related "personalized" videos</li> </ul>	<ul style="list-style-type: none"> <li>Green Lessons, Disaster Prevention Lessons</li> <li>Natural disaster risk seminar</li> </ul>				○	○	○	13.1,3
		<ul style="list-style-type: none"> <li>Launching the Low Carbon Japanese Equity Fund</li> </ul>	<ul style="list-style-type: none"> <li>Achieving carbon neutral</li> </ul>					○		

17 SDG goals		Tokio Marine Group's initiatives		Three core themes of mid-term CSR strategy			SDG targets
		Providing value through products and services	Providing value through other means	Providing Safety and Security	Protecting the Earth	Supporting People	
	14. Life below water (Conserve and sustainably use the oceans, seas and marine resources for sustainable development)	•Green Gift Project	•Mangrove Planting Project •Planet GENKI Program		○		14.1,2
	15. Life on land (Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss)	•Green Gift Project	•Mangrove Planting Project •Planet GENKI Program •Ten-Year Restoration Project of the Coastal Forests of Tohoku Region affected by the Great East Japan Earthquake •Green Lessons (delivery classes)		○		15.1,2
	16. Peace, justice and strong institutions (Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels)		•Policy for response to customer feedback •Managing prevention of transactions involving conflicts of interest			○	16.5
	17. Partnerships for the goals (Strengthen the means of implementation and revitalize the global partnership for sustainable development)	•Providing products and services for resolving societal issues in collaboration with agents •Launching Marine Technology Innovation Consortium (MTIC) •Overseas Investment Insurance	•United Nations Global Compact •Principles for Responsible Investment •United Nations Environment Programme Finance Initiative (UNEP FI) •Task Force on Climate-related Financial Disclosures (TCFD) pilot group of Principles for Sustainable Insurance (PSI) advocated by UNEP FI •The Geneva Association Extreme Events and Climate Risk working group •ClimateWise •Private Sector Alliance for Disaster Resilient Societies (ARISE) of United Nations Office for Disaster Risk Reduction (UNDRR) •Principles for Financial Action for the 21st Century •Eco-First Program by the Ministry of the Environment	○	○	○	17.16

## System for Sustainable Consumption

Tokio Marine Group developed microinsurance and weather insurance for low-income earners in those developing countries with vulnerability to climate change, natural disasters, illnesses and accidents. Also, Tokio Marine Group supplies products and services that support the building and introduction of renewable energy facilities and also operates the Green Gift Project. Under this project, when customers choose web-based insurance contracts on our website, Tokio Marine & Nichido donates funds corresponding to a portion of the value of the reduction in paper used to support environmental protection activities in Japan and overseas. The organizational structures for undertaking these initiatives are as follows.

Initiatives	Company
Microinsurance and weather insurance (India)	IFFCO-TOKIO General Insurance Co. Ltd.
Products and services that support the building and introduction of renewable energy facilities	Tokio Marine & Nichido (Sales Development Department, Sales Department)
Green Gift Project	Tokio Marine & Nichido (Sales Planning Department, CSR Department)

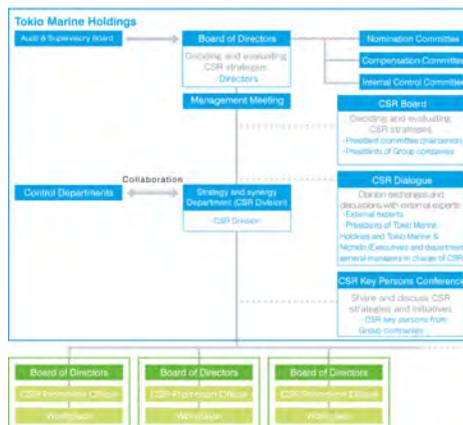
## Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives

Tokio Marine Holdings has established a dedicated CSR Division (CSR Division, Strategy and Synergy 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) and non-profit organizations (NPOs). 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



### Initiatives to Promote CSR within the Group

#### ■ Enhancing CSR Communication

Tokio Marine Holdings and Tokio Marine & Nichido hold CSR Communication Meetings for exchanging opinions targeting employees of domestic and overseas Group companies and Tokio Marine & Nichido. These meetings seek to spread and deepen employees' understanding of CSR and firmly implement CSR initiatives continuously and reflect the Group's CSR policies in the measures and initiatives of Group companies and the branch offices of Tokio Marine & Nichido. These meetings enable the sharing of information and the straightforward exchange of opinions on CSR initiatives conducted in Tokio Marine Group, its respective companies and workplaces. Through these meetings, we have received comments from participants such as "Understanding the significance and purpose of CSR activities and 'CSR through our core businesses' has led to increased motivation."

From fiscal 2015, we commenced the CSR Key Persons (CSRKP) Seminar for CSRKPs at Group companies and branch offices of Tokio Marine & Nichido. The seminar aims to share information and exchange opinions on the most current CSR trends as well as CSR strategy across the Group for the purpose of creating social value and raising corporate value. In July 2018, we invited Kazuo Tase, CEO of SDG Partners, Inc., to give a lecture on the current status and prospects of the SDGs, which was followed by a group discussion to facilitate better understanding and internalization of CSR and SDG concepts. On the same day, Masae Komiya, a goalball Gold medalist of the London 2012 Paralympic Games, was also invited to give a lecture under the theme of "Teamwork That Brings Out Maximum Potentials" to deepen understanding of the importance of CSR and SDG initiatives.

To help resolve societal issues and perpetually raise the Group's corporate value, we will continuously hold these meetings and seminars in the future and ensure these improve the CSR mindsets and skill levels of employees.

#### ■ 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.

## ■ Community and Social Contribution Activities with the Participation of All Employees

Tokio Marine Group has set the three core CSR themes of “Providing Safety and Security,” “Protecting the Earth” and “Supporting People” and is implementing different local community and social contribution activities around the world that emphasize voluntary participation by employees and tie-ups and collaboration with NPOs and other groups.

In addition to aiming to conduct ongoing local community and social contribution activities at each workplace and Group company, we have designated October and November as CSR Months every year with the aim of promoting employee-driven CSR activities. Many employees take part in a variety of local community and social contribution programs during this period in different parts of the world.

## ■ Support Systems and Donations

All Tokio Marine Group companies encourage the proactive participation of their employees in local community and social contribution activities by introducing them to activities in which they may be able to participate or by creating a volunteer leave system or an award program to recognize employees’ active efforts in local community and social contribution activities.

[Supporting People >>](#)

[CSR Performance Data \(Employee participation rate in volunteer activities, Number of employees who took volunteer leave, Donations\) >>](#)

## ■ Tokio Marine Group CEO Recognition for CSR

To promote the fostering of a corporate culture in which each employee engages in CSR as his/her own issue and ensure this contributes to the community and helps create corporate value, in fiscal 2015 Tokio Marine Group expanded Tokio Marine & Nichido’s award system to the entire Group and established the Tokio Marine Group CEO Recognition for CSR. In April 2019, a total of 20 outstanding initiatives implemented in fiscal 2018 at Group companies and Tokio Marine & Nichido’s branch offices were commended.



## Plans and Results of CSR Initiatives

### ■ CSR Plan within the Fiscal 2018-2020 Mid-Term Business Plan

Under the Mid-Term Business Plan “To Be a Good Company 2017 (FY2018 - FY2020),” Tokio Marine Group has set the following core CSR themes and implemented initiatives for the three core CSR themes and strengthening CSR management.

In fiscal 2018, our initiatives generally proceeded smoothly and we attained our objectives in all activities. In working toward being a “Good Company,” in fiscal 2019, all Group employees throughout the world will continuously work to implement the three CSR core themes and strengthen CSR management as his/her own matter with the aim of raising corporate value and generating social value.

- **Core Theme 1 : Providing Safety and Security**
- **Core Theme 2 : Protecting the Earth**
- **Core Theme 3 : Supporting People**
- **Governance ~ Strengthening CSR Management**



<Core Theme 1: Providing Safety and Security>

Initiative Theme	Mid-Term Business Plan (Fiscal 2018-2020) Targets	Fiscal 2018 Activities and Numerical Targets	Fiscal 2018 Results	Self-Assessment	Fiscal 2019 Activities and Numerical Targets
<b>Making Society Resilient to Natural Disasters</b>	<ul style="list-style-type: none"> <li>•Value creation by providing disaster risk solutions</li> <li>•Respond to climate change and natural disaster risk</li> <li>•Value creation by industry-academia collaborative research</li> </ul>	<ul style="list-style-type: none"> <li>•Provide disaster and accident risk solutions</li> <li>•Promote industry-academia collaborative research and create value</li> <li>•Hold Natural Disaster Risk Seminars</li> </ul>	<ul style="list-style-type: none"> <li>•Provided disaster and accident-related insurance and risk consulting services; continued to distribute personalized videos to customers to prepare for typhoons and torrential downpours</li> <li>•Continued climate change and natural disaster risk research with The University of Tokyo, Nagoya University, Kyoto University and Tohoku University</li> <li>•Held a Natural Disaster Risk Seminar on extreme weather events (November 2018)</li> </ul>	○	<ul style="list-style-type: none"> <li>•Provide disaster and accident risk solutions</li> <li>•Promote industry-academia collaborative research</li> <li>•Hold Natural Disaster Risk Seminars</li> </ul>
<b>Building a Secure Society by Leveraging Traffic Technology Innovation</b>	<ul style="list-style-type: none"> <li>•Develop products and services that respond to technological innovation</li> </ul>	<ul style="list-style-type: none"> <li>•Develop products and services that respond to technological innovation</li> </ul>	<ul style="list-style-type: none"> <li>•Launched automobile insurance for the "Sharing Economy"</li> <li>•Launched a Rider for Expenses for Saving Victims for auto insurance and <i>Super Insurance</i></li> <li>•Launched <i>Drive Agent Personal</i>, a new service for auto insurance</li> </ul>	○	<ul style="list-style-type: none"> <li>•Develop and provide products and services that respond to technological innovation</li> </ul>
<b>Building a Secure Society by Responding to Varying Lifestyles and Changes in Society</b>	<ul style="list-style-type: none"> <li>•Develop related products and services</li> </ul>	<ul style="list-style-type: none"> <li>•Develop related products and services</li> </ul>	<ul style="list-style-type: none"> <li>•Launched a new product, <i>D&amp;O Management Package</i></li> <li>•Launched <i>Cyber Risk Insurance</i> for corporate customers (expanded coverage for expense insurance)</li> </ul>	○	<ul style="list-style-type: none"> <li>•Develop and provide related products and services</li> </ul>

Initiative Theme	Mid-Term Business Plan (Fiscal 2018-2020) Targets	Fiscal 2018 Activities and Numerical Targets	Fiscal 2018 Results	Self-Assessment	Fiscal 2019 Activities and Numerical Targets
<b>Eliminating Poverty in Society</b>	<ul style="list-style-type: none"> <li>•Provide all people with access to insurance services</li> </ul>	<ul style="list-style-type: none"> <li>•Provide insurance for low-income earners and those engaging in small-scale farming</li> </ul>	<ul style="list-style-type: none"> <li>•Increased the prevalence of weather insurance and microinsurance in India</li> </ul>	○	<ul style="list-style-type: none"> <li>•Provide insurance for low-income earners and those engaging in small-scale farming</li> </ul>
<b>Improving Quality from the Customer's Perspective</b>	<ul style="list-style-type: none"> <li>•Value creation by quality improvement</li> </ul>	<ul style="list-style-type: none"> <li>•Promote quality improvement initiatives</li> </ul>	<ul style="list-style-type: none"> <li>•Implemented initiatives for Anshin Quality</li> </ul>	○	<ul style="list-style-type: none"> <li>•Promote quality improvement initiatives</li> </ul>
<b>Local Community and Social Contribution Activities</b>	<ul style="list-style-type: none"> <li>•As an indicator for measuring the state of CSR initiatives with the participation of all employees, total employee participation rate in volunteer activities: At least 100% (total participation rate regarding three core themes)</li> <li>•Continue support for recovery of the disaster-affected areas</li> <li>•Hold Disaster Prevention Lessons at schools</li> </ul>	<ul style="list-style-type: none"> <li>•Total employee participation rate in volunteer activities: At least 100% (total participation rate regarding three core themes)</li> <li>•Continue support for recovery of the disaster-affected areas</li> <li>•Hold Disaster Prevention Lessons at schools</li> </ul>	<ul style="list-style-type: none"> <li>•Total employee participation rate in volunteer activities: 135% (attained target for the fifth consecutive year, total participation rate regarding three core themes)</li> <li>•Continued employee cafeteria menu for support for recovery of the disaster-affected areas as well as volunteer support for recovery of the disaster-affected areas</li> <li>•Held Disaster Prevention Lessons (540 times, with participation of 40,050 children and students) accumulated total as of March 31, 2019)</li> </ul>	○	<ul style="list-style-type: none"> <li>•Total employee participation rate in volunteer activities: At least 100% (total participation rate regarding three core themes)</li> <li>•Continue support for recovery of the disaster-affected areas</li> <li>•Hold Disaster Prevention Lessons at schools</li> </ul>

## &lt;Core Theme 2: Protecting the Earth&gt;

Initiative Theme	Mid-Term Business Plan (Fiscal 2018-2020) Targets	Fiscal 2018 Activities and Numerical Targets	Fiscal 2018 Results	Self-Assessment	Fiscal 2019 Activities and Numerical Targets
<b>Promotion of Environmental Management</b>	<ul style="list-style-type: none"> <li>• FY2020 CO2 emissions: -3% (compared with FY2017)</li> <li>• FY2020 CO2 emissions per employee: -3% (compared with FY2017)</li> <li>• Be carbon neutral</li> <li>• Promote paperless operations</li> <li>• Promote 3R</li> </ul>	<ul style="list-style-type: none"> <li>• CO2 emissions: -1% (Scope 1+2+3 totally and respectively, compared with FY2017)</li> <li>• CO2 emissions per employee: -1% (Scope 1+2+3 totally and respectively, compared with FY2017)</li> <li>• Be carbon neutral</li> <li>• Paper consumption: -1% (compared with FY2017)</li> <li>• Promote introduction of <i>Raku Raku Tetsuzuki</i></li> <li>• Promote 3R/Waste emissions: -0% (compared with FY2017)</li> </ul>	<ul style="list-style-type: none"> <li>• CO2 emissions: -3.2% (Scope 1+2+3, compared with FY2017)</li> <li>• CO2 emissions per employee: -2.9% (Scope 1+2+3, compared with FY2017)</li> <li>• Achieved carbon neutral status (seventh time in six consecutive years)</li> <li>• Paper consumption: -0.9% (compared with FY2017)</li> <li>• Promoted introduction of paperless <i>Raku Raku Tetsuzuki</i> online procedures using tablet in face-to-face sales</li> <li>• Promoted 3R/Waste emissions: -1.3% (compared with FY2017)</li> </ul>	○	<ul style="list-style-type: none"> <li>• CO2 emissions: -1% (Scope 1+2+3 totally and respectively, compared with FY2018)</li> <li>• CO2 emissions per employee: -1% (Scope 1+2+3 totally and respectively, compared with FY2018)</li> <li>• Be carbon neutral</li> <li>• Paper consumption: -1% (compared with FY2018), promote introduction of <i>Raku Raku Tetsuzuki</i></li> <li>• Promote 3R/Waste emissions: -0% (compared with FY2018)</li> </ul>
	<b>Protection of Biodiversity through Products and Services</b>	<ul style="list-style-type: none"> <li>• Implement Green Gift Project</li> </ul>	<ul style="list-style-type: none"> <li>• Implement Green Gift Project</li> <li>• Preservation of biodiversity through environmental protection activities and environmental awareness-raising activities in Japan and overseas</li> <li>• Mangrove Planting Project</li> </ul>	<ul style="list-style-type: none"> <li>• Implemented Green Gift Project and reduced paper resources by 2,820 tons</li> <li>• Conducted biodiversity protection activities in Japan in conjunction with NPOs 247 times, with a total of 15,502 people participating (accumulated total as of March 31, 2019)</li> <li>• Conducted mangrove planting (10,930 ha of forested area (accumulated total as of March 31, 2019))</li> </ul>	○

Initiative Theme	Mid-Term Business Plan (Fiscal 2018-2020) Targets	Fiscal 2018 Activities and Numerical Targets	Fiscal 2018 Results	Self-Assessment	Fiscal 2019 Activities and Numerical Targets
<b>Prevention of Global Warming by Promoting Development of Clean Energy</b>	<ul style="list-style-type: none"> <li>• Provide Mega-Solar Package Program</li> <li>• Provide TM Nippon Solar Energy Fund</li> </ul>	<ul style="list-style-type: none"> <li>• Provide Mega-Solar Package Program</li> <li>• Provided TM Nippon Solar Energy Fund</li> </ul>	<ul style="list-style-type: none"> <li>• Established the Tokio Marine Low-Carbon Japanese Equity Fund</li> <li>• Provided Mega-Solar Package Program and Impairment Liability Coverage for Geothermal Power Generation Operators</li> <li>• Provide TM Nippon Solar Energy Fund</li> </ul>	○	<ul style="list-style-type: none"> <li>• Provide the Tokio Marine Low-Carbon Japanese Equity Fund</li> <li>• Provide Mega-Solar Package Program, etc.</li> <li>• Provide TM Nippon Solar Energy Fund</li> </ul>
	<b>Building Communities for People to Live with Peace of Mind through Environmental Protection Activities</b>	<ul style="list-style-type: none"> <li>• Total employee participation rate in volunteer activities: 100% (total participation rate regarding three core themes)</li> </ul>	<ul style="list-style-type: none"> <li>• Total employee participation rate in volunteer activities: 100% (total of three core themes regarding local community and social contribution activities)</li> <li>• Hold Green Lessons at schools</li> <li>• Children's Environmental Award</li> <li>• Marunouchi Citizens Environmental Forum</li> </ul>	<ul style="list-style-type: none"> <li>• Total employee participation rate in volunteer activities: 135% (attained target for the fifth consecutive year, total participating rate regarding three core themes)</li> <li>• Held Green Lessons (830 times, 55,630 children and students (accumulated total as of March 31, 2019))</li> </ul>	○

<Core Theme 3: Supporting People>

Initiative Theme	Mid-Term Business Plan (Fiscal 2018-2020) Targets	Fiscal 2018 Activities and Numerical Targets	Fiscal 2018 Results	Self-Assessment	Fiscal 2019 Activities and Numerical Targets
<b>Promoting Health and Productivity Management</b>	<ul style="list-style-type: none"> <li>•Promoting Health and Productivity Management</li> </ul>	<ul style="list-style-type: none"> <li>•Percentage taking medical exam: Approx. 100%</li> <li>•Rate of stress test implementation: At least 90%</li> </ul>	<ul style="list-style-type: none"> <li>•Selected as Health &amp; Productivity Stock for the fourth consecutive year, strengthened support for customers' health and productivity management through establishment of Health and Productivity Management Task Force</li> <li>•Percentage taking medical exam: 100%</li> <li>•Rate of stress test implementation: 97.9%</li> </ul>	○	<ul style="list-style-type: none"> <li>•Percentage taking medical exam: Approx. 100%</li> <li>•Rate of stress test implementation: At least 90%</li> </ul>
<b>Developing and Utilizing Diverse Human Resources</b>	<ul style="list-style-type: none"> <li>•Promote diversity and inclusion</li> </ul>	<ul style="list-style-type: none"> <li>•Promote diversity and inclusion</li> <li>•Promote employment of persons with disabilities (Includes attainment of 2.0% employment rate of persons with disabilities)</li> <li>•Promote female empowerment</li> </ul>	<ul style="list-style-type: none"> <li>•Employment rate of persons with disabilities 2.8% (Japan, as of June 1, 2018)</li> <li>•Selected as "Nadeshiko Brand" in fiscal 2018</li> </ul>	○	<ul style="list-style-type: none"> <li>•Promote employment of persons with disabilities (Includes attainment of 2.0% employment rate of persons with disabilities)</li> <li>•Promote female empowerment (including an increase in the composition of females in managerial positions)</li> </ul>
<b>Building a Society Based on Health and Longevity to Ensure Peace of Mind</b>	<ul style="list-style-type: none"> <li>•Corporate value by providing solutions related to health and dwindling population/aging society / Develop and provide products and services to meet dwindling population/aging society and changing population demographics</li> </ul>	<ul style="list-style-type: none"> <li>•Provide living benefit related products</li> </ul>	<ul style="list-style-type: none"> <li>•Launched <i>Dementia Support Plan</i></li> <li>•Launched <i>Aruku Hoken</i></li> </ul>	○	<ul style="list-style-type: none"> <li>•Develop and provide living benefit related products</li> </ul>

Initiative Theme	Mid-Term Business Plan (Fiscal 2018-2020) Targets	Fiscal 2018 Activities and Numerical Targets	Fiscal 2018 Results	Self-Assessment	Fiscal 2019 Activities and Numerical Targets
<b>Nurturing Generations Responsible for the Future</b>	<ul style="list-style-type: none"> <li>•Promote youth development</li> </ul>	<ul style="list-style-type: none"> <li>•Support to foster young swimmers</li> <li>•Support scholarship students through foundations</li> <li>•Participate in girls educational support program in developing countries</li> </ul>	<ul style="list-style-type: none"> <li>•Provided special backing of National JOC Junior Olympic Cup Swimming Tournament</li> <li>•Provided scholarships through foundations and supported orphans of traffic accidents and children whose parents died from disease</li> <li>•Supported female education in developing countries through international NGO "Room to Read"</li> </ul>	○	<ul style="list-style-type: none"> <li>•Continue supporting youth development, the elderly, persons with disabilities and athletes</li> <li>•Promote initiatives for children responsible for the future</li> </ul>
<b>Aiming to Create a Symbiotic Society</b>	<ul style="list-style-type: none"> <li>•Promote support of the elderly and persons with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>•Promote enrollment in courses fostering employee supporters of people with dementia, support attainment of Technical Care Helper Certificate</li> <li>•Support for the Special Olympics</li> <li>•Enhance support for sports by persons with disabilities</li> <li>•Support for Japan Deafblind Association, etc.</li> </ul>	<ul style="list-style-type: none"> <li>•Enrollment in courses fostering employee supporters of persons with dementia: 5,658 employees (accumulated total as of March 31, 2019)</li> <li>•Held courses supporting attainment of Technical Care Helper Certificate</li> <li>•Provided support of Special Olympics (Tokio Marine &amp; Nichido, Safety National)</li> <li>•Started support for sports for disabled persons by backing Japan Para-Sports Association and Japan Inclusive Football Federation so as to enable people to learn about, watch and experience sports by persons with disabilities</li> <li>•Supported Japan Deafblind Association</li> </ul>	○	<ul style="list-style-type: none"> <li>•Employee enrollment in courses fostering supporters of persons with dementia and courses supporting attainment of Technical Care Helper Certificate</li> <li>•Promote initiatives toward holding and the success of 2020 Tokyo Olympic and Paralympic Games</li> <li>•Support sports for persons with disabilities</li> <li>•Support Japan Deafblind Association</li> </ul>
<b>Local Community and Social Contribution Activities</b>	<ul style="list-style-type: none"> <li>•Total employee participation rate in volunteer activities: 100% (total participation rate regarding three core themes)</li> </ul>	<ul style="list-style-type: none"> <li>•Total employee participation rate in volunteer activities: 100% (total participation rate regarding three core themes)</li> </ul>	<ul style="list-style-type: none"> <li>•Total employee participation rate in volunteer activities: 100% (total participation rate regarding three core themes)</li> </ul>	○	<ul style="list-style-type: none"> <li>•Total employee participation rate in volunteer activities: 100% (total participation rate regarding three core themes)</li> <li>•Hold career education program "Group Work on Managing Risks and Opportunities"</li> </ul>

<Governance ~ Strengthening CSR Management>

Initiative Theme	Mid-Term Business Plan (Fiscal 2018-2020) Targets	Fiscal 2018 Activities and Numerical Targets	Fiscal 2018 Results	Self-Assessment	Fiscal 2019 Activities and Numerical Targets
<b>Corporate Governance / Internal Control</b>	<ul style="list-style-type: none"> <li>•Foster the sense of CSR in employees and enhance skills</li> </ul>	<ul style="list-style-type: none"> <li>•Implement CEO Recognition for CSR award</li> </ul>	<ul style="list-style-type: none"> <li>•Implemented, selected and awarded winners of the CEO Recognition for CSR award that covers domestic and overseas Group companies</li> </ul>	○	<ul style="list-style-type: none"> <li>•Enhance Tokio Marine Group CEO Recognition for CSR award</li> </ul>
<b>Tokio Marine Group's Approach to CSR</b>	<ul style="list-style-type: none"> <li>•Strengthen CSR communication in the Group</li> </ul>	<ul style="list-style-type: none"> <li>•Implement CSR Board, CSR Key Persons Conference, etc.</li> </ul>	<ul style="list-style-type: none"> <li>•Implemented CSR Board (August 2018), CSR Key Persons Conference (July 2018) and strengthened CSR communication in the Group</li> </ul>	○	<ul style="list-style-type: none"> <li>•Strengthen CSR communication in the Group through the CSR Board, etc.</li> </ul>
<b>CSR in the Value Chain</b>	<ul style="list-style-type: none"> <li>•Promote utilization of recycled materials</li> </ul>	<ul style="list-style-type: none"> <li>•Promote utilization of recycled materials</li> <li>•Enhance human rights initiatives</li> </ul>	<ul style="list-style-type: none"> <li>•Percentage of recycled automobile materials used: 2.20% (Previous fiscal year: 2.59%) (Tokio Marine &amp; Nichido)</li> <li>•Conducted research on human rights risk</li> </ul>	○	<ul style="list-style-type: none"> <li>•Promote the use of recycled automobile materials</li> <li>•Enhance human rights initiatives</li> </ul>

Initiative Theme	Mid-Term Business Plan (Fiscal 2018-2020) Targets	Fiscal 2018 Activities and Numerical Targets	Fiscal 2018 Results	Self-Assessment	Fiscal 2019 Activities and Numerical Targets
<b>Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>•Enhance communication with stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>•Hold CSR Dialogue</li> </ul>	<ul style="list-style-type: none"> <li>•Held CSR Dialogue (December 2018)</li> </ul>	○	<ul style="list-style-type: none"> <li>•Enhance communications with stakeholders through CSR Dialogue and other means</li> </ul>
<b>Overview of Group CSR Reporting</b>	<ul style="list-style-type: none"> <li>•Expand upon CSR and nonfinancial information disclosure</li> <li>•Publish and further develop Integrated Report</li> <li>•Enhance the contents of Sustainability Report</li> </ul>	<ul style="list-style-type: none"> <li>•Publish Integrated Annual Report 2018</li> <li>•Sustainability Report 2018 to be in accordance with G4 or referenced to G4</li> </ul>	<ul style="list-style-type: none"> <li>•Published Integrated Annual Report 2018 (August 2018)</li> <li>•Sustainability Report 2018 in accordance with the Core option of the GRI standards</li> </ul>	○	<ul style="list-style-type: none"> <li>•Expand upon CSR and nonfinancial information disclosure</li> <li>•Enhance the ESG section of the Integrated Annual Report 2019</li> <li>•Sustainability Report 2019 to be in accordance with the Core option of the GRI standards</li> </ul>

## Stakeholder Engagement ~Promoting Initiatives Together with Various Stakeholders

In implementing high-quality corporate 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 based on customer opinions (customer compliments, complaints and other opinions and suggestions) received by Group companies, and through engagement with shareholders and investors, communications with agents, communications with employees, communications with external Environmental, Social and Governance (ESG) rating agencies and Socially Responsible Investment (SRI) and CSR communication with external experts (CSR Dialogue). Using the obtained feedback, we identify issues of the entire Group and at each Group company. We also provide shareholder and investor information and issue various types of news releases through the media and make our best efforts to provide appropriately timed and adequate information disclosure to all stakeholders.

### Tokio Marine Group's Stakeholders



Stakeholders	Engagement		Web Links
	Policy	Contents	
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.	Basic knowledge of insurance	<a href="#">Naruhodo Insurance Guide (Basic)</a> <a href="#">Naruhodo Insurance Guide (Life Events)</a>
		Customer satisfaction levels	Response to Customer Feedback >
Shareholders and Investors	To assure transparent and fair management, we work for timely and appropriate information disclosure, while implementing a variety of measures to realize fair and constructive dialogue with domestic and overseas shareholders and investors.	Communication with shareholders and investors	Stakeholder Engagement (Engagement with Shareholders and Investors) > Corporate Governance (Relations with Shareholders and Other Stakeholders) >
		Disclosure policy	<a href="#">Information Disclosure</a>

<b>Insurance Agents</b>	We emphasize mutual trust with our agents and combine our strengths to meet the needs of customers and society while cooperating to promote mutually sound growth and development. We also engage with our agents/(brokers) on ESG-related risks and opportunities.	Cooperation with insurance agents	Working Together with Agents to Improve Quality > Education and Training Systems for Agents >
<b>Business Partners</b>	We aim for healthy mutual growth and development with our business partners.	Cooperation with business partners	CSR in the Value Chain >
<b>Employees</b>	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 with integrity and compassion.	Employee satisfaction levels	Fair Personnel System and Management (Raising Employee Satisfaction Levels) >
		Dialogue	CSR Initiatives Aiming To Be a "Good Company" >
<b>Local Communities and Societies</b>	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 soundly protect the global environment for future generations. In addition, by partnering with NPOs, etc., we conduct mangrove planting projects and experience-based environmental protection activities mainly focusing on children.	Awards	External Evaluations and Participation in Initiatives >
		Initiatives	External Evaluations and Participation in Initiatives >
		CSR Dialogue	Stakeholder Engagement (Fiscal 2018 CSR Dialogue) >
		Mangrove Planting Project	Preserving Biodiversity through Products and Services (Green Gift Project: Mangrove Planting) >
		Experience-based environmental protection activities	Protection of Biodiversity through Products and Services (Green Gift: Planet GENKI Program) >
<b>Research Institutions</b>	To respond to disasters caused by climate change, we will sophisticate our natural disaster risk assessment through industry-academia collaboration and will provide products and services for stable responses to disasters in the future.	Climate change and natural disaster risk research	Making Society Resilient to Natural Disasters >
<b>External Initiatives, Organizations, Governments</b>	To respond to global-scale issues such as climate change, poverty, human rights and resource and energy issues and help create a secure, safe and sustainable future, we will collaborate with governments and industry organizations and participate in initiatives that include the United Nations Global Compact and the United Nations Environment Programme Finance Initiative (UNEP FI), and undertake activities in cooperation with a variety of stakeholders toward resolving these issues.	Participation in initiatives	External Evaluations and Participation in Initiatives >
<b>Media</b>	Based on the Tokio Marine Group CSR Charter that states, "We intend to disclose information timely and appropriately and to promote dialogue with all our stakeholders to ensure effective corporate management," we will cooperate with the media and carry out fair, timely and proper disclosure of company information to gain the trust and understanding of our stakeholders.	News release	<a href="#">News release</a>
		Tokio Marine Holdings corporate website (CSR page)	<a href="#">Tokio Marine Holdings Corporate Website (CSR Page)</a>

[Implementation of Stakeholder Engagement \(PDF/242.5KB\)](#) PDF

## Fiscal 2018 CSR Dialogue

In the name of “CSR Dialogue,”Tokio Marine Group regularly invites outside experts to share the latest knowledge on CSR with management and to engage in dialogue (exchange views and engage in discussions) about Tokio Marine Group’s CSR initiatives. On December 19, 2018, we invited prominent figures and asked their opinions about the CSR initiatives of Tokio Marine Group in line with the latest social situation in the field of CSR. Several opinions offered by these experts are provided herein.



### ■ Participants

(Affiliations and positions are as of the date of the convening of the dialogue.)



**Hidemitsu Sasaya**  
Corporate Advisor  
ITO EN, Ltd.



**Tsuyoshi Nagano**  
President and Group CEO  
Tokio Marine Holdings, Inc.



**Makoto Okada**  
Senior Managing Executive  
Officer  
Tokio Marine Holdings, Inc.



**Takayuki Yuasa**  
Senior Managing Executive  
Officer  
Tokio Marine Holdings, Inc.



**Toshifumi Kitazawa**  
President & Chief Executive  
Officer  
Tokio Marine & Nichido Fire  
Insurance Co., Ltd.

### ■ 1. Management Focused on the Sustainable Development Goals (SDGs)

An insurance company is a business operator having contact with people and companies in all business categories through its insurance business, involving a large number of stakeholders and having a significant impact on society through product development. I hope you will incorporate the globally pursued SDGs into your management strategies, promote the permeation of these goals within the Group and take the lead in efforts to increase their recognition worldwide.

#### [Tokio Marine Group’s response policies]

For Tokio Marine Group, the resolution of social issues is the very goal of our business, and we have been working to resolve natural disaster and other social issues even before the SDGs were adopted. In fiscal 2019, we will step up our efforts by explicitly integrating the SDGs into the Group CSR strategies. Working with our stakeholders, we will continue to endeavor for the resolution of social issues through all our business activities from a long-term perspective.

### ■ 2. Value Creation Story

We are in an age in which the quality of conveying a company’s value creation story is crucial in ensuring good investor relations (IR) and public relations (PR). I think you would be able to better express your philosophy “To Be a Good Company” if you can clearly define the link between the SDGs and your strength-based business model and business model-based value creation story.

#### [Tokio Marine Group’s response policies]

Since fiscal 2018, Tokio Marine Group has been referring to the Guidance for Integrated Corporate Disclosure and Company-Investor Dialogues for Collaborative Value Creation advocated by Japan’s Ministry of Economy, Trade and Industry in preparing its Integrated Annual Reports. In the 2019 Integrated Annual Report, we incorporated the SDGs into our value creation model and showed our initiatives toward the attainment of the SDGs in a table in the Environmental, Social and Governance Initiatives and Contributions to the United Nations Sustainable Development Goals section. We will continue to improve the quality of conveying our value creation story.

### ■ 3. Promoting the Permeation of the SDGs throughout the Group

I believe efforts to promote the permeation of the SDGs throughout the Group should be made in a way that factors in the individual positions and roles at the management level and at the actual operation level. For sales personnel, for example, it is essential to organize the SDGs-related initiatives into easily comprehensible, familiar themes from their perspective. Providing relevant education regarding them is also important.

## Tokio Marine Group's response policies

We will promote the permeation of the SDGs throughout the Group by using CSR Dialogues and the CSR Board at the management level. At the actual operation level, we will do so by providing training for CSR Key Persons (CSRKP), CSR education and SDGs-related tools. For the latter, the CSR Division and other relevant departments jointly support the development of tools to raise awareness of SDGs. From fiscal 2019, we also changed the name of our annual CSR Booklet to the Sustainability Booklet to clearly show the link between the Group's initiatives and the SDGs. We will use the booklet in promoting the permeation of the SDGs throughout the Group and communicating with customers with regard to the SDGs.

### Responding to Opinions in the CSR Dialogue

Thank you for your valuable opinions. We will utilize these opinions in our future activities to accelerate our initiatives for resolving various issues facing society.

We aim to be a "Good Company" that supports customers and society in all times of need. Based on dialogue and collaboration with our stakeholders in all areas of our business, from products and services to respect for human rights and dignity, protection of the global environment, contribution to local communities and societies, governance and stakeholder engagement, all employees will work together to create a secure, safe and sustainable future with a focus on our three core CSR themes.

#### Makoto Okada

Senior Managing Executive Officer  
Tokio Marine Holdings, Inc.

## Opinions Received from Experts in the Past and Subsequent Responses

Date of dialogue	Items	Opinions	Status of Group's response
January 25, 2011	Global CSR initiatives	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.	Tokio Marine & Nichido is actively participating in global initiatives, which include serving as a Board Member for UNEP FI-PSI (United Nations Environment Programme Finance Initiative Principles for Sustainable Insurance) for Asia.
	Innovative initiatives	I'd like to see the implementation of environment-conscious initiatives that go beyond mere reductions of CO <sub>2</sub> emissions and paper consumption (e.g., the total use of FSC-certified paper, investments in renewable energy).	<ul style="list-style-type: none"> <li>•Tokio Marine &amp; Nichido makes standard use of "environment-conscious paper" that includes FSC-certified paper.</li> <li>•Marketing of TM Nippon Solar Energy Fund by Tokio Marine Asset Management</li> </ul>

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 various regions throughout the country.
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.	<p>We continually think of creative ways for enabling employees to independently participate in community and social contribution activities through initiatives such as the following.</p> <ul style="list-style-type: none"> <li>•Creation of "List of Recommended Initiatives" that compiles tips for planning community and social contribution activities at each workplace</li> <li>•Participation in initiatives undertaken by the NGOs and NPOs that we support</li> <li>•Plan volunteer tours to support disaster regions and hold in-house solicitations of tour participants</li> </ul>
December 16, 2013	Community and social contribution activities	Solving social issues is requiring even more expertise. I'd like to see activities carried out with an awareness of collaborating with local governments, universities, specialist institutions, NPOs and residents. Also, I'd like to see the development of the next generation of people who will work to protect the environment in regional communities.	We are carrying out industry-academia collaborative risk research with universities and strengthening collaboration with local governments and NPOs in domestic environmental protection activities while working to solve various social issues. We are undertaking environmental awareness and education activities through the implementation of Green Lessons for elementary school children and carrying out environmental protection activities in the Green Gift Project.
	CSR management	I suggest setting "development of people" as materiality and ascertain needs in each region while promoting financial and environmental education and advancing these with initiatives used in your main business.	We set "Supporting People" as one core CSR theme in the new mid-term business plan (FY 2015–2017) and are implementing CSR. From fiscal 2012 we have been holding Disaster Prevention Lessons to raise the disaster prevention awareness of elementary school children. We will reflect regional characteristics and the outcomes of industry-academia collaborative risk research to the present into this program while also focusing on further improving this program. We have also started the development of a financial education program based on the theme of insurance as our main business.

Date of dialogue	Items	Opinions	Status of Group's response
January 30, 2015	Taking on the challenge of meeting global social issues	I'm hoping to see Tokio Marine Group utilize its knowledge and experience and actively participate in United Nations partnerships and international conferences for disaster prevention and mitigation as well as play an active role in the creation of an international framework as a Japanese company and an industry opinion leader.	Tokio Marine Group participates in the United Nations Office for Disaster Risk Reduction (UNISDR) — Private Sector Alliance for Disaster Resilient Societies (ARISE) and the United Nations Environment Programme Finance Initiative (UNEP FI). At the Third United Nations World Conference on Disaster Risk Reduction held in Sendai in March 2015, we disseminated information about such industry-academia collaborative research results as a stochastic risk assessment method for earthquake-induced tsunamis as well as the Group's disaster-related solutions and promoted discussions for deploying the roles fulfilled by the insurance industry toward solving disaster issues and reducing damage. A Group member is presently participating in the creation of a framework for global climate-related financial disclosures as a member of the Financial Stability Board's (FSB's) Task Force on Climate-related Financial Disclosures (TCFD).
January 30, 2015	Visualization of the social impact of CSR	Amid expectations for strategic CSR by companies, it is essential to incorporate a perspective that looks at what types of impact Tokio Marine Group's activities are having on social issues. I'd like to see this done, for example, through the "visualization" and disclosure of the impact of mangrove planting on local communities.	We commissioned an external think tank to investigate the social impact of mangrove planting that we have carried out since 1999. Calculations show that as of the end of March 2014, mangrove planting has generated economic value of around 35 billion yen and brought positive effects to the mangrove forests and the approximately 1.25 million people living in the surrounding regions. We introduce the Mangrove Planting Project in our news releases as well as in a Special Feature article in the CSR Booklet 2016.
	Take on the challenge of turning risks into "opportunities"	I would like to see Tokio Marine Group, as a professional in risk management, turn future risks of the global community into "opportunities."	We will seize changes in risk accompanying the frequent occurrence of natural disasters and shifting demographics as business opportunities that lead to growth. We will also further advance our CSR initiatives that bring major changes to risk and will focus efforts on our three core CSR themes of "Providing Safety and Security," "Protecting the Earth" and "Supporting People." By doing so, we will contribute to the creation of a secure, safe and sustainable future.
	CSR materiality and CSR approach	•Isn't "Information Security" also an important issue as a core CSR theme? •How about rearranging core CSR themes into five steps as a CSR approach?	•We reflected these opinions in Tokio Marine Group's CSR materiality (important issues) and core CSR themes set in accordance with the new mid-term business plan "To Be a Good Company 2017." This included setting "Information Security" as an element of internal control within CSR materiality (important issues). •We established a "CSR approach" that rearranged core CSR themes into five steps to ensure that the actions of each employee lead to value generation in the future.

February 17, 2016	CSR initiatives through our main business	I'd like to see Tokio Marine, as a trailblazing company in CSR, express the direction it intends to advance its CSR activities that are connected to the 2030 global SDGs.	In our Sustainability Report 2016, we established the item "Relationship between Group Initiatives and SDGs" and expressed the direction of efforts for CSR activities that are connected to the SDGs.
	Disseminating information to society	I felt that the communication and design were inadequate. I look forward to seeing Tokio Marine Group disseminate information with a greater awareness of the visualization and visibility of its CSR activities.	We created and published "CSR Booklet 2016" keeping in mind communication and design. This booklet won the "Easy-to-Understand Award" in the UCDA Award 2016. Besides obtaining UCDA Easy-to-Understand certification, we disseminated information in "CSR Booklet 2017" by utilizing infographics.
February 17, 2016	Toward "To be a Good Company"	Companies are public institutions within society that contribute to society through their businesses. In doing so, three key factors enable companies to carry out vigorous business operations. The first is to contribute to all company stakeholders that include employees, customers, suppliers, local communities and the earth. The second is to continuously contribute to all stakeholders over the medium and long term rather than pursuing short-term results. The third is to take on challenges assuming maximum tolerable risk.	The idea that "companies are public institutions within society that contribute to society through their businesses" corresponds with Tokio Marine Group's thinking that "CSR is synonymous with the implementation of its Corporate Philosophy and that promoting efforts to solve societal issues will lead to the Group's sustainable growth." Tokio Marine Group will make unceasing efforts to be a "company indispensable throughout society" and that is chosen by customers by getting close to our customers and local communities and making efforts to support this challenge.
January 17, 2017	CSR Initiatives through Our Main Business ~ Providing Value to Stakeholders	To sustain operations over the long term, companies should arrange and rebuild their own mission and initiatives from the perspectives of principal stakeholders to provide appropriate value and ensure the allocation of returns to each respective stakeholder.	Tokio Marine Group believes CSR is synonymous with the implementation of its Corporate Philosophy and regards CSR as an issue for raising the trust of customers and local communities and for generating social value. In the future as well, we will focus on dialogue, collaboration and cooperation with stakeholders that include customers, business partners and members of the local community. We will also promote CSR activities with the participation of every employee through all our business activities, from the provision of products and services to donations and volunteer activities. Additionally, we will make efforts toward value creation together with our stakeholders.

Date of dialogue	Items	Opinions	Status of Group's response
January 17, 2017	Permeating CSR within the Group companies	The most important point in permeating CSR within a company is the understanding and strong message from top management. The next task is to build a scheme that skillfully involves employees.	Tokio Marine Group believes that CSR represents the implementation of its Corporate Philosophy and promotes CSR activities with the participation of every employee through all business activities. For example, with top management actively leading the way, Tokio Marine Group participates in initiatives for "learning about," "watching" and "taking part in" sports for persons with disabilities and widely disseminates information about these initiatives and their value across society through its CSR Booklet.
	ESG investment becomes mainstream	I am hoping to see Tokio Marine Group make efforts to further enhance and promote ESG investment initiatives and ESG information disclosure.	Three Tokio Marine Group companies, namely Tokio Marine Asset Management, Tokio Marine Capital and Tokio Marine & Nichido, are signatories to The Principles for Sustainable Insurance (PSI) of the UNEP FI and are working to promote ESG investment as asset managers and as asset owners and will step up these efforts in the future.
December 19, 2018	Contributing to the Attainment of SDGs through Business Activities	SDGs require the efforts of the private sector based on the idea of benefits for five sides that include sellers, buyers, society, our future and the earth. One of the main facets of the SDGs is "No one left behind," which values inclusiveness and diversity. One representative group that tends to get left behind is youth, who are the bearers of our future. The earth is something borrowed from our children. Therefore, I ask for everyone's cooperation in promoting the SDGs to ensure the earth continues to be sustainably handed down as something beautiful to the next generation.	Tokio Marine Group has set "Supporting People" as one core CSR theme and actively promotes education and awareness activities for children, who are responsible for our future. For example, Tokio Marine Group holds a variety of programs with the participation of all employees that include Disaster Prevention Lessons to prepare for the next major disaster and Green Lessons based on the theme of mangroves (both for elementary school children) as well as Group Work on Managing Risks and Opportunities (for junior high school and high school students), a career education program that provides an awareness of insurance through a management game. In the future as well, Tokio Marine Group will promote education and awareness activities for children.
	Responding to the Protection Gap	Urbanization and slumification are progressing throughout the world. During the next 10 years, 95% of the world's urbanization will occur in developing countries while the population of persons living under vulnerable circumstances will also increase. These persons are especially vulnerable to disasters. Natural disasters are increasing in scale due in part to the impact of climate change. Protecting these vulnerable persons is thus also one reason for companies to promote the SDGs.	In 2001, Tokio Marine Group established IFFCO-TOKIO General Insurance Co., Ltd. (IFFCO-TOKIO), a non-life insurance company, as a joint venture with Indian Farmers Fertiliser Cooperative Limited (IFFCO), which has a nationwide network of 38,000 member cooperatives, and started offering auto, fire and other insurance in India. At the same time, Tokio Marine Group sought to resolve the lifestyle of uncertainty faced by farmers in India through insurance and is developing and providing weather insurance and microinsurance (low-cost insurance) as well as accident insurance as an incidental to fertilizer and grain and medical insurance with subsidies from the local state governments in India's rural communities. In the future, Tokio Marine Group will continue contributing to the development of regional communities and solving poverty issues by providing products and services for socially vulnerable persons in India and other regions.

December 19, 2018	Principles-Based Regulatory Compliance and Sustainable Corporate Value Creation	The dramatically accelerating speed of technological progress and innovation has made it increasingly difficult for regulatory and supervisory authorities to assume every situation and establish rules beforehand. Regulatory authorities thus have no choice but to just issue major policies such as corporate governance codes. Against this backdrop, respective corporate governance reforms are being undertaken, such as those implemented globally to "prevent a recurrence of the so-called Lehman Brothers shock," as well as those in Japan to "raise earnings power." All of these aim toward the direction of "sustainable corporate value creation." In Tokio Marine Group as well, I look forward to seeing the establishment of principles-based management strategies and policies and the promotion of management that sustainably raises corporate value.	Tokio Marine Group believes CSR is synonymous with the implementation of its Corporate Philosophy and strives to strengthen its management foundation throughout all its business activities. Regarding corporate governance, Tokio Marine Group has endorsed the Corporate Governance Code and aims to build a sustainable management structure based on the principles of the Code. For example, under the Corporate Governance Code, publicly listed companies should appoint at least two independent outside directors. However, the Company proceeded early on to strengthen corporate governance functions such as by appointing three or more outside directors since the establishment of the current company in 2002. Going forward, Tokio Marine Group will work to raise corporate value in a sustainable manner.
	ESG Investment Becomes Mainstream	As expressed in "Guidance for Integrated Corporate Disclosure and Company-Investor Dialogues for Collaborative Value Creation" (Guidance for Collaborative Value Creation) announced by the Ministry of Economy, Trade and Industry (METI) in 2017, companies must demonstrate to investors that solving issues related to ESG through business activities is the source of corporate value creation. Rather than talking about only individual elements of ESG, companies are being asked to comprehensively identify these as elements of medium-to-long-term risks and opportunities and consider how these elements are being incorporated into corporate growth strategies, what type of influence these have on the sustainability of business models and how these are being addressed strategically.	Tokio Marine Group regards ESG issues that are strongly connected to the insurance business, such as "climate change and natural disasters," "demographic changes" and "technology innovation," as CSR materiality. Tokio Marine Group is working to create a society resilient to natural disasters, promote health management and support the building of an ultra-smart society through all its business activities, from providing products and services to promoting donation and volunteer activities. In these areas as well, we will also comprehensively consider ESG issues as risk and opportunity elements and make efforts to solve social issues and raise corporate value. Moreover, through our Integrated Annual Report and Sustainability Report, we will strive to further enhance communication with investors and other stakeholders regarding our initiatives aimed at solving ESG issues.

## Engagement with Shareholders and Investors

To assure transparent and fair management, Tokio Marine Holdings works for timely and appropriate information disclosure, while implementing a variety of measures to realize fair and constructive dialogue with domestic and overseas shareholders and investors.

For institutional investors, besides holding conference calls on financial results, we also hold IR briefings led by top managers, beginning with the Group CEO, following the interim and fiscal year-end financial results, and at these briefings these managers explain management strategies and the progress of these strategies and hold dialogues. We held an IR briefing on our overseas business, which had been much requested by investors, for the first time in fiscal 2018. The session was held in three major regions in the world, namely, London, New York and Tokyo, with the participation of top management of our major Group companies overseas. Additionally, we actively hold interviews with shareholders and investors in Japan and overseas and held a total of 410 interviews in fiscal 2018. For individual investors, we hold an annual IR conference led by the Group CEO, while the IR officer and others actively convene briefings in various cities throughout Japan.

The valuable opinions that the Company receives from shareholders and investors through these activities and the General Meeting of Shareholders are regularly reported to the Board of Directors, shared broadly as feedback to management and all Group employees and are used in improving management.

Tokio Marine Group actively disseminates IR information in Japanese and English on its website and posts a wide range of various types of information that assists in making investment decisions.



Briefing for individual investors

## Principal IR Activities

<b>Briefings for analysts and institutional investors</b>	Besides holding conference calls on financial results, we convened a briefing (November 2018) about the state of progress of our Mid-Term Business Plan "To Be a Good Company 2020," which was launched in fiscal 2018, and also held an IR briefing (May 2019) on "Tokio Marine Group's management strategy." At the briefings, the management team, led by the Group CEO, provided explanations and engaged in question and answer sessions with attendees.
<b>Briefings for individual investors</b>	Held a briefing for individual investors led by the Group CEO on the theme of "Tokio Marine Group's management strategy." Also held briefings in various cities in Japan by the IR officer, mainly at seminars sponsored by securities companies (a total of 14 times in fiscal 2018).
<b>Briefings for overseas investors</b>	Held individual meetings for overseas investors by the Group CEO and IR officer in the United States, Europe and Asia and explained the Group's management strategies, business plan, business results and other conditions.
<b>Disseminating IR information through our website</b>	Tokio Marine Group strives to disseminate accurate information in a fair manner through its website. In addition to timely disclosure of financial results and other information, Tokio Marine Group posts a wide range of various types of information in Japanese and English that helps with investment decisions. This includes annual securities reports, IR materials and preliminary reports regarding the monthly business results of principal subsidiaries.

## Engagement with the Local Community

Tokio Marine Group promotes local community and social contribution activities in collaboration with NPOs committed to solving various issues in local communities. For the Mangrove Planting Project, one of the most notable initiatives undertaken by the Group, we have formed a long-term partnership with the NGO Action for Mangrove Reforestation (ACTMANG) specialized in mangrove planting, Organization for Industrial, Spiritual and Cultural Advancement-International (OISCA) and International Society for Mangrove Ecosystems (ISME). Besides planting mangroves, we also cooperate in improving environmental awareness and promoting industries in designated planting regions, such as providing environmental education and workshops for local residents and children. In Japan, we collaborate with Nippon NPO Center, eight Environmental Partnership Offices located nationwide and environment-related NPOs throughout the country and carry out the Green Gift Planet GENKI Program that encourages experience-based, environmental protection activities primarily targeting children.

## External Evaluations and Participation in Initiatives

Tokio Marine Group is working to improve its initiatives in environmental, social and governance (ESG) fields and has received numerous evaluations and awards in Japan and overseas. Also, to contribute to the creation of a safe, secure and sustainable future, Tokio Marine Group also participates in various initiatives that include the United Nations Global Compact (UNGC), the United Nations Environment Programme Finance Initiative (UNEP FI) and the United Nations Principles for Responsible Investment (PRI).



### Evaluation from ESG and SRI Rating Agencies

In recent years, attention has been focused on ESG investment, Socially Responsible Investment (SRI) and Sustainable and Responsible Investment, which evaluate corporate ESG risk and the state of initiatives for business opportunities in addition to corporate economic performance from the perspective of the sustainability of society.

Tokio Marine Holdings works toward transparency in its disclosure of ESG information and has earned high acclaim from numerous global ESG and SRI indexes. As of the end of August 2019, Tokio Marine was listed in the ESG and SRI indexes shown below.

### Inclusion in ESG/SRI Index

ESG or SRI Index/ESG or SRI Rating	Rating Agency
FTSE4 Good Index 	<a href="#">FTSE Russell</a>
FTSE Blossom Japan Index (ESG index) 	<a href="#">FTSE Russell</a>

MSCI Japan ESG Select Leaders Index (ESG index)  MSCI Japan ESG Select Leaders Index	<a href="#">MSCI</a>
MSCI Japan Empowering Women Index (WIN) (thematic index/social)  MSCI Japan ESG Select Leaders Index	<a href="#">MSCI</a>
Dow Jones Sustainability Indice  	<a href="#">Robeco SAM</a>
Ethibel Sustainability Index 	<a href="#">Forum Ethibel</a>
2019 Health & Productivity Stock Selection (fourth consecutive year since 2016) 	Ministry of Economy, Trade and Industry and the Tokyo Stock Exchange
Outstanding Health and Productivity Management 2019, large enterprise category (White 500) (Tokio Marine Holdings, Tokio Marine & Nichido, Tokio Marine & Nichido Life Insurance, Tokio Marine & Nichido Medical Service, Tokio Marine & Nichido Risk Consulting, Tokio Marine & Nichido Systems)	Ministry of Economy, Trade and Industry
2019 Nadeshiko Brand 	Ministry of Economy, Trade and Industry and the Tokyo Stock Exchange

## Participation in Initiatives

Tokio Marine Group supports and respects the Universal Declaration of Human Rights, the ILO Core Labour Standards and the OECD Guidelines for Multinational Enterprises. Also, Tokio Marine Group will contribute to the creation of a safe, secure and sustainable future in collaboration with various stakeholders through participation in initiatives beginning with the United Nations Global Compact (UNGC) and the United Nations Environment Programme Finance Initiative (UNEP FI).

### ■ Human Rights, Labour, the Environment and Anti-Corruption

#### 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 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 a signatory to and expresses its support for the UNGC since 2005.

Tokio Marine Holdings is participating in the United Nations Global Compact Network Japan (GCNJ) and in fiscal 2018 participated in such initiatives as the Meeting for Considering the Management of Tomorrow, SDGs Working Group and the Disaster Prevention and Mitigation Working Group, among others. From fiscal 2019 and beyond, Tokio Marine Holdings will promote these initiatives as "PARTICIPANT."

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

[Communication on Progress \(PDF/663.3KB\)](#) 

[The United Nations Global Compact](#)

### ■ Sustainable Finance and Insurance

#### UNEP FI Principles for Sustainable Insurance (UNEP FI-PSI)

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. In December 2017, the Asia Pacific Roundtable marking UNEP FI's 25th anniversary was held in Tokyo. Tokio Marine & Nichido provided support for this roundtable as a sponsor and disclosed climate-related financial data, proactively participated in insurance-themed conferences and contributed to the discussions at these conferences.



[UNEP FI](#)

The Principles for Sustainable Insurance (PSI) of the UNEP FI is a Working Group that surveys, researches and executes environmental, social and governance (ESG) initiatives 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. The company is promoting insurance industry initiatives that consider ESG issues together with insurance companies in regions around the world.

From fiscal 2018, Tokio Marine & Nichido participates in the PSI TCFD Insurer Pilot Working Group and is working to create guidelines of climate-related financial disclosure based on TCFD recommendations related to the global insurance industry.

[PSI of UNEP FI](#)

## Ministry of the Environment Principles for Financial Action towards a Sustainable Society (Principles for Financial Action for the 21st Century)

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 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 fulfill their necessary responsibilities and roles for the formation of a sustainable society based on their concerns about the future of the earth.

Within Tokio Marine Group, Tokio Marine & Nichido is actively participating as a member of the drafting committee and the following seven other Group companies have agreed with the intent of and signed the Principles. (As of August 31, 2019)

- Tokio Marine & Nichido Fire Insurance
- Tokio Marine & Nichido Life Insurance
- Nisshin Fire & Marine Insurance
- E. design Insurance
- Tokio Marine Millea SAST Insurance
- Tokio Marine Asset Management

In fiscal 2018, Tokio Marine & Nichido and Tokio Marine & Nichido Life participated in the initiatives of the Insurance Business Working Group. At the Ordinary Meeting of the Principles for Financial Action convened on March 11, 2015, earthquake and earthquake-induced tsunami risk research (industry-academia collaboration) carried out by Tokio Marine & Nichido and Tohoku University was selected as a Good Practice (insurance category).

In the future as well, Tokio Marine Group will continue to promote initiatives toward the formation of a sustainable society.

[Principles for Financial Action for the 21st Century](#)



## Sustainable Investment

### UN Principles for Responsible Investment (PRI)

The United Nations Principles for Responsible Investment (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 Tokio Marine Group companies agree with the thinking of PRI and have signed the Principles.

Signatories (Timing)	Initiatives
<b>Tokio Marine Asset Management (April 2011)</b>	Signed the UN-supported PRI initiative, accepting these Principles as an asset management company. The company established a responsible investment committee composed of the chief asset managers of each line, as well as a responsible investment group. Through these steps, the company develops basic policies, processes and systems concerning responsible investment, and undertakes initiatives that take into account ESG issues during investment analysis, product development and exercise of voting rights.
<b>Tokio Marine &amp; Nichido (August 2012)</b>	As an insurance firm that has taken ESG issues into account in its insurance underwriting, investment analysis and other actions, the company signed the PRI.

### Japan Sustainable Investment Forum

Japan Sustainable Investment Forum (JSIF), a not-for-profit organization (NPO), carries out activities to promote the spread and development in Japan of sustainable investment and ESG investment, which are actively undertaken in Europe and the United States. JSIF functions as a venue for information and opinion exchanges, discussions and investigative research among persons involved with SRI and ESG investment and aims for the sound development of SRI and ESG investment and for the building of a sustainable society.



As a member of JSIF, Tokio Marine & Nichido is participating in investigative research on SRI and ESG investment and in initiatives for the sound development of this investment.

[Japan Sustainable Investment Forum \(JSIF\)](#)

## ■ Climate Change and Natural Disasters

### Caring for Climate

Launched in 2007, Caring for Climate is an international initiative convened by the United Nations Global Compact (UNGC), the United Nations Environment Programme (UNEP) and United Nations Framework Convention on Climate Change (UNFCCC) that is aimed at expanding the roles of business in devising climate change measures. As a member of Caring for Climate, Tokio Marine & Nichido is promoting initiatives for climate change measures.

Tokio Marine & Nichido's Mangrove Planting Project that commenced in 1999 and its Green Gift Project that began in 2009 were incorporated as leading climate change adaptation practices in the Caring for Climate report released in 2015 and entitled "The Business Case for Responsible Corporate Adaptation: Strengthening Private Sector and Community Resilience." This report was made public at the Caring for Climate Business Forum, an event related to COP21 convened in Paris in December 2015.

[Caring for Climate](#)

[A Caring for Climate Report \(PDF/3.0MB\)](#) 

### The United Nations Office for Disaster Risk Reduction (UNDRR) — Private Sector Alliance for Disaster Resilient Societies (ARISE)

In November 2015, The United Nations Office for Disaster Risk Reduction (UNDRR), a strategic framework for disaster risk reduction adopted by United Nations member countries in 2000, launched Private Sector Alliance for Disaster Resilient Societies (ARISE) toward the strengthening and reorganization of the Private Sector Partnership for Disaster Risk Reduction (DRR-PSP) for disaster prevention that Tokio Marine & Nichido joined in 2014.

Tokio Marine & Nichido participated as a member of DRR-PSP in the Third United Nations World Conference on Disaster Risk Reduction held in March 2015 in Sendai and sponsored by UNDRR. Tokio Marine & Nichido contributed to the success of the conference by holding three public forums and operating an exhibition booth in cooperation with Tohoku University and The Geneva Association.



Third United Nations World Conference on Disaster Risk Reduction (Sendai, March 2015)

In June 2014, Tokio Marine & Nichido participated in the 6th Asian Ministerial Conference on Disaster Risk Reduction in Bangkok, Thailand, sponsored by UNDRR and the government of Thailand, and in November 2016 participated in the 7th Asian Ministerial Conference on Disaster Risk Reduction held in New Delhi, India, and sponsored by UNDRR and the government of India. In July 2018, Tokio Marine & Nichido participated in the 2018 Asian Ministerial Conference on Disaster Risk Reduction held in Ulaanbaatar, Mongolia, and sponsored by UNDRR and the government of Mongolia. At these conferences, Tokio Marine & Nichido made presentations on its industry-academia collaboration initiatives as well as on the economic value of mangrove planting.

On March 10, 2017, ARISE Network Japan held a public symposium in Tokyo based on the theme "How businesses meet the challenge of extreme weather events ~ The challenge of companies toward disaster resilience." Tokio Marine Research Institute held a lecture based on the theme "Modeling flood risks of the Arakawa River valley during global warming under future climate change" and disseminated information that included research outcomes through the promotion of industry-academia collaboration.

Tokio Marine Group will continue to contribute to the creation of a safe, secure and resilient future.

[Convening of Public Forums at the Third UN World Conference on Disaster Risk Reduction \(in Japanese\) \(PDF/2.89MB\)](#) 

### The Geneva Association — Climate Change and Emerging Environmental Topics (CC+EET)

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, Tsuyoshi Nagano, President and Group CEO of Tokio Marine Holdings, leads and supports surveys and research on important insurance industry issues (financial stabilization and regulation, extreme events and climate risk, aging of society, etc.) handled by the association. At the same time, as Joint-Chairman of the "Climate Change and Emerging Environmental Topics" working group, he is taking the lead in undertaking surveys and research on climate change and natural disaster risk and disseminating related information to society.



## ClimateWise

ClimateWise is an initiative in which approximately 30 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. The initiative is operated by the University of Cambridge Institute for Sustainability Leadership (CISL) and participants from Tokio Marine Group include Tokio Marine & Nichido and Tokio Marine Kiln. Tokio Marine Kiln Group CEO Charles Franks serves as a member of the ClimateWise Advisory Council.

In the future as well, Tokio Marine Group will continue to promote efforts toward mitigating and adapting to climate change.

## Activities Report

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

## Asia-Pacific Financial Forum

The Asia-Pacific region faces high natural disaster risk and many areas are vulnerable to natural disasters. At the same time, the region is also accumulating assets along with economic growth. In view of these factors, enhancing economic indemnification against natural disasters in some form is an urgent issue for the sound development of Asia-Pacific Economic Cooperation (APEC) member economies and also from humanitarian and national finance perspectives.



The Asia-Pacific Financial Forum (APFF), established in April 2013 in response to this situation as a platform for public-private sector cooperation under APEC to promote the further integration and development of financial and capital markets and financial services in the Asia-Pacific region, recognizes disaster risk as one principal issue and has established a review team. In September 2015, the Cebu Action Plan (CAP) was adopted at the Asia-Pacific Economic Cooperation's Finance Ministers Process (FMP). Within CAP, Disaster



Risk Financing and Insurance (DRFI<sup>\*</sup>, Disaster Risk Financing and Insurance) was declared as a priority issue and the importance of collaboration with the private sector was emphasized. To implement the action issues specified under CAP, the Working Group on Disaster Risk Financial Solutions composed of finance authorities from nine APEC member economies and related international organizations was launched and APFF is participating in discussions as a member. As part of such initiatives, Tokio Marine & Nichido held the industry-academia collaboration panel discussion "Building a disaster-resilient community in the Asia-Pacific—The power of science and insurance" at the World Bosai Forum in Sendai, Miyagi Prefecture, in November 2017. At this forum, a discussion was held on the ways scientific knowledge is helpful in designing disaster risk financing from the perspective of the Asia-Pacific region and the points of this discussion were reflected in the chairperson's summary at this forum. Meanwhile, APFF participated in the APEC Workshop on Financial Management of Public Assets against Disaster Risks, which was held in June 2018 at the World Bank's Tokyo office and convened practitioners from finance ministries in APEC member economies. At this workshop, APFF demonstrated actual examples of how risk modeling techniques of insurance companies can be used effectively in disaster risk management for public assets and emphasized the effectiveness of participation by private insurance companies in preparing for public asset disaster risk.

Tokio Marine & Nichido (Masaaki Nagamura, Special General Manager of Corporate Planning Dept.) is participating as a member of APFF and is leading discussions on DRFI within APFF.

Tokio Marine Group will contribute to the creation of sustainable frameworks that respond to the state of development in each economy through dialogue with finance officials in each country as well as with other finance and insurance related parties.

<sup>\*</sup> DRFI is a broad concept that bundles multiple countries and offers a wide variation of insurance schemes that range from insurance that covers natural disaster risk, with countries being the insured party, to schemes under which private-sector insurance companies provide earthquake insurance coverage for individual customers possessing regular homes and household goods, with governments serving as reinsurers.

## ■ Climate Change Disclosure

### CDP

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.



### Financial Stability Board (FSB) Task Force on Climate-related Financial Disclosures (TCFD)

The Financial Stability Board (FSB) is a body that promotes coordination among authorities responsible for responding to vulnerabilities in the financial system and for ensuring the stability of the financial system. Participants include representatives from central banks, financial supervisory authorities and finance ministries from various countries and regions as well as from principal standards establishment entities, the IMF, World Bank, BIS and OECD.



The Task Force on Climate-related Financial Disclosures (TCFD) is entrusted by the FSB to formulate voluntary recommendations for consistent, comparable, reliable, clear and efficient climate-related disclosures by companies in the financial sector and it released its final recommendations in June 2017.

Tokio Marine Holdings is supporting the activities of the TCFD and is working toward policy recommendations for encouraging disclosure that will contribute to the enhancement of investment decisions by engaging in discussions and exchanging opinions with public and private related parties in Japan and overseas.

## ■ Environmental Value Creation

### Ministry of the Environment Eco-First System

Eco-First is a system under which companies pledge to the Ministry of the 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. In fiscal 2014, Tokio Marine & Nichido obtained recertification based on a new agreement. 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 the Green Gift Project” and “research centered on industry-academia collaboration that focuses on climate change and natural disasters.” The main activities being undertaken by Tokio Marine & Nichido as an Eco-First company are as follows.

- Provision of environmentally conscious insurance with the participation of customers through the Green Gift Project
- Reducing own CO<sub>2</sub> emissions by 40% by fiscal 2020 (compared with in fiscal 2006)
- Implement environmental awareness activities for children such as the Children's Environmental Award program, Green Lessons, Disaster Prevention Lessons and others.

In fiscal 2017, as a top-notch company within the insurance industry, Tokio Marine & Nichido participated in events sponsored by the Eco-First Promotion Council together with other Eco-First companies and carried out environmental awareness activities. Going forward, Tokio Marine & Nichido will continue to promote initiatives for protecting the global environment and preventing global warming as an Eco-First company.

## Endorsement of the Ministry of the Environment's COOL CHOICE

The government of Japan has set the target of attaining a 26% reduction in greenhouse gas emissions by 2030 compared with fiscal 2013. COOL CHOICE is a national campaign that encourages all “smart choices” that contribute to countermeasures for global warming, including for Japan’s energy-saving and low-carbon products, services and behavior.



Tokio Marine & Nichido endorses COOL CHOICE, a national campaign being carried out by the government to counter global warming, and will work to make “smart choices” that contribute to the realization of low-carbon operations in all business activities. This includes not only striving for power savings in summer and winter but also in areas ranging from products and services to donations and volunteer activities.

## Endorsement of the Ministry of the Environment’s “Fun to Share” Climate Change Campaign

The Ministry of the Environment has been undertaking the Fun to Share climate change campaign since March 2014. By sharing with all citizens information, technologies and knowledge leading to the creation of an enriched low-carbon society, the campaign aims to not only foster interest in and a sense of crisis about global warming concerns but also create opportunities for linking companies, organizations, communities and citizens and realize Japan’s first “Lifestyle Innovation,” in which Japan can take pride, throughout the world.



Tokio Marine & Nichido has endorsed the Fun to Share campaign and is actively promoting initiatives toward the realization of a low-carbon society.

## Green Purchasing Network

The Green Purchasing Network was established in 1996 as a facilitative network and an information-disseminating organization of companies, government agencies and non-government organizations leading the way in green purchasing. The network was established based on the recognition that green purchasing plays a crucial role in the formation of markets for environment-friendly products and represents an extremely effective means of promoting the development of environment-friendly products through markets and by extension for building a sustainable society. As a member of the Green Purchasing Network, Tokio Marine & Nichido promotes initiatives for green purchasing.



Tokio Marine & Nichido is a member of the Green Purchasing Network.



To earn the trust of all people and society and achieve sustained growth, Tokio Marine Group must raise the quality of initiatives for addressing governance issues based on “governance,” “internal control” and “risk management” and build a resilient structure for highly sound and transparent management as a global insurance group.

Tokio Marine Group is “strengthening CSR management” as the basis for implementing CSR. Tokio Marine Group will strive to make qualitative improvements to corporate governance, compliance and risk-based management (ERM: enterprise risk management) from the perspective of strengthening global-based operations and management while responding appropriately to changes in the global economy and financial environment and the strengthening of international supervisory regulations, as well as make efforts to generate and distribute economic value. By doing so, Tokio Marine Group aims to raise the level of stakeholder trust and contribute to the creation of a secure, safe and sustainable future.

**CSR Materiality (Material Issues)**

- Enterprise Risk Management (ERM)
- Corporate governance / Internal control
- Strengthening of international supervisory regulations
- Changes in the global economy and financial environment
- Generate and distribute economic value

Tokio Marine Holdings has formulated the “Fundamental Corporate Governance Policy” and appropriately exercises control over its Group companies. To achieve further development as a corporate group possessing profitability, growth potential and soundness, in accordance with the “Basic Policies for Internal Controls,” Tokio Marine Holdings has appropriately established and operates an internal control system for management control of Group companies as well as for compliance and risk management.

Through the application of its Corporate Philosophy, Tokio Marine Group strives to contribute to the sustainable development of society while perpetually enhancing the Group’s corporate value. Based on this thinking, we formulated the “Tokio Marine Group CSR Charter” as action guidelines for all employees and are working to respect and promote the recognition of human rights among stakeholders and in our value chain. Additionally, we aim to contribute to the realization of a sustainable society through sustainable investment and financing that gives consideration to environmental, social and governance (ESG) issues.

**Value Creation** Continuously Enhancing Shareholder Value



**Corporate Governance >>**  
We formulated the Tokio Marine Holdings Fundamental Corporate Governance Policy.

**Internal Control >>**  
The Tokio Marine Group’s internal control initiatives are introduced.

**Initiatives for Building a Low-Carbon Society >>**  
Tokio Marine Group specifies climate change and natural disasters as issues having CSR materiality (material CSR issues) and is disclosing climate-related information based on the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).

**Respect for Human Rights >>**  
In implementing our Corporate Philosophy, we have formulated the Tokio Marine Group CSR Charter as principles of conduct required from the perspective of social responsibility, and we strive to respect and promote the recognition of human rights among stakeholders.

**CSR in the Value Chain >>**  
We are executing environmental, social and governance (ESG) initiatives that are integrated into our value chain. In terms of respect for human rights, in particular, we strive to respect and promote the recognition of human rights within the value chain based on the Tokio Marine Group CSR Charter.

**Creating a Society Where People Can Live with Security through Sustainable Investments and Financing >>**  
Tokio Marine Group gives consideration to the environment, including climate change, as well as to society and governance in its investment and financing operations.

## Corporate Governance

Tokio Marine Holdings (“the Company”) is committed to the continuous enhancement of corporate value by fulfilling its responsibilities to shareholders, customers, society, employees and other stakeholders as set forth in the “Tokio Marine Group Corporate Philosophy.”

For this purpose, the Company hereby establishes a sound and transparent corporate governance system and, as a holding company, recognizes the importance of appropriate control over its Group companies and has formulated the “Tokio Marine Holdings Fundamental Corporate Governance Policy.” In this Policy, the Company defines the rights of shareholders and securing fairness, and the responsibilities of the Board of Directors, etc.

[Tokio Marine Holdings Fundamental Corporate Governance Policy](#)

## Corporate Governance Code

In March 2015, “The Council of Experts Concerning the Corporate Governance Code” (Chairman: Kazuhito Ikeo, Professor of Economics and Finance, Keio University), for which the Financial Services Agency and Tokyo Stock Exchange, Inc. serve as joint secretariat, confirmed and announced “Japan’s Corporate Governance Code [Final Proposal]~Seeking Sustainable Corporate Growth and Increased Corporate Value over the Mid- to Long-Term~” based on the Japan Revitalization Strategy (Revised in 2014, Cabinet decision in June 2014). In response, the Corporate Governance Code, which consists of the content of this original draft proposal for this Code, was formulated on the Tokyo Stock Exchange and other financial securities exchanges. Application of the Corporate Governance Code began in June 2015.

Corporate governance is a mechanism for companies to carry out transparent, fair, timely and decisive decision-making, with due attention to the needs and perspectives of shareholders and also customers, employees and local communities. The Corporate Governance Code encourages individual companies’ self-motivated actions so as to achieve sustainable growth and increase corporate value over the medium to long term and aims to promote the development and success of companies, investors and the Japanese economy as a whole.

Reference: Japan’s Corporate Governance Code Principle 2.3 Sustainability Issues, Including Social and Environmental Matters  
Companies should take appropriate measures to address sustainability issues, including social and environmental matters.

The Company complies with all 73 principles of the above Corporate Governance Code, beginning with Principle 2.3, and submits the Corporate Governance Report (as of June 2018). The Company will continue to make efforts to enhance its corporate governance.

[Corporate Governance \(Corporate Governance Report\)](#)

## Internal Control

Tokio Marine Holdings (“the Company”) has formulated “Basic Policies for Internal Controls.” In accordance with these policies, the Company has established an internal control system for the entire Tokio Marine Group that encompasses structures for management control, compliance and anti-corruption, risk management, customer protection, response to anti-social forces and internal auditing of Group companies. The Company employs this system to ensure proper operations while raising corporate value.

Additionally, the Company monitors the status and practical application of its internal control system. The Board of Directors confirms the details of the monitoring based on deliberations at the Internal Control Committee. In addition, the Company continually strengthens and improves its internal control system in light of the results of this monitoring.

### 1. Compliance and Anti-Corruption >>

Tokio Marine Group’s Corporate Philosophy is to continuously enhance corporate value, with customer trust at the base of all its activities, and we position strict compliance as the heart of this Corporate Philosophy. Tokio Marine Group makes thorough efforts for observing applicable laws, rules and regulations and internal regulations and for conducting fair and equitable business activities within social norms.

### 2. Risk Management >>

To ensure financial soundness and appropriateness of business operations, Tokio Marine Group has identified the various risks surrounding it in an overall fashion and implements appropriate risk management corresponding to the nature, status and other attributes of the risks.

### 3. Information Security >>

In compliance with the Personal Information Protection Law, the Act on the Use of Numbers to Identify a Specific Individual in the Administrative Procedure and relevant guidelines, the companies of Tokio Marine Group establish internal regulations, undertake employee education and monitoring and carry out thorough information management.

## 1. Compliance and Anti-Corruption

Tokio Marine Group, which places customer trust as the foundation of all its activities, is implementing various compliance-related initiatives based on its belief that it is important to thoroughly implement compliance through its day-to-day business, with employees and agents maintaining high ethical standards.

### ■ Tokio Marine Group Compliance System

Tokio Marine Group defines compliance as “observing applicable laws, rules and regulations and internal regulations and conducting fair and equitable business activities within social norms” and thoroughly implements compliance in this manner.

[Tokio Marine Holdings Compliance](#)

### ■ Tokio Marine Group Code of Conduct (abridged)

Tokio Marine Group is committed to the continuous enhancement of its corporate value, with customer trust at the base of all its activities. The Tokio Marine Group Code of Conduct sets forth ethical standards that are essential for translating this Corporate Philosophy into action from a compliance perspective, and shall be given the highest priority in all aspects of our business operations and activities.

[Tokio Marine Group Code of Conduct \(abridged\)](#)

### ■ Hotline System (Internal Whistleblower System)

The Group has installed internal and external hotlines in the event that it is not appropriate for directors, officers and employees of Group companies to report and consult on an issue or potential issue in compliance through organizational channels.

The Group keeps personal and other information on individuals making such reports and consultations strictly confidential according to the Whistleblower Protection Act of Japan, and ensures that individuals making such reports and consultations as well as personnel investigating such reports and consultations are not treated in a disadvantageous manner.

[Tokio Marine Group Compliance](#)

### ■ Anti-Corruption Initiatives

Tokio Marine Group strives to resolve issues faced by society by making the most of its abundant knowledge and experience accumulated over many years in the insurance industry. We contribute to

the creation of a safe, secure and sustainable future while continuously raising our corporate value with the aim of becoming a Good Company trusted by local communities and society at large. Our anti-corruption activities are designed to help us become a Good Company and are indispensable in the creation of a sustainable future.

Tokio Marine Group formulated the Tokio Marine Group CSR Charter in 2004, which states, “While striving to maintain high ethical standards at all times, we will pursue strict compliance in all aspects of our business activities.” With this in mind, we are committed to promoting fair operating practices (including anti-corruption) in accordance with international standards. Pledging agreement with the intent and purpose of the United Nations Global Compact (UNGC) in 2015, we are working on activities based on the 10 Principles of the UNGC relating to human rights, labor, the environment and anti-corruption.

Tokio Marine & Nichido, the Group’s major insurance company, states in its Compliance Manual a dedication to strict compliance with laws, regulations and internal rules, to the exercise of sincere and fair corporate activities in accordance with social norms, and to not accepting gifts, donations, entertainment or other forms of bribery that are socially inappropriate or in violation of laws. As such, we are working hard to prevent corruption through all of our business activities.

In addition, at our Group companies in Japan and overseas, we are striving to prevent corruption through compliance with local laws and regulations and by adopting a compliance framework in due consideration of the laws and regulations of each foreign country relating to the prohibition of bribery to public servants and others.

### ■ Response to Anti-Social Forces

Tokio Marine Group has formulated the “Tokio Marine Group Basic Policies Concerning Responses to Anti-social Forces” so that Group companies can resist anti-social forces and make concerted and uniform responses. Initiatives are being promoted based on the following basic concepts.

1. To ensure it consistently undertakes fair management and widely contributes to the development of society as a good corporate citizen, Tokio Marine Group shall sever all relationships with anti-social forces and forcefully repudiate any illicit demands made by them as a basic matter in the application of its Corporate Philosophy. In association with lawyers, police and other professionals, it will respond to anti-social forces in an uncompromising and organized manner.

2. Tokio Marine Group shall respond to anti-social forces based on the following measures.

- (1) Take action as a unified organization while ensuring the safety of directors, officers and employees;
- (2) Contact relevant external institutions that specialize in such matters;
- (3) Sever all known relationships, including transactions, and repudiate any illicit demands;
- (4) Take legal action at either the civil or criminal level for any contingency; and
- (5) Prohibit backroom deals and funding.

Taking into consideration the “Tokio Marine Group Basic Policies Concerning Responses to Anti-social Forces,” Tokio Marine Group shall promote initiatives that include setting up controlling departments, establishing reporting and consultation rules and systems for when a problem occurs and implementing training activities.

#### ■ Initiatives Concerning the Assurance of Appropriate Financial Reporting and Tax Reporting

Tokio Marine Group has formulated the Basic Policies for Accounting and is establishing a structure for ascertaining the Company’s consolidated financial condition and the financial condition of Group companies and for appropriately undertaking approval and reporting procedures directed at shareholders and supervisory agencies as well as for tax reporting.

All tax planning initiatives follow the substance and purpose of our business activities. The Group does not engage in tax planning solely to reduce tax intended for tax avoidance, without a suitable commercial rationale or in a way contrary to the purpose of relevant tax laws and regulations.

[Tokio Marine Group Global Tax](#)

## 2. Risk Management

To ensure financial soundness and appropriateness of business operations, Tokio Marine Group has identified the various risks surrounding it in an overall fashion and implements appropriate risk management corresponding to the nature, status and other attributes of the risks.

[Tokio Marine Holdings Risk Management](#)

#### ■ Risk Management System

To ensure financial soundness and appropriateness of business operations, Tokio Marine Group has identified the various risks surrounding it in an overall fashion and implements appropriate risk

management corresponding to the nature, status and other attributes of the risks.

The Company promotes the development and enhancement of the risk management system for the entire Group in accordance with the “Tokio Marine Group’s Basic Policies for Risk Management.” The Company also manages quantitative risks for the Group in order to maintain credit ratings and to forestall insolvency in accordance with the “Tokio Marine Group’s Basic Policies for Integrated Risk Management.”

Among the various risks, the Company recognizes that insurance underwriting risks and investment risks must be managed as sources of earnings. The Company therefore controls these risks considering the balance between risk and return. The Company also identifies administrative risks, system risks and other associated risks (such as cyber risk and risk of information leak) that arise from the Group’s business activities and strives to prevent the occurrence of or reduce these risks.

The Company presents its basic policies for risk management and provides instruction, guidance, monitoring, and other services to domestic and overseas Group companies through the Risk Management Department and the Business Divisions. Group companies establish risk management policies in line with the policies of the Group and execute risk management independently. For cyber risk and risk of information leakage, the Company conducts tests relating to emergency response once a year and as a separate initiative teams up with other organizations to practice emergency response.

Through the above measures, the Company executes proper risk management and ensures stable business operations of the entire Group.

#### ■ Basic Policy for Responding to Disasters (Tokio Marine & Nichido)

In the event of a natural disaster such as an earthquake or a typhoon, Tokio Marine & Nichido has a crucial social mission of ensuring that it can continue its important business operations as a non-life insurer such as receiving accident notices, paying on claims, maturity refunds and other payables, and concluding policies in both the disaster-stricken area and elsewhere.

Therefore, Tokio Marine & Nichido has prescribed the following two points as its Basic Policies of the Business Continuity Plan for Disasters and formulated a Business Continuity Plan (BCP).

[Tokio Marine & Nichido’s Basic Policies of the Business Continuity Plan for Disasters, abridged version \(in Japanese\) \(PDF/115.5KB\)](#) PDF

## Basic Policies of the Business Continuity Plan for Disasters

### 1. Principles of employees' conduct in times of disasters

The priority order for employees' conduct in times of disasters is as follows.

- Assure the safety of human life
- Cooperate in securing the safety of local communities
- Continue important operations (business continuity)

In other words, the principle of employees' conduct is to give precedence to "assure the safety of human life" and "cooperate in securing the safety of local communities" before conduct related to "business continuity."

### 2. Basic policy for business continuity

The following three business operations shall be regarded as important business operations during a disaster, management resources (personnel, funds) shall be transferred as needed and top priority shall be given to the continuation of these important business operations.

- Receiving of accident notices
- Payment of claims, maturity refunds and other payables
- Conclusion of insurance contracts

### ■ Building a Structure for Paying Insurance Claims Benefits in the Event of a Disaster Striking the Tokyo Metropolitan Area

At Tokio Marine & Nichido, should the Head Office facilities in particular become unusable because of a disaster such as a major earthquake striking the metropolitan area, earthquake claims cases for residential earthquake insurance shall be handled in the Kansai region. Additionally, backup offices shall be launched at multiple bases throughout Japan, including in the Kansai region, and claims payment service responses, excluding on-site assessments after receiving claims, shall be made by all branches throughout Japan.

If the metropolitan area is struck by a disaster, a Claims Service Headquarters would be set up within the Head Office Disaster Response Headquarters. At the same time, a satellite office centering on the Claims Service Department in charge of Tokyo, Chiba, Saitama and Kanagawa prefectures shall be set up and will accept support personnel from throughout Japan and handle customer responses, mainly on-site claims assessments, in disaster-stricken areas.

The infrastructure needed to provide claims services swiftly to the metropolitan area in the event of a natural disaster has been built in advance in the locations where the above-mentioned backup offices and satellite offices would be established. In this way, a structure for claims payment services during times of emergency is being established.

Non-earthquake regular claims cases, including for automobile accidents, shall be allocated to and handled by claims service bases throughout Japan prescribed in advance.

### ■ ESG Integration into Insurance Underwriting Risk Management

Since July 1, 2017, Tokio Marine & Nichido has revised its "Insurance Product Development and Revision Procedure" so as to include "CSV (Resolving social issues through business)" as one of the goals of product development and revision, and also provides environmental and social factors as checkpoints for reducing risks when developing and/or revising an insurance product.

Since April 1, 2018, Tokio Marine & Nichido has revised its "Insurance Underwriting Risk Management Manual" so as to clearly include environmental and social factors as the checkpoints for insurance product development and revision.

### ■ ESG-related exclusions in Insurance Underwriting

Tokio Marine & Nichido has implemented ESG-related exclusions in its insurance underwriting. Examples include the followings.

**-Anti-social forces:** Tokio Marine & Nichido shall, in accordance with its corporate philosophy and compliance declaration, make every effort to respond to all anti-social forces in an appropriate manner by positioning the severance of relationships with them and the refusal of unfair demands from them, etc. as fundamental matters in the practice of its corporate philosophy.

**-Various sanctions and limitations:** Under the circumstance that various sanctions and limitations aimed for the purposes of security, etc. have been resolved and enforced by governmental bodies, Tokio Marine & Nichido may not provide coverage, pay insurance claims and provide other services (with respect to insurance claims, any claims related to these sanctions and limitations will be excluded from payment regardless of the terms of the insurance contract).

### 3. Information Security

The Compliance Department of Tokio Marine Holdings supervises information security for the entire Group as the controlling department while sections in charge of information security have been established at each Group company. In this manner, the Group is working to build an effective management structure for information security.

[Tokio Marine Group Basic Policies for Information Security Management](#)

#### ■ Initiatives for Information Security

We thoroughly adhere to information security management rules to prevent information leakages. In particular, each Group company is adopting physical and technological safety-control measures that include locking away customers' personal information and confidential documents when not in use, placing restrictions on taking documents and other items outside the company, and using encryption and setting passwords for electronic information.

Tokio Marine & Nichido has installed thin-client\* terminals for its in-house intranet. Thin-client terminals are not equipped with hard disks and information is centrally managed and deployed from a server, which thereby further strengthens information security.

\*A method whereby the PC environment (client OS and applications) for each user is consolidated into and operated by the server

#### Acquisition of External Certification

Tokio Marine Group has acquired external certification for information security including Information Security Management System (ISMS) certification. These achievements recognize the initiatives taken within the Group to protect personal information. The Group intends to make continuous improvements and to strengthen further its information security management structure.

#### Protection of Personal Information

In the area of personal information on customers, Tokio Marine Group has formulated and released the Tokio Marine Group Privacy Policy, which clarifies the Group policy for dealing with such information. At the same time, each Group company formulates and releases a policy of its own in accordance with the Privacy Policy.

#### Privacy Policy

##### <Tokio Marine Group Privacy Policy>

Tokio Marine Group (the "Group") is committed to the continuous enhancement of corporate value,

with customer trust at the foundation of all its activities. Guided by this corporate philosophy, we, the Group, shall comply with the Act on the Protection of Personal Information, Act on the Use of Numbers to Identify a Specific Individual in the Administrative Procedure and other relevant laws, rules, regulations and guidelines, appropriately manage personal information, individual number and specific personal information (hereinafter referred to as "Specific Personal Information, etc.") as well as anonymized information as described below, and implement other appropriate security measures for the protection of personal information of our customers.

\*"Personal information" and "personal data" provided in this Privacy Policy exclude Specific Personal Information, etc.

1. We shall acquire personal information and Specific Personal Information, etc. of our customers in a manner that is both legal and fair. Unless prescribed by law, rule or regulation, we shall notify or publicize the purposes for using personal information and Specific Personal Information, etc. of our customers and shall use such information within these limits.
2. Unless prescribed by law, rule or regulation, we shall not provide personal information of our customers to third parties without prior consent of each such customer. We do not provide Specific Personal Information, etc. to third parties except in cases provided by law. There shall be no joint use of Specific Personal Information, etc. with Group companies and business partners. Additionally, unless otherwise prescribed by law, rule or regulation, when we provide personal data to a third party, we shall record the matters pertaining to the provision, and when we acquire personal data from a third party, we shall verify and record the matters pertaining to the acquisition.
3. We shall strive to prevent the divulgence, destruction, impairment and unauthorized access of personal information and Specific Personal Information, etc. of our customers. When we contract out the management of personal information and Specific Personal Information, etc. of our customers to an outside service provider, we shall supervise the service provider appropriately, as needed.
4. Whenever we receive requests from our customers to view or update their personal data and Specific Personal Information, etc. that we hold, we shall respond promptly in accordance with laws, rules and regulations. We also welcome comments and questions regarding the management of personal information and Specific Personal Information, etc. of our customers.
5. We shall provide thorough supervision, instructions and education to our employees who handle personal information, Specific Personal Information, etc. and anonymized information of our customers to ensure that such information is managed appropriately.
6. We shall continue to revise and aim to improve our internal systems and procedures to protect the personal information of our customers.

[Tokio Marine Holdings Privacy Policy](#)

## Initiatives for Building a Low-Carbon Society

The Paris Agreement, adopted at the 21st session of the Conference of the Parties to the UNFCCC (COP21) held in December 2015, clearly sets out the world's common long-term goal of keeping a global temperature rise well below 2 degrees Celsius above pre-industrial levels. A new international framework to promote measures against climate change, as well as other actions specified for achieving this goal, are expected to affect future social and economic activities and facilitate the transition to a low-carbon society.

Toward the 2 degrees Celsius goal of the Paris Agreement, Tokio Marine Group will voluntarily implement measures against climate change and focus on encouraging the transition to a low-carbon society through constructive dialogue and collaboration with a number of stakeholders, from international organizations, the Japanese government and business and academic communities to non-profit organizations (NPOs) and non-governmental organizations (NGOs). The Group believes that it is also important to promote climate change measures as one pillar of our efforts to build a sustainable society, specifically when working to resolve various social issues and achieve the United Nations' Sustainable Development Goals (SDGs).

### Climate-Related Financial Disclosure Based on the Recommendations of the TCFD

The Task Force on Climate-related Financial Disclosures (TCFD) had been entrusted by the Financial Stability Board (FSB) to formulate voluntary recommendations for consistent, comparable, reliable, clear and efficient climate-related disclosures by companies in the financial sector and released its final recommendations in June 2017.

Climate change and natural disasters represent a global issue and have a significant impact on Tokio Marine Group as we engage in the insurance and financial services businesses. As such, Tokio Marine Holdings is supporting the activities of the TCFD and is working toward the formulation of policy recommendations to encourage disclosure that will help investment decisions by engaging in discussions and exchanging opinions with relevant government and private-sector parties in Japan and overseas. In July 2018, Tokio Marine & Nichido became a founding member of the insurer pilot group, launched by the United Nations Environment Finance Initiative (UNEP FI) under the Principles for Sustainable Insurance (PSI) framework to examine and develop methodologies and analytical tools for the insurance industry to make climate-related disclosures based on the TCFD's recommendations. In Japan, the Chairman of the Board of Tokio Marine Holdings worked as one of the founders and contributed to the establishment of the TCFD Consortium in May 2019. After the establishment, he has been a member of the Planning Committee to deliberate on the consortium's

future course of action. He also participates in discussion on effective ways for companies to disclose climate-related information and how to link the disclosed information to appropriate investment decision-making of financial and other organizations.

Tokio Marine Holdings made disclosure based on the TCFD's recommendations for the first time in its Integrated Annual Report 2017 issued two years ago.

The table below is an overview of the four fields of disclosure based on the TCFD's recommendations. In this report, we provide detailed information in each field.

#### Disclosure Based on the Recommendations of the TCFD

Climate-related governance	Climate-related strategies	Risk management	Metrics and targets
<ul style="list-style-type: none"> <li>a) Oversight by the Board of Directors</li> <li>b) Management's role</li> </ul>	<ul style="list-style-type: none"> <li>a) Climate-related risks and opportunities</li> <li>b) Impact of climate-related risks and opportunities</li> <li>c) Possible impact of different climate-related scenarios</li> </ul>	<ul style="list-style-type: none"> <li>a) Process for identifying and assessing climate-related risks</li> <li>b) Process for managing climate-related risks</li> <li>c) Integration of these processes into overall risk management</li> </ul>	<ul style="list-style-type: none"> <li>a) Metrics used to assess climate-related risks and opportunities</li> <li>b) Scopes 1, 2 and 3 greenhouse gas (GHG) emissions</li> <li>c) Targets used to manage climate-related risks and opportunities</li> </ul>

Source: Created by Tokio Marine Holdings based on the Recommendations of the Task Force on Climate-related Financial Disclosures, Figure 4 (p.14), TCFD, June 2017

[Climate-related Disclosures Based on the Standards of the Task Force on Climate-related Financial Disclosures, Integrated Annual Report 2018](#)

[Climate Change Disclosure](#)

## Climate-Related Governance

The Board of Directors of Tokio Marine Holdings is the decision-making body for Tokio Marine Group's climate-related action policies. It evaluates and determines the Overall Group CSR Strategy that encompasses climate-related measures, a medium-term plan and plans for each fiscal year. As regards the implementation status of climate-related measures throughout the Group, the Board also monitors matters having significance in terms of management based on the reports from a dedicated CSR promotion department (CSR Division within the Strategy and Synergy Department of Tokio Marine Holdings).

The CSR Board, comprising the CEO of Tokio Marine Holdings (Group CEO) and presidents of Group companies, is responsible for executing the climate-related strategies of the entire Group. The CSR Board holds meetings periodically to evaluate and discuss the Overall Group CSR Strategy that includes climate-related measures, a medium-term plan and plans for each fiscal year, and based on the reports from the CSR Division, monitors the implementation status of climate-related measures throughout the Group.

The Group Chief Strategy and Synergy Officer (Group CSSO) is responsible for overseeing the Business Strategy Department, in which the CSR Division has been established, as well as for handling CSR- and sustainability-related issues of the entire Group and making reports to the Group CEO. The Group CSSO and the CSR Division meet periodically to discuss the ongoing projects. The Group CSSO also monitors climate-related matters based on the reports from the CSR Division, while the CSR Division investigates and provides findings on topics for which the Group CSSO has requested clarification.

[Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives >>](#)

## Climate-Related Strategies

### ■ Physical Risk

Climate change due to global warming is considered to possibly bring about major changes in the frequency and scale of weather disasters in the future. As such, basing analyses only on past statistical data may prevent appropriate risk assessment and significantly impact the calculation of insurance premiums and the ability to pay insurance claims in the event of a serious disaster. Occurrence of water immersion, power failure or other damage resulting from a flood or other natural disasters at any of the bases of Tokio Marine Group may disrupt the Group's business operations and cause financial impact, including response costs and lower revenues. For this reason, the Tokio Marine Research Institute and other Group companies have been assessing and calculating the impact on insurance losses under future climate conditions, using the Intergovernmental Panel on Climate Change (IPCC) Representative Concentration Pathway (RCP) scenarios. Specifically, RCP4.5 and RCP8.5 are used to simulate changes in typhoon risk, while RCP8.5 is used to simulate changes in flood risk due to increased rainfall. The results of analyses of such scenarios are referenced in managing risks through the Group-wide Enterprise Risk Management (ERM) system while considering the potential impact on insurance underwriting from more severe natural disasters arising due to climate change. In addition, we strive to make a faster, smoother response to losses after a typhoon or other wide-area disasters by strengthening our support structure in Japan, introducing electronic means to report loss internally and within each agent and taking other measures to enhance the competitiveness of our claims services.

### ■ Transition Risk

In line with the transition to a low-carbon society, enforcement of more stringent laws and regulations and rapid technological advancement may trigger changes in the Group's business environment and in customer needs, and possibly affect the way we do business and what products and services we develop and provide. However, we expect that replacement of the existing products and services with low-carbon options will occur gradually, allowing us to implement appropriate risk management and develop and provide adequate accident response services for insurance policies that have a relatively short term, including those renewed annually.

### ■ Opportunities

In the process of promoting GHG emissions reduction, a shift to "cleaner" modes of power generation may occur and further increase needs for insurance for clean energy providers, including solar, geothermal and wind power generation operators. Amid such a change, we have been conducting

research to ensure appropriate risk assessment in insurance underwriting and have already developed and been providing insurance products for such clean energy providers as an effort to increase the opportunity to generate more revenues.

Offshore wind power generation that uses the force of offshore wind to generate power, in particular, has drawn much attention globally for its better generating efficiency than onshore wind and solar power generation. It is also considered a promising option in Japan as the country is surrounded by the sea and has long coastlines. In November 2018, the Diet passed the Act of Promoting Utilization of Sea Areas in Development of Power Generation Facilities Using Maritime Renewable Energy Resources for promoting the offshore wind power industry, thereby setting up a system to license operators to use designated sea areas for a certain period of time. However, in addition to substantial facility installation costs, offshore wind power generation faces many risks that vary from those encountered on land and thus requires adequate risk management. Tokio Marine Group has already been underwriting insurance for offshore wind power generation projects around the world. At the same time, the Group has accumulated know-how for analysis and assessment of the risk of natural disasters specific to Asia, including typhoons, earthquakes and tsunamis. Driving Japan's efforts in this area in terms of insurance, Tokio Marine Holdings has been sharing its know-how accumulated in past projects at international conferences and seminars and intends to play an important role in further promoting the use of offshore wind power generation.

There is also an expected rise in needs for stabilizing the lives of people in farming and other communities more vulnerable to climate change and weather disasters. As an example of our response, we have been selling Barish Bima Yojna / Mausam Bima Yojna in India, which is a weather insurance product that evaluates climate risks such as precipitation volume and temperature in all areas within the country and takes into account the impact of unseasonable climate on grain harvest yields in farming communities.

While using CO<sub>2</sub> emissions from business activities and the CO<sub>2</sub> fixation and reduction effect from mangrove planting, the purchase of green power and other activities as our metrics and setting out the target of achieving carbon neutral status, we are strengthening our ability to respond to the transition risk and creating additional opportunities for efficient use of resources and cost reduction.

Given these climate-related risks and opportunities surrounding Tokio Marine Group, we have specified climate change and natural disasters as issues having CSR materiality (material CSR issues)

and have been making various efforts as part of our climate-related strategies. These efforts include: engaging in industry-academia collaborative research on climate change and weather disaster risk, developing and providing disaster risk-related products and services, raising environmental and disaster prevention awareness, reducing the environmental footprint in business activities and achieving carbon neutral status.

Additionally, Tokio Marine Group has been participating in the United Nations Global Compact, UNEP FI, UN-endorsed Principles for Responsible Investment (PRI) and other initiatives to collaborate with various stakeholders and contribute to the creation of a safe, secure and sustainable future. In responding to climate change and natural disasters, the Group is also striving to share the findings of its industry-academia collaborative research with society as well as to resolve disaster issues and mitigate disaster damage on a global basis. These efforts are carried out by joining international initiatives, such as the Private Sector Alliance for Disaster Resilient Societies (ARISE) led by the UN Office for Disaster Risk Reduction (UNDRR), The Geneva Association's Climate Change and Emerging Environmental Topics (CC+EET) working group and ClimateWise. With the aim of encouraging developing countries to financially prepare for increasingly severe weather disasters, we have been playing a leading role in creating an international framework for promoting disaster risk insurance through our engagement with the Insurance Development Forum (IDF) and Asia-Pacific Economic Cooperation (APEC).

[Products and Service Planning and Research >>](#)

[Preventing Global Warming by Promoting the Development of Clean Energy >>](#)

[Concept for Reducing CO<sub>2</sub> Emissions >>](#)

[Initiatives in Which Tokio Marine Group Is Participating >>](#)

## Risk Management

At Tokio Marine Holdings, a dedicated CSR promotion department (CSR Division within the Company's Strategy and Synergy Department) identifies risks and opportunities, including those related to climate change, and compiles the assessment results of these risks and opportunities for drafting an Overall Group CSR Strategy. The division also holds a monthly meeting with the CSSO, who is a Vice President, to also discuss the assessment results.

Tokio Marine Group also identifies and assesses climate-related risks and opportunities by analyzing the feedback from stakeholder engagement. This stakeholder engagement initiative includes "CSR Dialogue," in which we regularly invite outside experts to share the latest knowledge on CSR with the Group's management and to engage in dialogue (exchange views and engage in discussions) about Tokio Marine Group's CSR initiatives.

Additionally, Tokio Marine Group performs management through our environmental management system, and engages in energy conservation and resource conservation activities. The head office of Tokio Marine & Nichido has adopted an environmental management system based on ISO 14001 in fiscal 1999. At Group companies in Japan and overseas, we are introducing our unique environmental management system through collaboration with Tokio Marine Holdings and Tokio Marine & Nichido. Each year, we identify and assess environmental issues, including climate-related risks, and define environmental targets.

Meanwhile, Tokio Marine Group engages in research through collaboration with The University of Tokyo, Nagoya University, Kyoto University and other organizations to look into the impact of climate change on the insurance business over the short, medium and long terms and to identify and assess climate-related risks. As an example outcome, the Group has learned that under future climate conditions (about 100 years from now), an increase in the average typhoon intensity will increase typhoon risk.

Tokio Marine Group promotes Enterprise Risk Management (ERM) that seeks to increase corporate value by integrating risk-based decisions into all aspects of business and using capital adequacy and profitability relative to risk as metrics for making management decisions. Under the ERM framework, we conduct risk management while taking into consideration various factors, including the research results such as the said change in typhoon risk under future climate conditions as well as the impact

on insurance losses caused by a change in flood risk as a result of increased rainfall. Moreover, at the ERM Committee comprising top management of Group companies in and outside Japan, we identify material risks surrounding Tokio Marine Group and develop policies to respond to these risks. Material risks identified in fiscal 2018 included major wind and water disasters in Japan and major natural disasters overseas. In identifying material risks, we have adopted a system to monitor all risks, including emerging risks resulting from environmental and other changes, and comprehensively assess these risks using both quantitative factors (such as economic loss and frequency of occurrence) and qualitative factors (including business continuity and reputation). We also perform stress tests using scenarios of low frequency but high consequence major natural disasters and other extreme events.

The level of reinsurance premiums may fluctuate widely in line with increasing large-scale weather disasters due to climate change, possibly causing a sharp rise in reinsurance premiums. Tokio Marine Group strives to optimize retention and reinsurance on a Group basis. As for natural disaster risks, we designate Tokio Marine & Nichido as the Group Retention Vehicle. While a certain portion of all natural disaster risks assumed by Group companies in and outside Japan is centralized to Tokio Marine & Nichido through intra-Group reinsurance, risks that exceed the retention level deemed appropriate on a Group basis are collectively ceded\* to the external reinsurance market. By this collective ceding, we leverage economies of scale to reduce ceding costs.

\*Ceding refers to an insurance company passing on a part of its responsibility to pay insurance claims to another insurance company.

[Management Strategy Section, Integrated Annual Report 2019](#)

## Metrics and Targets

We use CO<sub>2</sub> emissions from business activities and the CO<sub>2</sub> fixation and reduction effect from mangrove planting and other activities as our metrics. Our target is to achieve carbon neutral status on a Group basis annually, and we have attained this target for six consecutive years from fiscal 2013 to fiscal 2018. We will continue toward achieving this target in fiscal 2019 and onward.

[Protecting the Earth: Continue Creating the Future of the Earth and a Society of Safe Living, Integrated Annual Report 2018](#)  
[Concept for Reducing CO<sub>2</sub> Emissions >>](#)

## Respect for Human Rights

In implementing our Corporate Philosophy, we have formulated the Tokio Marine Group CSR Charter as principles of conduct required from the perspective of social responsibility and we strive to respect and promote the recognition of human rights for stakeholders.

### Basic Approach

In implementing our Corporate Philosophy, we have formulated the Tokio Marine Group CSR Charter as principles of conduct required from the perspective of social responsibility and we strive to respect and promote the recognition of human rights for all people, including customers, shareholders/investors, insurance agents, business partners, employees and local communities/society.

Tokio Marine Holdings endorses and respects the Universal Declaration of Human Rights, the OECD Guidelines for Multinational Enterprises, the ILO Core Labour Standards, the UN Guiding Principles on Business and Human Rights and ISO 26000, and has signed the United Nations Global Compact. Tokio Marine Group fully understands international action principles and guidelines concerning human rights and participates in and contributes to initiatives concerning social responsibility, and by doing so, fulfills its role toward realizing a sustainable society.

#### Tokio Marine Group CSR Charter (excerpt)

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:

#### 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 training and education of our employees.
- We respect the right to privacy and strive to enforce this right through the management of personal information.

We express the following in the Tokio Marine Group Code of Conduct, which summarizes important matters given the highest priority in our day-to-day business. Under the code, directors, officers and employees act in an honest and fair manner in conformity with laws and social norms and undertake fair business activities.

#### Tokio Marine Group Code of Conduct

**<Scope of application: Tokio Marine Group directors, officers and employees of Tokio Marine Group companies (includes dispatched employees)> (excerpt)**

In the event of a violation of this Code of Conduct, laws, regulations and internal rules, the companies of Tokio Marine Group shall take necessary measures in accordance with internal rules, which include investigating the facts, formulating countermeasures, submitting reports to supervisory authorities, taking disciplinary measures against the involved parties and formulating measures to prevent recurrences.

#### Respect for Human Rights and the Environment

We shall respect the human rights of our customers, directors, officers, employees and all other people. We shall also act in consideration of the global environment.

##### • Anti-discrimination

Human rights are values widely recognized around the world, and any discrimination on the grounds of gender, age, profession, nationality, race, thought, creed, religion, social status or birth as well as any act constituting an infringement of human rights should never be tolerated.

##### • Anti-harassment

Sexual harassment, abuse of authority or any other kind of harassment or intimidation should never be tolerated.

##### • Private information and specific personal information, etc.

In compliance with applicable laws, rules and regulations as well as the Tokio Marine Group Privacy Policy, we shall safeguard private information and specific personal information, etc., including customers' information, and we shall not use such information except on a need basis to carry out our business operations in order to avoid any breach of privacy.

##### • Protection of the global environment

Acknowledging that the protection of the global environment is an important responsibility, we shall comply with applicable laws, rules and regulations, and respect the harmonization with and the improvement of the global environment in all of our activities.

## ■ Human Rights Policy

In order for Tokio Marine Group to remain strong and caring to protect customers and society from all forms of emergencies, every employee must respect diverse values and work styles of others, find his or her work rewarding and work with enthusiasm with colleagues. It is also essential to gain trust from all people and society by always acting in a way to respect human rights. Tokio Marine Group carries out various initiatives in accordance with its Basic Policy on Human Rights in order to instill a culture of respecting human rights within the Group.

### Basic Policy on Human Rights

1. We fulfill social responsibilities as a “good corporate citizen” by positioning respect for human rights as one of the important standards of corporate activities and practicing it through daily business operations.
2. By nurturing employees who are conscious of and can practice respect for human rights, we promote the realization of “customer trust and satisfaction” on the basis of human rights.
3. By fostering a culture that respects human rights, we establish a “free and open corporate culture” in which all employees respect each other and fully demonstrate their abilities.
4. By promoting this initiative throughout the Group, we facilitate the growth of Tokio Marine Group.

We have also established the Tokio Marine Global HR Policy as our universal philosophy and concept for human resources management to be shared among respective countries and regions worldwide.

### Tokio Marine Global HR Policy

Amid the growing importance of global business in recent years, Tokio Marine Group believes it essential to hire and nurture diverse personnel, regardless of nationality, age and gender, at each Group company in respective countries and regions worldwide and develop an environment in which employees can fully exert their capabilities.

In December 2010, we established the Tokio Marine Global HR Policy as our universal philosophy and concept for human resources management to be shared among respective countries and regions worldwide. We are working to share the thinking and values of

1) “human resources being our largest assets,” 2) “respect for diversity” and 3) “provision of fair and equal opportunities” and will promote various personnel affairs measures, including employee training and support.

We believe that our people are the most important contributor to our company's success. We aim to attract and retain the best talent in every aspect of our business.

We value diversity and inclusion as we strive for global excellence, and we work hard to create a business environment where our people can achieve their full potential.

We have a transparent relationship with our people. For those who have both a passion and a challenging spirit, we encourage career development and personal growth.

## Management Stance concerning Respect for Human Rights and Various Initiatives

Tokio Marine Holdings formulates action policies concerning human rights, compliance and risk management, and accordingly, monitors business operations of Group companies on a regular basis to identify any issues related to respect for human rights and implement measures to counter any risk thereof.

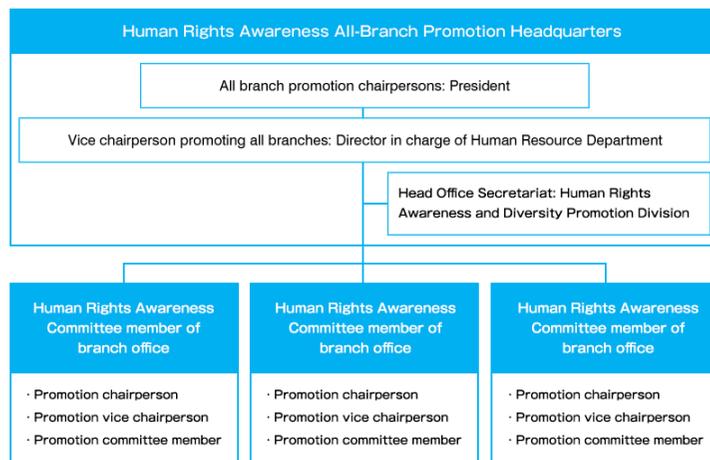
### ■ Respect for Human Rights within the Group

At each Group company, all employees and other co-workers are working to build a vibrant corporate culture without discrimination or harassment.

At Tokio Marine & Nichido, we formulate the Basic Policies and Measures Related to Human Rights at the beginning of each fiscal year, and under the human rights awareness promotion structure, provide support to all branches for their relevant efforts made in relation with operations that involve human rights and inspect the status of their efforts at the end of the fiscal year. We go through the plan-do-check-act (PDCA) cycle on a constant basis to survey the status, identify issues and take improvement measures.

**(Principal Initiatives)**

- Human rights awareness training (target: training to be attended by all employees), fair hiring selection practices and achieve normalization within the Group
- Promotion of employment of persons with disabilities, prevention of, education on and appropriate response to various types of harassment and execution of daily business operations with an awareness of human rights

**Human Rights Awareness Promotion Structure****■ Process to Monitor the Promotion of Human Rights Awareness**

1. Establish and thoroughly implement policies for promoting human rights awareness.
2. Develop an organizational structure to promote human rights awareness with the president as the responsible person.
3. Implement human rights awareness training for all directors, officers and employees at least once a year.
4. Formulate and thoroughly implement policies aimed at implementing fair recruitment selection practices and establish the Human Rights Awareness Committee for Fair Selection and Recruitment.
5. Promote normalization (increasing employment of persons with disabilities and improving their workplace environment in terms of both “software” and “hardware”).
6. Establish rules for the prevention of harassment in the workplace and set up an in-house consultation desk.

**Human Rights Awareness Training**

Every year, each member company of Tokio Marine Group holds human rights training in the workplace, in which all employees and other co-workers take part to build a vibrant corporate culture without discrimination or harassment. Training is based on themes that reflect social issues and employees learn about a wide range of areas, which include acquiring knowledge concerning a number of human rights issues in Japan of discrimination against people belonging to outcast communities, LGBT (lesbian, gay, bisexual, transgender) and harassment issues as well as about the UK Modern Slavery Act 2015.

At Tokio Marine & Nichido, we have established a promotion structure mainly comprising the Human Rights Awareness All-Branch Promotion Headquarters and the Human Rights Awareness Promotion Committee members of each branch office. We work to foster a culture to respect human rights by continuing to achieve 100% participation every year for the human rights awareness training held in the workplace. Other efforts include holding rank-based training, such as executive seminars, publishing the latest information on human rights and related tools on our in-house intranet and making them always available for all employees. In addition to employees, we provide various training tools to agents to help them provide human rights awareness training.

[CSR Performance Data \(Human rights training participation rate, etc.\) >>](#)

**Fostering a Culture to Respect Human Rights by Soliciting and Awarding Human Rights-Related Slogans**

During the Human Rights Week that takes place from December 4 to 10 every year, we solicit human rights-related slogans from all employees and their families within Tokio Marine Group. The aim is to facilitate an understanding of the importance of respecting human rights and raise human rights awareness in the workplace, at home and within local communities. We select excellent slogans and disseminate them through our in-house intranet, Group newsletters and posters to be put up in each workplace as an effort to instill and spread the awareness of respecting human rights.

**Keeping the human rights perspective in daily business operations and thoroughly ensuring prevention of discriminatory practices**

Tokio Marine & Nichido has in place a document inspection system to check for any expression (including illustrations) or wording undesirable from the perspective of human rights in its advertisements for customers as well as in its daily business operations. The system also performs a check to make sure the company does not obtain unnecessary personal information.

### ■ Hotline System (Whistle Blower System)

In order to solve human rights issues, such as sexual harassment and other various types of harassment, we have set up a Hotline System (Whistle Blower System), through which employees seek the advice of internal and external experts, and have been striving to realize a better workplace environment for employees.

### ■ Human Rights Due Diligence

Tokio Marine Group has established a system to ensure human rights due diligence based on the UN Guiding Principles on Business and Human Rights.

For Tokio Marine Group, human rights due diligence means an ongoing, preventive and voluntary process to avoid or reduce any negative impact of corporate activities on human rights and to become a “Good Company.”

According to the process, Tokio Marine Group conducted a human rights risk assessment in fiscal 2017 with the assistance of Verisk Maplecroft, the world’s leading global risk analytics and forecasting company, and the specified NPO Caux Round Table Japan (CRT Japan). The assessment covered every country in which we do business, and we identified potential human rights issues which we need to tackle in order to prevent risks from occurring.

In fiscal 2019, we will analyze and assess the possibility of occurrence of the identified risks and the impact of these risks on our stakeholders, and at the same time, will work to formulate necessary risk prevention measures.

### ■ Respect for Human Rights in the Value Chain

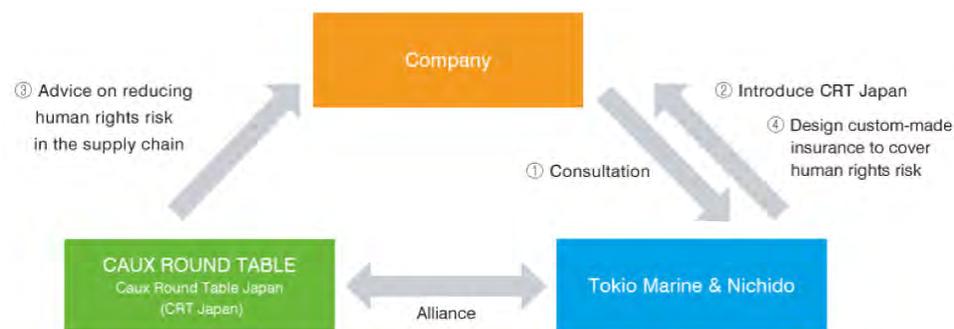
Tokio Marine & Nichido issues the Principle of Transactions for business partners (suppliers and subcontractors) from the perspective of social responsibility. The Principle of Transactions requests that business partners promote initiatives that encompass human rights as well as “compliance with laws, regulations and social norms,” “promoting fair and honest transactions,” “thorough information management” and “consideration for the environment.”

[CSR in the Value Chain >>](#)

### ■ Supporting Initiatives for Reducing Human Rights Risk in Building Supply Chains

In solving human rights problems such as forced labor and child labor that are spreading globally, rather than relying solely on initiatives by government institutions, there are increasing demands that global companies take responsibility and respond to these problems throughout their entire supply chains. There are also various instances in which inadequate handling of these issues causes a major decline in the brand value of global companies and leads to product boycotts. Accordingly, in fiscal 2017 Tokio Marine & Nichido formed a business alliance with Caux Round Table Japan (CRT Japan), a specified NPO, and commenced support for initiatives for reducing human rights risk, such as forced labor and child labor, which could occur within global companies’ supply chains that span the world.

Tokio Marine & Nichido introduces CRT Japan to companies working to promote “responsible supply chains.” These companies receive advice from CRT Japan and establish systems that aim to reduce human rights risk throughout their entire value chain. Tokio Marine & Nichido designs and provides custom-made insurance for companies that receive advice from CRT Japan. This insurance covers the additional costs of establishing crisis measures when hidden human rights risks are discovered at second- and third-tier manufacturing subcontractors overseas despite having already taken adequate measures for human rights risk when building supply chains. As a result, companies can use this insurance to cover various expenses needed for responding quickly and accurately to prevent the occurrence of a major reputational risk when a human rights issue arises in the supply chain. In the future as well, Tokio Marine Group will continue to support the building of supply chains of global companies.



### ■ Respect for Human Rights in Sustainable Investment and Financing

Giving consideration to environmental, social and governance (ESG) issues in investment and financing is becoming increasingly important from the perspective of improving long-term risk/return. Tokio Marine & Nichido places great importance on the social role and responsibilities that the insurance industry is expected to fulfill, and in June 2012 signed as a drafting member the Principles for Sustainable Insurance (PSI) advocated by the United Nations Environment Programme Finance Initiative (UNEP FI).

In April 2011, Tokio Marine Asset Management signed the United Nations-supported Principles for Responsible Investment (PRI) initiative, accepting these principles as an asset management company. As an insurance firm that has taken ESG issues into account in its insurance underwriting, investment analysis and other actions, Tokio Marine & Nichido signed the PRI in August 2012. Through PRI and PSI related activities, Tokio Marine Group is strengthening its initiatives for human rights in investment and financing.

[Creating a Society Where People Can Live with Security through Sustainable Investments and Financing >>](#)

### Response to the UK Modern Slavery Act 2015

Tokio Marine Group regards slave labor and human trafficking as social issues that must be solved and makes efforts to prevent slave labor and human trafficking in its own businesses and value chain (supply chain). At the same time, the Group is urging its various stakeholders to undertake initiatives toward solutions to these issues.

#### ■ UK Modern Slavery Act 2015

Modern Slavery refers to enslavement and servitude, all forms of forced labor and human trafficking, etc.

The International Labour Organization (ILO) reported in a 2014 survey that there were approximately 21 million victims of forced labor worldwide (as of 2012) while annual illicit profits reached US\$150 billion (estimate), which shows that even in present times slave labor and human trafficking are serious social problems.

Accordingly, in March 2015 the British government enacted the UK Modern Slavery Act 2015 (“Slavery Act”) to prevent forced labor and other present-day slave labor as well as human trafficking. The Slavery Act went into effect in October 2015. Section 54 of the Slavery Act requires commercial organizations that undertake business in the United Kingdom (regardless of whether the company is headquartered in the United Kingdom) and that have annual sales of £36 million or more to publish a statement of steps taken each fiscal year to prevent slave labor and human trafficking in their own businesses and value chain (supply chain).

#### ■ Tokio Marine & Nichido Slavery and Human Trafficking Statement for the Fiscal Year 2018

Tokio Marine & Nichido announces as follows the Slavery and Human Trafficking Statement for the fiscal year 2018 as a response to the UK Modern Slavery Act 2015. Tokio Marine & Nichido, together with its employees and business partners, will implement initiatives to prevent slave labor and human trafficking.

[📄 Slavery and Human Trafficking Statement for the fiscal year 2017 \(PDF/155.2KB\) PDF](#)

## CSR in the Value Chain

Tokio Marine Group defines the value chain as shown in the table below. Primarily through Tokio Marine & Nichido, the Group is executing environmental, social and governance (ESG) initiatives that are integrated into the value chain. In terms of respect for human rights, in particular, we strive to respect and promote the recognition of human rights within the value chain based on the Tokio Marine Group CSR Charter.

### Tokio Marine Group's Value Chain

Value chain	Corresponding SC guideline* category
Manufacture of media used for sale of products and services, IT systems, consulting, audits and office supplies	(Category 1) Purchased goods and services
Construction, maintenance and management of office buildings	(Category 2) Capital goods
Petroleum refining and distribution, electric power providers	(Category 3) Fuel and energy related activities not included in Scope 1 or 2
Delivery companies	(Category 4) Transportation and delivery (upstream)
Waste disposal operators	(Category 5) Waste generated in businesses
Trains, buses, taxis and accommodations	(Category 6) Business travel
Trains, buses	(Category 7) Employee commuting
Delivery companies	(Category 9) Transportation and delivery (downstream)
Agencies, waste disposal operators	(Category 14) Franchises
Investment destination	(Category 15) Investments

\*Basic Guidelines on Accounting for Greenhouse Gas Emissions Throughout the Supply Chain, Ministry of the Environment (MOE) and Ministry of Economy, Trade and Industry (METI)

social norms," "promoting fair and honest transactions," "thorough information management" and "consideration for the environment."

Through a questionnaire that is given once every two or three years, Tokio Marine & Nichido questions suppliers and subcontractors about the implementation of the contents of the Principle of Transactions. The results of the questionnaire are compiled and are reflected in the next fiscal year's action plan for the value chain.

#### Tokio Marine & Nichido Group Principle of Transactions

Tokio Marine & Nichido Group conducts transactions based on the following policies and aims to realize sustainable development with business partners (purchasers and consignees) and to fulfill its social responsibilities.

##### 1. Compliance with laws, regulations and social norms

Tokio Marine & Nichido Group complies with laws, regulations and social norms in every country and area when conducting transactions. We make every effort to reject relationships with anti-social forces and any undue claims from them.

##### 2. Promoting fair and honest transactions

Tokio Marine & Nichido Group selects business partners in a fair and honest manner based on comprehensive consideration of compliance with laws, regulations and social norms, business conditions, reliability, environmental activities, quality and prices of products, services and certainty of delivery period, among others.

##### 3. Thorough information management

Tokio Marine & Nichido Group thoroughly conducts appropriate management and protection of information acquired through business partners.

##### 4. Consideration for the environment

Tokio Marine & Nichido Group promotes the purchase of products with the least impact on the environment (purchase of green products) and works in cooperation with business partners to promote the creation of a recycling-oriented society.

##### 5. Strengthening relationships of trust

Tokio Marine & Nichido Group endeavors to build good partnerships based on trust through frequent communication with domestic and overseas business partners and mutually gaining a deeper understanding.

## Policies for Outsourcing Management

Tokio Marine Group has established the Tokio Marine Group Policies for Outsourcing Management in order to protect customers, enhance convenience and ensure the soundness and appropriateness of its operations in the event of outsourcing a portion or all of its operations.

Based on these policies, Tokio Marine & Nichido selects its contractors according to the Standard for Selecting Outsourcing Contractors and the Information Security Management System Standard. At the same time, each year the company conducts investigations of the actual status of outsourcing contractors based on the Regulations Related to Outsourcing Contractor Management, which stipulate the management system for outsourcing contractors, and makes improvements when inadequacies are discovered.

In the future as well, Tokio Marine Group will promote initiatives integrated into the value chain together with its business partners.

## Value Chain Management

In the value chain, Tokio Marine Group carries out activities aimed at fulfilling its social responsibility and achieving sustainable development together with its business partners and at raising customer protection and convenience and assuring the soundness and appropriateness of its business.

### ■ Fulfilling Social Responsibilities Together with Business Partners

To implement ESG initiatives that are integrated into the value chain, Tokio Marine Holdings aims to have Tokio Marine Group and business partners fulfill their social responsibility and achieve sustainable development together. In working to realize this objective, Tokio Marine & Nichido formulated the Principle of Transactions, which outlines the items that should be followed in terms of conducting transactions, and is applying this across its Group. Tokio Marine & Nichido issues the Principle of Transactions to such Group business partners as suppliers and subcontractors and requests that these business partners promote initiatives for "compliance with laws, regulations and

## Creating a Society Where People Can Live with Security through Sustainable Investments and Financing

Tokio Marine Group gives consideration to the environment, including climate change, as well as to society and governance in its investment and financing operations. We join study and research activities such as UNEP FI Principles for Sustainable Insurance (UNEP FI-PSI), UN Principles for Responsible Investment (PRI), Principles for Financial Action for the 21st Century and the Japan Sustainable Investment Forum to solve various environmental, social and governance (ESG) issues. We leverage the findings of these activities as one means to execute sustainable investment and financing. Tokio Marine & Nichido and Tokio Marine Asset Management lead efforts toward sustainable investments and financing.

### Study and Research on Sustainable Investments and Financing

#### ■ United Nations Environment Programme Finance Initiatives – Principles for Sustainable Insurance (UNEP FI-PSI)

<http://www.unepfi.org/>

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

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

<http://www.unpri.org/>

#### ■ Principles for Financial Action for the 21st Century

<https://www.pfa21.jp/>

#### ■ Japan Sustainable Investment Forum

<http://www.jsif.jp.net/>

### Creating a Safe, Secure and Sustainable Future through Sustainable Investments

With Tokio Marine Asset Management and Tokio Marine & Nichido taking the lead, Tokio Marine Group has formulated sustainable investment policies and aims for the sustainable growth of investee companies and thus promotes such initiatives as holding constructive “purposeful dialogue” with investee companies and publicly announcing the exercise of voting rights and the results of the exercise of voting rights.

#### ■ Asset Management Policies

The asset management policies of Tokio Marine & Nichido and Tokio Marine Asset Management are as follows.

##### <Asset Management Policy from the Tokio Marine & Nichido Disclosure Report 2019 (excerpt)>

Besides focusing on safety, profitability and liquidity in preparation for the payment of insurance claims, Tokio Marine & Nichido also undertakes asset management that contributes to society and public welfare. For this reason, with a main focus on Asset Liability Management (ALM), Tokio Marine & Nichido aims at securing long-term, stable income and carrying out efficient liquidity management under appropriate risk control giving due consideration to the characteristics of insurance products.

[https://www.tokiomarine-nichido.co.jp/company/pdf/TMNF\\_2019\\_d.pdf](https://www.tokiomarine-nichido.co.jp/company/pdf/TMNF_2019_d.pdf) (in Japanese)(PDF/5.1MB) PDF

##### <Tokio Marine Asset Management>

One of Tokio Marine Asset Management’s management principles is to contribute to the development of an enriched and comfortable social life and economic growth of society. To contribute to the development of a comfortable social life and economic growth of society, Tokio Marine Asset Management, in conformance with its fiduciary responsibility, executes responsible investments that not only focus on financial elements of investee companies but also appropriately consider non-financial elements such as environmental, social and governance (ESG) issues. At the same time, Tokio Marine Asset Management actively engages investee companies to promote their growth over the medium to long term with the aim of increasing medium- to long-term returns for customers.

Tokio Marine Asset Management adopts an ESG integration approach, which integrately ascertains and systematically evaluates financial and non-financial elements, into its investment decision process. This process is commonly applied to all asset classes based on the recognition that ESG integration enables even higher-precision company analysis and investment decisions. Tokio Marine Asset Management regards ESG as a fundamental evaluation category to ensure medium- to long-term returns for customers and has positioned governance as the key focal point in company evaluation while also appropriately considering environmental, social and other non-financial elements.

[https://www.tokiomarineam.com/sustainability/#responsible\\_investment](https://www.tokiomarineam.com/sustainability/#responsible_investment)

## ■ Asset Management Structure

The asset management structures of Tokio Marine & Nichido and Tokio Marine Asset Management are as follows.

### <Tokio Marine & Nichido>

At Tokio Marine & Nichido, ESG investment planning is carried out in the Financial Planning Department and sustainable investment and financing initiatives are implemented in collaboration with the Corporate Asset Management Department/Investment Management Department, which execute transactions.

### <Tokio Marine Asset Management>

Tokio Marine Asset Management has established the Responsible Investment Committee, led by the head of the Investment Business Division and comprising asset managers of each asset class and other relevant parties, to formulate responsible investment policies and establish required processes. The committee also creates basic policies and guidelines for the exercise of voting rights. Tokio Marine Asset Management will work to further deepen its understanding of responsible investment, which is a responsibility of an institutional investor, and continue to fulfill this and other responsibilities as an institutional investor by making investments in a manner that comprehensively takes into consideration ESG and other issues.

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

Based on the Japanese government's growth strategy, the "Japan Revitalization Strategy" (Cabinet decision in June 2013), the Council of Experts established within the Financial Services Agency announced in February 2014 the "Principles for Responsible Institutional Investors (Japan's Stewardship Code) – To promote sustainable growth of companies through investment and dialogue."

"Stewardship Responsibility" means bearing responsibility for expanding medium- and long-term investment returns for "customers and beneficiaries" (including end beneficiaries) through constructive "purposeful dialogue" (engagement) by institutional investors based on a deep understanding of investee companies and their business environments to raise the corporate value of these companies and promote their sustainable growth.

As described above, this Code has been formulated to promote medium- and long-term growth of companies through "purposeful dialogue" (engagement) by institutional investors with their investee companies.

### Reference: Japan's Stewardship Code (excerpt)

**Principle 3.** Institutional investors should monitor investee companies so that they can appropriately fulfill their stewardship responsibilities with an orientation towards the sustainable growth of the companies.

**Guidance 3-3.** When investors monitor investee companies, a variety of factors, including non-financial ones, may be considered as relevant. Factors may include, for example, governance, strategy, performance, capital structure and risk management (including how the companies address risks arising from social and environmental matters) of the investee companies. ... Institutional investors need to use their own judgment in choosing which factors to focus on in light of their stewardship responsibilities.

In May 2014, Tokio Marine Asset Management announced its adoption of the Principles for Responsible Institutional Investors (Japan's Stewardship Code). In June 2017, the company renewed its adoption of the Code based on a revision to the content of the Code in May 2017.

In May 2014, Tokio Marine & Nichido agreed with the intent of Japan's Stewardship Code and also announced it would adopt the Code.

[Tokio Marine Asset Management: Adherence to Japan's Stewardship Code](#)

[Tokio Marine & Nichido: Adoption of Japan's Stewardship Code \(in Japanese\)](#)

## Exercise of Voting Rights and Disclosure of the Results of Exercise of Voting Rights

Based on the intent of the Principles for Responsible Institutional Investors (Japan's Stewardship Code), Tokio Marine Asset Management and Tokio Marine & Nichido have formulated clear policies on publicly announcing the exercise of voting rights and the results of the exercise of voting rights and are disclosing details of their stewardship activities that include the results of the exercise of voting rights.

### <Tokio Marine Asset Management>

[Stewardship activities and results of self-assessment \(July 31, 2019\) \(in Japanese\) \(PDF/891KB\)](#) PDF

[Disclosure of the results of the exercise of voting rights \(Japanese equities\) \(in Japanese\) \(PDF/1.6MB\)](#) PDF

### <Tokio Marine & Nichido>

[Overview of stewardship activities \(in Japanese\) \(PDF/633KB\)](#) PDF

## Value Creation through Sustainable Investments

Tokio Marine Group contributes to the creation of a safe, secure and sustainable future together with its stakeholders by developing and providing ESG investment products.

### ■ Provision of the Tokio Marine Japanese Equity Fund to Contribute to the Creation of a Low-Carbon Society

Promoting initiatives toward realizing a low-carbon society is an urgent and important issue with the adoption of the United Nations Sustainable Development Goals (SDGs) and the Paris Agreement based on the goals set by the United Nations Framework Convention on Climate Change. Accordingly, as an initiative for contributing to the attainment of these goals, Tokio Marine Asset Management provides the Tokio Marine Japanese Equity Fund to contribute to the creation of a low-carbon society. The fund is comprised of equities of Japanese companies actively working to reduce greenhouse gases. By offering a fund with an investment universe consisting of Japanese companies disclosing their greenhouse gas emissions, we will provide support on the financial side for efforts by Japanese companies to realize low-carbon operations.

Specifically, this fund has been established by building a Japanese equity portfolio with half the level of carbon intensity\* relative to the TOPIX index. This will enable investors not only to achieve broad Japanese equity market performance but also to contribute to supporting a reduction of greenhouse gases and the creation of a low-carbon society.

As part of efforts of Tokio Marine Group, Tokio Marine & Nichido has invested in this fund with the aim of promoting, from a financial aspect, the initiatives of Japanese companies to reduce greenhouse gas emissions.

\*Carbon intensity (CO<sub>2</sub> emission basic units) here refers to CO<sub>2</sub> emissions per sales of each company. The total volume of company CO<sub>2</sub> emissions varies significantly by business type and business scale. Therefore, we use this index and compare CO<sub>2</sub> emission levels in accordance with the actual state of business activities.

### ■ Provision of Premium World

In December 2007, Tokio Marine Asset Management launched *Premium World*, an environmental investment trust fund that invests in Japanese and other companies involved in activities under the following themes. These themes are related to environmental or social issues arising from the growing economies and increasing population in the world, which need to be sustained or improved.

- Environmental (e.g., global warming and clean energy)
- Water and foodstuffs (e.g., stable supply of water and food and enhanced productivity)
- Medical services and healthcare (e.g., medical techniques and promotion of better health)

For institutional investors, the company launched a socially responsible investment (SRI) fund targeting Japanese companies in January 2006. Leveraging the comprehensive risk management know-how of Tokio Marine Group, this fund aims to obtain long-term and stable added value based on the Group's unique environmental, social, governance and risk management (ESGR) analysis and evaluation. In the future, Tokio Marine Asset Management intends to fulfill its social responsibilities as an institutional investor and improve investment performance over the long term while giving due consideration to ESG issues in its asset management operations.

### ■ Providing a Renewable Energy Fund

Since 2012, Tokio Marine Asset Management has been operating the TM Nippon Solar Energy Fund for institutional investors, including corporate pension funds, to invest in solar power plants as an investment product targeting Japan's national infrastructure. The company has also been operating the TM Nippon Renewable Energy Fund that invests in various types of renewable energy, including wind power, biomass, hydropower and geothermal power in addition to solar power, since 2017.

These funds are investment products that diversify investments among Japan's renewable energy generation businesses and provide investment income to investors from sales of electric power.

Japan initiated a feed-in tariff (FIT) system for reusable energy sources in July 2012 with a view to increasing the use of solar, wind and other reusable energy. The system requires all users of electricity, including businesses and households, to pay a surcharge on electricity generated from renewable sources. The TM Nippon Solar Energy Fund, which is based on this FIT system, is designed to return investment income to citizens of Japan through corporate pension funds, the major investor of the fund.

Tokio Marine Asset Management believes that this fund will contribute to the diversification of energy sources. By offering investment opportunities of social significance through this fund, the company strives to fulfill its social roles and responsibilities as an asset management company.

### ■ Providing an Engagement-Focused Fund to Invest in Japanese Companies

With the launch of Japan's Stewardship Code in February 2014, the importance of engagement between institutional investors and companies is further increasing its significance from a viewpoint of responsible investment.

Taking an early start, Tokio Marine Asset Management (TMAM), jointly with GO Investment Partners (GO)\*, launched the TMAM-GO Japan Engagement Fund in March 2012. This engagement-focused fund primarily invests in small- to medium-sized Japanese companies having strong core businesses. By promoting engagement with investee companies based on a full understanding of the corporate culture in Japan, the company intends to deepen mutual understanding between investors and Japanese companies and provide increased corporate value over the long term.

\*GO Investment Partners (GO)

An independent asset management partnership based in London, with its founder being the pioneer in the field of responsible stock ownership. The organization is characterized by its investment strategy that focuses on enhancement of long-term corporate value through amicable engagement with investee companies listed on European stock markets.

[Tokio Marine Asset Management](#)

### ■ Establishing Japan's First Fund to Invest in Microfinance-Related Assets

We provide microfinance services mainly to low-income earners in emerging and developing countries.

[Reducing Poverty \(Reducing World Poverty\) >>](#)



**CSR & ESG Highlights**

- We continued to engage in industry-academia collaborative research in order to respond to climate change and natural disaster risk.
- We continued to offer *Drive Agent Personal*, a rider to our automobile insurance, which uses our original driving recorder to protect customers.
- We promoted our work to make society resilient to natural disasters through participation in international initiatives and helped to facilitate disaster risk reduction across the world.
- We continued to distribute "personalized" videos to provide customized information on disasters based on regional characteristics.

**CSR Materiality (Material Issues)**

- Products and services beneficial for safety and security
- Climate change and natural disasters
- Technological innovation
- Low birth rates and aging societies, and population demographics
- Local community and social contribution activities
- Promoting ESG in the provision of products and services

The world is now facing various social issues, inflicted by frequent large-scale natural disasters, demographic shifts, income disparities and poverty. In Japan as well, issues are becoming prevalent also in relation with technological innovation as well as community resilience (disaster prevention and mitigation) and the country's declining birth rate and aging population. These issues may induce drastic changes in risks surrounding the insurance business. To protect people, including our customers, from these varying risks and also capture business opportunities while responding to these risks, Tokio Marine Group has selected "Providing Safety and Security" as one of our three CSR core themes. We are making efforts toward a safe, secure and sustainable future throughout our entire business activities from conducting research on natural disaster risk to providing products and services that are beneficial for safety and

security and undertaking local community and social contribution activities leading to safety and security.

**Making Society Resilient to Natural Disasters**

One mission of Tokio Marine Group is to provide, in response to natural disaster risk, products and services leading to the safety and security of customers and local communities. To achieve this mission, we are applying our knowledge, which we have accumulated through research on natural disaster risk and participation in international initiatives, to the development of insurance products and services and are promoting activities to disseminate our know-how on disaster prevention and mitigation widely throughout society. Even after a disaster, we focus on making swift claims payments and providing services for the early recovery of business operations.

**Building a Secure Society by Leveraging Traffic Technology Innovation**

Another mission of Tokio Marine Group is to deliver traffic safety and security through its non-life insurance products and services. Tokio Marine Group provides insurance products and services that quickly capture the latest innovation in traffic technology, and will contribute to increasing society's preparedness against traffic risk and prevention of traffic accidents.

**Building a Secure Society by Responding to Varying Lifestyles and Changes in Society**

Tokio Marine Group provides services responding to the expanding inbound market for business operators in Japan as well as services to counter the growing corporate governance and cyber risks resulting from business globalization and technology innovation. We also distribute information on natural disasters via the Internet, smartphones and other means and are devising ways to smoothly receive loss reports upon an accident. Through these and other efforts, we are working to provide comprehensive coverage matched to the needs of our day-to-day life.

## Eliminating Poverty in Society

Based on its know-how accumulated in the insurance business, Tokio Marine Group has developed and initiated sales of weather insurance and microinsurance in India, thereby providing low-income earners with greater access to insurance. We also hope to contribute to the resolution of poverty issues in the world through financing to and investment in financial institutions providing microfinancing services.



Examples of CSR approach (Providing Safety and Security)

### Value Creation

Providing safety and security to customers, local communities and society worldwide through the insurance business

### Risks and Opportunities Associated with Climate Change

Considerable concern exists over the possibility of increased typhoons, heavy rains, droughts and other natural disasters caused by climate change. The insurance business has a close relationship with weather disasters and therefore risks such as the following are possible.

- Growth in the number of insured contingencies and insurance claims payment amounts due to an increase in weather disaster risk
- A sharp rise in reinsurance premiums due to increases in large-scale weather disasters
- Worsening fund position due to an increase in insurance claims payment amounts resulting from weather disasters

- Risk of discontinuation of business due to the impact of weather disasters on buildings, IT facilities and other facilities
- Risk of impacts from weather disasters in countries and regions throughout the world along with growth in the overseas insurance business

In 2007, the Intergovernmental Panel on Climate Change (IPCC), which collects scientific research into climate change, was awarded the Nobel Peace Prize for its contributions to raising recognition of climate change. Established in 1988, the IPCC presents the current state, causes, impact, adaptation measures and mitigation measures concerning climate change through means such as assessment reports. In its "Special Report on Managing the Risks of Extreme Events and Disasters to Advance Climate Change Adaptation" issued in 2012, the IPCC supplemented previous research with an appeal to the importance of adaptation and disaster risk management with respect to climate change.

The IPCC Fifth Assessment Report announced from 2013 to 2014 provided, in addition to the topics discussed in past reports, a more detailed quantitative assessment of impacts on food and incomes and made an appeal to government decision-makers. The Working Group II Report states that besides river overflows and coastal region seawater immersion that causes flooding, the increases in the severity and frequency of extreme weather disasters are conspicuous risk factors at the global level. In view of this, the report cited insurance systems as one of the economic sectors affected by these risk factors.

Although weather phenomena are natural occurrences that are beyond our control, it is possible to prepare ourselves and adopt measures against the increasing risks of weather disasters. Tokio Marine Group regards these evolving risks as opportunities and aims to promote risk-based management to maintain a sound financial base and to provide protection to customers and society by offering appropriate insurance products and risk management services. We are promoting the following specific measures as activities for creating opportunities.

- Promoting research on weather disaster risk through industry-academia collaboration with universities, including The University of Tokyo, Nagoya University and Kyoto University
- Establishing investment funds for facilities for renewable energy such as solar power and providing related insurance and consulting services
- Providing insurance products and risk management services to cover weather disaster risk in developed and developing countries
- Providing insurance so that persons engaged in agriculture can make preparations against extreme weather in developing countries and regions
- Activities for making policy recommendations to encourage disclosures that will help investment decisions through participation in an initiative led by the Task Force on Climate-related Financial Disclosures (TCFD) of the Financial Stability Board (FSB)
- Creating a sustainable society by utilizing disaster risk financing and an insurance scheme
- Enlightenment and educational activities related to weather disaster risk

## Making Society Resilient to Natural Disasters

Resolving disaster issues and mitigating disaster damage are two major concerns in the international community and challenges we should tackle. Consequently, Tokio Marine Group engages in an array of initiatives in relation to disaster prevention, including three initiatives cited in the “Compilation of Private Sector Example Initiatives for Building National Resilience,” a reference material published by the Cabinet Secretariat (May 2018 edition). These are: Earthquake and tsunami risk research, industry-academia collaboration between Tohoku University and Tokio Marine & Nichido; Disaster Prevention Lessons to cultivate the ability to survive a disaster; and Contributing to disaster prevention and mitigation, utilizing the ecosystems in coastal areas.

We are applying our knowledge in the areas of natural disasters as well as disaster prevention and mitigation, which we have accumulated through research on natural disaster risk and participation in international initiatives, to the development and provision of products and services leading to the safety and security of customers and local communities well into the future. At the same time, we are promoting activities to disseminate our knowledge on disasters and disaster prevention and mitigation widely throughout society through such efforts as raising disaster prevention awareness of children as well as companies before a disaster strikes. Even after a disaster, we focus on making appropriate and swift claims payments and providing services for the early recovery of business operations of companies affected by the disaster. Tokio Marine Group seeks to contribute to building a safe and secure society that is strongly resilient to natural disasters by providing total responses before and after disasters through its diverse products and services and various initiatives, including activities to raise disaster prevention awareness, provide relief funds and engage employee volunteers.

Tokio Marine Group’s initiatives to promote disaster prevention contribute to achieving five of the Sustainable Development Goals (SDG) specified in “Transforming our World: the 2030 Agenda for Sustainable Development,” which was adopted at the United Nations Sustainable Development Summit in September 2015. These five goals are: SDG 1 (No poverty), SDG 9 (Industry, innovation and infrastructure), SDG 11 (Sustainable cities and communities), SDG 13 (Climate action) and SDG 17 (Partnerships for the goals). We will continue to promote our efforts to make society resilient to natural disasters by collaborating with various stakeholders.

### ❖ Relation between written content and SDGs

Relevant goal		Relevant target	Description of related content
	1. No poverty	1.5 Build the resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events	All content in general
	9. Industry, innovation and infrastructure	9.a Facilitate sustainable and resilient infrastructure development in developing countries through enhanced financial, technological and technical support to small island developing States 9.5 Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries	Product and Service Planning and Research Participation in the World Bank’s Pacific Disaster Risk Financing Pilot Program Product and Service Planning and Research
	11. Sustainable cities and communities	11.5 Significantly reduce the number of deaths and the number of people affected by disasters, including water-related disasters	Product and Service Planning and Research Building a Society Capable of Adapting to Climate Change and Weather Disaster Risk
		11.b Implementing integrated policies and plans towards inclusion, resource efficiency, mitigation and adaptation to climate change in line with the Sendai Framework for Disaster Risk Reduction 2015-2030	Product and Service Planning and Research Building a Society Capable of Adapting to Climate Change and Weather Disaster Risk
	13. Climate action	13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters	All content in general
		13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning	Product and Service Planning and Research Pre-Disaster Action
	17. Partnerships for the goals	17.16 Enhance the global partnership for sustainable development	Product and Service Planning and Research Multi-Stakeholder Dialogue

❖ Section composition

**1. Various Initiatives to Support Customers in Their Times of Need >>**

To deliver a sense of security at the earliest opportunity after an earthquake or any other disaster, Tokio Marine Group takes all possible measures for smoothly receiving insurance claims reports. In addition, the Group delivers safety and security to all people and society by providing disaster-related products and services including support services for early recovery.

**2. Product and Service Planning and Research >>**

With a view toward providing products and services leading to the safety and security of customers and local communities well into the future, Tokio Marine Group has been promoting research on risks concerning climate change and natural disasters through industry-academia collaboration. The Group also collaborates with insurance companies worldwide to engage in multi-stakeholder dialogue aimed at reducing and mitigating the risks placed on economic and social life.

**3. Products and Services >>**

Based on the lessons learned from earthquakes and other disasters in the past, and as a means to help people prepare for future disasters, Tokio Marine Group promotes the development and provision of products and services tailored to new risks.

**4. Local Community Contribution >>**

Based on the lessons learned from earthquakes and other disasters in the past, and as a means to help people prepare for future disasters and raise disaster prevention awareness among children as well as companies, Tokio Marine Group disseminates disaster prevention information through the media and holds disaster prevention seminars and lessons for children and adults jointly with research and other organizations who are our partners in industry-academia collaboration. The Group also engages in recovery support for affected areas, including employee volunteer activities.

**1. Various Initiatives to Support Customers in Their Times of Need**

**■To Deliver Security at the Earliest Possible Opportunity**

Remaining strong and caring to support customers and society in emergencies – This is an aspiration shared throughout all activities of Tokio Marine Group.

A strong earthquake that hit the northern part of Osaka in June 2018 inflicted considerable damage mainly in the Kansai region. Immediately following the earthquake, Tokio Marine & Nichido set up a head office disaster management task force and a local response headquarters, and to ensure the earliest possible claim payments, quickly established a claim service structure to handle many more claims than ordinary times by setting up a backup office that integrates initial response and various business administrative functions. Employees, appraisers and loss adjusters dispatched to the disaster areas visited customers affected by the disaster to check the status of damaged houses and buildings.

In addition to making swift response to customers who have reported losses, as just described, we believe that it is also a social mission of a non-life insurance company to proactively notify possible claim payments to customers who are likely to be entitled to such payments. We contacted customers who live in areas largely affected by the disaster but had not reported losses to express our sympathy and remind them of their enrollment in our earthquake insurance. We also sent out brochures that explain claim payment requirements and other relevant matters and notify contact points for customers to report any loss.

Claims settlement service structure set up after the earthquake in northern Osaka



Head office disaster management task force



Satellite office

We also made a swift initial response to the torrential rains that occurred in western Japan in July 2018 by spreading the roles of recording losses and making initial contact with customers among non-affected bases.

## ■ Response to Customers Affected by the Disaster

### < Emergency measure for policyholders >

We have implemented an emergency measure concerning policy renewal and premium payment for policyholders living in areas to which the Disaster Relief Act has been applied. The emergency measure has been announced on our website and Group companies' corporate websites and through other means.

### < Other recovery and reconstruction support >

To support disaster victims, Tokio Marine Holdings is broadly soliciting donations from employees and agents of Tokio Marine Group companies in and outside Japan.

## ■ Initiative to Utilize Drones and AI in Making Insurance Claims Payments

### –Using AI to Analyze Images Taken by Drones to Accelerate Damage Investigation and Repair Costs Calculation–

Larger and more frequent natural disasters in recent years have caused considerable damage to both housing and properties of individual customers as well as plants and warehouses owned or operated by corporate customers. Following such a disaster, loss adjusters or appraisers of an insurance company perform on-site investigations to assess damage. The insurance company then calculates and closely examines the amount of claims based on their investigation results, photos of damaged sites, loss estimates and other materials before making claims payments. Checking damage on the roof of a plant or warehouse, in particular, poses risk to loss adjusters or appraisers, sometimes hindering detailed damage investigation. A large facility also requires a certain period of time to finish investigating all damaged areas.

For these reasons, Tokio Marine & Nichido has been examining ways to utilize technology such as drones in performing accurate and swift damage investigation and repair costs calculation before making claims payments to customers. In June 2019, Tokio Marine & Nichido partnered with Airobotics Co., Ltd., a company excelling in drone-based aerial photography technology and image analysis using artificial intelligence (AI), and launched an initiative to accelerate the process from damage investigation to repair costs calculation by having AI analyze multiple images taken by drones. Specifically, aerial images of a plant or warehouse taken by Airobotics' drones are patched together to create imagery data that clearly shows affected areas and their damage levels. AI analyzes the resulting data to automatically identify damage and quickly calculate loss amount. The accuracy can be improved by letting AI learn from a vast quantity of imagery data, collected with

customers' consent, and the results of image diagnoses by loss appraisers. This AI-driven automatic process allows Tokio Marine & Nichido to significantly increase the efficiency of its work, from when a customer provides loss estimates and other necessary documents until its loss appraisers prepare a report. It in turn ensures swift claims payments to affected customers by greatly reducing the time required to do so (usually about one month if done by loss appraisers).

In the event of a large-area disaster that often imposes considerable pressure on loss appraisers, the use of drones in damage investigation can increase its speed and the number of customers' properties undergoing investigation. Currently, the process is mainly applied to damage sustained by plants and warehouses owned or operated by companies, but we will examine the possibility of extending its scope to damage on individual customers' housing and properties.

Tokio Marine & Nichido will continue to provide claims services more closely aligned with customers. At the same time, we will work to achieve even greater customer satisfaction by leveraging leading-edge technology.

## ■ Early Disaster Recovery Support Service through a Tie-Up with BELFOR

Tokio Marine & Nichido has formed a partnership with BELFOR (Japan) Co., Ltd., a company possessing highly specialized technologies in the disaster recovery support field, and has been providing the Early Disaster Recovery Support Service for corporate customers. The company has added a new rider to essentially all of its fire insurance\* for business operators to cover the expenses for emergency stabilization measures, allowing policyholders to use the Early Disaster Recovery Support Service of BELFOR under specified conditions without incurring additional costs.

The availability of the Early Disaster Recovery Support Service jointly provided by Tokio Marine & Nichido and BELFOR expanded from Japan to the United States, Europe and Southeast Asia. We now have a system to provide support for the early recovery of business operations to customers throughout the world.

\*Excluding Super Business Insurance that does not cover property damage and loss arising from suspension of operations

## < Disaster Recovery Flow Using BELFOR >

### Step 1) Verification of disaster and contamination

Upon being informed by a customer of the occurrence of a disaster or accident, we contact BELFOR after obtaining consent from the customer for dispatching a crew. BELFOR immediately visits the damaged site, conducts an on-site inspection and draws up a "contamination map" that identifies contaminated areas within the site.



### Step 2) Emergency stabilization measures

To prevent further damage, BELFOR applies emergency stabilization measures, as necessary, to inhibit the progression of corrosion and rust in facilities.



### Step 3) Proposal of an optimal recovery plan

We propose an optimal recovery plan to the customer.



### Step 4) Full-scale restoration by BELFOR

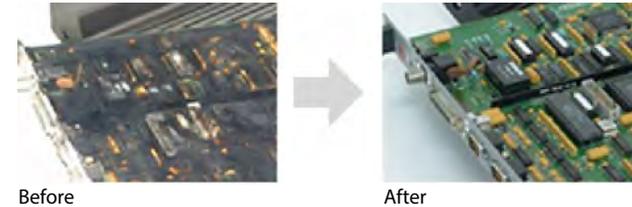
During full-scale restoration operations, BELFOR conducts the restoration of buildings and equipment contaminated with smoke and soot due to fire or mud caused by flooding by using its special cleaning techniques, know-how and originally developed chemicals.

## < Representative examples of BELFOR's special techniques >

BELFOR uses its precision cleaning techniques to restore the condition and functions of contaminated equipment and facilities, for which replacement was the only option available in the past. This helps reduce the business interruption period significantly and is particularly effective in case of customized facilities that require a considerable amount of time to replace.

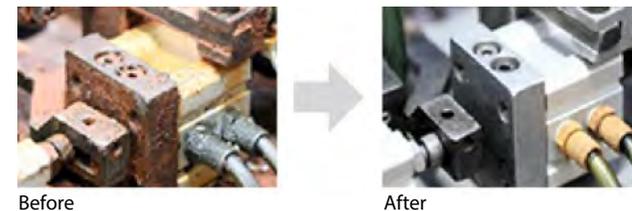
### 1. Precision cleaning

A technology to dismantle equipment, clean its electronic circuit board by using BELFOR's originally developed alkali cleaner and deionized water, dry it completely in a vacuum chamber and reassemble the equipment



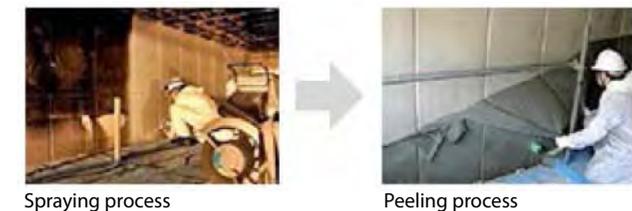
### 2. Ultrasonic cleaning

A technology to remove corrosion in a short time by cleaning corroded metal equipment via BELFOR's originally developed rust removal agent in an ultrasonic cleaning tank



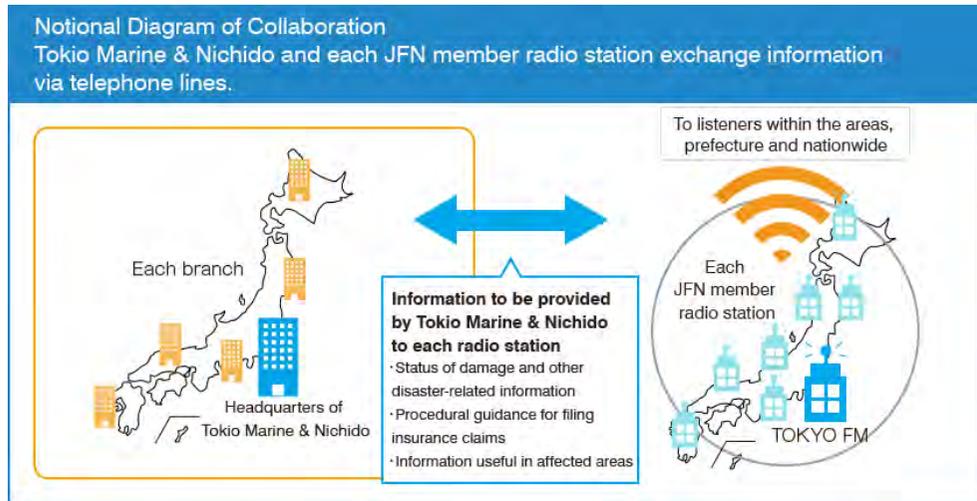
### 3. Soot removal film (SRF)

A technology to remove contamination without using water by spraying a liquid mostly consisting of natural rubber to walls and ceiling and peeling off a dried rubber film afterwards



## ■ Area Information Network in Time of Disaster

In August 2014, Tokio Marine & Nichido concluded an agreement concerning the establishment of an area information network in time of disaster with the 38 member FM radio stations of the Japan FM Network Association (JFN). Under the agreement, Tokio Marine & Nichido and each of the JFN member FM radio stations exchange information via telephone lines in the event of an earthquake or any other disaster. Tokio Marine & Nichido will provide disaster-related information on affected areas, including damage status, as well as procedural guidance for filing insurance claims, while the radio stations transmit the information within these areas, across the corresponding prefecture and nationwide. Through this collaboration, we aim to ensure the security of local community members and help to support the recovery and reconstruction of affected areas.



## 2. Product and Service Planning and Research

Responding to risks associated with “climate change and natural disasters,” one of Tokio Marine Group’s CSR material issues included in this theme, also comprises a major management issue that the global insurance industry must address in the medium to long term. Through industry-academia collaboration with The University of Tokyo, Nagoya University, Kyoto University and Tohoku University, Tokio Marine Group engages in research on climate change and natural disaster risk in an effort to gain deeper scientific insight into disaster prevention and mitigation and to raise the sophistication of measuring methods through risk modelling to ascertain risk volume in even greater detail. Our efforts in this area include development of a stochastic risk assessment approach. We

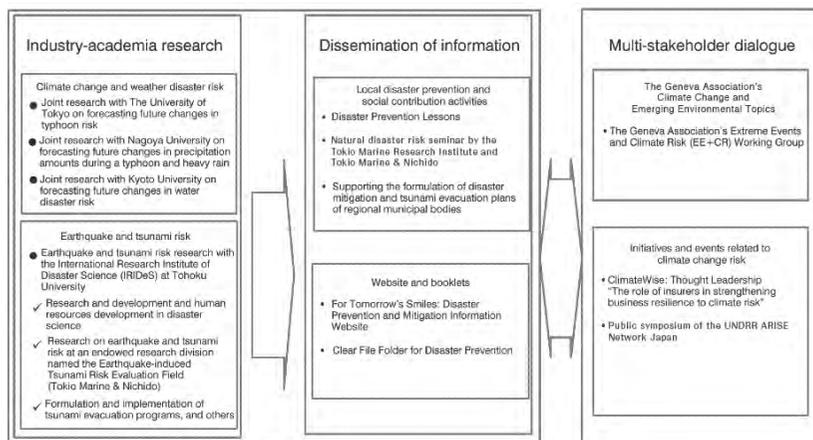
believe that in addition to providing products and services in developed countries it is also important to disseminate the ideas of an insurance mechanism and risk management practices in developing countries and regions particularly vulnerable to the impact of climate change and natural disasters in accordance with the Sendai Framework for Disaster Risk Reduction 2015-2030, which provides new world guidelines for disaster risk reduction. To this end, we are working to resolve disaster issues and mitigate disaster damage globally by using the outcomes of our industry-academia research to the benefit of society and by taking part in international initiatives, such as the UNDRR Private Sector Alliance for Disaster Resilient Societies (ARISE) and The Geneva Association’s Climate Change and Emerging Environmental Topics (CC+EET) Working Group.

## ■ Building a Society Capable of Reducing and Adapting to Risks Resulting from Climate Change and Natural Disasters

The 21st session of the Conference of the Parties to the UNFCCC (COP21) held in December 2015 adopted the Paris Agreement as a new international framework of measures against climate change for 2020 onwards. As the world’s common long-term goal, the Paris Agreement aims to keep a global temperature rise below 2 degrees Celsius above pre-industrial levels. The agreement also makes a clear link between itself and the Sendai Framework for Disaster Risk Reduction 2015-2030, which was adopted at the Third United Nations World Conference on Disaster Risk Reduction held in Sendai in March 2015. There is a concern for the growing natural disaster risk due to climate change, and Tokio Marine Group, working to resolve disaster issues and mitigate disaster damage, also gives due attention to the goal of the Paris Agreement and intends to contribute to its achievement.

Climate change due to global warming and other factors is considered to possibly bring about major changes in the frequency and scale of weather disasters in the future. As such, basing analyses only on past statistical data may prevent appropriate risk assessment and significantly impact the calculation of insurance premiums and the ability to pay insurance claims in the event of a serious disaster.

In response, Tokio Marine Group conducts research on climate change and natural disaster risk and on earthquake and tsunami risk through industry-academia collaboration and presents the outcomes at conferences and forums on disaster risk reduction. We also utilize these outcomes in our social contribution activities and disseminate relevant information to the public. Additionally, we proactively participate in initiatives and events related to climate change to disseminate the outcomes and details of our industry-academia research activities to the world and engage in multi-stakeholder dialogue to share information about the latest research projects and discuss how to promote disaster prevention.



## 《Research on Climate Change and Natural Disaster Risk》

### ■ Building a Society Capable of Adapting to Climate Change and Weather Disaster Risk

By matching forecasts of future changes in risk due to climate change and other meteorological risk assessment approaches to a base of conventional risk assessment approaches, Tokio Marine Group is aiming to create a more advanced approach to climate change and weather disaster risk assessment.

### Utilizing Research Outcomes to Provide Products and Services for Adapting to Climate Change

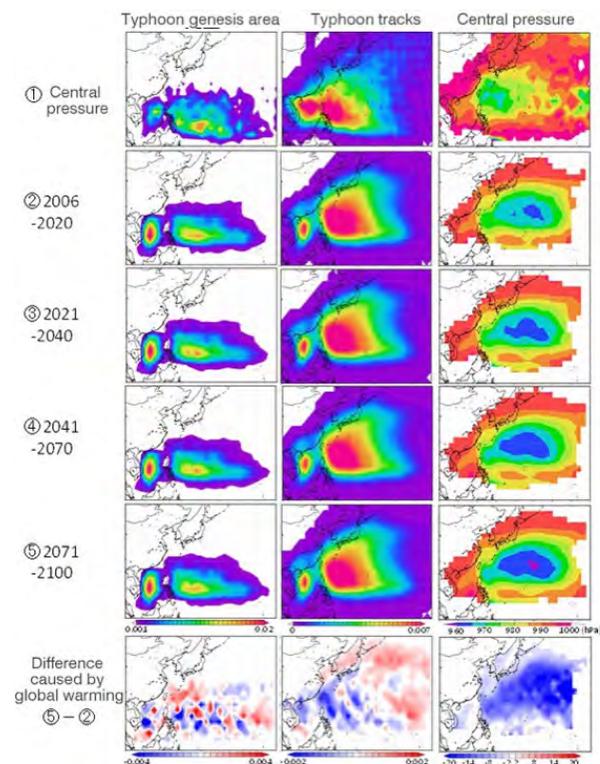
There is a concern that damage concerning natural disasters will increase due to climate change and the resulting greater fluctuations in natural phenomena. Tokio Marine Group is promoting initiatives to resolve weather and other disaster issues and mitigate disaster damage through its business operations. However, as changes in climate and fluctuations in natural phenomena increase, using only the past disaster and insured contingency data may prevent appropriate weather disaster risk assessment and may reduce our ability to provide insurance products and services covering weather disaster risk to customers and local communities as we have done previously.

In response, Tokio Marine Group seeks to promote research on climate change and weather disaster risk in collaboration with the world's leading scientists and researchers and to use research outcomes and other various findings broadly to the benefit of society. Simultaneously, as a corporate group engaging in the insurance business, we intend to translate our research activities into the ability to sustainably provide insurance products and related services to customers and local communities.

Tokio Marine Group will continue to forge ahead with research on climate change and natural disaster risk with the world's leading scientists and researchers through industry-academia collaboration and proactively leverage knowledge gained through such research.

## Joint Research with The University of Tokyo: Forecasting Future Changes in Typhoon Risk Using Climate Models

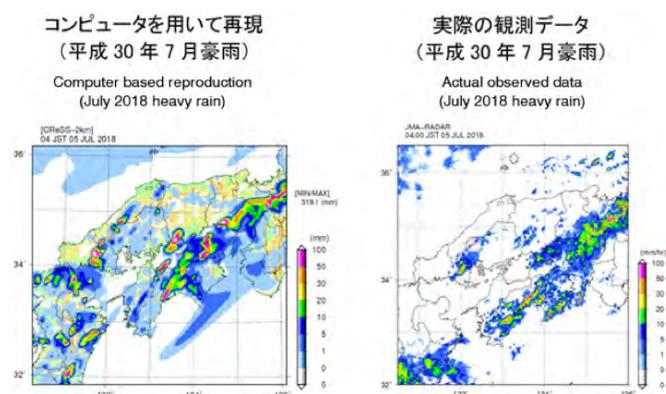
- With the aim of forecasting future changes in typhoon risk due to global warming, the Tokio Marine Research Institute has been undertaking joint research with The University of Tokyo using an originally developed stochastic typhoon model that estimates future changes in typhoons. More recently, we have also been engaging in research related to forecasts of annual typhoon trends in addition to assessing the impact of global warming on typhoon risk.
- The Atmosphere and Ocean Research Institute at The University of Tokyo, our partner in this joint research, has been conducting research into climate change and other climate systems using an integrated analysis of observation data and results of simulations based on climate models. Professor Masahide Kimoto and other researchers have contributed as lead authors to the creation of the IPCC assessment reports, which are a compilation of the latest findings on climate change, and The University of Tokyo has received acclaim from around the world for the widely used research results.
- The charts below show estimates of the impact of global warming on typhoons based on climate change forecast data from institutions worldwide, using the stochastic typhoon model. These charts indicate the possibility that future typhoons will take more eastward tracks and will become stronger.



The charts at the bottom show warming differentials. Of these, in the charts showing typhoon generation and tracks, blue represents locations where typhoons will decrease in the future, and red represents locations where they will increase. Also, in the chart showing central atmospheric pressure, blue represents locations where central atmospheric pressure will decrease in the future.

### Joint Research with Nagoya University: Analysis of Changes in Precipitation Trend due to Global Warming

- With the aim of forecasting how climate phenomenon such as typhoons and torrential downpours are changing along with climate change, the Tokio Marine Research Institute is performing joint research with Nagoya University on changes in the precipitation pattern resulting from global warming. Professor Kazuhisa Tsuboki from the Institute for Space-Earth Environmental Research at Nagoya University, our partner in this joint research, has developed a high spatial resolution model capable of performing detailed simulation of such aspects as clouds and precipitation, and is advancing research into the mechanisms of torrential rain, typhoons and other phenomena.
- As an example, the charts below show the results using Nagoya University's high spatial resolution model to simulate the July 2018 heavy rain. Comparing the chart on the left showing the simulation results and the chart on the right showing the actual observed rainfall amounts, we can see that the simulation has adeptly re-created precipitation volume.
- Currently, we are carrying out survey and analysis of torrential rain patterns under future climate conditions by using the Database for Policy Decision-Making for Future Climate Change ("d4PDF"), a database created through a large-scale ensemble experiment.

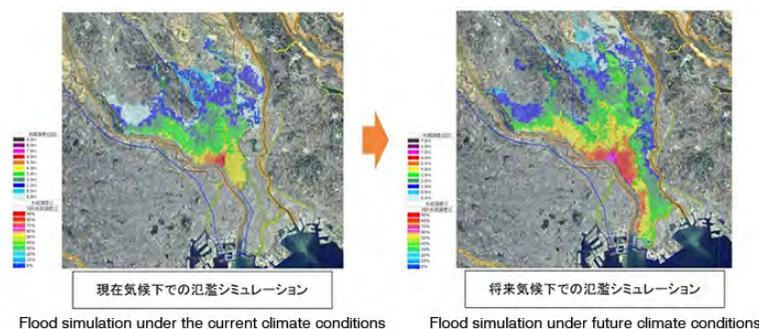


作成:名古屋大学宇宙地球環境研究所

Created by the Institute for Space-Earth Environmental Research, Nagoya University

### Joint Research with Kyoto University: Assessment of Water Disaster Risk under Future Climate Conditions

- The Tokio Marine Research Institute is engaging in joint research with Kyoto University with the aim of quantitatively assessing changes in water disaster risk under future climate conditions. By also leveraging know-how for estimating precipitation volume under future climate conditions, which has been gained through joint research with Nagoya University, we are conducting research on methods to assess water disaster risk under future climate conditions. The Disaster Prevention Research Institute and the Graduate School of Engineering at Kyoto University have top-class researchers in this area, including Professor Eiichi Nakakita and Professor Yasuto Tachikawa, who are co-researchers at the Tokio Marine Research Institute. Working with Kyoto University, the Tokio Marine Research Institute has developed a rainfall runoff volume model for Japan's rivers to simulate river flow volume based on precipitation data.
- The charts below show the results of flood simulations on the Arakawa River based on the rainfall runoff model and river flow volumes calculated using precipitation data from the d4PDF. The chart on the right simulates a flood under future climate conditions with increased global warming. It shows wider water-immersed surface areas and deeper water immersion than the chart on the left, which shows a flood under the current climate conditions.
- With a view to developing a rainfall runoff model for rivers outside Japan, we are currently conducting research on rivers in Vietnam and Thailand.



## Research Presentations at Academic Societies and Other Gatherings

We will publicize the results of the above joint research to a broad audience through presentations at academic and other conferences.

- Since fiscal 2008, we have been continually announcing the results of joint research with The University of Tokyo, Nagoya University and Kyoto University, respectively, at the Meteorological Society of Japan.
- Since fiscal 2013, we have been announcing the results of joint research with Nagoya University and Kyoto University, respectively, at the Japan Society of Hydrology and Water Resources.
- Since fiscal 2017, we have been announcing the results of joint research with Nagoya University and Kyoto University, respectively, at the Japanese Society of Insurance Science.

### [Major presentations (examples)]

[Meteorological Society of Japan presentation \(research on typhoon risk\) \(in Japanese\)](#)

[\(PDF/2.8MB\)](#) 

[Japan Society of Hydrology and Water Resources presentation \(research on water disaster risk\)](#)

[\(in Japanese\) \(PDF/1.8MB\)](#) 

## ■ Building a Society Capable of Reducing and Adapting to Earthquake and Tsunami Risk

In recent years, low-frequency major earthquakes have inflicted serious damage around the world, as seen in the earthquakes in Chile and Northern Sumatra, the Great Sichuan Earthquake and the Great East Japan Earthquake. Against this background, Tokio Marine Group brings together the expertise and data gained through its non-life insurance and risk consulting businesses to advance initiatives leading to the safety and security of society.

### Earthquake and Tsunami Risk Research in Collaboration with the International Research Institute of Disaster Science at Tohoku University

- In July 2011, Tokio Marine & Nichido concluded an industry-academia collaborative agreement with Tohoku University and began research and development and human resource development initiatives in disaster science. The initiatives drew upon Tohoku University's knowledge and data concerning tsunami risk assessment and other areas of disaster science, and Tokio Marine & Nichido's knowledge and data concerning earthquake and tsunami risk accumulated through its insurance business.
- At Tohoku University, our partner in this collaborative research, the International Research Institute of Disaster Science (IRIDeS) and an endowed research division named the Earthquake-induced Tsunami Risk Evaluation Field (Tokio Marine & Nichido) established within IRIDeS have researchers,

including Professor and IRIDeS Director Fumihiko Imamura, who are engaging in assessment of earthquake and tsunami risk and activities to promote disaster prevention and mitigation in local communities. To date, we have conducted assessment of actual damage caused by the East Japan Earthquake, assessment of tsunamis following major past earthquakes and research on tsunami risk assessment methods that take into consideration vulnerabilities and disaster readiness capabilities in society both in Japan and overseas. We have also held seminars and developed disaster prevention educational tools to disseminate the knowledge thus obtained widely throughout society.

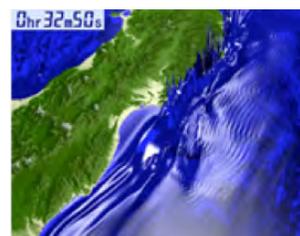


Image of a tsunami simulation model  
Source: IRIDeS, Tohoku University



[Endowed Research Division, IRIDeS, Tohoku University](#)

- Our activities since April 2012 were selected as a winner of the third Good Practice award in the insurance category at the annual general meeting of the Ministry of the Environment's Principles for Financial Action for the 21st Century initiative held on March 11, 2015.
- Chart 1 on the next page shows the simulation results of the earthquake-induced tsunami in the Tohoku region in 2011, which hit Kesenuma City, Miyagi Prefecture. This simulation enables us to estimate the distribution of debris and other objects washed ashore and the volume of tsunami deposit, and provides data that is valuable in formulating measures for preventing combined damage as well as post-disaster response plans.
- Chart 2 provides tsunami hazard maps showing tsunamis that have occurred around the world in the past 400 years. These maps indicate that we need to examine not just past tsunamis but also those that are likely to occur in the future.
- In March 2017, our research on effects of coastal forests to mitigate tsunami damage, which is being conducted since April 2015, won an outstanding achievement award in the Green Resilience Award category of the Japan Resilience Awards 2017 hosted by the Association for Resilience Japan. Under the same award program, our industry-academia collaborative initiative with Tohoku University for building a disaster-resilient community won an excellent award in March 2018. Through industry-academia collaboration with Tohoku University as well as collaboration with various industry, government, academia and private-sector stakeholders, Tokio Marine & Nichido will

continue to promote efforts to support recovery of disaster-affected areas, increase resilience in local communities and countries across the world and deliver solutions for a safe and secure future.

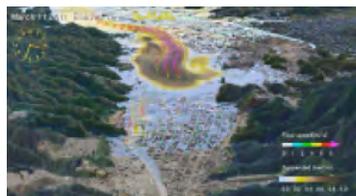


Chart 1: Simulation of the combined damage in Kesennuma City caused by the earthquake-induced tsunami in the Tohoku region in 2011 (Created by IRIDeS, Tohoku University)

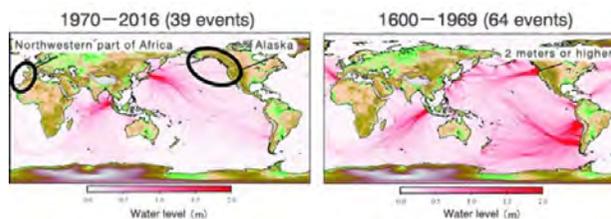


Chart 2: Tsunami hazard maps showing tsunamis that have occurred around the world in the past 400 years (Created by IRIDeS, Tohoku University)

### Research Presentations at Academic and Other Conferences

We present and disseminate the results of the above research at academic conferences and symposiums both in and outside Japan. In fiscal 2018, we conducted 12 presentations at academic conferences in Japan and overseas and disseminated information at the Third National Conference on Disaster Risk Reduction held in Tokyo in October 2018 and the 2019 Sendai Symposium for Disaster Risk Reduction and the Future held in Sendai, Miyagi Prefecture, in March 2019. The International Union of Geodesy and Geophysics (IUGG), a large international organization promoting scientific studies of the Earth, held its general assembly in Montreal, Canada, in July 2019. At the assembly, faculty members of our endowed research division within IRIDeS presented the results of ongoing earthquake and tsunami risk research. The assembly also decided to hold the 30th International Tsunami Symposium (ITS2021) in Sendai in July 2021. Toward the year 2021 that will mark a milestone of 10 years since the Great East Japan Earthquake, we will further work to disseminate information in Japan and overseas at various opportunities, including the Fourth National Conference on Disaster Risk Reduction to be held in Nagoya in October 2019 and the Second World Disaster Risk Reduction (Bosai) Forum scheduled for November 2019 in Sendai.

#### [Major presentations (examples)]

- [Presentation at the Third National Conference on Disaster Risk Reduction and the 2019 Sendai Symposium for Disaster Risk Reduction and the Future \(in Japanese\) \(PDF/2.5MB\)](#)
- [Presentation at the 2018 annual meeting of the Asia Oceania Geosciences Society \(AOGS\) \(in Japanese\) \(PDF/2.3MB\)](#)
- [Presentation at the 2019 general assembly of the International Union of Geodesy and Geophysics \(IUGG\) \(in Japanese\) \(PDF/4.8MB\)](#)

### Disaster Surveys

We also conduct damage and other surveys and risk assessment when a major disaster strikes in or outside Japan. In June 2016, we conducted a field survey of the damage caused by the Kumamoto earthquakes. Also, in response to the tsunami induced by an earthquake that occurred off the coast of Fukushima Prefecture in November 2016, we conducted a survey on the response of society along with a damage survey. The survey results have been presented in the “The Frontline of Risk Management,” a series of reports published by Tokio Marine & Nichido Risk Consulting, a Tokio Marine Group company.

### Summary of Activities to Date

In April 2012, an endowed research division named the Earthquake-induced Tsunami Risk Evaluation Field (Tokio Marine & Nichido) was established within IRIDeS at Tohoku University. This division has been engaging in research on the following topics.

Period	Research topic
April 2012 ~	<ul style="list-style-type: none"> <li>Research into earthquake and tsunami risk assessment</li> <li>• Analysis of the wave height distribution and arrival time of tsunamis caused by major past earthquakes, including the Great East Japan Earthquake</li> <li>• Research and development of more reliable damage simulations that take into consideration vulnerabilities and disaster readiness capabilities in society both in Japan and overseas and tsunami risk assessment methods that factor in the probability of occurrence</li> <li>• Research into tsunami evacuation (e.g., providing basic information for disaster mitigation planning of coastal areas and cooperating in formulation of tsunami evacuation plans of regional municipal bodies)</li> </ul>
April 2015 ~	<ul style="list-style-type: none"> <li>• Research on effects of coastal forests to mitigate tsunami damage</li> <li>• Research on raising the sophistication of tsunami numerical simulation models (encompassing simulations of tsunami-induced flooding, movement of floating objects and movement of soil)</li> <li>• Development of a mobile application (to assess the depth of immersion and immersed surface areas of the 2011 tsunami and subsequent damage to fishing boats)</li> </ul>
April 2016 ~	<ul style="list-style-type: none"> <li>• Research on damage to farming rafts and eelgrass beds caused by the 2011 earthquake and tsunami</li> <li>• Research on assessment of global tsunami hazards and risk</li> <li>• Research on human damage in past tsunamis</li> </ul>

## 《Dissemination of Information》

### ■ Local Disaster Prevention and Social Contribution Activities

#### <Providing School Disaster Mitigation Awareness Lessons through Tohoku University>

Utilizing the lessons learned from the Great East Japan Earthquake, Tokio Marine & Nichido's endowed research division (Earthquake-induced Tsunami Risk Evaluation Field) established within IRIDeS, Tohoku University, started providing school disaster mitigation awareness lessons for children in fiscal 2014 to build a society resilient to disasters. The lessons have been provided at schools to more than 10,000 children in Japan. The scope of the activity is expanding from Tohoku to other regions, which are likely to be affected by an impending earthquake in the Nankai Trough and its subsequent tsunami. Overseas, the activity is now carried out also in Hawaii, Thailand, Indonesia and the Philippines.



The lessons translate the knowledge cultivated through disaster science research of IRIDeS into educational materials that describe disaster risk from a scientific viewpoint, yet in a manner easily comprehensible by children. An original group work tool incorporating elements of brain science and cognitive psychology, "Disaster Prevention and Mitigation Stamp Rally (stamp collecting game)," has also been developed and is used as a teaching aid. As we surveyed and analyzed changes in children's awareness, we discovered that there is a regional distinction in basic levels of disaster risk awareness between disaster-prone regions and disaster-free regions. Both groups show similarly higher risk awareness immediately after the lessons, but a decline in awareness over time is greater in the second group than in the first group. In the face of increasing and diversifying disasters, it is essential to provide disaster prevention education on a continuous basis for promoting disaster prevention and mitigation.

Children who have received our school disaster mitigation awareness lessons are now leading disaster prevention in their local communities. Among similar initiatives undertaken by universities nationwide, our lessons are unique in that these are social contribution activities covering much greater areas. At the Japan Resilience Awards 2018, our initiative won a gold award in the Educational Institutions category. Tokio Marine Group will continue to collaborate with Tohoku University and facilitate activities to raise children's disaster prevention awareness.

#### < Supporting the Formulation of Disaster Mitigation and Tsunami Evacuation Plans of Regional Municipal Bodies >

Tokio Marine & Nichido's endowed research division (Earthquake-induced Tsunami Risk Evaluation Field) established within IRIDeS at Tohoku University in April 2012 has been engaging in research on earthquake and tsunami risk assessment and tsunami evacuation procedures. The division provides its research outcomes as basic information for disaster mitigation planning of coastal areas and cooperates in formulating disaster evacuation plans of regional municipal bodies. Jointly with IRIDeS, the division also promotes such activities as disseminating information and providing recommendations for raising disaster readiness and mitigation for society as a whole.

### ■ Website and Booklets

#### For Tomorrow's Smiles: Disaster Readiness and Mitigation Information Website, and Clear File Folder for Disaster Prevention

Since March 2013, Tokio Marine & Nichido has been operating the "For Tomorrow's Smiles: Disaster Readiness and Mitigation Information Website" with the aim of contributing to the creation of a secure, safe and sustainable society and providing an opportunity for people to think about disaster readiness and mitigation.



Utilizing knowledge obtained from joint research through industry-academia collaboration with IRIDeS at Tohoku University, this site uses illustrations, comics and games to offer easily understood explanations of the mechanisms behind "earthquakes, tsunamis, typhoons, tornadoes, torrential downpours and heavy snowfalls, as well as infectious diseases," along with such other topics in preparing ourselves for disasters. Other information to help promote disaster awareness includes a simple and useful tool to calculate the necessary amount of emergency food to be stockpiled at home.

[For Tomorrow's Smiles: Disaster Readiness and Mitigation Information Website \(in Japanese\)](#)

As a result of its joint research with IRIDeS at Tohoku University, Tokio Marine & Nichido has also created the Clear File Folder for Disaster Prevention, which lists emergency goods households should have on hand at all times and specific measures to take in the event of a natural disaster, including an earthquake or tsunami. The folder is available in five versions, Earthquake, Tsunami, Emergency Goods, Earthquake (“Action” edition) and Water and Landslide Disasters, and is useful for keeping important documents in case of a disaster. These file folders are distributed during Disaster Prevention Lessons, which are hosted by the company and conducted by employee and agent volunteers at elementary schools, included in Tokio Marine Group’s annual Sustainability Booklet and used in marketing operations as novelty goods to customers, thereby offering ideas of disaster prevention measures that combine the latest knowledge of a university research institute and an insurance company to the public in an easy-to-understand manner.



[Tokio Marine Group's Sustainability Booklet](#)

#### 《Multi-Stakeholder Dialogue》

Tokio Marine Group collaborates with insurance companies worldwide to conduct surveys and research into climate change and natural disaster risk and to engage in multi-stakeholder dialogue aimed at reducing and mitigating the risks placed on economic and social life.

#### The Geneva Association: Extreme Events and Climate Risk Working Group

Tokio Marine & Nichido participates in The Geneva Association’s Climate Change and Emerging Environmental Topics (CC+EET) Working Group. In collaboration with insurance companies and other participants worldwide, the company is surveying and researching the impacts of regional climate change and natural disaster risks on the insurance business, economies and society. As one of the CC+EET Working Group’s initiatives, in creating the United Nations’ “Global Assessment Report on Disaster Risk Reduction 2013,” Tokio Marine & Nichido assisted with sections concerning the Great East Japan Earthquake, which were included in the “Contribution of the Insurance Industry in Lessening Disaster Risk: Case Study Collection” (May 2013), a report corroborating statements concerning the role of insurance in lessening risk.

Working in collaboration with The Geneva Association’s secretariat, in October 2013 Tokio Marine

& Nichido held the Geneva Association’s “Fifth Climate Risk and Insurance Seminar” in Sendai, where it welcomed Margareta Wahlström, the then United Nations Special Representative of the Secretary-General for Disaster Risk Reduction. On March 16, 2015 Tokio Marine & Nichido also held The Geneva Association’s Public Forum Event, “Insurance as contributors to problem solving and impact reduction,” at the Third United Nations World Conference on Disaster Risk Reduction, which took place once again in Sendai. During the conference, Shuzo Sumi, the then Chairman of the Board of Tokio Marine & Nichido, and Anna Maria D’Hulster, Secretary General of The Geneva Association, along with other members, met with Margareta Wahlström and confirmed that the insurance industry will continue to work together with the United Nations and other organizations under the Sendai Framework for Disaster Risk Reduction 2015-2030 and contribute to ensuring disaster readiness around the world.

The 21st session of the Conference of the Parties to the UNFCCC (COP21) was held from the end of November to early December 2015 in Paris, France. Taking the opportunity of COP21, the Organisation for Economic Co-operation and Development (OECD) and The Geneva Association held the Special Session on Climate Change and the Insurance Sector at the OECD headquarters in Paris on December 3, 2015. From Tokio Marine & Nichido, Masaaki Nagamura, General Manager and Division Head, CSR Division, Corporate Planning Department, joined the session as a panelist and shared some of the findings of a research project undertaken by Tokio Marine Group to forecast typhoon formation under future climate conditions. While explaining our desire to leverage these findings in strengthening society’s resilience in the future, he encouraged stronger government and private sector collaboration in developing countries, which are prone to natural disasters, as well as utilization by governments of the relevant knowledge accumulated by private-sector insurance companies.

#### ■ Initiatives and Events Related to Natural Disaster and Climate Change Risks

##### ClimateWise: Thought Leadership “The role of insurers in strengthening business resilience to climate risk”

Tokio Marine & Nichido is the only insurance company in Asia participating in the U.K.-based ClimateWise climate change initiative. Tokio Marine & Nichido (Chairman at the time Kunio Ishihara), drawing on the experiences of insurance companies following the Great East Japan Earthquake and the flooding in Thailand, put forth a proposal in February 2013 entitled “The role of insurers

in strengthening business resilience to climate risk” as an article in the Thought Leadership Series (i.e., a proposal to strengthen the role of the insurance industry with respect to climate change risk) under ClimateWise. Specifically, the recommendation stated that “advance preparation of business continuity planning (BCP) that factors in supply chain risks, along with rapid business recovery planning, are important in creating resilience against future climate change and natural disaster risk; as such, companies (and managers) should leverage the knowledge of insurance companies in addressing these.”

[ClimateWise Thought Leadership Series \(PDF/ 340.6KB\)](#) PDF

Tokio Marine & Nichido has been implementing measures against climate change in accordance with the ClimateWise Principles that are based on the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). The seven ClimateWise Principles are: 1. Be accountable; 2. Incorporate climate-related issues into our strategies and investments; 3. Lead in the identification, understanding and management of climate risk; 4. Reduce the environmental impact of our business; 5. Inform public policy making; 6. Support climate awareness among our customers/clients; and 7. Enhance reporting. Tokio Marine & Nichido has accordingly published the following annual report.

[Tokio Marine's ClimateWise Report Annual Reporting 2018-2019 \(PDF / 618KB\)](#) PDF

### **Providing Recommendations to Society in a Public Symposium of the UNDRR ARISE Network Japan Based on “How Businesses Meet the Challenge of Extreme Weather Events”**

On March 10, 2017, the UNDRR Private Sector Alliance for Disaster Resilient Societies (ARISE) Network Japan hosted a public symposium in Tokyo on the theme of “How businesses meet the challenge of extreme weather events.” In the first part of the symposium, the Japanese government (Cabinet Office, Ministry of the Environment and Ministry of Land, Infrastructure, Transport and Tourism) reported the latest developments in this field. In the second part, members of the ARISE Network Japan delivered presentations on their initiatives. The Tokio Marine Research Institute, serving as a think tank in Tokio Marine Group, gave a lecture on “Modeling flood risks of Arakawa River valley under future climate,” stressed the need to disseminate information on global warming through the promotion of industry-academia collaboration and made recommendations for building a safe, secure and sustainable future.

### **Providing Recommendations to Society via the World Disaster Risk Reduction (Bosai) Forum and the National Conference on Disaster Risk Reduction**

On August 27 and 28, 2016, the First National Conference on Disaster Risk Reduction was held in Tokyo. On the first day, Tokio Marine & Nichido and IRIDeS at Tohoku University hosted an industry-academia forum entitled “Providing Safety and Security into the Future – Do We Learn from the Lessons of the Great East Japan Earthquake and Other Disasters?”

In the next year, from November 25 to 28, 2017, the First World Disaster Risk Reduction (Bosai) Forum and the Second National Conference on Disaster Risk Reduction were held in Sendai. On November 27, Tokio Marine & Nichido and IRIDeS at Tohoku University, in collaboration with Tokio Marine & Nichido Risk Consulting, again hosted an industry-academia forum entitled “Building a Disaster-Resilient Community in the Asia-Pacific – The Power of Science and Insurance.” After a keynote presentation by Professor and IRIDeS Director Fumihiko Imamura, we held a panel discussion with panelists and a moderator from the Asia-Pacific Financial Forum, the Ministry of Finance, the World Bank and Tokio Marine & Nichido and provided recommendations on developing an effective disaster risk management system through a public-private-academia partnership to build a society resilient to disasters.

At the Third National Conference on Disaster Risk Reduction held in Tokyo on October 13 and 14, 2018, Tokio Marine & Nichido’s endowed research division (Earthquake-induced Tsunami Risk Evaluation Field) established within IRIDeS, Tohoku University, ran a booth to hold an exhibition on “Research Activities and Social Contribution Related to Disaster Prevention and Mitigation through an Industry-Academia Partnership.”

Jointly with Tohoku University, Tokio Marine Group plans to participate in the Fourth National Conference on Disaster Risk Reduction to be held in Nagoya in October 2019 and the Second World Disaster Risk Reduction (Bosai) Forum to be held in Sendai in November 2019.

### 3. Products and Services

In order to create a society resilient to natural disaster risk, Tokio Marine Group delivers safety and security to all people and society by developing and providing disaster-related products and services.

#### 《Delivering a Sense of Security before a Disaster》

##### ■ Consulting for Establishment of Business Continuity Management (BCM)

In the wake of the Great East Japan Earthquake and floods in Thailand, there has been a significant change in the business continuity initiatives of Japanese companies, with a shift away from a focus on a company's own bases toward an approach that encompasses the entire supply chain. To ensure business continuity and quick recovery even in the event of earthquakes and group infectious diseases such as new strains of influenza and other unexpected contingencies faced by customers, Tokio Marine & Nichido Risk Consulting provides support for the formulation of business continuity plans (BCPs) encompassing supply chains and the establishment of business continuity management (BCM) for continually improving these business continuity initiatives.

[Tokio Marine & Nichido Risk Consulting: Business Continuity Management \(BCM\)/ Business Continuity Plan \(BCP\) \(in Japanese\)](#)

##### ■ Natural Disaster Consulting

The Great East Japan Earthquake and floods in Thailand prompted numerous Japanese companies to reaffirm their awareness of the importance of risk management, and the interest of companies in natural disaster risk remains high. With the aim of protecting customers from such natural disasters as earthquakes and typhoons, Tokio Marine & Nichido Risk Consulting employs original analysis models to quantitatively identify in advance any earthquake and typhoon risks that may vary among regions or types of facilities and, based on this analysis, provides cost-effective risk mitigation solutions for customers. For risks concerning earthquakes, in particular, we also provide such services as developing estimates of earthquake damage based on the results of field surveys and document reviews as well as diagnosis of antiseismic capability of buildings and tsunami simulation models.

[Tokio Marine & Nichido Risk Consulting: Natural Disaster Risk Assessment \(in Japanese\)](#)

[Tokio Marine & Nichido Risk Consulting: Measures to Reduce Natural Disaster Risk \(in Japanese\)](#)

### 4. Local Community Contribution

Using the lessons learned from earthquakes and other disasters in the past to help people prepare for disasters, and through employee volunteer activities, Tokio Marine Group disseminates disaster prevention information via the media and holds disaster prevention seminars for children and adults with support from research institutes who are our joint research partners.

#### 《Delivering Safety and Security to Children and Small and Medium-Sized Companies》

##### ■ Disaster Prevention Lessons

Based on the lessons learned from the Great East Japan Earthquake, employee volunteers from Tokio Marine Group, including its agents, conduct Disaster Prevention Lessons to convey knowledge on disaster prevention to children and help them prepare for a next disaster. Disaster Prevention Lessons are a program to raise readiness for disaster prevention among elementary school children. Employee volunteers from Tokio Marine & Nichido Risk Consulting developed educational materials, which were then supervised by the endowed research division named the Earthquake-induced Tsunami Risk Evaluation Field established within the International Research Institute of Disaster Science (IRIDeS) at Tohoku University, with which Tokio Marine & Nichido has entered into an industry-academia collaborative agreement concerning the assessment of earthquake and tsunami risk. In the lessons, children learn about the mechanisms that cause earthquakes and tsunamis and think about how to protect themselves in an earthquake and what preparations should be made in advance, including what to take with them in an emergency, through a quiz and group discussion. The aim is to cultivate a correct understanding of earthquakes among children and the ability to prepare themselves for an impending disaster. Disaster Prevention Lessons began in fiscal 2012, and as of March 31, 2019, have been held about 540 times at elementary schools and special needs schools across Japan, with approximately 40,050 children attending. Recently, needs for lessons "delivered" to schools are on the rise, and there has been an increasing number of cases where local governments and educational institutions collaborate with companies in providing such lessons. We will continue to deliver safety and security by engaging in awareness and educational activities for disaster readiness through our Disaster Prevention Lessons.



### ■ BCP Workshop in Collaboration with Local Governments, Chambers of Commerce and Other Organizations

Tokio Marine & Nichido offers a program to assist in the formulation of business continuity plans (BCP) for small and medium-sized companies. About 100 employees nationwide, who have completed the required training, serve as lecturers and offer a workshop free of charge in collaboration with our partners, including respective local governments, chambers of commerce, commerce and industry associations and financial institutions. Unlike a lecture-style seminar, the workshop starts with a simulation for participants to experience an earthquake to cultivate keener awareness for the need of a BCP. Then, participants engage in group work to create an outline of a BCP. After the workshop, the company provides follow-up services to help the companies complete their respective BCPs.

### ■ Booklet Entitled “Rethink Now! Earthquake in the Foreseeable Future and Preparation for It” and “Easy, Understandable BCP Planning Sheet”

We have developed “Rethink Now! Earthquake in the Foreseeable Future and Preparation for It,” a booklet designed to raise awareness of earthquake risk, and “Easy, Understandable BCP Planning Sheet,” a tool for small and medium-sized companies to grasp an overall picture of a BCP in one sheet and make their first step in formulating their own BCPs. The booklet and planning sheet are together available in multiple versions by business type, covering such industries as manufacturing, construction, retail and transportation in addition to hotels/inns and nursing homes for the elderly. These tools are also intended to enable companies to raise the level of their own BCPs as well as their entire supply chain’s BCPs and to make these BCPs more viable by disseminating and instilling the idea of BCP among their employees. Through our employees and agents, we distribute these combined tools to companies, local governments, chambers of commerce and commerce and industry associations.

### ■ Natural Disaster Risk Seminar by the Tokio Marine Research Institute and Tokio Marine & Nichido

The Tokio Marine Research Institute and Tokio Marine & Nichido jointly hold a seminar on natural disaster risk to provide the latest findings about this risk to company employees and citizens. In fiscal 2018, the two companies held a seminar entitled “The Frontline of Natural Disaster Research – Understanding Extreme Weather Events and Preparing for Weather Disasters” on November 26, 2018. The seminar provided information on research into extreme weather and global warming as well as the government’s disaster prevention initiatives through lectures by experts.

[Seminar by the Tokio Marine Research Institute \(in Japanese\)](#)

### 《Recovery Support》

Tokio Marine Group engages in recovery support for disaster-affected areas, including employee volunteer activities.

### ■ Initiatives to Support Recovery of Areas Affected by the Great East Japan Earthquake

Tokio Marine Group has been engaging in activities to support areas affected by the Great East Japan Earthquake. Starting from May 2011 immediately following the disaster, Group company employees, agents and their families across the country have provided support to disaster areas in Otsuchi-cho (Kamihei-gun) and Rikuzentakata City in Iwate Prefecture and Ishinomaki City and Kesenuma City in Miyagi Prefecture. Their activities include removing disaster debris, cleaning up houses damaged in the tsunami, removing mud from houses and street drainage gutters, assisting in agricultural and fishery related work, sorting books for donation to libraries in disaster areas and cleaning damaged and mud-covered photographs and documents.



Tokio Marine & Nichido is also supporting two NPOs engaging in activities to restore tsunami-devastated coastal forests in Natori City and Watari-cho, respectively, along the coast of Miyagi Prefecture.

In Natori City, the Organization for Industrial, Spiritual and Cultural Advancement-International (OISCA) has been leading the Ten-Year Restoration Project of the Coastal Forests of Tohoku Region. In the project, the company has been participating in activities to restore coastal pine tree forests in the city and to facilitate regional revitalization through the recovery of agricultural land and creation of job opportunities in disaster areas. Under its policy to “never forget the event at any cost and continue to do whatever we can do even in any small way,” the company has been making an annual monetary donation since fiscal 2011. In fiscal 2016, an employee volunteer program was launched, and a total of 31 employees have conducted activities such as removing weeds.

The NPO Watari Greenbelt Project has been engaging in an initiative to restore tide-control forests along the coastal areas and promote the recovery and new community development of Watari-

cho, Watari-gun, Miyagi Prefecture. Since fiscal 2013, Tokio Marine & Nichido has been soliciting and sending employee volunteers on a tour to assist in the initiative. During each tour, they visit the coastal areas devastated by the tsunami, remove weeds in planned tree-planting areas and help with cultivating saplings that will be planted along the coast. Up until March 2019, the company has conducted 21 such tours, with the participation of a total of 332 employees, including Group employees, agents and their families.

Also in fiscal 2018, employees of Tokio Marine & Nichido and Group companies made paper lanterns from milk cartons for the Prayer Lanterns Lighting, a memorial event for the Great East Japan Earthquake held in Morioka City, Iwate Prefecture. About 70 companies and workplaces within Tokio Marine Group sent some 2,000 lanterns to the Morioka Recovery Support Network, the secretariat of the event. On the day of the event, about 50 employees and their families from branches as well as agents in Morioka and other locations volunteered to light lantern candles.

As another ongoing effort, the company provides local dishes of the areas affected by the disaster at its employee cafeteria and donates a portion of sales of these dishes. During the period from April 2018 to March 2019, the company sold about 1,296 dishes and donated approximately 120,000 yen to the disaster-stricken areas.

[Watari Greenbelt Project \(in Japanese\)](#)



## Building a Secure Society by Utilizing Traffic Technology Innovation

Tokio Marine Group is participating in demonstration tests of autonomous vehicles on public roads, and by offering insurance products and services that quickly capture the latest innovation in traffic technology, is contributing to increasing society's preparedness against traffic risk and the prevention of traffic accidents. With the intent of helping to build a safe society, employee volunteers are engaging in activities to raise awareness of traffic safety across the world. Through these endeavors, Tokio Marine Group will support local communities and society and contribute to traffic safety in local communities.

### ❖ Relation between written content and SDGs

Relevant goal	Relevant target	Description of related content
 <p>3. Good health and well-being</p>	3.6 Halve the number of global deaths and injuries from road traffic accidents	Products and Services Supporting Safety and Security by Utilizing Traffic Technology Innovation Local Community and Social Contribution Activities Contributing to Safety and Security in Local Communities
 <p>11. Sustainable cities and communities</p>	11.2 Provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport	All content in general
 <p>12. Responsible consumption and production</p>	12.2 Achieve the sustainable management and efficient use of natural resources	Products and Services <i>Drive Agent Personal</i>

### ❖ Section composition

#### 1. R&D >>

Tokio Marine & Nichido is participating, for the first time as a non-life insurance company, in demonstration tests of autonomous vehicles on public roads and has developed a specialized insurance package for these tests. These activities are geared toward facilitating human resources development and R&D in the area of traffic safety and in relation to traffic technology innovation.

#### 2. Products and Services >>

In responding to and by utilizing traffic technology innovation, Tokio Marine & Nichido offers insurance for autonomous vehicles, accident support services and services to assist safe driving. The company also promotes product and service offerings for traffic safety, including *One Day Auto Insurance*.

#### 3. Local Community and Social Contribution Activities >>

Tokio Marine & Nichido has been cosponsoring the "Daijoubu Campaign," a movement to promote disaster and crime prevention and traffic safety, to protect children from disasters and crimes.

## 1. R&D

Tokio Marine & Nichido is participating, for the first time as a non-life insurance company, in demonstration tests of autonomous vehicles on public roads and has developed a specialized insurance package for these tests. These activities are geared toward facilitating human resources development and R&D in the area of traffic safety and in relation to traffic technology innovation.

### ■ Participating in Demonstration Tests on Public Roads for Autonomous Vehicles

In April 2016, in keeping with advances in autonomous driving technology and the launch of full-scale demonstration tests of autonomous vehicles on public roads, Tokio Marine & Nichido started participating, for the first time as a non-life insurance company<sup>\*1</sup>, in demonstration tests led by university research institutes and local governments. The aim is to conduct research into various issues that may arise as autonomous driving systems continue to evolve and become popular and to contribute to the continued advancement of the technology by providing solutions to these issues. Also, the company has developed a specialized insurance package to support the smooth and sustainable execution of these tests on public roads.

Our Insurance for Demonstration Tests of Autonomous Vehicles on Public Roads won a Silver prize in an award program<sup>\*2</sup> to recognize innovative initiatives of insurance companies on a global scale. The product was recognized for its capabilities to back up public road demonstration tests and contribute to the further advancement of the technology.

Responding to new risks associated with technological advancements is at the core of the non-life insurance business. Through forward-thinking research that anticipates advances in autonomous driving technology and by participating in these demonstration tests and providing insurance, Tokio Marine & Nichido will continue to help accelerate the advancement of the technology.

\*1 Among the demonstration tests of autonomous vehicles on public roads led by universities in Japan (Survey by Tokio Marine & Nichido)

\*2 Efma-Accenture Innovation in Insurance Awards 2016 – The product won a silver prize (second place) in the Best Disruptive Product or Service category.

## 2. Products and Services

Tokio Marine & Nichido offers insurance for autonomous vehicles, which meet new needs arising from traffic technology innovation, as well as accident support services and services to assist safe driving utilizing telematics and the Internet of Things (IoT). The company also promotes insurance product and service offerings that facilitate traffic safety and respond to traffic technology innovation, including *One Day Auto Insurance* for individual customers.

### ■ Sale of Drive Agent Personal

For the first time as a major insurance company in Japan, Tokio Marine & Nichido started providing *Drive Agent Personal*, an advanced service for individual customers utilizing its original driving recorder, as a rider for auto insurance in April 2017.

The company lends its driving recorder to each policyholder and provides a set of leading-edge services as follows.

(1) The recorder automatically sends a video of an accident to Tokio Marine & Nichido and releases, when appropriate, the customer from the burden of explaining how the accident has occurred. This



video is also used for resolution of the accident case. In addition, upon detecting a serious collision, the recorder also reports the incident automatically to a partner company, allowing the customer to have a voice call with an operator and eliminating his or her anxieties immediately following the accident. The operator also calls an ambulance depending on the situation.

(2) The recorder provides safe driving diagnosis reports, which are created by using Tokio Marine & Nichido's original algorithm, based on each customer's tendency toward reckless driving (sudden acceleration, braking and steering).

(3) Using Pioneer Corporation's map-based accident prediction platform, a voice or other form of warning is issued in real time to the customer when he or she approaches an accident-prone area, which is estimated based on the external conditions (weather and time of day) and driving status (traveling speed and reckless driving tendency).

We will continue to bring greater safety and security to customers' car life through the provision of this telematics-based service.

### ■ Sale of One Day Auto Insurance

Tokio Marine & Nichido provides *One Day Auto Insurance* (driver insurance available in the unit of days), which can be purchased anytime and anywhere via smartphone and mobile phone. It is the first of its kind in the insurance industry in Japan, allowing infrequent drivers using cars owned by their parents or friends to purchase insurance at the cost of 500 yen a day (24 hours) for just the number of days needed. The product was launched in January 2012, and the cumulative number of subscriptions exceeded 5.1 million (as of July 31, 2019).

Our *One Day Auto Insurance* received the Nikkei Veritas Award for Superiority at the Nikkei Excellent Products & Services Award 2011, an annual award organized by Nikkei Inc. to recognize exceptional new products and services. In addition to the novelty of enabling customers to buy the auto insurance at a reasonable price, with greater ease and when and where needed, the product was highly acclaimed for its ability to help resolve one social issue of increasing traffic accidents involving uninsured drivers.

Currently, the number of traffic accidents by uninsured drivers is estimated to exceed 100,000 a year. Through this product, Tokio Marine & Nichido will continue to contribute to the reduction of uninsured drivers involved in traffic accidents and ensure safety and security by providing products and services that are useful in people's daily lives and business activities.

[Tokio Marine & Nichido: One Day Auto Insurance \(in Japanese\)](#)

### 3. Local Community and Social Contribution Activities

Since September 2007, Tokio Marine & Nichido has been cosponsoring the “Daijoubu Campaign,” a movement led by The Mainichi Newspapers, and supporting activities to protect children and local residents from disasters and crimes.

As part of this campaign, Tokio Marine & Nichido began holding the Workshop to Create Local Community Safety Maps in fiscal 2011 in collaboration with The Mainichi Newspapers and the 38 radio stations of the Japan FM Network Association (JFN). It is a crime prevention event involving the engagement of employees and agents. The event starts with a morning training seminar by Professor Nobuo Komiya of Risho University, an expert in criminal sociology, to cultivate trainers for the creation of local community safety maps\*. After participating in the seminar, employees and agents of Tokio Marine & Nichido become trainers themselves and hold the workshop in the afternoon for children in local elementary schools. In fiscal 2018, the event was held at four locations nationwide. A total of 198 children and their parents, 73 employees and agents of Tokio Marine & Nichido as well as 46 municipal employees, police officers, teachers and PTA personnel participated.

\* A local community safety map, developed by Professor Nobuo Komiya of Risho University, is a map to show “dangerous,” crime-prone areas, which have been picked based on the keywords of “easily accessible” and “not openly visible.” The event encourages children to identify dangerous areas by learning what easily accessible, not openly visible areas mean.



[daijyoubu-campaign](#)



## Building a Secure Society by Responding to Varying Lifestyles and Changes in Society

Tokio Marine Group offers services to business operators in Japan in response to the expanding inbound market. We have also started providing services to counter the growing corporate governance and cyber risks resulting from business globalization and technology innovation. In addition, we have implemented measures to deliver natural disaster information and smoothly receive accident notices via the Internet, smartphones and other means.

### ❖ Relation between written content and SDGs

Relevant goal	Relevant target	Description of related content
 <p>12. Responsible consumption and production</p>	12.8 Ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature	Increasing Safety in Daily Lives All content in general

### ❖ Section composition

#### 1. Responding to Changes in Society's Needs >>

Tokio Marine Group provides inbound business support services for business operators in Japan with the aim of promoting revitalization of regional economies by making the most of the expanding inbound market. Moreover, in the face of growing CSR and cyber risks to companies, we also initiated sales of insurance products that provide comprehensive coverage for each risk.

#### 2. Providing Safety and Security by Utilizing the Internet and Smartphones >>

In response to varying lifestyles and changes in society, Tokio Marine Group is striving to build a safe and secure society by providing information on insurance products and smoothly receiving accident notices via the Internet, smartphones and other means.

## 1. Responding to Changes in Society's Needs

Tokio Marine Group provides inbound business support services for business operators in Japan with the aim of promoting revitalization of regional economies by making the most of the expanding inbound market. Moreover, as evidenced by growing CSR risk and a rise in cyber risk worldwide, companies are now facing diversifying and increasing risks. To counter the situation, we initiated sales of *D&O Management Package*, a product that comprehensively covers corporate governance risk and risks to business managers resulting from increasing business globalization, and a product that offers comprehensive coverage for cyber risk, including costs for proper initial action to identify causes of a cyber attack, identify its scope of damage and implement measures to prevent the spread of damage.

### ■ Implementing Inbound Business Support Services for Japanese Business Operators

By contributing to the revitalization of regional economies based on solutions offered by Tokio Marine Group, Tokio Marine & Nichido aims to expand its business and achieve growth together with each region. As part of this effort, and to promote revitalization of regional economies by making the most of the expanding inbound market, the company initiated services free of charge in July 2016 to customers subscribing to its Comprehensive Business Insurance Program, a nationwide group insurance scheme for chamber of commerce members, including a multilingual telephone interpretation service and an inbound consulting service, to help customers set up a system to solicit and accept inbound tourists.

On January 12, 2017, the company's efforts to implement services for supporting domestic operators of inbound businesses received ministerial commendation as a fiscal 2016 model example of regional economy revitalization initiatives being promoted by financial and other organizations.

As one pillar of our regional revitalization efforts, we will continue to seek growth of regional economies by offering safety and security to foreign visitors, the number of which is expected to increase further in the future, and by assisting Japanese inbound business operators in setting up a system to accept these visitors.

In response to the growing inbound market, starting from July 2019 the services have been expanded to include all customers who have enrolled in *Super Business Insurance*.

## 2. Providing Safety and Security by Utilizing the Internet and Smartphones

In line with varying lifestyles and changes in society, demand is rising for products and services that are available via the Internet, smartphones and other means. Tokio Marine & Nichido and E. design Insurance work to support the safety and security of customers by utilizing smartphones and provide smartphone apps with a variety of features, including displaying insurance-related points of contact, making such a contact, viewing insurance policy details and reporting an accident using positioning information through GPS. In addition, Tokio Marine Group companies have started offering various new services concerning home and travel, such as home contents insurance for rental housing, available for one-stop purchase over the Internet; a rider that offers compensation for customers who have experienced fire and other incidents; as well as overseas travel insurance for foreign tourists visiting Japan.

### ■ Supporting Safety and Security via Smartphones

Smartphones accounted for about 90% of mobile phones sold domestically in fiscal 2018 and have been rapidly gaining popularity among users.

Tokio Marine & Nichido provides the free smartphone app *Mobile Agent* to customers. Policyholders use this app to check insurance-related points of contact (including our agents) or make contact with them and view details of their policies anytime, anywhere. It also has several features that ensure smooth response upon a traffic accident or vehicle failure.

These include an accident reporting feature that identifies the location of an accident via GPS, a simple procedure to request a tow truck in a minimum of three taps, a function to easily send photographs of a damaged vehicle or accident site taken by a policyholder to Tokio Marine & Nichido and a function to enable the real-time monitoring of accident response status via push notifications. Since January 2016, we have provided a smartphone service, *B-Contact*, which is based on the latest Internet of Things (IoT) technology, to support automatic notification of a traffic accident to an insurance agent. The service automatically detects the possible occurrence of an accident and allows the customer to report the accident in one tap. In December 2016, we rolled out a service to provide disaster and crime prevention information in real time through push notifications to allow customers to prepare for natural disasters. Starting from January 2019, functional improvements have



been made, including the method to confirm contract details and providing discounts to customers who choose web-based policies (auto insurance and *Super Business Insurance*) during the contracting process. We will continue to further strengthen our platform for interacting with customers digitally through *Mobile Agent*.

Additionally, E. design Insurance allows customers to complete overall procedures, from requesting an estimate to final application for auto insurance, via smartphone. A dedicated web page is set up for each customer to report accidents and verify accident response status in addition to making changes to contract details and renewal procedures. The smartphone app *Accident Site Call* enables easily and quickly make reports in case of accidents or car troubles. The actual location is notified via GPS so that customers can immediately request for the SECOM Accident On-site Rush Service or road service even in an unfamiliar place.

Tokio Marine Group will work further to support the safety and security of customers by utilizing smartphones.

[Tokio Marine & Nichido: Mobile Agent \(in Japanese\)](#)

[E. design Insurance: Annual Report \(in Japanese\)](#)

### ■ Preparing for Typhoons and Torrential Downpours by Using “Personalized” Videos

How we should prepare for a typhoon, heavy snow or earthquake depends on where we live and what insurance we are enrolling in. Tokio Marine & Nichido distributes “personalized” videos corresponding to customers’ varying situations, each providing customized information on necessary preparations and required insurance. These videos can be viewed from PCs, smartphones and tablet devices, and the company provides a service on a regular basis for customers to check information on disaster risks and details of coverage in an easy-to-understand manner.

### ■ Examples of Initiatives toward High-Quality Solicitation

In April 2012, Tokio Marine & Nichido rolled out an initiative that utilizes tablet devices to enhance comfort and convenience for customers. For *Super Insurance*, auto insurance, fire insurance, accident insurance and life insurance—our main products for individual customers—we introduced the paperless *Raku Raku Tetsuzuki* (Quick and Easy Online Procedures), which allows customers to request a premium estimate, view product descriptions and apply for insurance on their tablet and other



## Eliminating Poverty in Society

Based on its know-how accumulated in the insurance business, Tokio Marine Group has developed and initiated sales of weather insurance and microinsurance in India, thereby providing low-income earners with greater access to insurance. We also hope to contribute to the resolution of poverty issues in the world through such efforts as financing to and investment in financial institutions providing microfinancing services.

### ❖ Relation between written content and SDGs

Relevant goal	Relevant target	Description of related content
 1. No poverty	1.4 Ensure that all men and women, in particular the poor and the vulnerable, have access to financial services, including microfinance	Increasing prevalence of microinsurance in India, fund to invest in microfinance-related assets
 2. Zero hunger	2.3 Double the agricultural productivity and incomes of small-scale food producers through secure and equal access to financial services	Weather insurance in India

### Products and Services >>

Weather insurance and microinsurance developed and sold by Tokio Marine Group and a fund managed by a Group company to provide financing to and invest in microfinance institutions are as listed below.

- *Sankatharan Bima Yojna* (India): Low-cost accident insurance available for 1 rupee (about 2 yen) per year as an incidental to fertilizer
- *Mahila Suraksha Bima Yojna* (India): Accident insurance aimed at women in farming communities
- *Rashtriya Swasthya Bima Yojna* (India): A medical insurance scheme for low-income earners sponsored by the government of India
- *Biju Krushak Kalyan Yojana* (India): A medical insurance scheme with add-on medical insurance for low-income earners sponsored by state governments of India
- *Barish Bima Yojna / Mausam Bima Yojna* (India): Weather insurance product that evaluates climate risks such as precipitation volume and temperature in all areas of India and takes into account the impact of unseasonable climate on grain harvest yields in farming communities
- Daiwa Microfinance Fund: Provides financing to and invests in financial institutions providing microfinance services

## Products and Services

The following sections describe weather insurance and microinsurance developed and sold by Tokio Marine Group and a fund managed by a Group company to provide financing to and invest in microfinance institutions.

### Reducing Poverty

#### ■ Increasing Prevalence of Weather Insurance and Microinsurance in India Poverty Issue among Farmers in India

Agriculture is a key industry in India's economy, with about 50% of the country's working population being farmers. As most water for agricultural use is from rainwater, farmers may suffer serious economic consequences when agricultural production decreases due to drought or excessive rains. Thus, stabilizing farmers' living is a critical challenge for the country.

#### Development of Weather Insurance and Microinsurance Jointly with IFFCO-TOKIO

In 2001, Tokio Marine Group established IFFCO-TOKIO General Insurance Co., Ltd. (IFFCO-TOKIO), a non-life insurance company, as a joint venture with Indian Farmers Fertiliser Cooperative Limited (IFFCO), which has a nationwide network of 38,000 member cooperatives, and began offering auto, fire and other insurance in India. From the start, the business tackled the issue of how to resolve the lifestyle of uncertainty faced by farmers in India through the mechanism of insurance and looked into the development of weather insurance and microinsurance (i.e., insurance available at low cost). These products are becoming essential in stabilizing the lives of people in farming communities, with 16.4 million policies and 19.2 billion rupees (approximately 30.8 billion yen) in premiums written in fiscal 2018.

In 2001, the company, in collaboration with IFFCO, started sales in India's rural communities of *Sankatharan Bima Yojna*, low-cost accident insurance available for 1 rupee (about 2 yen)



IFFCO-TOKIO headquarters



Accident insurance available as an attachment of fertilizer sold in collaboration with IFFCO

per year as an incidental to fertilizer. Since then, the company has released other microinsurance products, including *Janta Bima Yojna*, property insurance available for 100 rupees (about 200 yen) per year; and *Mahila Suraksha Bima Yojna*, accident insurance aimed at women in farming communities.



Members of the Rural Marketing Team of IFFCO-TOKIO and Rural Community Area Managers of IFFCO (in front of IFFCO's grain depot center)

IFFCO-TOKIO offers *Barish Bima Yojna/Mausam Bima Yojna*, an index-based weather insurance product that takes into account the impact on grain harvest yields in farming communities due to unseasonable climate in the wet monsoon season (June to September) and the dry *rabi* season (October to April). Development of this revolutionary product leveraged IFFCO-TOKIO's capabilities in market surveys aimed at local farmers and Tokio Marine Group's years of expertise in insurance underwriting accumulated in Japan to evaluate climate risks such as precipitation volume and temperature in all areas of India. To gain communities' understanding of the weather insurance mechanism and spread

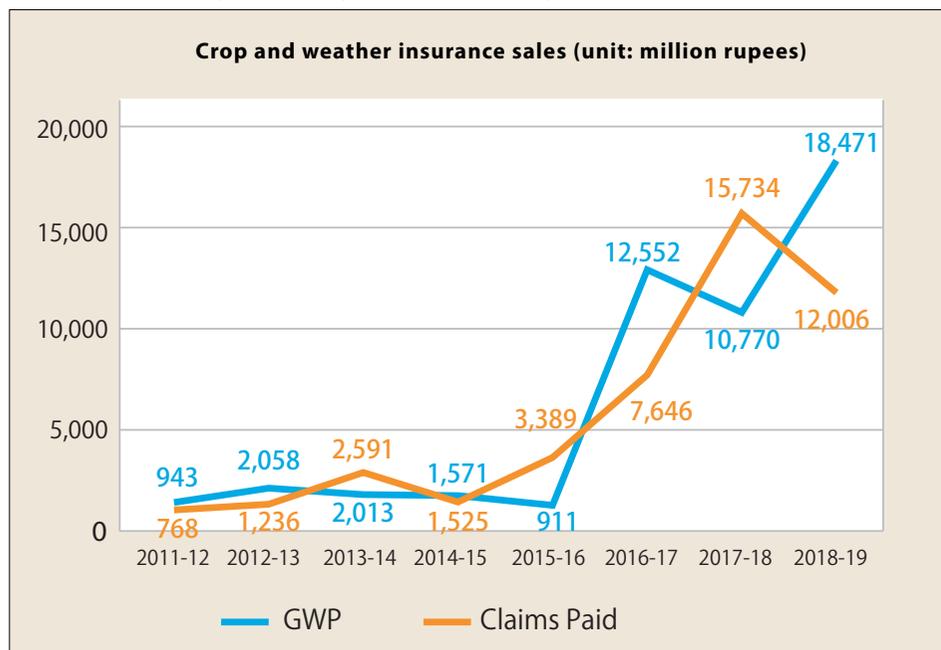
its use, the company has been conducting briefings for farmers in every state in India on an ongoing basis together with banks, NGOs and other partners. Currently, the company sells weather insurance, including its own as well as other government-sponsored products such as *Pradhan Manti Fasal Bima Yojana* (RMFBY) and Weather Based Crop Insurance Scheme (WBCIS), to about 2.36 million farming households per year.

### IFFCO-TOKIO's Efforts to Increase Prevalence of Medical Insurance for Low-Income Earners

*Rashtriya Swasthya Bima Yojna* (RSBY) is a medical insurance scheme for low-income earners sponsored by the government of India. It was launched in 2008 in India through joint efforts among insurance companies, medical institutions and the government. Subscribers to RSBY only need to pay 30 rupees (about 50 yen) per household as a registration fee with coverage up to 30,000 rupees annually (about 50,000 yen) for a maximum of five persons per household in case medical services are required for injury or illness. IFFCO-TOKIO began selling RSBY in 2011 and launched add-on medical insurance in 2014 under *Biju Krushak Kalyan Yojana* (BKKY), another insurance scheme for low-income families sponsored by a state government. The company has delivered security to approximately 12.54 million people with low incomes. Also, the company has been working to spread the use of insurance and promote its sales mostly in the southern state of Karnataka, the central state of Madhya Pradesh and the eastern states of Odisha and Tripura in India. In fiscal 2018, as the sum of RSBY and BKKY, the company provided security by way of medical insurance to around 17.87 million people and paid approximately 580 million rupees (about 990 million yen) in total in insurance claims. RSBY and BKKY have become essential medical insurance schemes for people who previously could not receive sufficient medical services because of their economic situation.

### Crop & Weather Insurance details

FY2018: GWP INR 18,471 million, Claims Paid INR 12,006 million





**Dr. Shalabh Singhal**  
IFFCO-TOKIO General Insurance Co.,Ltd.  
Chief Manager

RSBY is becoming more widespread in India. Our aim is to make sure that people are always smiling (*Muskurate Raho*). We will strive to provide medical insurance so that people receive appropriate treatment when required and can live happy and healthy lives irrespective of economic burden or hardship.

Subscribers to RSBY and BKKY are given a biometric card. Information regarding insurance and consultation at a medical institution is managed on the card and customers can choose to have a consultation at one of more than 10,000 public or private medical institutions in India.



Insurance soliciting

### ■ Reducing World Poverty

#### Establishing Japan's First Fund to Invest in Microfinance-Related Assets

Microfinance is a system to provide financial services, including microcredit loans (small loans usually provided without collateral), savings and insurance, to low-income entrepreneurs who traditionally have no access to these services. The system, for example, provides short-term loans to low-income households, and they use these funds to buy chickens. When they pay off loans in full using profits generated from the sale of eggs and poultry products, the system in turn provides funds to build a chicken coop. The major characteristic of microfinancing is that it helps people get out of poverty and become financially independent. It has recently drawn much attention in the international community as a social investment tool that provides direct aid for and generates immediate outcomes in reducing poverty around the world. The number of financial institutions providing microfinance services to low-income entrepreneurs mainly in developing countries (Microfinance Institutions – MFIs) has begun to show rapid growth.

The Daiwa Microfinance Fund, established and managed by Tokio Marine Asset Management, provides direct financing (loans) to MFIs and purchases corporate bonds and negotiable certificates of deposit (negotiable CDs) issued by MFIs. The fund also purchases bonds issued by the International Bank for Reconstruction and Development and other international financial institutions that are keenly working to improve the business environment for MFIs. Microcredits provided under the microfinancing system generally show a high ratio of repayment and a low tendency of turning into bad loans. Thus, investments in MFIs are simultaneously investments in businesses with high potential.

[Tokio Marine Asset Management: Daiwa Microfinance Fund \(in Japanese\)](#)

#### Initiative to Support Low Incomes in the United States

The Tokio Marine North America Services (TMNAS) Finance Team has implemented an initiative to support low incomes via the reduced tax burden with Philadelphia Insurance Companies (PHLY) and their long-time business partner Affordable Equity Partners (AEP).

The housing complexes developed by AEP and their partners are financed through the sale of the tax credits to PHLY, and when completed are rented to low income members of the communities. PHLY benefits via the reduced tax burden made possible by the tax credits purchased from AEP. So far, PHLY has invested over US\$2.25 million, which has gone toward the 2,500 units across six states in the United States. The relationship is a “win-win-win” for PHLY, TMNAS and AEP and the 2,500 families living in the beautiful new facilities.



## Core Theme 2: Protecting the Earth



### CSR & ESG Highlights

Efforts to implement environmental protection activities resulted in a reduction in CO<sub>2</sub> emissions by 3.2% (Scope 1, 2 and 3 year on year) and carbon neutral status (seventh time in sixth consecutive years).

Tokio Marine Group promoted the development of clean energy through such means as providing insurance supporting offshore wind power generation.

Tokio Marine Group strengthened ties with NGOs and local communities through the Green Gift Project.

Global environmental issues are both old and new issues and thus continuous global environmental and biodiversity protection initiatives are paramount. In addition, our social life is being threatened by the frequent occurrence of natural disasters such as typhoons, droughts and torrential rains around the world due to climate change.

#### CSR Materiality (Material Issues)

- Climate change and natural disasters
- Technological innovation
- Protection of the global environment
- Local community and social contribution activities
- Promoting ESG in the provision of products and services

The global issues of “climate change and natural disasters” and “biodiversity depletion” pose serious risks for the children not only of today but also of the future and at the same time have a significant impact on the business of Tokio Marine Group.

Having set “Protecting the Earth” as a core CSR theme, Tokio Marine Group is taking steps to reduce the environmental footprint in business activities in which all employees participate, reduce the environmental footprint in the supply chain and tackle initiatives related to environmental management aimed at becoming carbon neutral based on efforts to deploy our environmental management system. Moreover, we continuously work to provide products and services that are designed to mitigate or adapt to climate change and protect biodiversity, and to implement environmental protection activities as well as regional and social contribution activities that include environmental awareness raising and education. Through these initiatives, we actively contribute to preservation of the global environment, protection of biodiversity and the creation of environmental value.

### Preserving Biodiversity through Products and Services

The Green Gift Project, which involves mangrove planting and environmental protection activities worldwide, is supported by NGOs and NPOs, as well as central and local governments, agents and employee volunteers, and contributes to not only the alleviation of and adaptation to climate change and protection of biodiversity but also the reduction in disaster damage and stability in the lives of people in or near forested areas.

### Preventing Global Warming by Promoting the Development of Clean Energy

In order to prevent damage due to climate change from spreading, Tokio Marine Group is examining the possibility of installing and operating renewable energy facilities in Group companies while also providing products and services such as liability insurance for environmental pollution and consulting on environmental, social, governance (ESG) criteria and sustainability.

### Building Communities for People to Live with Peace of Mind through Environmental Protection Activities

Based on the theme "Protecting the Earth," Tokio Marine Group is implementing local and social contribution activities around the world that help protect the environment and biodiversity. These activities emphasize voluntary engagement by employees and tie-ups with NPOs and other groups.

Tokio Marine Group will implement a variety of initiatives to protect the environment as a global insurance group with responsibility for the future of the earth.

**Value Creation** Contributing to a Sustainable Global Environment



Examples of CSR approach (Protecting the Earth)

## Preserving Biodiversity through Products and Services

The Green Gift Project, which involves mangrove planting and environmental protection activities worldwide, is supported by NGOs and NPOs, as well as central and local governments, agents and employee volunteers, and contributes to not only the alleviation of and adaptation to climate change and protection of biodiversity but also the reduction in disaster damage and stability in the lives of people in or near forested areas. Additionally, we believe that creating mangrove forests will contribute to the attainment of various SDGs, including alleviation of climate change, promoting the sustainable use of natural resources and mitigating damage from natural disasters. In the future as well, Tokio Marine Group will promote the creation of mangrove forests toward the realization of a sustainable society.

### ❖Relation between written content and SDGs

Relevant goal	Relevant target	Description of related content
 6. Clean water and sanitation	6.6 Protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers and lakes	Social contribution through tree planting
 12. Responsible consumption and production	12.5 Substantially reduce waste generation through prevention, reduction, recycling and reuse 12.8 Ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature	Promoting the non-printing of insurance policies
 13. Climate action	13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries	Social contribution through tree planting Economic value of mangrove planting and impact on local communities
 14. Life below water	14.1 Prevent and significantly reduce marine pollution of all kinds 14.2 Sustainably manage and protect marine and coastal ecosystems to avoid significant adverse impacts	Social contribution through tree planting
 15. Life on land	15.1 Ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands	Ten-Year Restoration Project of the Coastal Forests of Tohoku Region Tree-Planting Together with Customers ~ PHL 80K Trees ~

### ❖Section composition

#### 1. Eco-Friendly Products >>

Tokio Marine & Nichido, Tokio Marine Millea SAST Insurance and other Group companies are supporting mangrove planting overseas and environmental protection activities in Japan by donating a portion of the proceeds saved by reducing paper consumption through an initiative enabling customers to view their policies online being implemented together with agents. These proceeds are donated to NPOs and NGOs.

#### 2. Social Contribution through Tree Planting >>

Tokio Marine & Nichido has been planting mangrove trees mainly in Southeast Asia since 1999 in conjunction with multiple NGOs. On top of this, employees give plantation tours and classes on biodiversity to communicate the significance of biodiversity-related activities to society through mangrove planting.

## 1. Eco-Friendly Products

Tokio Marine & Nichido, Tokio Marine Millea SAST Insurance and other Group companies are supporting mangrove planting overseas and environmental protection activities in Japan by donating a portion of the proceeds saved by reducing paper consumption through an initiative enabling customers to view their policies online being implemented together with agents. These proceeds are donated to NPOs and NGOs.

### ■Creating Value through the “Green Gift” Project

Through eco-friendly products, Tokio Marine & Nichido acts as one with its agents in engaging in global environmental protection initiatives and welcomes participation by customers as well.

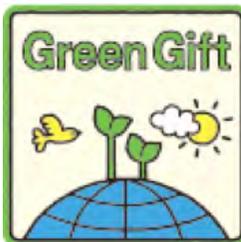
#### “Green Gift” Project System and Benefits of Reducing Paper

Customers’ selection of the web policy option leads to the conservation of paper resources. Additionally, it allows the company to reduce the environmental footprint created by the manufacture of paper and its transport to the company, the mailing of policies to customers and the disposal of policies when unneeded after maturity. The Green Gift Project also provides a number of other beneficial effects. These include conserving paper resources and contributing to the

prevention of global warming and the preservation of biodiversity via mangrove planting activities and communicating to children, who will lead future generations, the importance of the earth's environment through their actual participation in environmental protection activities in Japan. In fiscal 2018, the number of agreements taking advantage of the Web policy option was approximately 11.3 million, representing a reduction in paper usage of approximately 2,820 tons.

#### Disclosing Information on the "Green Gift" Project

To help customers better understand the activities of the Green Gift Project, the company established a Green Gift page on its website that reports on each of the initiatives. With regard to mangrove planting activities, the page reports on topics such as planting activities in various countries where mangrove planting is undertaken, updates on the growth of planted saplings and the volume of CO<sub>2</sub> absorbed through planting. The page also provides information on applying for the Green Gift Planet GENKI Program, an environmental protection activity carried out in each region in Japan mainly for children, the leaders of the future, and reports on these activities.



The company also participates in educational support programs conducted by the international NGO Room to Read in developing countries such as India, Bangladesh and Vietnam aimed at improving education for children where planting takes place and supports a program to restore the forest along the coast devastated by the Great East Japan Earthquake conducted by the Organization for Industrial, Spiritual and Cultural Advancement-International (OISCA).

Through this project, Tokio Marine & Nichido will continue to create social value via initiatives aimed at conservation of paper resources, prevention of global warming, conservation of biodiversity, reduction of disaster damage and contribution to local economies, communities and human resources development.

#### Promoting Non-Printing of Insurance Policies

Since February 2013, Tokio Marine Millea SAST Insurance has been implementing an initiative under which customers can view their policies on its website rather than on paper, which has helped reduce paper consumption. In addition, since April 2013, a portion of the proceeds saved through this move has been used to support and participate in the tree-planting activity in Meguri's Forest in Shonan International Village, Kanagawa Prefecture, where the company's head office is located. This project involves dense planting and root planting of a variety of locally indigenous seedlings, which are the most stable seedlings and capable of survival, to let nature take its course in restoring the forest to

its original form. By doing so, the project aims to "create a forest that protects life" and thus supports the community, economy and an enriched society.

Although nurturing the seedlings into a forest takes much time, through this activity, employees, their families and the company are united as one in increasing awareness of the need to protect the global environment.



## 2. Social Contribution through Tree Planting

Tokio Marine & Nichido has planted mangrove trees mainly in Southeast Asia since 1999 in conjunction with multiple NGOs that have extensive know-how in planting mangroves overseas. Mangrove planting not only ensures the fixation (absorption) of CO<sub>2</sub>, but also promotes biodiversity and provides benefits to the local population.

Tokio Marine & Nichido employees conduct tours of the mangrove forests and employees and agents give lessons on biodiversity derived from mangrove planting to convey the significance of biodiversity-related activities through mangrove planting to the local community.

#### Green Gift Project: Mangrove Planting Status of Mangrove Planting

Since 1999, Tokio Marine & Nichido has been conducting its Mangrove Planting Project primarily in Southeast Asia. During the 20-year period to fiscal 2018, we planted 10,930 hectares of new forest in nine countries: Indonesia, Thailand, the Philippines, Vietnam, Myanmar, Fiji, India, Bangladesh and Malaysia. (The Central Research Institute of Electric Power Industry (CRIEPI) has been engaged to evaluate the status of mangrove development and CO<sub>2</sub> absorption and fixation in planted areas, and a report on the findings has been received.)

The activity was rolled out as a commemorative project to celebrate the 120th anniversary of Tokio Marine & Nichido, with the original idea coming from employees who voiced their desire to launch a long-lasting initiative in the environmental field. The project is conducted in partnership with the NGOs Action for Mangrove Reforestation (ACTMANG), OISCA and the International Society for Mangrove Ecosystems (ISME) and through collaboration with local governments and communities.

## Benefits of Mangrove Planting for the Environment and Local Life

“Mangrove” is a generic term for flora that thrives in brackish waters (where seawater and fresh water meet) along tropical and subtropical coastlines and river mouths in Asia, Africa and South America. Mangroves are sometimes referred to as “forests in the sea” and are effective in mitigating global warming as they absorb and fix large volumes of CO<sub>2</sub>, a major cause of global warming. They also serve as natural levees to protect people’s lives and local ecosystems from tidal waves, tsunamis and other natural disasters.

Mangroves protected the lives of many people as well as buildings and structures when the tsunami that occurred in the Indian Ocean hit in December 2004 and the typhoon that wreaked havoc in the Philippines in November 2013 (named Yolanda in the Philippines and Haiyan in English). At present, mangroves are being planted in the Demak area of Indonesia and Gujarat State in India, which are susceptible to coastal erosion and flooding, with the main objective being to protect people’s lives and keep buildings and structures intact.

The roots of mangrove trees also serve as “cradles of life,” creating a rich ecosystem by providing a sanctuary for living creatures such as young fish, shellfish, crabs and shrimps that feed off mangrove

leaves and berries while attracting monkeys and birds, and also because the roots help ensure a gentle tide and waves at high tide and maintain water temperature. Fish and shellfish caught in the sea and in rivers near mangrove forests in Quảng Ninh Province in Vietnam and Ranong Province in Thailand are the staple diet of the local people and a source of income through sales to intermediaries, thus contributing to sustainable regional development.

In addition, the mangroves themselves are being used in a variety of different ways. Along with the seeds and fruits being used to make soup and sweets, the leaves

become feed for farm animals and the trunks and branches are used as materials for the pillars and roofs of people’s homes, thereby providing excellent support to the lives of the people.

Tokio Marine Group considers mangroves as “insurance for the future of the Earth” because they protect the planet and people’s lives and bring benefits. We are committed to being involved in the Mangrove Planting Project for 100 years. The project has been up and running for 19 years to date and the mangrove forests continue to grow. Going forward, we plan to put more effort into activities that protect and nurture mangrove forests.

## ■ Economic Value and Impact on Local Communities from Mangrove Planting

To the present, mangrove planting has generated diverse benefits such as mitigating and preventing global warming, preserving biodiversity and contributing to the development of local economies, communities and human resources. However, expressing the specific economic value created by this project had proved difficult. To determine this value, Tokio Marine & Nichido commissioned Mitsubishi Research Institute, Inc. to undertake a survey and make assessments based on internationally recognized methods. The results of provisional calculations show that the total economic value created by the Mangrove Planting Project from April 1999 when the company started the planting to the end of March 2018 totaled 118.5 billion yen. This project also impacts some 1.41 million people living where the mangroves are planted or nearby and has generated benefits in terms of improving the lives of residents in these communities and preventing and mitigating disasters. By ascertaining the numerical value of the outcomes of the mangrove-planting activities, we were able to reaffirm our awareness of the positive social impact of this initiative. Going forward, we will utilize the results of this value assessment to improve our Mangrove Planting Project and continue to undertake these activities together with our stakeholders as we aim to further create value.

### Indian Ocean tsunami following earthquake off the island of Sumatra in December 2004



Mangrove planting area in Ranong, Thailand, the area behind which was protected from tsunami damage



Tale Nok near Ranong, Thailand, which did not have mangroves, was damaged by the tsunami

### Benefits of mangroves

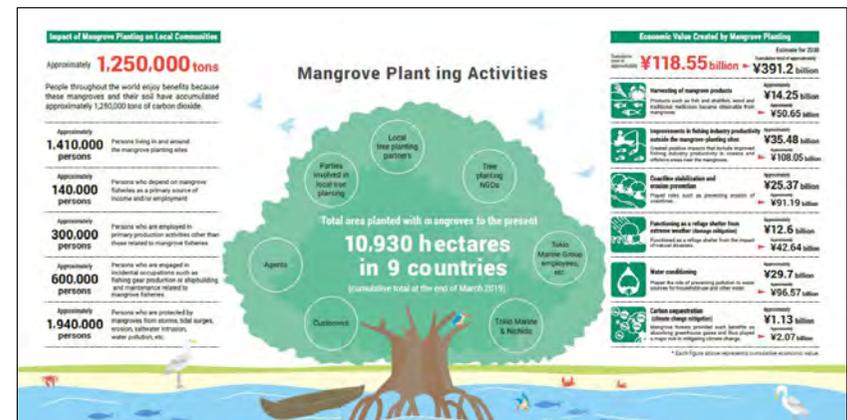


Fish catches are more abundant thanks to the mangroves (Ranong Province, Thailand)



The young leaves of the grey mangrove are used as feed for farm animals (Gujarat State, India)

### Economic Value and Impact on Local Communities from Mangrove Planting



### ■ Mangrove Planting Tours

Since 1999, Tokio Marine & Nichido has been promoting its Mangrove Planting Project in Southeast Asia and other countries and regions and conducting a volunteer tour to plant mangrove trees about once a year. Tokio Marine Group employees, agents and retired employees as well as their families participate in these tours as volunteers to plant mangrove seeds and saplings with local residents and children and visit villages and elementary schools in respective regions to promote international exchange. As of March 2019, we have conducted 19 mangrove planting volunteer tours, in which a total of approximately 590 members have participated.



### ■ Green Gift Project: Educational Support Program in Developing Countries

We provide educational support for children in areas that we plant mangroves through such measures as participating in Room to Read's Educational Support Program in Developing Countries.

### ■ Green Gift Planet GENKI Program

Tokio Marine & Nichido is implementing the Green Gift Planet GENKI Program, which tackles environmental protection initiatives together with local citizens and includes donations to environmental NPOs and other groups as well as participation in environmental activities throughout Japan.



The project is conducted in conjunction with Japan NPO Center, a specified non-profit corporation that has received backing from the Ministry of the Environment and is responsible for the coordination and operation of the entire project. The aim is to provide children in each region, the leaders of the future, with the opportunity to learn about local environmental issues and foster a desire to protect the environment.

The activities offer the chance for local NPOs and other groups to collaborate with new stakeholders such as Tokio Marine & Nichido and its agents. It is also a great chance for the company's customer contact branches to meet with local governments, environmental NPOs and other members of the

local community. As of March 2019, around 15,500 participants (including around 6,100 children) had taken part in 247 different events to protect local forests, woodlands, river valleys and the sea.

[Green Gift Planet GENKI Program \(in Japanese\)](#)

### ■ Green Gift Project: Ten-Year Restoration Project of the Coastal Forests of Tohoku Region

Tokio Marine Group supports the Ten-Year Restoration Project of the Coastal Forests of Tohoku Region damaged in the Great East Japan Earthquake.

### ■ Tree-Planting Together with Customers ~PHLY 80K Trees Initiative~

Philadelphia Insurance Companies (PHLY) has continued to conduct the "PHLY 80K Trees" tree planting program since 2015, inspired by Tokio Marine & Nichido's Green Gift Project. With the cooperation of customers and agents, the initiative has provided the funding for 320,000 trees to date through costs saved by encouraging customers to make electronic payments and asking agents to cooperate by making direct deposits of commissions and reducing the preparation of paper statements as well as donations from the company. In 2019, 35 PHLY employees participated in a tree-planting tour, with more than 150 employees having offered their time since the initiative began. Funding from an additional 80,000 trees will be provided between 2019 and 2020.

In the United States, record wildfires, storms and other natural disasters have destroyed millions of trees in forests in recent years. PHLY is on a mission to build healthy forests and ecosystems to provide greater security to communities.

[PHLY 80K TREES](#)



## Preventing Global Warming by Promoting the Development of Clean Energy

In order to prevent damage due to climate change from spreading, Tokio Marine Group is examining the possibility of installing and operating renewable energy facilities in Group companies while also providing products and services such as liability insurance concerning environmental pollution and environmental consulting.

### ❖ Relation between written content and SDGs

Relevant goal		Relevant target	Description of related content
	7. Affordable and clean energy	7.1 Ensure universal access to affordable, reliable and modern energy services 7.2 Increase substantially the share of renewable energy in the global energy mix 7.3 Double the global rate of improvement in energy efficiency	Specialized Insurance Package for Offshore Wind Power Generation Mega-Solar Package Program Impairment Liability Coverage for Geothermal Power Generation Operators
	9. Industry, innovation and infrastructure	9.4 Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes	Specialized Insurance Package for Offshore Wind Power Generation Mega-Solar Package Program Impairment Liability Coverage for Geothermal Power Generation Operators

We are undertaking the following actions to achieve the goals described above in the three areas of examining the possibility of clean energy facilities, operating clean energy facilities and credits gained from clean energy facilities.

#### Examining the possibility of clean energy facilities

- Specialized Insurance Package for Offshore Wind Power Generation
- Mega-Solar Package Program
- Environmental Consulting

#### Operating clean energy facilities

- Specialized Insurance Package for Offshore Wind Power Generation
- Mega-Solar Package Program
- Impairment Liability Coverage for Geothermal Power Generation Operators
- Environmental Impairment Liability Coverage
- Environmental Consulting

#### Credits gained from clean energy facilities

- Specialized Insurance Package for Offshore Wind Power Generation
- Impairment Liability Coverage for Geothermal Power Generation Operators
- Environmental Impairment Liability Coverage
- Environmental Consulting

## Offshore Wind Power Generation

### Offshore Wind Power Generation in Japan

Japan has set the ambitious goal of reducing greenhouse gases by 80% by 2050, thereby proceeding with the challenges of energy conversion and decarbonization to meet this goal. The 5th Strategic Energy Plan approved by the Cabinet on July 3, 2018 states the lofty “3E + S” (Energy security, Economical efficiency, Environment + Safety) objective and expresses the energy mix the country would like to achieve by 2030. This was the first time for Japan to specify the shift to renewable energy as its main source of power, with the aim of 22% to 24% of power generation to come from renewable energy by 2030, up from 16% in 2017. Offshore wind power generation is expected to be one of the pillars of renewable energy. The revised Port and Harbor Act of July 2016 and the enforcement of the Act of Promoting Utilization of Sea Areas in Development of Power Generation Facilities Using Maritime Renewable Energy Resources in April 2019 have raised expectations for offshore wind power generation in Japan.

### Total Support for Offshore Wind Power Generation from Construction Phase to Operation Phase

Beginning with underwriting insurance for a project in the Netherlands in 2013 that the customer has acquired rights for, Tokio Marine & Nichido has been supporting a total of 24 offshore wind power generation projects in seven countries and regions including Japan, with total power generation capacity of 8GW. In fiscal 2018, while taking on seven new projects, we have provided support to the wind power generation industry in Japan by presenting and sharing the know-how we have gained by underwriting these projects, particularly in terms of loss prevention, at international conferences and seminars.

In many cases, insurance for offshore wind power generation projects is designed for the period of transition to operational status for each part that has been constructed. Our package exclusively designed for such projects, on the other hand, offers seamless total support in order to cover the interface risk associated with the shift to operation. Although this insurance package is generally employed in Europe and the United States, the content of the insurance and the composition of the agreement have been adjusted to fit the legal system and environment of Japan.

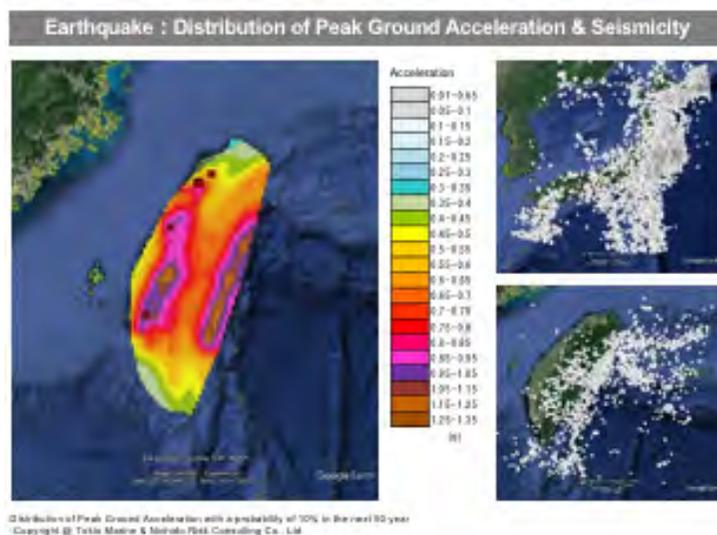


A dedicated team was set up to deal with wind power-related projects in 2013, and a task force was established in 2018 to provide company-wide support for the industry. Tokio Marine & Nichido aims to be the industry leader from an insurance perspective for offshore wind power generation projects, an area expected to grow and develop not only in Japan and Asia but across the entire world, and to accelerate initiatives to enhance the global environment in the process.



### Stochastic Assessment of Natural Disasters

The risk of a natural disaster occurring such as a typhoon, earthquake or tsunami is significantly different between Japan and Europe. In arranging insurance for wind power generation projects, Tokio Marine & Nichido Risk Consulting calculated the critical indicator of Probable Maximum Loss (PML) using stochastic methods and conducts risk assessment. In many cases, financing has become an integral part of offshore wind power generation projects as they grow in scale. Lenders also want to understand the risk involved using stochastic assessments that use a fixed return period, or estimated average time between events such as 475 years for an earthquake and 100 years for a typhoon.



## Mega-Solar Package Program

With the launch of Japan's Feed-in Tariff Scheme for Renewable Energy in July 2012, the planning and construction of "mega-solar" large-scale solar power generation facilities is surging across the country. In order for businesses to stably operate the facilities, measures are necessary to evaluate business risks over a long term of 10 to 20 years and from a variety of angles, starting from the installation stage.

In July 2012, Tokio Marine & Nichido began marketing its Mega-Solar Package Program. Through risk consulting and insurance products, the program offers an integrated solution for the risks involved in mega-solar projects.

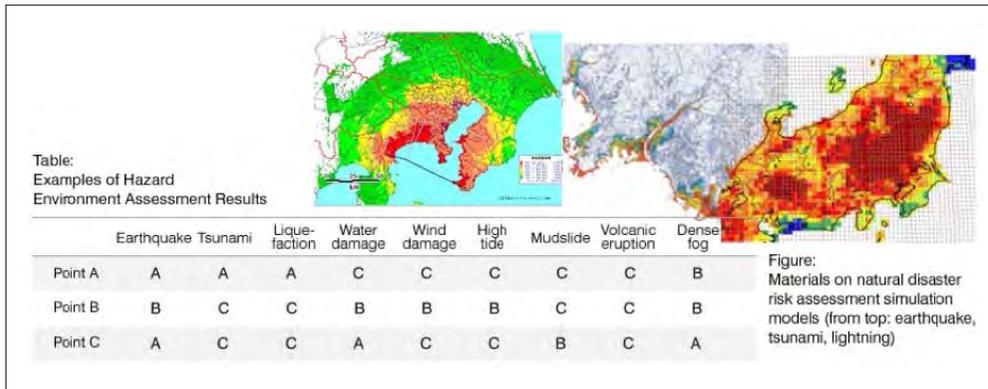
### Making Use of Evolving Risk Assessment Approaches in Consulting

The Mega-Solar Package Program is composed of 1) risk consulting (natural disaster risk assessment and soil contamination status assessment) and 2) arrangement of property and casualty insurance.

In the event of damage from earthquake, tsunami, water, wind, high tide or other natural disasters, mega-solar projects may be forced to review installation expenses or construction times, and business operation following launch may be severely affected.

Based on natural disaster information and knowledge accumulated over years in the property and casualty insurance business, the product offers risk consulting services that include a three-stage evaluation of natural disaster risks at planned mega-solar installation sites and soil contamination status assessment consulting through means such as site usage history surveys and field investigations. By incorporating such consulting, mega-solar business operators are able to accurately assess the risks that can threaten business continuity and can effectively carry out necessary investments and measures.

Conducting risk assessments of mega-solar projects has helped us build up extensive know-how, which we are using to start consulting services for renewable energy facilities for biomass and wind-power generation businesses.



[Tokio Marine & Nichido Risk Consulting's "Risk Assessment of Renewable Energy Facilities" \(in Japanese\)](#)

### ■ Arrangement of Appropriate Property and Casualty Insurance at the Mega-Solar Project Installation and Operational Stages

As various risks are expected at every stage – from installation to operation – in mega-solar projects, appropriate risk management is achieved by analyzing risk factors that can impact project management and by arranging for insurance against each risk. Looking specifically at risks to installation work, insurance involves compensation for damages in the event of accidents originating in solar power systems during installation or after completion, including damage to or destruction of solar systems or temporary installations from calamities such as fire or lightning, as well as accompanying loss of profits due to delay of operation. Risk hedging against the preceding factors is possible through erection all risks insurance, delayed start of operations insurance and various forms of liability insurance. With regard to risks to operation, insurance involves compensation for damages originating in ownership or management of facilities, including damage to or destruction of solar power systems from calamities such as fire, as well as accompanying loss of profits if operation is halted. Risk hedging against the preceding is possible through commercial property insurance and various forms of liability insurance.

Solar power and other forms of renewable energy are indispensable as new energy sources to support the social infrastructure of the future. Based on the role that insurance companies bear in society, Tokio Marine & Nichido will support the smooth diffusion of renewable energy by providing insurance products and risk consulting services and contribute to the development of a sustainable society.

### The mega-solar project flow from installation work to operation



### ■ Commenced Sales of New Impairment Liability Coverage for Geothermal Power Generation Operators

Geothermal power generation does not emit any CO<sub>2</sub>, a primary cause of global warming, which has put it in the spotlight as a low-cost renewable energy with the potential for stable power supply. There are high expectations for the application of this form of energy and the government has even formulated a plan to expand capacity of geothermal power generation facilities three-fold by 2030 compared with current levels.

Against this backdrop, in June 2016 Tokio Marine & Nichido started sales of a "geothermal package plan" that underwrites such risk as property risk, construction risk and liability risk from ground surveys to operations for geothermal developers. Within this "geothermal package plan," liability risk compensation provides peace of mind to nearby hot spring operators (hot spring union) with regard to geothermal development. This is achieved through compensation for damages if there is a decline in the volume of hot water or a change in hot spring quality in a nearby hot spring area during geothermal development or operation of a geothermal power generation facility. Such damages include the cost of investigation into the cause, which is covered by the geothermal developer, or lost profit on the part of the hot spring operator. Payment of the cost for investigating the cause at the stage when a reduction in hot spring volume or a change in spring quality has been objectively

confirmed irrespective of the existence or not of liability on the part of the geothermal developer is a first for Japan.

Tokio Marine & Nichido will continue to contribute to the proliferation of geothermal power through this product going forward.

#### General flow of geothermal development (model case of 30,000 kW power output)



Source : [Prepared using basic data for investigating purchase price in FY2013 issued by Resources and Energy Agency of the Ministry of Economy, Trade and Industry \(in Japanese\) \(PDF / 1.76 MB\)](#) PDF

#### ■ Sale of Environmental Impairment Liability Coverage

In response to the growing need for ensuring compliance with environmental regulations and mitigating lost profit caused by the emission of contaminants, U.S.-based Philadelphia Insurance Companies (PHLY) offers environmental insurance products with environmental impairment liability coverage against various risks, including impairment liability for contamination of the environment, for manufacturers, processing companies, construction companies, environment-related operators, environmental consultants, pharmaceutical firms, electricians and plumbers, hotel operators and real estate agencies.

These insurance products protect policyholders from impairment liability for damage to third parties and remediation expenses caused by environmental contamination, thereby contributing to the protection of the natural environment and the health of local residents while encouraging the promotion of regional industries.

[Philadelphia "Environmental Products"](#)



#### ■ Consulting related to ESG and Sustainability

The understanding that non-financial value in addition to financial value is essential in order to increase corporate value over the medium to long term has taken hold in Japan in recent years. Amid growing interest in Environmental, Social and Governance (ESG) factors, there are heightened expectations for corporate management based on an awareness of ESG in addition to financial aspects. Tokio Marine & Nichido Risk Consulting provides a variety of consulting services relating to ESG and environmental management by leveraging a proven record in Socially Responsible Investment (SRI) funds.

[Tokio Marine & Nichido Risk Consulting's "ESG and Sustainability" \(in Japanese\)](#)

## First Auto Insurance Eco Mark Certification Acquired for Financial Products

In December 2010, Tokio Marine & Nichido acquired the first auto insurance Eco Mark<sup>\*1</sup> certification for financial products from the Japan Environment Association (JEA) for its efforts to promote various initiatives in the environment-related field. These included promotion of the Green Gift Project, dissemination of information on eco-safe driving and accident reduction via the company website, increased use of recycled parts in auto repairs and premium discount services for hybrid, electric and compressed natural gas vehicles.

In 2011, Tokio Marine & Nichido won the Silver Prize in the Eco Mark Award 2011<sup>\*2</sup> sponsored by JEA, becoming the first company in the financial industry to receive an Eco Mark award. In granting the award, JEA highly recognized the company's efforts to promote the widespread use and increase the visibility of Eco Mark-certified auto insurance products (creation of Eco Mark awareness posters and extensive use of the Eco Mark label on auto insurance leaflets and renewal notices) and to offer eco-friendly auto insurance that allows policyholders to participate in activities to reduce environmental impact through the Green Gift Project. Becoming carbon neutral in its domestic business activities in fiscal 2009 and fiscal 2010 was another point that was recognized by JEA.

\*1 The Eco Mark environmental label is granted to products that are certified as having less impact on the environment throughout their lifecycles and being effective in preserving the environment.

\*2 The first award scheme established in 2010 in relation to the Eco Mark. Awards are presented to companies and organizations proactively engaged in activities to achieve the objective of the Eco Mark project: "Creation of a sustainable society through the wise choice of environment-friendly products by consumers and environment improvement efforts by companies."



## Accident-Related Auto Repairs That Are Friendly to the Environment

Tokio Marine & Nichido and Nisshin Fire & Marine Insurance ("Nisshin Fire") have been undertaking an initiative to promote environment-conscious auto repairs following accidents with the cooperation of customers. This initiative, contingent upon the approval of customers, encourages the repair, not replacement, of parts damaged in an accident or the use of recycled or rebuilt parts if the damage is beyond repair, to reduce industrial waste and utilize resources more effectively. Following "The Declaration of the Promotion of the Use of Recycled Parts," a joint statement made by The General Insurance Association of Japan and its member insurance companies in October 2011, we have decided to step up this initiative by generally requiring the use of recycled parts when repairing company-owned vehicles and encouraging their use in personal vehicles of employees.

For the same reason, Nisshin Fire provides an environment-conscious auto insurance, *Asante*, which provides a 10% discount on insurance premiums if a car repair is done using recycled parts at one of the automobile excellent repair shops specified by the company.

[Nisshin Fire Asante \(in Japanese\)](#)



Asante environment-conscious auto insurance

## Building Communities for People to Live with Peace of Mind through Environmental Protection Activities

Based on the theme “Protecting the Earth,” Tokio Marine Group is implementing local and social contribution activities around the world that help protect the environment and biodiversity. These activities emphasize voluntary engagement by employees and tie-ups with NPOs and other groups.

### ❖ Relation between written content and SDGs

Relevant goal		Relevant target	Description of related content
	15. Life on Land	15.2 Promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally	Collaborative Afforestation Efforts in Kochi Prefecture: Tokio Marine & Nichido's Forest for the Future

### ❖ Section composition

#### 1. Initiatives in Japan >>

At Tokio Marine Group and our Group companies, employees and agents volunteer to hold classes on the environment, art and writing contests, and eco-experience tours. In addition, we are building an environmental community through the Marunouchi Citizens Environmental Forum, a forestry maintenance and environmental awareness seminar.

#### 2. Initiatives Overseas >>

Tokio Marine Group and our overseas companies are promoting environmental initiatives through Earth Day and other events. In Asia, efforts are made to protect forests and water while children with underprivileged backgrounds are invited to environmental enlightenment tours. We are working to build environmental communities in this way in the different regions of the world.

## 1. Initiatives in Japan

At Tokio Marine Group, employees and agents volunteer to hold classes of Green Lessons: The Mangrove Story. Tokio Marine & Nichido has co-hosted the Children's Environmental Award program, an environment-themed illustration and essay contest, and the Iriomote Island Eco Experience Tour, a tour learning about the importance of preserving the global environment, while having co-sponsored the Collaborative Afforestation Project with Environmentally Advanced Corporations in Aki City, Kochi Prefecture. The company also holds the Marunouchi Citizens Environmental Forum, a social and environmental awareness seminar, jointly with Mitsubishi Corporation and is working to build environmental communities.

### ■ Green Lessons: The Mangrove Story

As part of its efforts to raise environmental awareness, since 2005 Tokio Marine Group has provided Green Lessons: The Mangrove Story, an environmental education program for children in elementary and special needs schools. Employee and agent volunteers visit these schools and give lectures on the theme of “prevention of global warming and preservation of biodiversity,” in which they tell stories about mangrove planting. Children participating in these lessons receive flowerpots made from recycled uniforms.

As of March 31, 2019, the Group visited around 830 elementary and special needs schools throughout Japan and provided Green Lessons to 55,630 children. We will continue conducting these lessons nationwide as a place for children, the leaders of tomorrow, to think for themselves about the environment.

[Laboratory for the Future \(Green tuition fee\) \(in Japanese\)](#)

### ■ Children's Environmental Award and Iriomote Island Eco Experience Tour

Since 2008, Tokio Marine & Nichido and The Asahi Shimbun Company (newspaper) have co-hosted an environment-themed illustration and essay contest, the Children's Environmental Award program, as one initiative to raise environmental awareness among elementary school children who will take the lead in the future and, in turn, raise awareness among society as a whole. For the 11th Children's Environmental Award in fiscal 2018, we received 2,672 works from children all over Japan. We invited the winners of the contest and their parents to join the Iriomote Island Eco Experience Tour.



The Iriomote Island Eco Experience Tour is conducted under the supervision of Shigeyuki Baba, Professor Emeritus, University of the Ryukyus. He is also a judge of the Children's Environmental Award and has been providing support to Tokio Marine & Nichido's Mangrove Planting Project. Participants learn about the importance of preserving the global environment through a program of events that includes exploring a mangrove forest, engaging in tree planting and mangrove dyeing, while receiving explanations from specialists.

The children who participated in the tour commented that nature was more fragile than they thought and needs to be protected and understood the problems facing Iriomote, and that there are many people committed to protecting nature as well as flora and fauna.

[Tokio Marine & Nichido \(Children's Environmental Award\) \(in Japanese\)](#)

### ■ Collaborative Afforestation Efforts in Kochi Prefecture: Tokio Marine & Nichido's Forest for the Future

In May 2009, Tokio Marine & Nichido concluded a five-year partners agreement with Kochi Prefecture, Aki City and the Eastern Kochi Forestry Association to promote afforestation in Aki City under the prefecture's Collaborative Afforestation Project with Environmentally Advanced Corporations (the five-year agreement was renewed in May 2014). The forest covered under the agreement has been named "Tokio Marine & Nichido's Forest for the Future." Every year, we conduct a volunteer tour for Group employees and agents including their families to experience tree thinning and socially interact with local residents. A total of 42 members participated in the 10th Tree-Thinning Forestry Volunteers tour held in November 2018. Participants felt that it was a project that taught them the importance of maintaining and protecting forests and the effort that goes into doing so, and that they wanted to expand the initiative with every opportunity as their own responsibility.



### ■ Marunouchi Citizens Environmental Forum

Every year, Tokio Marine & Nichido holds a social and environmental awareness seminar, the Marunouchi Citizens Environmental Forum, jointly with Mitsubishi Corporation. At the 60th forum held in fiscal 2018 at MARUCUBE in the Marunouchi Building in Chiyoda Ward, we invited Gentaro Yui, Field Director at MORIUMIUS. He gave a lecture under the theme of building a future for regional locations by teaching sustainability of the forest, sea and tomorrow to children, and introduced activities of MORIUMIUS ("forest, sea, tomorrow") that seek to create a new type of harmony between cities and regions as well as between people and regions. Some 70 people from inside and outside the company attended, with some commenting that the seminar provided the opportunity to think again about realizing a society in which people live in harmony with nature.



## 2. Initiatives Overseas

In Tokio Marine Group, U.S.-based Philadelphia Insurance Companies (PHLY) is promoting environmental activities in different locations that include participation in Earth Day. In addition, Thai-based Tokio Marine Insurance (Thailand) conducts initiatives to protect forests and water and invites underprivileged children on environmental enlightenment tours. These and other efforts seek to build environmental communities around the world.

### ■ TEAMPHLY Initiatives

U.S.-based PHLY has been encouraging its employees to take part in initiatives to protect the environment in the workplace, home and local community in order to leave behind a beautiful environment for the next generation. TEAMPHLY involves support of environmental protection activities by individuals and communities as well as various efforts to reduce environmental load in the office with the aim of minimizing the environmental footprint in business activities.

The three main activities under TEAMPHLY in 2019 were the reduction of the environmental footprint through business activities, environmental education and awareness-raising activities, and efforts in connection with community outreach. Activities included the purchase of renewable energy certificates to offset CO<sub>2</sub> emitted through the use of power in offices throughout the United States.

The company also donated US\$100,000 to the Arbor Day Foundation, an environmental NGO in the United States and planted 320,000 trees to protect forests damaged in natural disasters such as brush fires from 2015 to 2019.

[🔗 TEAMPHLY](#)

### ■ Participation in Earth Day Events

Employees at U.S.-based PHLY conducted various activities to promote Earth Day 2019 as part of TEAMPHLY, an employee-driven environmental awareness program.

Employees volunteered their time to collect used plastic bags that they processed into plastic balls of yarn called “plarn.” Plarn is woven into mattresses that are distributed to the homeless. Fifty-six employees took part in Earth Day 2019 and made 60 balls of plarn. The plarn mattresses were put into bags known as “Blessing bags” together with food, light meals, clothing, hygiene products and a source of information so the homeless can get what they need when they need it. The initiative not only helps prevent environmental destruction and protects wild animals, it also supports the homeless. An additional 15 employees participated in a tree-planting event at a community park in celebration of Earth Day 2019.



**CSR & ESG Highlights**

Tokio Marine Group started providing *Dementia Support Plan*, the industry's first specialized insurance package for persons suffering from dementia and their families to realize a society in which they can live with peace of mind.

The career education program "Group Work on Managing Risks and Opportunities" is being provided mainly at junior high schools across Japan. As of March 31, 2019, over 1,200 people had taken the program. Support for education and childcare was also continued for children whose parents passed away due to an illness through a foundation.

Tokio Marine Group continued to provide support for the Japan Para-Sports Association and Japan Inclusive Football Federation. Ongoing support was also provided for initiatives to learn about, watch and experience sports for persons with disabilities. Our support has impacted 79 sports organizations and approximately 59,000 people.

In Japan, the importance of responding to the nursing and health needs of the elderly is increasing due to the low birth rate and aging society. There is also growing demand to create societies in which people in underprivileged circumstances and those with disabilities can live with peace of mind in the community as economies and societies become more sophisticated and globalization progresses. In addition, there are calls for the acceptance, promotion and utilization of diversity in such areas as gender, age and nationality. On a global scale, the reality is that there is growing income disparity, increasing unemployment among youth, poverty and unequal opportunities for education based on gender.

**CSR Materiality (Material Issues)**

- Technological innovation
- Low birth rates and aging societies, and population demographics
- Human resources development
- Diversity and inclusion
- Local community and social contribution activities
- Promoting ESG in the provision of products and services

Tokio Marine Group has set "Supporting People" as a core CSR theme in order to take up the challenge of resolving these issues. To this end, we will promote local community and social contribution activities supporting people through the growth of young people and support the elderly, persons with disabilities and athletes as well as the promotion of diversity and inclusion.

**Building a Society Based on Health and Longevity to Ensure Peace of Mind**

Tokio Marine Group provides products and services that anticipate the changing social environment and customer needs by utilizing the solutions offered by respective Group companies, including insurance. The Group will contribute to a society based on good health and longevity through activities to raise awareness about cancer undertaken by employee volunteers in Japan and around the world, activities to spread knowledge about nursing care and offering advice through medical professionals. By promoting these initiatives, Tokio Marine Group will contribute to developing partners who support and bring a virtuous cycle to local communities and society.

### Nurturing Generations Responsible for the Future

Tokio Marine Group is promoting social contribution through the establishment of a foundation to nurture generations responsible for the future with the aim of developing youth and promoting sports. In addition, we implement local social contribution activities in conjunction with employees worldwide who volunteer to deliver lesson programs and environmental education as well as with local and social action volunteers and NGOs. We also provide support to charity organizations.

### Aiming to Create a Symbiotic Society

Tokio Marine Group aims to create a symbiotic society for everyone both socially and economically, irrespective of age, gender or disability. To this end, employees around the world are proactively working on activities that support the elderly, the deaf and blind, athletes and expectant mothers in conjunction with NGOs.

By promoting these initiatives, Tokio Marine Group will contribute to developing partners who support and bring a virtuous cycle to local communities and society.

### Value Creation

Developing employees and partners who support and bring a virtuous cycle to local communities and society



Examples of CSR approach (Protecting the Earth)

## Building a Society Based on Health and Longevity to Ensure Peace of Mind

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### ❖ Relation between SDGs and content

Relevant goal		Relevant target	Description of related content
	3. Good health and well-being	3.3 End the epidemics of AIDS, tuberculosis, malaria and neglected tropical diseases and combat hepatitis, water-borne diseases and other communicable diseases 3.4 Reduce by one third premature mortality from noncommunicable diseases through prevention and treatment and promote mental health and well-being 3.d Strengthen the capacity of all countries for early warning, risk reduction and management of national and global health risks	Products and Services Information Disclosure/Awareness-Raising Activities Local Community and Social Contribution Activities
	4. Quality education	4.3 Ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university	N Program to Support Young Physicians to Gain Clinical Experience in the United States

### ❖ Section composition

#### 1. Providing Peace of Mind in an Era of the 100-Year Life >>

Tokio Marine Group provides comprehensive insurance services related to dementia, life insurance, regenerative medicine and nursing care with the aim of creating a world in which people can live with vitality in an era of the 100-year life. In addition, we offer products and services such as *Aruku Hoken* to promote health.

#### 2. Initiatives Supporting Customers in Times of Need >>

Tokio Marine Group takes part in initiatives that support government agencies and other institutions around the world from a financial perspective by applying our insurance solutions. We also support customers in times of need through such means as free consultation by phone when an injury or illness occurs. Other efforts focus on enhancing awareness of saving lives among employees through AED workshops and other courses.

#### 3. For the Health of Companies and Employees through Health and Productivity Management >>

Tokio Marine Group uses the health and productivity management know-how it has gained internally to offer insurance solutions to corporate customers.

#### 4. Protecting Customers and Society from Cancer >>

Tokio Marine Group teams up with local public organizations to take steps aimed at limiting the incidence of diseases such as cancer among customers and in society. The movement also includes efforts by employee volunteers. We also launched an investment trust that contributes a portion of the management fees to a cancer research facility.

#### 5. R&D and Nurturing Human Resources >>

Tokio Marine Group provides support to Kyoto University's Center for iPS Cell Research and Application (CiRA) while handling the joint planning and development of health and productivity management apps using ICT. We also contribute to the development of young doctors responsible for providing medical care in the future.

## 1. Providing Peace of Mind in an Era of the 100-Year Life

### ■ "Dementia Support Plan" and "Pension-Type Nursing Care Coverage Plan with Additional Coverage for Dementia"

In recent years, the number of people in need of nursing care and suffering from dementia has been on the rise in line with an aging society, and these are the issues that many people can readily relate to. Based on a desire to play a part in resolving this social dilemma, Tokio Marine & Nichido is focused on the provision of products and services corresponding to care and dementia.

In January 2019, we launched the industry's first *Dementia Support Plan*, an exclusive insurance for dementia patients and their families, with the aim of helping to realize a society for them to live vibrant lives with peace of mind. This product compensates search costs when a dementia patient goes missing and liability in daily life on the part of the sufferer or their family. In addition, in preparation for when a dementia patient goes missing, we provide emergency contact stickers from Safety Net Linkage, which has a proven track record in watch-over support for the elderly, as an added service to the product so they are quickly found and taken into protective custody.

In October 2019, we started providing a pension-type nursing care coverage plan with additional coverage for dementia. Based on our own research, it was clear that care compensation was not sufficiently meeting the expectations of policyholders. While the need for such compensation increases with age, standard private nursing insurance premiums during elderly years become progressively expensive. To resolve this issue, we designed a product with features that include replacing premiums to be paid when in need of care with fixed-term pension payments. This makes it easier to prepare for prolonged nursing care and provides more affordable premiums. Moreover, with the dementia-assistance package bundled to this product, a wide range of exclusive dementia-related services are available to help people live life with the disease, such as maintaining and enhancing brain functionality through special training.

### ■ Initiatives for Living Benefits

#### What Is Life Insurance Revolution “Nextage”?

Tokio Marine Group provides optimum safeguards by protecting customers in all domains including life insurance. These safeguards encompass “new protection” in preparation for advancements in medical technology, “asset building” in preparation for old age with expectations of longer lifespans and “prevention and pre-symptomatic health” with the aim of maintaining health and preventing illness.

We will strive to become a life insurance company that continues to be chosen by developing products and services that protect customers.



### ■ Initiatives for Longevity Risk: Academy of Health and Long Life

In February 2012, Tokio Marine & Nichido Life established the Academy of Health and Long Life section of its website to convey to the broadest possible audience the importance of disease prevention and health management in leading a healthy life long into the future. Tokio Marine & Nichido Life guides visitors through the academy, which includes the Health Promotion Center for self-checking lifestyle-related diseases; the Infirmary for learning about how to read the results of physical examinations; the Retirement Preparations Center for learning about making financial preparations; and the Library for performing searches on diseases and nursing care. In this way, we make sure we provide ample information on lifestyle-related diseases, nursing care and other relevant topics.



We provide various information maintained by Tokio Marine & Nichido Life and other companies in Tokio Marine Group, including Tokio Marine & Nichido Medical Service and Tokio Marine Nichido Better Life Service, and business partners.

[Tokio Marine & Nichido Life's Academy of Health and Long Life \(in Japanese\)](#)

### ■ Insurance Products to Facilitate the Advancement of Regenerative Medicine

At the timing of the enforcement of a new act to ensure the security of regenerative medicine in 2014, Tokio Marine & Nichido has developed and released new insurance products related to regenerative medicine, namely, insurance for clinical research on regenerative medicine and liability insurance for cell-cultivating companies.



Regenerative medicine regenerates tissue and cells that have deteriorated due to illness or injury, for example, and helps with the recovery of physiological functions. It is expected to improve the quality of life (QOL) of patients, the elderly and people with disabilities and ensure a longer healthy life. In Japan, however, regenerative medicine is still in the process of developing into an industry and practical applications.

To accelerate the process, many players must enter the field. One drawback is the cost and risk involved in regenerative medicine. The solution, we believe, is insurance.

If new players and researchers can leverage insurance as a means to provide compensation for negative effects in people undergoing regenerative medicine treatments, and thus reduce the said cost and risk, there will be a better chance that more players would take on the challenge of developing regenerative medicine into an industry and practical applications. By providing such insurance products, Tokio Marine & Nichido will contribute to the advancement of regenerative medicine in Japan.

### ■ Aruku Hoken

In 2017, Tokio Marine & Nichido Life developed *Aruku Hoken* with the concept of preemptively protecting customers from serious illnesses such as lifestyle-related diseases by supporting initiatives to improve customers' health and quality of life. The product, the first of its kind in the industry, provides policyholders with a measurement device and returns a portion of insurance premiums in accordance with their health improvement activities, which are recorded using a special app.

### ■ Seminar on Balancing Work with Elder Care: Helping Prevent the Need to Stop Work for Caregiving

Amid the rapidly aging society, "leaving full-time employment for elder care" has become a social issue of increasing prevalence. According to the government's statistics, about 100,000 workers leave their job every year for the reason of elder care, while about 3.46 million people work while taking care of their elderly parents or relatives. For companies, it is an issue of losing the core group of their workforce since people leaving their job are mainly in their 40s and 50s. These caregivers, on the other hand, also bear a significant burden both economically and mentally because they have no idea for how long their days of caregiving will continue.

Tokio Marine Nichido Better Life Service provides seminars on balancing work with caregiving for employees of companies by leveraging know-how accumulated in the operation of caregiving services for the elderly. The seminars cover a broad range of topics from basic knowledge to implementing care, long-distance caregiving and dementia care. Also available are seminars for



managers in the position of supporting their workers who are juggling both work and caregiving. In addition to the seminars, Tokio Marine Nichido Better Life Service provides a menu that also covers how to create a handbook balancing work and caregiving that compiles information on caregiving as well as telephone consultation on caregiving and consultation through industrial care managers.

## 2. Initiatives Supporting Customers in Times of Need

### ■ Pandemic Derivatives for the World Bank

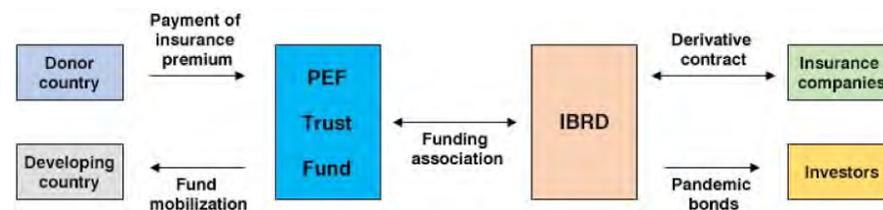
In July 2017, Tokio Marine & Nichido participated in the "Pandemic Emergency Financing Facility (PEF)" launched by the World Bank as an international initiative to manage crises caused by infectious diseases. Through the underwriting of pandemic derivatives, we will support efforts by public-private partnerships to contain internationally threatening infectious diseases and contribute to the creation of a safe, secure and sustainable future.

### Background to the Establishment of the Pandemic Emergency Financing Facility

The Japanese government brought up the issue of international health when it was host country for the G7 Ise-Shima Summit in May 2016. With the cooperation of the World Bank and World Health Organization (WHO), PEF was launched by the World Bank as a new financial mechanism for responding to public health crises that drew on lessons learned with the Ebola virus. The Japanese government was the first in the world to declare that it would provide financial assistance to PEF and called for the cooperation of other countries.

### Overview of the Program

The PEF is the world's first financing mechanism for swiftly and smoothly providing financial assistance in the event that a pandemic occurs or expands in developing countries, and is funded by the International Bank for Reconstruction and Development (IBRD) of the World Bank Group through derivatives transactions between IBRD and insurance companies and the issuance of pandemic bonds to investors. In the case where data released by WHO, such as the number of deaths, rate of increase in the number of deaths and the number of affected countries, reach predetermined levels that have been established as criteria for funding assistance, Tokio Marine & Nichido will pay a preset amount to IBRD.



\*The Japanese government announced that it would contribute USD50 million over three years prior to the meeting of G7 Finance Ministers and Central Bank Governors in May 2016.

■ **Publication of a Book, *Protecting Families and Companies – Guidebook on Combating Infectious Diseases***

In April 2015, Tokio Marine & Nichido Risk Consulting wrote and published a book, *Protecting Families and Companies – Guidebook on Combating Infectious Diseases* (supervised by Koji Wada, a doctor at the National Center for Global Health and Medicine). The book uses many charts, tables and illustrations to explain in an easy-to-understand manner the risk of Ebola hemorrhagic fever, new strains of influenza and other infectious diseases and necessary measures to be taken by companies and individuals. Chapter 4 (Protecting Companies) of the book, in particular, describes in detail the characteristics of infectious diseases as risk to companies, minimum required measures, points to be noted when building a structure to ensure business continuity and other important points when implementing measures at overseas bases.



■ **Medical Assist : Providing 24/7 Telephone Support for Customers Seeking Advice on Illness or Injury**

*Medical Assist* is a free health and healthcare consultation service that supports the health of policyholders and insureds of Tokio Marine & Nichido and Tokio Marine & Nichido Life, including their families. Assistance is provided via telephone 24 hours a day, seven days a week, including advice on everyday physical accidents, methods for handling emergencies such as sudden illnesses or injuries, information about hospitals, clinics and other medical facilities that examine patients on holidays or late at night, consultation with specialists in a range of more than 30 medical examination fields (by appointment only), and arrangements for transfer to other hospitals on behalf of patients. Such concerns are addressed by experienced and knowledgeable healthcare professionals including emergency medical specialists who take leading roles in emergency medical institutions, medical specialists qualified as university professors or assistant professors, and nurses with a wealth of clinical experience. Nurses make the initial response to customer inquiries, and depending on the case, emergency medical specialists and other medical staff address the issue thereafter as necessary.

For example, in the case of providing consultation about a child stung by a bee, an inquiry is first made to the caller about symptoms the child is showing. Then, the caller will be advised whether to seek emergency medical care, while receiving instructions on first aid best suited for the symptoms.

[🔗 Medical Assist: Tokio Marine & Nichido Life \(in Japanese\)](#)

■ **Supporting the Provision of Japanese-Language Medical Services in the United States**

The Japanese Medical Practice outpatient clinic operated by Mount Sinai Beth Israel in New York City with donations from Tokio Marine & Nichido has been providing medical services in Japanese since 1990. At the event celebrating the 100th anniversary of the Japanese American Association of New York held in fiscal 2009, the Japanese Medical Practice outpatient clinic offered medical consultation services and held medical seminars for elderly Japanese-American people living in New York. This clinic plays a major role in providing medical services to the local Japanese community and is highly regarded by the Japanese Consulate General in New York as a medical institution providing services to Japanese people.

■ **AED & Basic Life-Saving Workshop to Build a Society That Can Practice Life-Saving Skills**

Tokio Marine Group provides a workshop to practice using Automated External Defibrillators (AEDs) and to perform cardiopulmonary resuscitation (CPR). Around 5,357 employees from Tokio Marine Group attended the workshop by the end of fiscal 2017. Through the workshop, participants have realized that they do not have to be an expert to perform CPR and gained enough confidence to take action rather than just standing by in case of an emergency.



In cooperation with the Marunouchi Fire Station of the Tokyo Fire Department (TFD), Tokio Marine & Nichido provided a workshop to learn standard first aid at its head office. Over the course of two training courses, lecturers from the fire station taught about 20 employees from Tokio Marine & Nichido and Group companies how to use AEDs, perform CPR, prevent suffocation and stop bleeding. At the completion of these courses, participants received a first aid skills certificate issued by the TFD Fire Chief.



### 3. For the Health of Companies and Employees through Health and Productivity Management

#### ■ In Support of Customers' Health and Productivity Management

As Japan's labor force shrinks, managing employee health and creating a good working environment have become important management issues in order to ensure sustainable corporate growth. Tokio Marine Group has formulated a philosophy and policy with employee health positioned as a core theme for management, and related issues are being addressed. We were selected as a "Health & Productivity Stock" for the fourth consecutive year in recognition of these efforts. We support the promotion of corporate health and productivity through a range of services and group insurance supporting employee benefit programs in order to deliver the know-how we have gained from these initiatives to customers.

As an example, to help with the formulation of highly effective health promotion measures and the implementation of a PDCA cycle, we provide support for the quantitative analysis\*1 of health-related issues by analyzing medical exams and prescriptions held by companies and health insurance associations; establishment of various corporate systems essential for promoting health and productivity management; and implementation of health promotion measures effective to contend with a variety of health-related issues.

\*1 We are systemizing indices for the quantitative evaluation of the effects of each measure by using data related to medical expenses and employees' productivity (presenteeism, etc.) based on knowledge gained in joint research with the Health and Productivity Management (HPM) Policy Research Unit (currently Healthcare Data Science Research Unit\*2 of the Institute of Future Initiatives) of The University of Tokyo Policy Alternatives Research Institute.

\*2 In the Government's Basic Policy on Economic and Fiscal Management and Reform 2016 ("Big-Boned Policy"), two policy agendas were set: to improve the nation's Quality of Life by analyzing Data Health introduced in the National Health Insurance and to enhance productivity by closely cooperating with businesses' health and productivity management. The research aims to improve the feasibility and quality of health policies by visualizing health issues through Data Health and by understanding the trend of its effective solutions.

#### ■ Support for Mental Health Management

Depression is considered a modern-day illness, and a number of companies have implemented various measures to counter a growing patient population after the figure exceeded one million in 2008. Nevertheless, the number of claims filed and approved for workers' compensation insurance for mental disorders has continued to rise. Consequently, mental health care of employees is rising in importance as an aspect of corporate risk management and management issues to be addressed in addition to being an integral part of corporate health and welfare. In particular, mental health measures are now required in order to be certified as a Health & Productivity Management Organization, a move that is growing rapidly.

Tokio Marine & Nichido Medical Service offers the Employee Assistance Program (EAP) to support the mental health management of companies. Besides conducting stress tests as required under the Industrial Safety and Health Law (revised in December 2015), EAP provides a comprehensive menu of services by a team of experts including psychiatrists, clinical psychotherapists and personnel and labor consultants. These services range from individual follow-up for employees based on the results of employee stress checks to providing supportive care during a leave of absence or when returning to work, preventing recurrence, analyzing stress level tendencies in organizations and consulting on how to create a mental health framework.

As one mental health measure, popular courses such as "giving greetings at work" and "how to praise oneself" within a "health challenge campaign" that has been introduced at many companies with the aim of promoting the health of employees are helpful in enhancing the working environment and promoting self-care.

EAP is currently being used by more than 700,000 employees. We will continue to offer this program to everyone needing this type of support to assist them in maintaining better mental health.

[Tokio Marine & Nichido Medical Service TMS NAVIGATOR \(in Japanese\)](#)

### 4. Protecting Customers and Society from Cancer

Tokio Marine Group teams up with local public organizations to take steps aimed at limiting the incidence of diseases such as cancer among customers and in society. The movement also includes efforts by employee volunteers. Overseas, we conduct cancer awareness-raising activities and provide support for cancer sufferers through employee volunteers as well.

We also launched an investment trust that contributes a portion of the management fees to cancer research facilities.

#### ■ Movement to Protect Customers from Cancer

##### Background of the Initiative

As part of efforts to fulfill its social mission as an insurance company providing cancer insurance, Tokio Marine & Nichido Life has been supporting the Pink Ribbon Movement since March 2005. Extending these activities, we have decided to steadily offer comprehensive solutions for customers' concerns. As a first step, upon the release of an insurance product to support cancer treatment

in September 2007, we rolled out a company-wide, ongoing and perpetual initiative called the Movement to Protect Customers from Cancer.

### Basic Policy

In Japan, cancer is considered a national disease and is a source of much grief. The fact has fueled our desire to protect our customers from cancer to help ease the suffering of cancer patients and to assist their families going through the ordeal. For us, the social role of an insurance company now extends beyond delivering financial reassurance in terms of insurance payments to working to prevent cancer and providing mental support. Accordingly, Tokio Marine & Nichido Life has launched the Movement to Protect Customers from Cancer. The movement consists of the following three steps: (1) Getting to know cancer; (2) Talking about cancer; and (3) Helping with cancer countermeasures.

### Collaboration with Local Authorities

An urgent task is to improve cancer examination rates in order to detect the disease at an early stage. However, the checkup rate is lower than 50% targeted by the government and local authorities. Based on the belief that joint action with as many people as possible is indispensable for improving the situation, Tokio Marine Group has signed agreements with 44 prefectural bodies and 18 cities (as of March 31, 2019) and has been actively promoting collaboration with them to call more attention to cancer and raise examination rates.

In October 2009, Tokio Marine & Nichido Life and Tokio Marine & Nichido became promoting partners for Corporate Actions for Cancer Checkups, a national project commissioned by the Ministry of Health, Labour and Welfare to raise the cancer examination rate to more than 50% through joint efforts by the government and companies. By taking part in this public-private partnership, we intend to contribute to the improvement of the cancer examination rate in Japan.

### Nationwide Regional Activities

Tokio Marine & Nichido Life encourages cancer education activities in its daily sales operations with the aim of disseminating cancer knowledge and increasing cancer examination rates. In addition to periodic cancer-related study sessions, exchange meetings and seminars for agents/consignees at branch offices across the country, we hold a national conference of employees and agent/consignee representatives who are actively and responsibly engaged in these cancer awareness efforts. More than 800 representatives participated in the 12th conference held in October 2018. This national conference served to extend knowledge and foster a strong sense of mission concerning cancer awareness through lectures by cancer patients and cancer life advisors as well as a panel discussion titled "What we can do to make customers smile."

### Agreement with the Shizuoka Cancer Center

In 2007, Tokio Marine & Nichido Life and Tokio Marine & Nichido Medical Service (TMS) concluded a comprehensive agreement on joint research into the best ways to provide consultation, support and information regarding the treatment of cancer with the Shizuoka Cancer Center. This joint research program has focused on such areas as jointly developing tools to communicate in plain language the importance of preventive medicine and medical checkups as well as knowledge on cancer.



Shizuoka Cancer Center

### Promoting the Pink Ribbon Movement

Tokio Marine & Nichido Life has been promoting the Pink Ribbon Campaign in support of J.POSH, an NPO engaged in pink ribbon movements for breast cancer awareness in Japan, to convey the importance of medical exams and early detection of breast cancer. Tokio Marine Group employees, led by Tokio Marine & Nichido Life employees, have continued to hold street campaigns nationwide and hand out awareness leaflets\* since 2005.



\* The certified NPO J.POSH collaborates with medical institutions nationwide on the Japan Mammography Sunday (J.M.S) initiative to create an environment enabling women who are busy on weekdays to have mammograms on the third Sunday in October. Tokio Marine & Nichido Life also supports this initiative and hands out a list of available medical institutions.

### Providing Encouragement to Cancer Patients by Making Terry Cloth Caps

Since 2009, Tokio Marine & Nichido Life has joined initiatives undertaken by the Iwate Hospice Association, a citizens' group in Morioka City, Iwate Prefecture, to support cancer patients and their families and help them gain courage to fight against the disease. The company has been making terry cloth caps for patients undergoing anticancer drug treatment. Every year, participants from Tokio Marine & Nichido Life and other Tokio Marine Group companies and their families stitch the caps together and donate more than 1,000 caps as Christmas presents to cancer hospitals nationwide through the Iwate Hospice Association.



### Education and Childcare Support for Orphans

Tokio Marine & Nichido Life established a fund in 2016 to financially support children who have

lost one or both parents due to illness, including cancer, and offers benefit-type scholarships to university students and others and educational materials to children preschool age and under with the cooperation of the Japan Philanthropic Association. Benefit-type scholarships of 300,000 yen per year are provided to students who have entered university or an equivalent educational institute. The Kodomo Challenge series of educational materials developed by Benesse Corporation is sent free of charge every month to children in kindergarten and 30,000 yen is granted to celebrate advancing to the next grade and upon entering elementary school.

#### **Donation to Organizations Helping Children with Incurable Diseases and Elderly People**

Donations from Tokio Marine & Nichido Life's employees and agents are used to support activities of organizations helping children undergoing medical treatment and elderly people. Employees of the company also provide support to the activities of these organizations through participation and other means. Donations have been made to the following organizations since fiscal 2016.

- NPO CliniClowns Association
- The Support Network for NANBYO Children of Japan
- NPO Dementia Friendship Club

#### **■ Providing Japan's First Fund Specialized for Cancer Treatment**

As a new initiative to contribute to the achievement of the SDGs, in July 2019 we established the Tokio Marine Investment Trust to Fight Cancer (without currency hedging)/(with currency hedging) for investment in companies with a high probability of making a significant contribution to the resolution of cancer, a major social issue.

The fund aims to ensure return through investment in companies with strengths in the cancer treatment field (diagnostic examination, profiling, medical technology and pharmaceuticals) where there are expectations of significant growth and progress due to increasingly aging societies worldwide and advancements in genetic analysis technology. Another aim is to contribute to the achievement of Goal 3 of the 17 SDGs, namely "Ensure healthy lives and promote well-being for all at all ages."

In addition to indirect contribution through investment in companies, we plan to make direct contribution by donating a portion of the management fees to National Cancer Center Japan, Japan Cancer Society and other cancer research institutes.

Such direct assistance makes it possible to help organizations that find it difficult to get support through investment as well as to enable continued support through the management fees that are paid regularly every year.

## 5. R&D and Nurturing Human Resources

Tokio Marine Group provides support to Kyoto University's Center for iPS Cell Research and Application (CiRA), while handling the joint planning and development of health and productivity management apps using ICT. We also contribute to the development of young doctors responsible for providing medical care in the future.

#### **■ Supporting and Collaborating with the Center for iPS Cell Research and Application (CiRA), Kyoto University**

In January 2015, Tokio Marine & Nichido donated a total of 100 million yen to Kyoto University's iPS Cell Research Fund, covering a five-year period. In addition, the company called for donations to the fund from employees of Tokio Marine Group companies and other individuals and made an additional donation exceeding 1.5 million yen in fiscal 2018.



Currently, the Center for iPS Cell Research and Application (CiRA) has been undertaking a project called the iPS Cell Stock for Regenerative Medicine to stockpile induced pluripotent stem (iPS) cells for medical use. It involves collecting blood from donors having a special type of human leukocyte antigens (HLAs), which is thought to cause less immune rejection. In August 2016, CiRA started collaborating with the medical corporate foundation Kaijo Building Clinic, a tie-up medical institution of Tokio Marine Group, to expand a donor base. Collection of blood, which had only been performed by Kyoto University Hospital, is now also conducted by the clinic. In April 2017, the flying doctors of Tokio Marine & Nichido Medical Service also started cooperating in order to collect blood from willing donors who live in remote areas.

CiRA started providing iPS Cell Stock for Regenerative Medicine in August 2015 and plans to have enough iPS cell stock to cover 40% of the people in Japan by the end of fiscal 2018.

CiRA is working on research every day to enable the practical application of iPS cell technology. Through our donations to the research fund, we hope to ease the suffering of people with intractable diseases and injuries and contribute to the establishment of a research environment that can stably obtain a pool of excellent researchers and research supporters and to the further advancement of research in this area. At the same time, we will continue to provide support to health, medical and other related fields to deliver safety and security in the form of risk management, including insurance, and through collaboration among Group companies.

### ■ Joint Planning and Development Support for docomo Healthcare's *Karada no Kimochi*

Tokio Marine & Nichido conducted joint planning and development support for the cash benefit for the medical treatment portion of *Karada no Kimochi* ("How my body feels") service provided by docomo Healthcare, Inc. from June 2013. Specifically, when the input data uncovers a change in body condition, the customer is encouraged to see a doctor and receives a cash benefit when medical advice and treatment are received from a qualified medical professional. In this way, it provides support that ensures a sense of security. The service has a high level of social significance because of its link to prevention and early detection of breast cancer and uterine cancer, two serious illnesses affecting women for which early detection efforts are lagging behind in Japan.

This service was recognized by the Celent Model Insurer Asia Awards 2014<sup>\*1</sup> by Celent, a U.S. research and consulting firm specialized in the financial field. It also received an excellent award in the Nihon Service Award Fiscal 2015<sup>\*2</sup> hosted by the Service Productivity & Innovation for Growth Council.

<sup>\*1</sup> The Celent Model Insurer Asia Awards are the Asia category of the Celent Model Insurer Awards, an internationally high profile award program in the insurance industry. Every year, it recognizes insurers for their effective use of information technology in insurance.

<sup>\*2</sup> The Nihon Service Award is the first award program in Japan to evaluate diverse services across different industries by using common evaluation criteria and recognize excellent services.

[🔗 docomo Healthcare: Karada no Kimochi \(in Japanese\)](#)



### ■ N Program to Support Young Physicians to Gain Clinical Experience in the United States

In collaboration with Mount Sinai Beth Israel, Tokio Marine & Nichido has been offering the N Program since 1991. This is a medical residency program to promote exchange between the two countries in the medical field by dispatching every year young Japanese doctors with the desire to gain clinical experience in the United States.



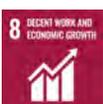
In general, people wishing to experience clinical training in the United States are selected by way of a nationwide recruitment system. The N Program is handled differently, however, and has become an invaluable program for young Japanese doctors who want to undergo clinical training at an educational hospital in the United States. The N Program has made remarkable progress thanks to the cooperation of teachers at U.S. medical institutions and the efforts of residents who participated as trainee physicians. To date, the total number of trainees and graduates of this program has grown to over 180.

[🔗 N Program \(in Japanese\)](#)

## Nurturing Generations Responsible for the Future

Tokio Marine Group is promoting social contribution through the establishment of foundations to nurture generations responsible for the future with the aim of developing youth and promoting sports. In addition, we implement local social contribution activities in conjunction with employees worldwide who volunteer to deliver lesson programs and environmental education as well as with local and social action volunteers and NGOs. We also provide support to charity organizations.

### ❖ Relation between written content and SDGs

Relevant goal	Relevant target	Description of related content
 4. Quality education	4.1 Ensure that all girls and boys complete free, equitable and quality primary and secondary education 4.6 Ensure that all youth and a substantial proportion of adults, both men and women, achieve literacy and numeracy	Ashinaga Charity & Walk Participating in Room to Read's Educational Support Program in Developing Countries
 8. Decent work and economic growth	8.6 Substantially reduce the proportion of youth not in employment, education or training	Ashinaga Charity & Walk Participating in Room to Read's Educational Support Program in Developing Countries

### ❖ Section composition

#### 1. Foundations >>

Tokio Marine & Nichido promotes social contribution activities through three foundations with such aims as helping young people grow, encouraging international cultural exchange and promoting sports in the local community.

#### 2. Awareness-Raising Activities >>

We encourage children who will lead the next generation to think about environmental issues and disaster preparedness through our lesson program delivered to schools and other environmental initiatives.

#### 3. Local Community and Social Contribution Activities >>

Through its employee volunteers, Tokio Marine Group supports orphans and cooperates with the proliferation of Child Line together with educational NGOs like Ashinaga.

#### 4. Donations and Other Support >>

Tokio Marine Group works to promote sports, support orphans of traffic accidents and educate youth in different countries around the world through our backing of international and domestic NGOs and charity organizations.

## 1. Foundations

Tokio Marine & Nichido promotes social contribution activities through three foundations with such aims as helping young people grow, encouraging international cultural exchange and promoting sports in the local community.

### ■ Social Contribution Activities through Foundations

Tokio Marine Kagami Memorial Foundation was established in 1939 and initiated a scholarship program in 1941. The foundation provides scholarships to students at Japanese universities and graduate school exchange students from ASEAN nations and assists academic studies by researchers.

Tokio Marine & Nichido Educational Development Fund, established in 1984, offers assistance to elementary school and junior high school children orphaned through traffic accidents and for educational research by educators.

The Tokio Marine Sports Foundation was established in 1937 with the aim of promoting sports activities among the public to help bring bright and enriched lives to the people of Japan. The two facilities owned by the foundation, Nasu Sports Park and Toda Boathouse (a water sports facility), are used by a wide range of groups from young children to senior citizens. The foundation is also involved in local support exchange events planned by members of Tokio Marine & Nichido's sports teams and charity concerts given by the company's orchestra.

### Overview and Activities of Each Foundation

Foundation Name	Summary	Activities in Fiscal 2018
Tokio Marine Kagami Memorial Foundation	<ul style="list-style-type: none"> <li>Provides scholarships and educational training assistance to students at Japanese universities and graduate school exchange students from ASEAN nations</li> <li>Provides academic research aid and earthquake research aid to young social science researchers</li> </ul>	Scholarships awarded: 128 Research assistance: 8 projects
Tokio Marine & Nichido Educational Development Fund	Provides assistance for educators and to children orphaned through traffic accidents	Financial assistance for education and research: 1,386 Scholarships for children orphaned through traffic accidents: 112
The Tokio Marine Sports Foundation	Promotes sports activities in local communities	Number of persons using Nasu Sports Park: 56,969 Number of persons using Toda Boathouse: 4,652

[Tokio Marine Kagami Memorial Foundation scholarships for exchange students from ASEAN nations \(in Japanese\)](#)

[Tokio Marine & Nichido Educational Development Fund \(in Japanese\)](#)

[The Tokio Marine Sports Foundation youth exchange project through sports activities \(in Japanese\)](#)

## 2. Awareness-Raising Activities

We encourage children who will take the lead in the next generation to think about environmental issues and disaster preparedness through our lesson programs delivered to schools and other environmental initiatives.

### ■ Holding Aerospace Classes with the Local Community to Nurture People Interested in Aerospace

Tokio Marine & Nichido aims to contribute to the advancement of local economies and society by actively participating in regional revitalization efforts.



Going forward, further growth is expected in the Tokai region, where the aerospace industry is concentrated.

Tokio Marine & Nichido has been running aerospace classes for elementary and junior high school students that provide education and include experiments related to aerospace. The idea behind the initiative is a desire to increase the opportunity for children to become interested in aerospace since it is the younger generation who will bear responsibility for the future of the aerospace industry.

The project makes use of know-how accumulated in risk management relating to the aerospace industry and of our own industry-government-academia network built on ties with Aichi Prefecture and Nagoya University, and has been made possible owing to our community-based work that includes contribution to human resources development.

In August 2018, an aerospace class was held at the Gifu-Kakamigahara Air and Space Museum, which let a total of 60 elementary and junior high school students have a simulated experience of the training and missions of astronauts. By providing a venue to generate more aerospace-related human resources in the Tokai region, the classes are expected to contribute to the advancement of Japan's aerospace industry.

### ■ "Group Work on Managing Risks and Opportunities": Career Development Program for Junior High and High School Students

Career education has never been more important. Tokio Marine Group has collaborated with universities, NPOs and educators to develop its own career education program using card games and teamwork activities. In the program, "Group Work on Managing Risks and Opportunities,"

students become owners of a bakery and have to think about ways to operate the bakery successfully over a long period, including how to use insurance. The lesson simulates responses to various risks associated with owning a business, enabling the students to discover issues for themselves and solve them collaboratively. From fiscal 2017, the program is being expanded throughout Japan, with a cumulative total of 1,220 people receiving career education to date.



### ■ Programs for Children (Delivery of Lesson Programs and Environmental Education)

We encourage children who will take the lead in the next generation to think about environmental issues and disaster preparedness through our lesson programs delivered to schools and other environmental initiatives.

[Disaster Prevention Lessons](#)

[Green Lessons: The Mangrove Story](#)

[Children's Environmental Award and Iriomote Island Eco Experience Tour](#)

## 3. Local Community and Social Contribution Activities

Through its employee volunteers, Tokio Marine Group supports orphans and cooperates with the proliferation of Child Line together with educational NGOs like Ashinaga.

### ■ Ashinaga Charity & Walk

Tokio Marine & Nichido and Meiji Yasuda Life Insurance Company jointly held a charity walk event, Ashinaga Charity & Walk. From Tokio Marine & Nichido, a total of 1,550 employees and their families participated in this event at 67 venues across the country. A portion of their participation fees was used to support orphans as described below.



(1) Donated to Ashinaga to be used for the following purposes to support orphans:

- Construction and operation of Tohoku Rainbow House, a healing space for children orphaned by the Great East Japan Earthquake

- Scholarship loans for orphans who want to attend high school, university, junior college or other educational institution

- Support for Ashinaga's scholarships for international students

(2) Allocated as financial assistance to orphans living in prefectures affected by the Great East Japan Earthquake through donations to orphan support funds

### ■ Supporting Child Line Support Center Japan

Tokio Marine & Nichido has invited the specified NPO Child Line Support Center Japan to give a lecture about the organization's activities every year since 2012. They discuss some of the anxieties and other issues brought up by youths through Child Line, a dedicated phone line that children can call free of charge from anywhere in Japan. After this, Tokio Marine Group employees serve as volunteers for delivering cards inscribed with the Child Line telephone number to children. Employees from Tokio Marine Asset Management and Tokio Marine Business Support volunteer for sending the cards to the children.



[Child Line \(in Japanese\)](#)

### ■ Disaster Education Support for Children in China

#### Disaster Prevention Lessons in China

In 2016 Disaster Prevention Lessons were extended beyond Japan, as this program also commenced at The Tokio Marine & Nichido Fire Insurance Company (China) Limited. In China, the concept of preparing for a fire or natural disaster still has not firmly taken root in society. For this reason, it is necessary to raise disaster prevention awareness of society as a whole. We developed our educational



materials from scratch in consideration of the characteristics of disasters in China and held Disaster Prevention Lessons for elementary schools and junior high schools. We incorporated original content into this program to ensure children could understand the lessons without getting bored. This included using easily understandable materials using pictures and drawings, explanations that incorporated gestures and impersonations and student participation using a quiz format.

As of the end of fiscal 2018, around 1,100 children in the regions of Shanghai and Sichuan, Henan and Zhejiang provinces had received the lessons on a total of 16 occasions.

#### Educational Assistance for Children of Migrant Workers in China

Since 2009, Tokio Marine Group has been collaborating with the All-China Youth Federation to support children of migrant workers (children living in farming villages while their parents work in the city). We have established support facilities in over 300 locations throughout China, and Group employees engage in various volunteer activities every year.

In June 2018 some 21 employees undertook volunteer efforts at an elementary school in Liupanshui City, Guizhou Province, in China, beginning with Kunio Ishihara, advisor at Tokio Marine & Nichido. It was a meaningful interchange that included disaster preparedness lessons based on the themes of fire and earthquake with around 22 children on the school grounds and in the classroom.

Tokio Marine & Nichido (China) has been highly praised by a local Communist Youth League for providing the disaster preparedness lessons, which include using a pencil board, a new addition to the lessons.



## 4. Donations and Other Support

Tokio Marine Group works to promote sports, support orphans of traffic accidents and educate youth in different countries around the world through our backing of international and domestic NGOs and charity organizations.

### ■ Cooperating with the NPO Association for Assistance to Children Orphaned in Traffic Accidents

Nisshin Fire has continued to support children who have lost one or both of their parents in traffic accidents through the NPO Association for Assistance to Children Orphaned in Traffic Accidents since 2008.

Going forward, the company will continue supporting children orphaned in traffic accidents through this NPO.

### ■ Serving as a Special Sponsor of the JOC Junior Olympic Cup Swimming Tournament

Tokio Marine & Nichido started providing support to the Japan Swimming Federation as one of the initiatives undertaken to commemorate its 110th anniversary in 1989. Specific efforts include serving as a special sponsor of the National JOC Junior Olympic Cup Swimming Tournament held twice a year and providing support for the costs of attending overseas competitions and training camps for Junior Olympic athletes. The company contributes to the healthy development of young people who will represent the future by promoting swimming.



[Go! Go! Junior Swimmers! \(in Japanese\)](#)

[Swimming Support Site "Forever, with Swimming" \(in Japanese\)](#)

### ■ Participating in the TABLE FOR TWO Charity Initiative Aimed at Achieving an Optimal Food Balance in the World

Tokio Marine & Nichido participates in the TABLE FOR TWO initiative and has been offering a TABLE FOR TWO menu in the employee cafeteria at its head office.

TABLE FOR TWO is an initiative to donate a part (usually 20 yen) of the price of a lunch offered in a company cafeteria to school meal programs in developing countries.

Of the total world population of almost seven billion, one billion people suffer from hunger while

another billion are experiencing obesity and other diet-linked, lifestyle-related diseases. To eliminate this serious food imbalance, the TABLE FOR TWO initiative was launched in Japan in fall 2007. The amount of 20 yen donated from every lunch is equal to one school meal in developing countries. Thus, the name "TABLE FOR TWO" came from the idea that each of us in a developed country shares a table with one child in a developing country. We are having lunch together, beyond time and space.

#### Overview of TABLE FOR TWO in Tokio Marine & Nichido

<b>Location</b>	Employee cafeteria at the head office
<b>Method</b>	Purchasing a 580-yen TABLE FOR TWO lunch (680-800 kcal) automatically donates 20 yen through the NPO TABLE FOR TWO International, which will be used to buy school meals for children in developing countries

[TABLE FOR TWO](#)

### ■ Participating in Room to Read's Educational Support Program in Developing Countries

Tokio Marine & Nichido has participated in the educational support effort led by the international NGO Room to Read since fiscal 2010. Over the eight years from fiscal 2010 to fiscal 2018, the company donated about US\$100,000 annually, providing educational support for a total of about 2,090 girls to help them attain independence in the future and offering a study environment for children by opening 23 reading rooms in India, Bangladesh and Vietnam.



For girls not attending school for economic reasons or because they are tied to household duties as a result of their parents' lack of understanding, the program offers financial aid for tuition fees and endeavors to convey the importance of education to their families through home visits. These efforts have allowed girls to continue their education, with many achieving excellent performance in their schoolwork to make their dreams a reality.

India, Bangladesh and Vietnam are three mangrove planting regions covered under the company's ongoing Mangrove Planting Project initiated in 1999. Through the Mangrove Planting Project and educational support program, Tokio Marine & Nichido thus carries out the dual-purpose global social contribution activities of nurturing both trees and people.

[International NGO Room to Read](#)

## Aiming to Create a Symbiotic Society

Tokio Marine Group aims to create a symbiotic society for everyone both socially and economically, irrespective of age, gender or disability. To this end, employees around the world are proactively working on activities that support the elderly, the deaf and blind, athletes and expectant mothers in conjunction with NGOs. In view of rising social interest in sexual minorities, we have been re-evaluating our products.

### ❖ Relation between written content and SDGs

Relevant goal	Relevant target	Description of related content
 10. Reduced inequalities	10.2 Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status	All content in general

### ❖ Section composition

#### 1. Building a Society in Which the Elderly Can Live with Peace of Mind >>

Tokio Marine Group undertakes social activities for the elderly and persons suffering from dementia as part of volunteer activities supporting the safety and security of the local community and families.

#### 2. Building a Society That Transcends Disabilities >>

Tokio Marine & Nichido supports deaf and blind persons in conjunction with the Japan Deafblind Association and supports sports for disabled persons through the Japanese Para-Sports Association, Japan Inclusive Football Federation and Special Olympics Nippon Foundation.

#### 3. Building a Society in Which Everyone Can Live Securely Free of Gender >>

Tokio Marine & Nichido respects the diverse family structures of customers and is working in a phased manner to treat same-sex partners also as "spouse."

#### 4. Donations >>

Tokio Marine Group supports the NPOs Himawari no Kai, Sawayaka Welfare Foundation and Foundation for Severely-Ill Children and Their Families.

## 1. Building a Society in Which the Elderly Can Live with Peace of Mind

Tokio Marine Group conducts activities, both business-based and social contribution-based, that support the safety and security of the local community and families, including the development of tools to explain products that reflect the opinions of elderly people and volunteering for the elderly and persons suffering from dementia.

### ■ Descriptive Leaflets

#### Insurance Leaflets in a Larger Size and a Reader-Friendly Font for Four Main Products (Auto Insurance, Fire Insurance, Medical Insurance and Super Insurance)

In response to the comments Tokio Marine & Nichido received from elderly customers that letters on its leaflets are too small to read, the company increased the size of leaflets of four mainstay products, namely the *Total Assist* series of auto insurance, home insurance, medical insurance (fixed-amount accident insurance) and *Super Insurance*, from A4 size to A3 size. These leaflets also feature a reader-friendly font and seek to boost ease-of-understanding for many customers, including elderly people and persons with disabilities.



### ■ Contributing to the Creation of Communities That Understand Dementia

#### ~ Courses to Foster Support for Dementia Care ~

Tokio Marine Group provides support for the Million-Supporter Caravan for Dementia, which is promoted by the Ministry of Health, Labour and Welfare and the nationwide Caravan Mate Liaison Council, and conducts courses to foster support for dementia care as a volunteer activity to support the safety and security of local communities and families. With the ultimate goal of creating neighborhoods where people with dementia and their families can live with peace of mind, the program is designed so that employees who take the course have the correct knowledge about dementia to share with friends and families as well as support and give compassionate consideration to people with dementia and their families in work and private life.



During the one-and-a-half-hour program conducted in each work department, mainly in Tokyo, attendees watched a DVD, listened to a lecture given by an employee (called a “caravan mate”) who has received special training on this subject and participated in a role-playing session. As of March 2019, a total of around 5,600 Group company employees have participated in this educational program and become supporters for dementia care. We intend to promote this program further, as it gives us a good opportunity to deepen our understanding of the aging population and dementia and think about how we accordingly deal with our customers and our own families.

[Million-Supporter Caravan for Dementia \(in Japanese\)](#)

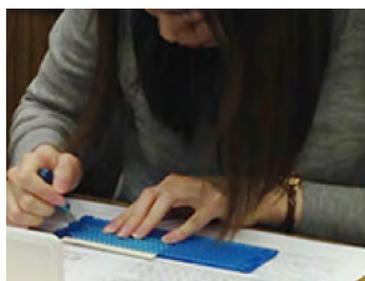
### ■Holding a Seminar on Caregiving Skills

Tokio Marine & Nichido invited employees of Tokio Marine Nichido Better Life Service as lecturers and held a Seminar on Caregiving Skills at its head office. It is a basic seminar on caregiving skills, which aims to make participants “persons who can provide a little bit of help” when dealing with the elderly and people with disabilities.

Seven employees from Tokio Marine & Nichido and Group companies participated in the seminar. In addition to an elderly simulation program to experience elderly people’s vision, hearing and other physical functions, the seminar provided tips on caregiving and points to be noted when giving assistance and taught participants simple sign language and Braille. Many participants felt ready and eager to help the elderly and persons with disabilities.



Elderly simulation program



Learning Braille

### ■Activities Associated with an Elderly Watch Support Network Project

Tokio Marine Assistance concluded an agreement related to an elderly watch support network project in Shinagawa Ward, Tokyo, in November 2015 with the Shinagawa Ward Council on Social Welfare and activities continue to this day. The project aims to create a system of support through mutual cooperation to make life easier for elderly persons living alone. Neighborly consultation services are made available and inconveniences are kept to a minimum in the area they are familiar with living.

The company utilizes its excellent phone response skills amassed in the course of its core call center business and employees serve as volunteers for making regular calls to the elderly as part of a service confirming their safety being implemented by Shinagawa Ward’s “Sasaeai Hotto Station”\*. Employees make regular phone calls to the homes of users living in Shinagawa Ward, and if there is no answer or they detect an abnormal change during the conversation, they immediately report it to “Sasaeai Hotto Station” so that the situation can be handled as smoothly as possible. In 2018, the volunteer service was implemented 48 times following expansion of the service area and the yearly rise in the number of users to whom they make phone calls. In July 2018, the service was reported in a public relations magazine for Shinagawa Ward called *Koho Shinagawa*, showcasing an example of a company’s employees actively participating in society. This project will continue to be carried out as a means of contributing to the local community.



\*A consultation service established by Shinagawa Ward to ease the anxieties of elderly persons living alone and other residents so that they can continue living in a familiar environment

## 2. Building a Society That Transcends Disabilities

Tokio Marine & Nichido supports deaf and blind persons in conjunction with the Japan Deafblind Association and supports sports for disabled persons through the Japanese Para-Sports Association and Special Olympics Nippon Foundation.

### ■Collaboration with the Japan Deafblind Association

The Japan Deafblind Association is engaged in activities to support people with hearing and vision impairments across the country. Their activities include dispatching sign language interpreters and helpers, training interpreters and publishing a biannual magazine for the hearing and visually impaired. Tokio Marine & Nichido has been a supporting member of the association since 2008. At the association’s annual national conference, which is held for the purpose of promoting exchange among people with these impairments and improving the skills of sign language interpreters and helpers, employees working in offices and branches in respective areas serve as volunteer staff to cooperate in running the event. In fiscal 2018, about 15 employees from the Chiba region provided support for the organization’s 27th national conference.

[Japan Deafblind Association \(in Japanese\)](#)



### ■ Building a Society That Transcends Disabilities ~ Learn About, Watch and Experience Sports by Disabled Persons

Tokio Marine & Nichido supports the Tokyo 2020 Olympic and Paralympic Games as a Tokyo 2020 Gold Partner (non-life insurance). As for the Paralympic Games, the company supports athletes striving to overcome the challenge of disability and is enhancing opportunities for employees to provide support and volunteer at sports events for the disabled. We started sponsoring the Japanese Para-Sports Association (JPSA) in May 2016 and Japan Inclusive Football Federation (JIFF) in October 2016. Employees from around Japan conduct volunteer activities and go to cheer on athletes at the Japan Para Championships, which are sports events for disabled persons held regionally.



### ■ Building a Society in Which Anyone Can Take on Active Roles with the Special Olympics

In support of the Special Olympics Nippon Foundation's vision of creating a society where people with and without disabilities understand and respect each other's differences and live and grow together, Tokio Marine & Nichido became an official sponsor of the foundation in fiscal 2005 and has been supporting its activities by providing funds and volunteers. Additionally, Tokio Marine Group undertakes a year-round volunteer activity to create good luck bracelets to show our support to athletes of the foundation. In 2018, a total of 1,775 employees joined this activity.

## 3. Building a Society in Which Everyone Can Live Securely Free of Gender

### ■ Re-evaluating Products Corresponding to LGBT\*

In view of rising social interest in sexual minorities, Tokio Marine & Nichido is working gradually to include same-sex partners in the definition of "spouse" for products that provide coverage for families and married couples. We respect the diverse family structures of our customers and will provide products that can be helpful in times of need.

\* LGBT is a general term that refers to sexual minorities and is derived from the first letters of the words lesbian, gay, bi-sexual and transgender.

## 4. Donations

Tokio Marine Group supports the NPOs Himawari no Kai, Sawayaka Welfare Foundation and Foundation for Severely-Ill Children and Their Families.

### ■ Building a Society in Which Expectant Mothers Can Live with Peace of Mind ~ Supporting Himawari no Kai

Tokio Marine & Nichido and Tokio Marine & Nichido Life have been supporting the NPO Himawari no Kai since 2011. Himawari no Kai is an NPO approved by the Cabinet Office, Government of Japan that was established in 1997 with the aim of assisting expectant mothers and their families. The organization's most notable activity is increasing public recognition of its Maternity Mark. Moreover, it hands out traffic safety stickers bearing this mark to protect new mothers from traffic accidents. By supporting the organization, we will further contribute to the creation of local communities and society where expecting mothers and their families can live with peace of mind.

[Himawari no Kai \(in Japanese\)](#)



### ■ Contributing to Building a New Society in Which All People Have a Close Rapport ~ Tie-Up with the Sawayaka Welfare Foundation

The Sawayaka Welfare Foundation forms a network with a number of volunteer organizations across the country and works to build a system of mutual assistance in each local community with the ultimate goal of "building a new society in which all people can develop a close rapport with each other." Tokio Marine & Nichido empathizes with this organizational philosophy and partners with the foundation.

[National volunteer network information of the Sawayaka Welfare Foundation \(in Japanese\)](#)

### ■ Supporting KidsFam in Building a Society in Which Severely Ill Children and their Families Can Live with Peace of Mind

Tokio Marine & Nichido supports the activities of the Foundation for Severely-Ill Children and Their Families (KidsFam). KidsFam reaches out to children requiring medical care due to severe illness or disability and their families. It undertakes a variety of support programs, conducts advertising, awareness-raising and training activities and disseminates relevant information aimed at building a society in which they can live with peace of mind. For details, please refer to the activities outlined on the KidsFam website.

[KidsFam \(in Japanese\)](#)



In order for Tokio Marine Group to earn the trust of all people and society and achieve sustainable growth, we need to reinforce our structure for resilient, sound and highly transparent CSR management as a global insurance group and as our responsibility to customers, employees and the global environment.

CSR Materiality (Material Issues)

- Grievance resolution (improving quality of products and services)
- Human resources development, diversity and inclusion and labor practices
- Health and productivity management
- Reduction of environmental footprint

Tokio Marine Group has provided “safety and security” to society and contributed to its development by making the most of our abundant knowledge and experience accumulated over the years in the insurance industry. In the future as well, we will work to solve various social issues and continuously raise the Group’s corporate value while contributing to a safe, secure and sustainable future. By doing so, we aim to become a “Good Company” that is trusted by all people and society.

Our efforts toward this goal are founded on our remaining a corporate group that provides the best value to customers, offers healthy and rewarding workplaces for employees and causes less environmental impact. Tokio Marine Group strives to strengthen this “foundation” by setting targets and going through the plan-do-check-act (PDCA) cycle in accordance with our policies concerning each material issue.

**Improving Quality from the Customer’s Perspective >>**

Aiming to become “a company that delivers sustainable growth by providing safety and security to customers and by always remaining their first choice,” Tokio Marine Group takes feedback from customers seriously and works to improve the operational quality on a constant basis. We strive to build trust-based partnerships with agents and improve our operational quality together in order to truly provide safety and security from a customer standpoint.

**Promoting Environmental Management >>**

Tokio Marine Group consumes a considerable amount of paper and energy in its business activities. In order to reduce this environmental impact as much as possible, we constantly promote initiatives that contribute to the creation of a sustainable future.

**Promoting Health and Productivity Management >>**

To continue as a company that is trusted and chosen by customers, the physical and mental health of employees, who will be the driving force behind our efforts, is an important topic for us. Each Tokio Marine Group company has been making efforts to create an environment in which employees can work with enthusiasm by providing both physical and mental health care for employees.

**Developing and Utilizing Diverse Human Resources >>**

In order to maximize the potential of our human resources in supporting global business expansion, Tokio Marine Group is working to develop human resources who bring forth a positive cycle of growth and performance/work and life with a focus on expertise, diversity and a global perspective. Management relating to the development and utilization of human resources throughout the Group is controlled by the Group CHRO (Chief Human Resources Officer). The implementation status is monitored via the Board of Directors and Management Meetings of respective Group companies.

## Improving Quality from the Customer's Perspective

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### ❖ Relation between written content and SDGs

Relevant goal	Relevant target	Description of related content
 <p>3. Good health and well-being</p>	3.6 Halve the number of global deaths and injuries from road traffic accidents	Establishing a foundation to provide products and services for building a secure society by leveraging traffic technology innovation
 <p>11. Sustainable cities and communities</p>	11.2 Provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport	Establishing a foundation to provide products and services for making society resilient to natural disasters and for building a secure society by leveraging traffic technology innovation
 <p>12. Responsible consumption and production</p>	12.2 Achieve the sustainable management and efficient use of natural resources 12.8 Have the relevant information and awareness for sustainable development and lifestyles in harmony with nature	Establishing a foundation to provide products and services for building a secure society by leveraging traffic technology innovation and for building a secure society by responding to varying lifestyles and changes in society
 <p>13. Climate action</p>	13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters	Establishing a foundation to provide products and services for making society resilient to natural disasters
 <p>16. Peace, justice and strong institutions</p>	16.5 Substantially reduce corruption and bribery in all their forms	Customer Feedback Response Policy

### ❖ Section composition

#### 1. Basic Policies for Protection of Customers' Interests >>

Tokio Marine Group establishes basic policies for the protection of customers' interests and develops a system to thoroughly promote being customer-oriented and to pursue various aspects including customer protection.

#### 2. Customer-Oriented Business Conduct Policies >>

To more thoroughly carry out customer-oriented insurance business while remaining close to customers and keeping an acute awareness of their diversifying needs, Tokio Marine & Nichido, Tokio Marine & Nichido Life and some other Group companies have formulated and announced their respective policies on customer-oriented business conduct and have been working with agents to promote specific initiatives under these policies. We will review our policies on a periodic basis to constantly realize better business conduct, thereby earning the lasting trust of customers.

#### 3. Response to Customer Feedback >>

Based on the Group's common standards related to customer feedback, each company of Tokio Marine Group has formulated a response policy in order to develop a structure to utilize this feedback for improving products and services.

#### 4. Quality Improvement Initiatives >>

Tokio Marine Group continuously promotes the enhancement of quality from a customer standpoint in accordance with the Group's Corporate Philosophy: “Through the provision of the highest quality products and services, Tokio Marine Group aims to deliver safety and security to all its customers.”

#### 5. Working Together with Agents to Improve Quality >>

Tokio Marine Group endeavors to build partnerships based on trust and improve the operational quality through smooth communication with agents.

#### 6. Education and Training Systems for Agents >>

In order to meet customer expectations and earn their trust so that customers are able to consult us about insurance with confidence, each Tokio Marine Group company formulates and establishes educational programs and training systems for agents.

## 1. Basic Policies for Protection of Customers' Interests

Tokio Marine Group establishes basic policies for the protection of customers' interests and develops a system to thoroughly promote being customer-oriented and to pursue various aspects including customer protection.

In addition, in accordance with the Tokio Marine Group Policies for Managing Prevention of Transactions Involving Conflicts of Interest and through compliance with these policies by directors, officers and employees, Tokio Marine & Nichido will work to manage transactions involving conflicts of interest to ensure that clients' interests are not unduly harmed.

[Tokio Marine Group Policies for Managing Prevention of Transactions Involving Conflicts of Interest](#)

## 2. Customer-Oriented Business Conduct Policies

To more thoroughly carry out customer-oriented insurance business while remaining close to customers and keeping an acute awareness of their diversifying needs, Tokio Marine & Nichido, Tokio Marine & Nichido Life and some other Group companies have formulated and announced their respective policies on customer-oriented business conduct and have been working with agents to promote specific initiatives under these policies. We will review our policies on a periodic basis to constantly realize better business conduct, thereby earning the lasting trust of customers.

### ■ Tokio Marine & Nichido Customer-Oriented Business Conduct Policies

#### **Business Conduct Policy 1: Business conduct utilizing customer feedback**

Under its corporate philosophy of placing customer trust at the base of all its business activities, Tokio Marine & Nichido has formulated a customer feedback response policy to encourage employees and agents to take customer feedback seriously and use it proactively in corporate activities. The company will pursue customer-oriented business conduct according to the policy.

#### **Business Conduct Policy 2: Insurance solicitation**

Tokio Marine & Nichido will work to provide appropriate products and services based on a correct understanding of risks facing customers and their needs and purposes while providing necessary information when concluding an insurance contract.

#### **Business Conduct Policy 3: Payment of insurance claims (claims service)**

To be of help to customers in times of need, remain by their side while correctly understanding their situations and positions and respond to their trust, Tokio Marine & Nichido will work to ensure the quality of its claims service and make swift and appropriate claims payments.

#### **Business Conduct Policy 4: Initiatives to instill these policies**

Tokio Marine & Nichido will provide training programs and promote initiatives to instill these business

conduct policies in agents and employees so that they will always act in a customer-oriented manner.

#### **Business Conduct Policy 5: Management of transactions involving conflicts of interest**

In accordance with the Tokio Marine Group Policies for Managing Prevention of Transactions Involving Conflicts of Interest and through compliance with these policies by directors, officers and employees, Tokio Marine & Nichido will work to manage transactions involving conflicts of interest to ensure that clients' interests are not unduly harmed.

### ■ Tokio Marine & Nichido Life Customer-Oriented Business Conduct Policies

#### **Business Conduct Policy 1: Business conduct utilizing customer feedback**

Under its corporate philosophy of placing customer trust at the base of all its business activities, Tokio Marine & Nichido Life regards it as extremely important that all employees and agents seriously take feedback from customers, including complaints, requests and suggestions, and meet their expectations. The company has accordingly formulated its customer feedback response policy and will work to make its business conduct even more customer-oriented.

#### **Business Conduct Policy 2: Insurance solicitation**

- Tokio Marine & Nichido Life will work to develop life insurance products and services matched to customer needs while also paying attention to social and economic trends and changes in the business environment.
- Tokio Marine & Nichido Life will deliver security by providing custom-tailored solutions that meet increasingly diverse customer needs and protect customers and their families.
- Tokio Marine & Nichido Life will implement initiatives to provide detailed information on products and explain them in a thorough manner to customers and have them confirm, based on a correct understanding of the products, that our solutions match their needs and purposes.

#### **Business Conduct Policy 3: Follow-up services and payment of insurance claims and benefits**

Recognizing that paying insurance claims and benefits is one of the most basic and important responsibilities of an insurance company, Tokio Marine & Nichido Life will make sure to explain policy and other details to all customers and make swift and accurate payments, working always from a customer standpoint. The company will also set up a system to provide follow-up services to elderly customers to ensure that they will make claims for which they are entitled to without omissions.

#### **Business Conduct Policy 4: Initiatives to instill these policies**

In order to encourage employees, agents and direct sales employees ("Life Partners") to act in a customer-oriented manner in all business conduct, Tokio Marine & Nichido Life will establish necessary evaluation and training programs and continue to implement initiatives to instill these business conduct policies among them.

### Business Conduct Policy 5: Management of transactions involving conflicts of interest

In accordance with the Tokio Marine Group Policies for Managing Prevention of Transactions Involving Conflicts of Interest and through compliance with these policies by directors, officers and employees, Tokio Marine & Nichido Life will work to manage transactions involving conflicts of interest to ensure that clients' interests are not unduly harmed.

### Business Conduct Policy 6: Asset management

In order to ensure future payments of insurance claims and benefits, Tokio Marine & Nichido Life will conduct asset management while paying due consideration to the distinctive characteristics of insurance contracts and by applying appropriate risk control.

## 3. Response to Customer Feedback

Based on the Group's common standards related to customer feedback, each company of Tokio Marine Group has formulated a response policy in order to develop a structure to utilize this feedback for improving products and services.

### Customer Feedback Response Policy

Critical opinions and demands as well as compliments from customers are valuable assets for us to provide more quality services to customers. Based on the Group's basic policy related to customer feedback, each company of Tokio Marine Group has formulated a response policy in order to develop a structure to utilize customer opinions for improving products and services.

#### Tokio Marine & Nichido Customer Feedback Response Policy

##### Basic Philosophy

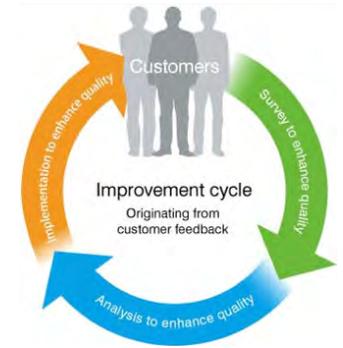
Tokio Marine & Nichido sincerely accepts and actively applies customer feedback to its corporate activities with customer trust as the basis of all of its business activities.

##### Basic Policy

- (1) We will proactively accept and appreciate customer feedback.
- (2) We will undertake company-wide initiatives to responsibly address customer feedback through to the end.
- (3) We will utilize customer feedback to enhance the quality of our operations, including products and services.
- (4) We will deliver greater safety and security based on customer feedback.

### Structure to Make Improvements Based on Customer Feedback

Customer surveys and feedback received directly from customers by employees and agents lead to quality improvements in terms of products, services and other aspects. For example, Tokio Marine & Nichido, Nisshin Fire and Tokio Marine & Nichido Life enter such feedback into a central management system that is set up on their respective intranets for later analysis. This feedback is then utilized for the said improvements. Additionally, Tokio Marine & Nichido conducts regular meetings with external advisors and consumer monitors in order to receive advice from the perspective of consumers. These activities have translated into various improvements, including easier-to-understand notices and documents.



### <Initiatives in Compliance with ISO 10002>

As a means of standardizing the response to customer feedback companywide, Tokio Marine & Nichido and Tokio Marine & Nichido Life have established operation systems in conformity with ISO 10002, the international standard for management of the complaints handling process. Additionally, these two companies were the first in the domestic financial industry to verify compliance with the ISO 10002 standard in June 2007 and subsequently made an external announcement in July. Under these operation systems, we will continuously strive to enhance the quality of operations in terms of products, services and other relevant aspects based on customer feedback. Nisshin Fire also made a self-declaration of compliance with the ISO 10002 standard in July 2008.

### Listening to Customer Feedback

Each Tokio Marine Group company actively listens to customer feedback through various means such as customer surveys, telephone calls from customers, company websites and information gathering via agents and sales personnel. From the perspective of enhancing the transparency of initiatives regarding customer feedback, the number of feedback comments received, details of these comments and examples of products and services developed or improved based on such feedback are made public via company websites in greater detail.

Tokio Marine & Nichido is conducting customer surveys regarding auto insurance, fire insurance and *Super Insurance* at the time of contract. The aim is to confirm whether the company is providing easy-to-understand explanations of details of coverage, premiums payments, rider services and important

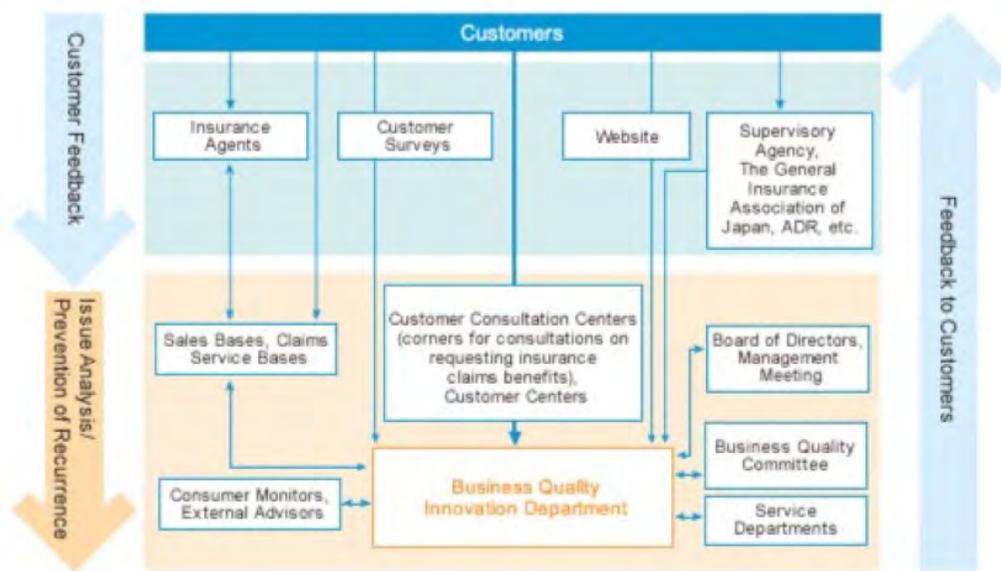
terms. Tokio Marine & Nichido also asks for cooperation in surveys after paying insurance claims to customers in order to obtain a wide range of opinions regarding responses to accidents. The company constantly makes efforts to improve quality based on this customer feedback.

Tokio Marine & Nichido Life is obtaining customer feedback by enclosing surveys along with notices regarding contract details, insurance policies and other relevant documents that are sent to all policyholders once a year.

Nisshin Fire strives to identify customer needs through various surveys, for example, on staff response during the contracting process and accident response services and works together with its agents to enhance the quality of its services to bring even greater satisfaction to customers.

<Structure for Listening to Customer Feedback>

[Tokio Marine & Nichido]



[Tokio Marine & Nichido Life]



\*An internal cross-sectional committee of the Board of Directors composed of full-time directors and general managers and established for the purpose of utilizing feedback from customers to improve operational quality

[Nissin Fire]



< Fiscal 2018 Number of Customer Feedback Comments >

[Tokio Marine & Nichido]

Customer feedback categories	Representative examples	Apr.-Jun. 2018	Jul.-Sep. 2018	Oct.-Dec. 2018	Jan.-Mar. 2018	Fiscal 2018
		Number of comments	Number of comments	Number of comments	Number of comments	Total as of Mar. 2019
<b>Products and services</b>						
Policy and pamphlet related	Policy and pamphlet details difficult to understand	434	295	412	375	1,516
Products and services related	Requests for improving products and services, others	1,498	1,184	1,520	1,509	5,711
Subtotal: Products and services		1,932	1,479	1,932	1,884	7,227
<b>Enrollment: Contract procedures</b>						
Contract renewal procedures	Delays in sending renewal information, others	1,217	1,103	997	1,067	4,384
Explanation of contract details	Insufficient explanation of contract details, others	338	205	266	276	1,085
Subtotal		1,555	1,308	1,263	1,343	5,469
<b>Enrollment: Contract management</b>						
Policy deficiencies	Errors in listed policy details	79	58	100	57	294
Non-arrival of policy	Delay in sending of policy	41	37	63	33	174
Modification procedures	Delay in modification procedures, others	1,238	1,074	1,103	1,075	4,490
Account transfers	Unable to make account transfers, others	229	241	213	163	846
Subtotal		1,587	1,410	1,479	1,328	5,804
<b>Enrollment: Response and etiquette</b>						
Response and etiquette	Telephone response and visitation etiquette	884	815	770	612	3,081
<b>Enrollment: Others</b>						
Matters concerning enrollment not corresponding to the above		30	3	5	5	43
Subtotal : Enrollment total		4,056	3,536	3,517	3,288	14,397
<b>Insurance claims payments: Insurance claims payment</b>						
Contacting and responses	Delay in being contacted by staff, insufficient explanation of procedures	1,816	1,895	1,939	1,574	7,224
Payment amount	Insufficient explanation about insurance claims payments	993	952	983	897	3,825
Advisability of payment	Advisability of payment	1,560	1,627	1,698	1,574	6,459
Subtotal		4,369	4,474	4,620	4,045	17,508
<b>Insurance claims payment: Response and etiquette</b>						
Response and etiquette	Telephone response and visitation etiquette	753	795	719	648	2,915
<b>Insurance claims payments: Others</b>						
Matters concerning payment not corresponding to the above		20	4	4	2	30
Subtotal: Total for insurance claims payments		5,142	5,273	5,343	4,695	20,453
<b>Matters concerning personal information</b>		75	81	61	53	270
<b>Others</b>		70	59	72	14	215
<b>Dissatisfied Total</b>		11,275	10,428	10,925	9,934	42,562
<b>Requests</b>		693	657	692	732	2,774
<b>Compliments</b>		1,094	1,068	1,533	1,129	4,824
<b>Total</b>		13,062	12,153	13,150	11,795	50,160

[Tokio Marine & Nichido Life]

(Number of Comments of Dissatisfaction Only)

Item	Principal Details of Feedback	Apr. 1, 2018–Mar. 31, 2019	Percent of Total (%)
New contract related	Dissatisfied with explanations and with presentments on insurance policy at time of enrollment, others	1,962	13.4
Receipt related	Dissatisfied with insurance premium payment methods and modification procedures, others	2,159	14.7
Protection related	Dissatisfied with contract details modifications, policyholder loans, cancellation procedures, others	4,041	27.6
Insurance claims and benefits related	Dissatisfied with payment procedures for insurance claims, benefits, maturity proceeds, others	1,562	10.7
Others	Dissatisfied with after-service, etiquette and telephone response, others	4,924	33.6
<b>Total</b>		14,648	100.0

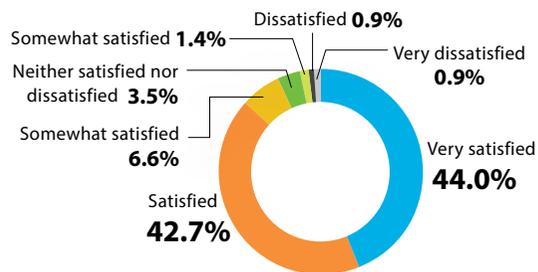
[Nissin Fire]

(Number of Comments of Dissatisfaction Only)

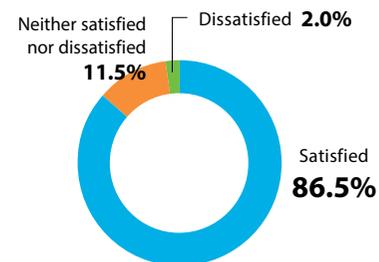
	FY2017	FY2018
<b>1. Contracting and soliciting activities</b>		
(1) Product details (coverage, others)	7	17
(2) Contracting procedures (incomplete, delays, others)	163	151
(3) Soliciting activities (not thoroughly confirming with customers their needs and purposes, others)	67	87
(4) Insufficient or erroneous explanation about policy details, conditions and others	389	394
(5) Enrollment (conditions, restrictions, others)	22	15
(6) Error in insurance premium calculation	31	23
(7) Staff interaction with customers	82	53
(8) Contents of forms and other documents (application forms, invoices, leaflets, others)	15	20
(9) Other	89	132
Subtotal	865	892
<b>2. Management and protection of contracts, collection of premiums</b>		
(1) Insurance policies not reaching customers or errors in policies	36	29
(2) Availability of payment in installments or account transfer	62	32
(3) Procedures for changing policies	256	326
(4) Procedures for canceling policies	248	295
(5) Processing of maturity repayment (processing delay, amount repaid, others)	2	4
(6) Staff interaction with customers	39	36
(7) Other	90	91
Subtotal	733	813
<b>3. Insurance claims</b>		
(1) Amount of insurance claims paid	234	188
(2) Delay in response and method of response	649	605
(3) Advisability of payment	30	45
(4) Staff interaction with customers	384	254
(5) Other	4	5
Subtotal	1,301	1,097
<b>4. Other (including complaints on the handling of personal information)</b>		
	43	32
<b>Total</b>	<b>2,942</b>	<b>2,834</b>

<Tokio Marine & Nichido: Level of Satisfaction (Fiscal 2018 Auto Insurance)>

■ Level of Satisfaction regarding Overall Claims Services



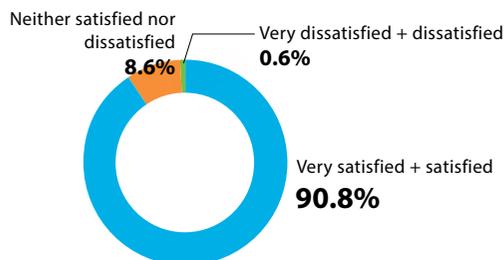
■ Overall Level of Satisfaction regarding Contract Procedures



<Tokio Marine & Nichido Life: Level of Customer Satisfaction (Fiscal 2018)>

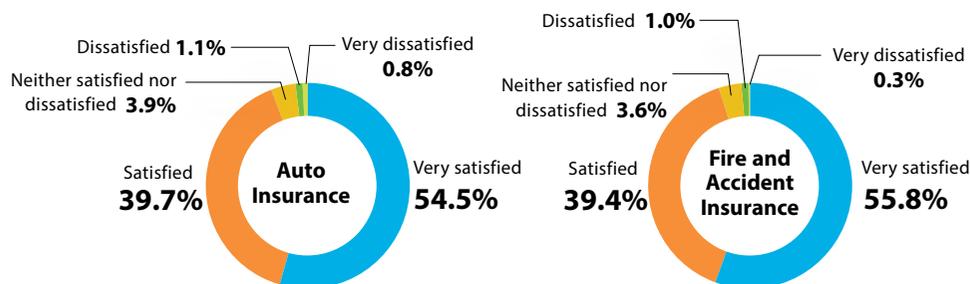
■ Overall Level of Satisfaction at the Time of Enrollment

(Overall Level of Satisfaction regarding Contract Procedures, Product Details, etc.)



<Nissin Fire: Level of Satisfaction (Fiscal 2018)>

■ Overall Level of Satisfaction regarding Accident Response Services



Status of customer feedback: Respective Group company websites

- [Tokio Marine & Nichido: Number of customer comments received and customer survey results \(in Japanese\)](#)
- [Tokio Marine & Nichido Life: Status of customer feedback \(in Japanese\)](#)
- [Nissin Fire: Response to customer complaints \(in Japanese\)](#)

■ Main Examples of Items That Have Been Developed and Improved Based on Customer Feedback (Fiscal 2018)

<Tokio Marine & Nichido>

**[Customer Feedback]**

Your *Drive Agent Personal* rider that automatically reports an accident is only provided to individuals enrolled in your auto insurance for standard, small and light motor vehicles for private use. I want you to include more vehicle types and offer it for corporate insurance contracts.

**[Response]**

For policies that start on and after January 1, 2019, we extended the scope to vehicles of all purposes and types, except for two-wheeled motorcycles and motorized bicycles, and started offering the rider for corporate insurance contracts. Please note, however, that the rider is only available to vehicle models that can be fitted with our original driving recorder.

<Tokio Marine & Nichido Life>

**[Customer Feedback]**

I would like to use your policyholder loan system. Can you make it easier to use?

**[Response]**

We introduced *Kantan Net De Tetsuzuki* (Easy Online Procedures) in September 2018. Application can be made by simply reading the QR code we send via postal mail to customers.

<Nissin Fire>

**[Customer Feedback]**

I received a notice of the expiration of my compulsory auto liability insurance by postcard. I wanted to renew the policy but couldn't because it was more than a month before the expiration date. The postcard did explain when to renew the policy but I didn't see it because it was in tiny fonts.

**[Response]**

For policies that expire in and after July 2018, we started providing the statement "Customers can start the renewal process for their compulsory auto liability insurance for small and light motorcycles that are not subjected to legally required vehicle inspections one month prior to the date of expiration shown on the right" in boldface.

Status of Customer Feedback: Respective Group Company Websites

- [Tokio Marine & Nichido: Improvement examples based on customer feedback \(in Japanese\)](#)
- [Tokio Marine & Nichido Life: Major and specific development and improvement examples based on customer feedback \(in Japanese\)](#)
- [Nissin Fire: Examples of improvements that have been carried out based on customer feedback \(in Japanese\)](#)

## 4. Quality Improvement Initiatives

Tokio Marine Group continuously promotes the enhancement of quality from a customer standpoint in accordance with the Group's Corporate Philosophy: "Through the provision of the highest quality products and services, Tokio Marine Group aims to deliver safety and security to all its customers."

### ■Tokio Marine Group's Approach to Quality Improvement

Tokio Marine Group has earned high regard from its customers by providing products and services that are ahead of the times in accordance with the Group's Corporate Philosophy: "Through the provision of the highest quality products and services, Tokio Marine Group aims to deliver safety and security to all its customers." In the medium to long term, changes in living and business environments resulting from frequent natural disasters, demographic shifts and technological innovation in the world will generate many new opportunities and risks. In response to the diversifying needs of both individual and corporate customers in connection with such new opportunities and risks, Tokio Marine Group will combine the capabilities of all Group companies and will do its best to provide new products and services that anticipate the changing times and extend beyond the framework of conventional insurance products and services in areas such as the financial, medical and consulting fields.

### ■Anshin ("Reassuring") Quality

As an effort to meet customers' expectations and gain their satisfaction, Tokio Marine & Nichido defines Anshin Quality, a level of quality that must be assured by anyone at the company, at anytime and anywhere by ensuring to achieve or execute things naturally expected of our products and services by customers.

Based on this Anshin Quality approach, the company has formulated its Anshin Quality Standards as quality standards that must be assuredly satisfied by anyone at the company, at anytime and anywhere. There are specific standards for each of the main business processes related to products and services, including solicitation, claims payment and basic customer response etiquette. Tokio Marine & Nichido is strongly committed to being customer-oriented under a firm determination to never providing to customers products or services that do not satisfy these standards.

### ■Providing Information That Enables Customers to Make Claims without Any Omissions

To ensure that customers request insurance claims payments and insurance benefits without any omissions, Tokio Marine & Nichido Life provides information to customers regarding insurance claims payments and insurance benefits when they enter into an insurance contract, during the contract validity period and when requesting insurance claims payments and insurance benefits. Additionally, through such means as our website, we ask customers to contact Tokio Marine & Nichido Life if they have any uncertainties about receiving insurance claims payments and insurance benefits.



Guidebook on receiving insurance claims payments and insurance benefits

### ■Raising the Quality of Call Centers

Tokio Marine Group's call center departments implement a variety of initiatives for the purpose of raising the quality of customer responses throughout the Group's call centers. In addition to mutually refining customer response skills by holding a "telephone response contest," we strive to maintain and upgrade the quality of customer responses based on the Contact Center Standard for Tokio Marine\* (CCST).



Looking ahead, we will work to provide safety and security by striving to make caring responses from the customer's perspective and enhancing the quality of our customer responses at all Group call centers.

\* An operational standard formulated by Tokio Marine Group specifically for call centers

### ■Providing Anshin Quality of Claims Services to Customers

Tokio Marine & Nichido believes that our value as an insurance company is tested when an accident occurs. To prepare ourselves for such an emergency, we define Anshin Quality as specific quality standards that are indispensable for the products and services provided to customers and, together with agents, have been making full, concerted efforts toward the realization of Anshin Quality. Also in terms of claims services, we seek feedback broadly from customers and constantly endeavor to improve quality based on such feedback while repeating the cycle of implementation, verification and improvement.

As one example, we have implemented the following operational improvements based on the evaluation results and opinions we gather through a customer survey, which is conducted after insurance claims are paid to policyholders of our auto insurance, who have been involved in an accident.

- Information regarding details of coverage and a list of available coverages (insurance claims) are sent to customers upon receipt of the notification of an accident, and personnel in charge provide information on the amount of claims payable in an easy-to-understand manner.
- When insurance claims are paid, personnel in charge will explain in an easy-to-understand manner while also sending a statement of claims payable that not only verifies the amount but also provides a detailed breakdown.
- When insurance claims cannot be paid, we inform customers of the reason both verbally and in written form in an easy-to-understand manner. Additionally, inquiries and claims from customers are accepted via an exclusive toll-free telephone line. Assistance from external specialists such as lawyers is also available via the Re-examination Request System\*.

#### \* Re-examination Request System

A system for customers (including policyholders and insured persons) to request re-examination when they disagree with the decision not to pay insurance claims made by claims service bases in accordance with policy details.

When requested by a customer, the Claims Service Re-examination Committee, which is a closed-door committee composed of external specialists (doctors, lawyers and legal experts), re-examines the decision. The results are subsequently reported in written form to the customer who requested the re-examination. However, this system does not apply to cases that are outside the activity scope of the committee, which is to make a decision from a legal or medical viewpoint. For details, please contact the responsible claims service base.

[Tokio Marine & Nichido: Re-examination Request System \(in Japanese\)](#)

[Tokio Marine & Nichido: Re-examination Results by the Claims Service Re-Examination Committee \(in Japanese\)](#)

To provide high-quality claims services in case of an emergency to deliver safety and security to customers by leveraging our high level of expertise, we are making various related efforts on top of the enhancement of the resolution capabilities of employees. In the following sections, we divide the process of claims services into five steps (receiving loss reports, initial response, loss adjustment, reporting progress and payment of insurance claims) and describe our efforts in each.

#### Receiving Loss Reports

Receiving a loss report from a customer is our first customer contact point in claims services. We work to eliminate anxieties held by a customer who just had an accident by asking whether or not he/she was injured and what exactly happened and simultaneously giving considerate and appropriate advice.

#### Initial Response

After receiving a loss report, we confirm how the customer wishes to proceed with the accident response and provide a detailed description of the process from the beginning to the final resolution. It is only after we consult with the customer that we will contact the parties and others concerned. We try to relieve the customer's anxiety by reporting back to him/her the results of contacting these parties.

#### Loss Adjustment

This step involves checking the status of a car or building damaged by the accident. At the same time, we scrutinize details of necessary repairs and estimated repair costs to confirm an adequate loss amount and explain it to the customer in an easy-to-understand manner.

#### Reporting Progress

To eliminate the customer's anxiety and provide a higher sense of security, we make sure to report the progress in a manner and at the timing matched to the customer's needs.

#### Payment of Insurance Claims

We calculate payable insurance claims and explain the details of these claims to the customer in an easy-to-understand manner. We then work to swiftly go through the payment procedures after confirming with the customer if he/she wants to file a claim. We also utilize a system to check for other applicable policies and inform the possible payment of other insurance claims, if any, to the customer. For auto insurance, in particular, we have in place a system that does not allow us to close

the case until the payment of all payable insurance claims is made. By means of this system and various types of training, we ensure to make an appropriate payment of claims to customers.

Moreover, we constantly strive to improve the quality of our customer response over the telephone through employee training and by conducting a survey on its telephone responses by an external survey company. Efforts are geared toward ensuring all responsible personnel always make a considerate and honest response to customers.

### ■ Resolution Capabilities of Team Experts

We consider it our mission to provide the high-quality claims services when a customer is involved in an accident. In auto insurance, smooth claim settlement requires a team approach in which highly specialized and experienced staff members work as a team toward the same goal.

At Tokio Marine & Nichido, our experienced claims service staff team up with our nationwide network of highly specialized experts including adjusters, lawyers and consulting physicians as well as accountants and tax accountants to provide the resolution capabilities of Team Experts. This allows us to protect our customers in the event of an accident. In addition to our reliable and extensive network of 240 service bases nationwide, we satisfy 93.3% of our customers who have filed claims under their insurance by exercising our sophisticated negotiating power backed by our industry dominance with more than around 2.77 million accident settlements per year.

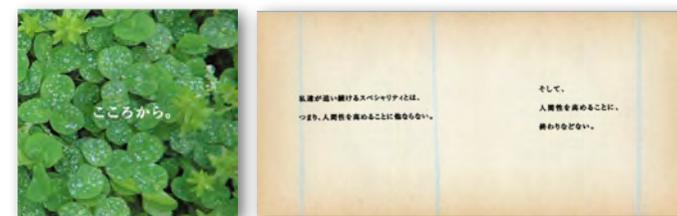
### Claims Service System in Japan (As of March 2019)

	Tokio Marine & Nichido	Nisshin Fire
Number of service bases	240	110
Claims service staff and adjusters	Approx. 10,700	1,000
Lawyers	Approx. 560	Approx. 50
Consultant physicians	Approx. 100	Approx. 10
Tax accountants/Accountants	70	—
Number of automobile accident settlements (Annual)	Approx. 2.77 million	Approx. 0.18 million

### Shared Value for Caring for Customers as Our First Priority

Tokio Marine & Nichido believes that putting customers first and foremost translates into the quality of claims services, which are intangible and not readily perceivable. Accordingly, we distribute a booklet entitled *Kokorokara* (“From Our Hearts”) to all members engaged in claims services, including new employees who join the company each year. The booklet summarizes the values on which we place importance, including the shared ideas of all members involved with claims services for customers, working in harmony with colleagues and in pursuit of expertise. We hope to continuously hand down our purpose, pride and sincerity in claims services from a customer standpoint as part of our DNA.

*Kokorokara* booklet cover page and inside text. The English version is also available.



- “Our ceaseless pursuit for expertise is really a quest for better human qualities, and this quest never ends.”
- “Face to face with a person who needs your help, as a fellow human being, what does your heart tell you? Everything starts from here. I want to help because a person needs my help. This strength of emotion is our *raison d’être*.”

## 5. Working Together with Agents to Improve Quality

To provide safety and security that truly is based on customers' points of view, Tokio Marine Group endeavors to build partnerships based on trust and together improve the operational quality through smooth communication with agents.

### ■ The Role of Agents in Tokio Marine Group

In auto, life and other insurance, the role of agents in Tokio Marine Group is to protect customers from risks by providing various kinds of insurance products and services as intermediaries between customers and each insurance company in the Group. Agents are carrying out a broad range of consulting activities such as introducing optimal insurance tailored to the needs of each customer and quickly providing support to deliver security to customers in the event of disasters or accidents.

For agents to meet customers' expectations and trust and be indispensable persons truly relied upon by customers, each Tokio Marine Group company has been proceeding with initiatives directed toward its agents such as various kinds of training, establishment of administrative procedures and IT systems and business administration management support.

### ■ Working Together with Agents on Initiatives to Improve the Quality of Operations

Tokio Marine & Nichido defines Anshin ("Reassuring") Quality Standards as specific quality standards that are indispensable for the products and services provided to customers and works together with agents to improve quality. In addition, with regard to an agent commission system, we conduct assessments in terms of quality, growth (scale, revenue increase rate, claims ratio) and partnership (including consulting capability, quality of agent business administration and claims service response capability). By doing so, we have established a system to support agents that delivers sustainable growth by providing safety and security to customers and by always remaining their first choice.

As qualifications of excellent agents and salespersons (insurance solicitors), we use an internal system to certify "Top-Quality Agents" and an external qualification program to certify "General Insurance Total Planners." The Top-Quality Agent certification is given to Tokio Marine & Nichido's agents, which demonstrate a superior level of performance overall in terms of the abilities to propose insurance products and services to customers and respond to an accident and other emergencies and business soundness, stability and growth potential as an insurance agent, based on the standards specified by the company. The General Insurance Total Planner qualification is the most prestigious solicitor qualification given by The General Insurance Association of Japan to insurance solicitation

professionals who have acquired consultation-related knowledge and operational skills on top of basic knowledge of laws, tax affairs and other matters related to non-life insurance.

Going forward, we will promote reforms toward a new business model utilizing tablet devices and smartphones to realize an even more comfortable experience for customers. We will work hand-in-hand with our agents to deliver quality to all customers and gain higher recognition from customers.

Nisshin Fire has also established its Customer Trust Standards for agent operations concerning contract procedures, product presentations and response to customers involved in accidents or other incidents, as well as proceeding with initiatives accordingly to ensure that all its agents across Japan provide customers with the same, high level of services. Additionally, Nisshin Fire's agent commission system places emphasis on providing services and support for customers especially at the time of contract procedures and accidents, and the company conducts an evaluation of the level of achievement of operations as an agent to decide agents' commissions.

### ■ Sharing Information with Agents

Tokio Marine & Nichido has developed the agent's ICT system TNet\* in order to readily provide functions that are related to insurance administrative procedures as well as product information and sales tools that are necessary for agents as they respond to customers. From 2017 onward, we provide Mobile TNet, an app that supports agents' operations and is optimized for use with smartphones. As a means of enhancing the quality of customer response, we mutually share the records of responses between customers and agents and between customers and customer centers. With the ultimate goal of providing services that will bring greater customer satisfaction, we are developing a new agent system (e.g., further evolution of TNet) that takes advantage of the latest advancement in digital technologies in order to strengthen agents' customer responsiveness.



TNet top screen

\* TNet is an online agent system provided by Tokio Marine & Nichido with the intent of supporting agents in enhancing the quality of insurance business operations and increasing operational efficiency.

## 6. Education and Training Systems for Agents

In order to meet customer expectations and earn their trust so that customers are able to consult us about insurance with peace of mind, we support the development of professional human resources through a qualifications system and training programs.

### ■ Original Learning Program

In order to foster salespersons capable of providing meticulous and excellent services to customers, Tokio Marine & Nichido offers a learning program that covers a broad range of operational knowledge on product details, claims services, compliance and other business-related topics.

A course on basic products knowledge, in particular, is provided as a mandatory course, which salespersons must take before they engage in product sales.

Salespersons can take each course through various means, including our online agent system (TNet).

### Tokio Marine & Nichido Life Training College

Tokio Marine & Nichido Life provides the Tokio Marine & Nichido Life Training College training program for life insurance agents to develop professional insurance salespersons. In this program, for roughly six months agency salespersons and the company's responsible employees take part together in group training and web-based training, in which the most advanced training program has been adopted, while also carrying out practical activities on the front lines of business. With regard to these practical activities, the company provides the latest programs for supporting the sales activities of participants, such as the adoption of Antore Hiroba, a website where participants can exchange information with each other. Also, the company gives salespersons opportunities to continue helping each other to improve their skills after the completion of their training, including follow-up training at branch offices.



### ■ Agent Trainee System

In April 2016, Tokio Marine & Nichido totally revamped its agent trainee system by shifting from targeting persons employed by Tokio Marine & Nichido to a system for employees newly hired by corporate agents and temporarily assigned to the company.



It is a human resources development system that provides early-stage education, starting with the acquisition of knowledge on the policy renewal process of the corresponding agents, to facilitate the learning of solicitation skills. Under this system, agents' new employees are temporarily transferred as trainees to Tokio Marine & Nichido for a maximum of two years to gain solicitation skills. The goal is to enable them to assume the role of a professional salesperson highly specialized in his or her area of expertise at the respective corporate agents. The program can also be utilized as a broader supportive measure to help agents grow, as it has expanded its scope to include part-time agents in the auto, real estate and financial fields. In April 2017, the company further upgraded this growth supportive measure by adding a system to pay an additional commission to the agent if its salesperson temporarily transferred to the company achieved a certain level of sales, as well as a training program to educate new graduate hires on business etiquette.

Nisshin Fire also operates the Risk Advisor Employee System, a similar trainee system to develop specialized professional agents. The system is designed to acquire various knowledge and practical work experience that are necessary for selling insurance while being engaged in soliciting contracts and related work for a certain period.

## Promoting Environmental Management

Tokio Marine Group consumes a considerable amount of paper and energy in its business activities. In order to reduce this environmental footprint as much as possible, we constantly promote initiatives that contribute to the creation of a sustainable future.

### ❖ Relation between written content and SDGs

Relevant goal		Relevant target	Description of related content
	11. Sustainable cities and communities	11.6 Reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management	Initiatives to conserve energy and preserve the environment
	13. Climate action	13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries	Preservation of biodiversity

### ❖ Section composition

#### 1-A. What Our Environmental Management Aims for ~Corporate Philosophy and Policy~ >>

#### 1-B. Stance on Promoting Environmental Management >>

#### 1-C. Environmental Challenges and Initiatives >>

Tokio Marine Group has set “Protecting the Earth” as a core CSR theme in our new Mid-Term Business Plan “To Be a Good Company 2020” based on our Corporate Philosophy and the Tokio Marine Group CSR Charter. We are establishing our stance on promoting environmental management and promoting various initiatives to combat environmental challenges, beginning with the protection of biodiversity through our general business activities.

#### 2. Preservation of Biodiversity >>

Tokio Marine Group has positioned the preservation of biodiversity as a challenge that needs to be tackled and we are striving to find a solution through general business activities.

#### 3. Concept for Reducing CO<sub>2</sub> Emissions >>

Tokio Marine Group has positioned initiatives to reduce CO<sub>2</sub> emissions as a key challenge and we are working to reduce the environmental footprint throughout the Group in Japan and overseas and become carbon neutral.

#### 4. Initiatives for Energy Conservation and the Reduction of Environmental Footprint >>

Tokio Marine Group is striving to enhance environmental awareness among employees, boost the environmental performance of the buildings we own, reduce paper consumption, promote eco-safe driving and the use of recycled automobile parts, and encourage the introduction of Eco Action 21, an environmental management system for small- and medium-size companies, through our Group companies.

#### 1-A. What Our Environmental Management Aims for ~Corporate Philosophy and Policy~

For Tokio Marine Group, promoting environmental management is crucial in implementing our Corporate Philosophy. We believe that working proactively to contribute to the resolution of environmental challenges and create environmental value leads to greater sustainable corporate value for the Group.

Tokio Marine Group states in our Corporate Philosophy, “Acting as a good corporate citizen through fair and responsible management, Tokio Marine Group will broadly contribute to the development of society,” and in the Tokio Marine Group CSR Charter concerning 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.”

In our new Mid-Term Business Plan “To Be a Good Company 2020,” “Protecting the Earth” has been set as a core CSR theme, and we are working to create environmental value in various ways through general Group business activities.

#### ■ Environmental Philosophy/Environmental Policy of Tokio Marine & Nichido

##### <Environmental Philosophy>

Adopting the conservation of the global environment as one of its key management policies, Tokio Marine & Nichido recognizes that it is an important responsibility of all humans and companies in the present world to protect the environment. Together with stakeholders, Tokio Marine & Nichido is committed to realizing a society where sustainable development is maintained through the efforts of all employees throughout the entire range of its business activities in order to improve and coexist in harmony with the environment.

## <Environmental Policy>

Tokio Marine & Nichido has established the following policies and will make every effort to realize them in all areas of its activities.

### 1. Protection of the Global Environment and Preservation of Biological Diversity through the Insurance Business

Tokio Marine & Nichido strives to contribute to protection of the global environment and preservation of biological diversity through business operations such as insurance products, claim services, financial services, etc.

### 2. Reduction of Environmental Footprint

Tokio Marine & Nichido strives to reduce the environmental footprint by recognizing the environmental footprint through consumption of resources and energies and emission of wastes and promoting resource saving, energy saving, low-carbonization, resource recycling, harmonization with nature and green purchasing from a viewpoint of the overall value chain.

### 3. Compliance with Environmental Laws and Regulations

Tokio Marine & Nichido complies with laws and rules of environmental protection and various agreements on environmental protection upon which the company agreed.

### 4. Continuous Improvement of the Environment and Prevention of Pollution

Tokio Marine & Nichido strives to prevent environmental pollution by setting goals and targets, checking and revising its activities, and continually improving the environment.

### 5. Promotion of Environmental Awareness-Raising and Philanthropic Activities

Tokio Marine & Nichido strives to promote environmental protection not only by promoting the dissemination of environmental information, provision of environmental consulting services and environmental awareness-raising and educational activities, but also by promoting local community and social contribution activities as a good corporate citizen.

The above policy will be made well known to and understood by all employees and released to the public. (Revised on July 1, 2015)

## 1-B. Stance on Promoting Environmental Management

Tokio Marine Group has established a dedicated department (CSR Division, Strategy and Synergy Department) at Tokio Marine Holdings to oversee and promote environmental management for the Group. This department identifies challenges related to environmental management and formulates and implements the Group's environmental management strategy. In addition, we have assigned key persons to roles promoting CSR in each department in charge of CSR at Group companies in Japan and overseas. CSR key persons are committed to reducing the environmental burden associated with our business activities alongside the management team in each Group company. The CSR Division, Strategy and Synergy Department supports efforts to promote environmental management at Group companies through dialogue and cooperation with the CSR key persons. At core Group companies such as Tokio Marine & Nichido, we have set up a dedicated department to oversee and promote environmental management (e.g., CSR Division, Corporate Planning Department at Tokio Marine & Nichido). A CSR key person, assigned to each department and branch office to promote CSR, encourages the full participation of employees in environmental management.

Tokio Marine Group performs plan-do-check-act (PDCA) management through our proprietary Green Assist environmental management system, which draws on ISO 14001, and engages in energy conservation and resource conservation activities. The head office of Tokio Marine & Nichido adopted an environmental management system based on the ISO 14001 environmental management system in fiscal 1999\* and is working continuously to achieve environment-related targets. At Group companies in Japan and overseas, we are introducing our unique environmental management system through collaboration between Tokio Marine Holdings and Tokio Marine & Nichido and every year targets are set, including environmental issues. Active efforts are being made to achieve these targets.

\* There were no major issues noted in internal auditing or external examination under ISO 14001 and no major violations of environmental laws among Group companies.

## 1-C. Environmental Issues and Initiatives

Tokio Marine Group aims to contribute to the resolution of environmental issues that include alleviation of and adaptation to climate change, the preservation of biodiversity and creation of a resource-recycling society and connect this with greater corporate value. With this in mind, we are implementing a variety of initiatives in collaboration with various stakeholders.

In order to contribute to the alleviation of climate change, we are working to reduce the environmental footprint through full employee participation. In addition, we have achieved carbon neutral status for the sixth time in six consecutive years from fiscal 2013 to fiscal 2018 by planting mangrove trees that provide the benefit of CO<sub>2</sub> absorption and fixation, and through the purchase of green power.

In order to contribute to alleviation of and adaptation to climate change, preservation of biodiversity and creation of a resource-recycling society, we are striving to enhance employees' environmental awareness, conserve energy and boost environmental performance in the buildings we own and reduce paper consumption, among other efforts. Further, we encourage eco-safe driving throughout the value chain, utilize recycled parts and support the acquisition of Eco Action 21 certification.

## 2. Preservation of Biodiversity

Tokio Marine Group has positioned preservation of biodiversity as a challenge that it has a responsibility to help resolve and is working to do just that through general business activities.

### ■ Tokio Marine Group's Vision for Biodiversity

Preserving biodiversity translates into a variety of benefits, namely, lower emissions of greenhouse gases, mitigation of disaster risks from tsunamis and revitalization of regional economies, and contributes to the creation of a sustainable future. Tokio Marine Group recognizes the importance of achieving the goals of the Convention on Biological Diversity, the Convention on Wetlands of International Importance especially as Waterfowl Habitat (Ramsar Convention) and the Convention on International Trade in Endangered Species of Wild Fauna and Flora (Washington Convention). In addition, based on the vision outlined below, Tokio Marine Group contributes to the preservation of biodiversity through the reduction of paper usage as well as mangrove planting overseas and environmental enlightenment programs in Japan. This vision draws on Guidelines for Private Sector Engagement in Biodiversity issued by the Ministry of the Environment, Millennium Ecosystem Assessment and The Economics of Ecosystems and Biodiversity (TEEB) as members of the United Nations Environment Programme Finance Initiative (UNEP FI) and the Promotion Partners program under The Declaration of Biodiversity by Nippon Keidanren.

### Tokio Marine Group's Vision for Biodiversity

Tokio Marine Group recognizes the preservation of biodiversity as one of its most important environmental issues and, as a good corporate citizen, conducts initiatives for the preservation and sustainable use of biodiversity under the following two themes.

1. We endeavor to understand our relationship with biodiversity (benefits and impact) in our business activities to reduce our impact on biodiversity and to preserve biodiversity.
2. We engage in educational activities on the preservation of biodiversity for the general public and work with our stakeholders to contribute to the development of a sustainable society.

### Tokio Marine & Nichido's Stance on Biodiversity

Tokio Marine & Nichido states in its environmental policy that it will strive to contribute to protection of the environment and preservation of biodiversity in its business activities, including insurance products, non-life insurance services and financial services. Efforts are being made to preserve biodiversity by making this a priority in business activities.

[Preserving Biodiversity through Products and Services >>](#)

[Building Communities for People to Live with Peace of Mind through Environmental Protection Activities >>](#)

### ■ Participation in the Promotion Partners Program under The Declaration of Biodiversity by Nippon Keidanren

Tokio Marine & Nichido supports The Declaration of Biodiversity by Nippon Keidanren and in January 2010 joined the Promotion Partners program under the declaration. Our business activities comply with the declaration and its behavioral guidelines.

[The Declaration of Biodiversity by Nippon Keidanren \(in Japanese\)](#)

### 3. Concept for Reducing CO<sub>2</sub> Emissions

The environmental footprint caused by business activities of Tokio Marine Group is relatively small compared with companies in the manufacturing industry; however, the size of the Group makes it a large consumer of energy. In order to reduce the environmental footprint from our business activities wherever possible, we have positioned initiatives for reducing the environmental footprint as a key issue for the company. The entire Tokio Marine Group, in Japan and overseas, is making efforts to become carbon\* neutral under the following strategic concepts.

1. Reduce: Use energy-efficient buildings and facilities and cut back on energy usage.
2. Switch: Switch to natural energy.
3. Offset: Absorb and fix CO<sub>2</sub> by mangrove planting and the retirement of emissions credits.

\* Carbon neutral means that CO<sub>2</sub> emitted in the course of a company's business activities is equivalent to the volume of CO<sub>2</sub> absorbed and reduced by way of mangrove planting, use of natural energy and the retirement of emissions credits by such a company.

#### ■ CO<sub>2</sub> Emission Reduction Data (Energy Conservation and Reduction in Buildings, Facilities, etc.)

##### [Tokio Marine Holdings and Major Subsidiaries]

###### <CO<sub>2</sub> Emission Reduction Target>

- Medium-term target (fiscal 2020): -3% (compared with fiscal 2017 level)
- Reduction target in fiscal 2018: -1% compared with previous year

###### <CO<sub>2</sub> Emissions (Tokio Marine Holdings and Major Subsidiaries)>

Fiscal 2018 CO<sub>2</sub> emissions by Tokio Marine Group and its major subsidiaries (Scope 1 (direct emissions) + Scope 2 (indirect emissions) + Scope 3 (other indirect emissions) business travel only) were 111,509 tons (Japan: 77,511 tons, overseas: 33,999 tons) versus a start-of-year target of 114,091 tons (a 1% reduction year on year), or -3.2% (Japan: -3.7%, overseas: -2.0%) of emissions in the previous fiscal year.

As a result of efforts to steadily reduce CO<sub>2</sub> emissions at Group companies in Japan and overseas, we succeeded in cutting these emissions beyond targets at the Group level. In addition, we have been expanding the coverage of the calculations for Scope 3 since fiscal 2015 in order to meet expectations from society in terms of initiatives to create environmental value by companies.

[CSR Performance Data \(CO<sub>2</sub> emissions originating from energy sources and CO<sub>2</sub> absorption and fixation\(Tokio Marine Holdings and major subsidiaries\) >>](#)

##### [Tokio Marine & Nichido]

###### <CO<sub>2</sub> Emission Reduction Target>

- Medium-term target (fiscal 2020): -40% (compared with fiscal 2006 level)
- Long-term target (fiscal 2050): -60% (compared with fiscal 2006 level)
- Reduction target in fiscal 2019: -1% compared with previous year

Tokio Marine & Nichido, a core operating company of Tokio Marine Group, is striving to realize its medium-term target (fiscal 2020) by: (1) reducing energy in its main building and Shinkan building in Marunouchi, Tokyo, and Tama building; (2) monitoring the increase and decrease in energy on a total site basis in line with site reconstruction and transfer plans; (3) implementing energy conservation campaigns in all branches; and (4) increasing energy conservation performance in company-owned cars.

In addition, Tokio Marine & Nichido will continue to make efforts to conserve energy in buildings, equipment and company-owned cars from 2021 toward the realization of its long-term target (fiscal 2050).

###### <CO<sub>2</sub> Emissions (Fiscal 2018 Results)>

Fiscal 2018 CO<sub>2</sub> emissions by Tokio Marine & Nichido (Scope 1 (direct emissions) + Scope 2 (indirect emissions) + Scope 3 (other indirect emissions) business travel only) were 59,664 tons versus a start-of-year target of 61,732 tons (a 1% reduction year on year), or -4.3% of emissions compared with the previous fiscal year. The main cause of this decrease was a reduction in power consumption owing to energy-saving initiatives.

Moreover, in order to meet the expectations of society regarding corporate efforts to create environmental value, we expanded the coverage of the calculations for Scope 3 in fiscal 2015.

[CSR Performance Data \(CO<sub>2</sub> emissions originating from energy sources \(Tokio Marine & Nichido\) >>](#)

###### ■ Purchase of Tradable Green Power Certificates (Retirement of Emissions Credits)

Tokio Marine Group is promoting the use of natural energy in Japan and overseas.

Tokio Marine & Nichido has been purchasing Tradable Green Power Certificates in the amount of approximately 1 million kWh annually continuously since 2002 through wind power and biomass power generation. In addition, the Tradable Green Power Certificates purchased by the company are being allotted to the reduction of emissions at target sites based on the system regarding emissions

trading and the obligation to reduce total emissions of greenhouse gases pursuant to the Ordinance on Environmental Preservation to Secure the Health and Safety of Citizens of the Tokyo Metropolitan Area (Environmental Preservation Ordinance).

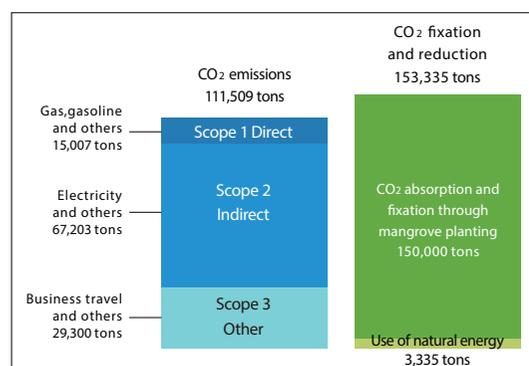
U.S.-based Philadelphia Insurance Companies has purchased green power to account for 100% of its electricity use over the year in its business activities and has achieved net zero emissions\* since fiscal 2013.

\* Net zero emissions are achieved when the net of CO<sub>2</sub> emissions and energy consumed equals zero.

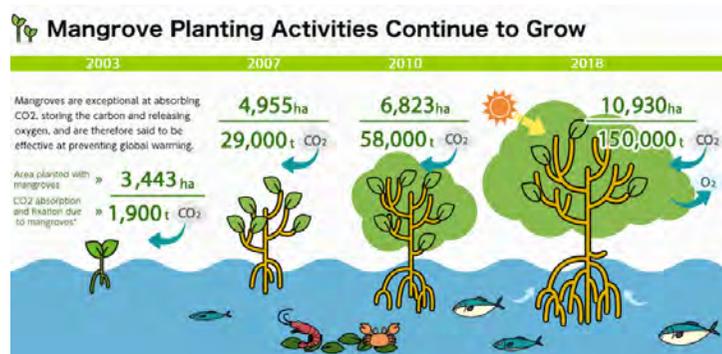
### ■ Initiatives toward Achieving Carbon Neutral Status through Mangrove Planting

#### (CO<sub>2</sub> Absorption through Mangroves)

Mangrove forests have an effect on the prevention and mitigation of global warming by absorbing and fixing a significant volume of CO<sub>2</sub>. Under the concept of “Insurance for the Future of the Earth,” Tokio Marine Group has engaged in the Mangrove Planting Project since 1999. As of March 31, 2019, 10,930 hectares of mangrove forest have been planted through this project in nine countries, primarily in Asia.



Each Group company strives to reduce the environmental footprint through energy conservation and resource conservation. At the same time, Tokio Marine Group aims to achieve carbon neutral status on a global basis, offsetting the CO<sub>2</sub> emissions generated by its business activities with CO<sub>2</sub> fixation



and reduction through means such as mangrove planting\* and natural energy (green power).

Fiscal 2018 CO<sub>2</sub> emissions by Tokio Marine Holdings and its major subsidiaries were 111,509 tons, which was -3.2% of emissions in the previous fiscal year. The effect of CO<sub>2</sub> fixation and reduction due to mangrove planting, etc., was 153,335 tons and carbon neutral status was achieved for the sixth year in succession for the Group overall (Japan and overseas).

\* Tokio Marine Holdings requested the Central Research Institute of Electric Power Industry (CRIEPI) to evaluate and calculate the amount of CO<sub>2</sub> absorption and fixation through mangrove trees and received the evaluation report. Further, a third-party organization (Ernst & Young ShinNihon LLC) has been requested to implement the agreed-upon procedures in compliance with Practical Guidelines in Specialized Fields 4400, Engagements to Perform Agreed-Up On Procedures (The Japanese Institute of Certified Public Accountants) for part of the data used in the report. As a result, Tokio Marine Group has deemed that the effects of CO<sub>2</sub> absorption and fixation through mangrove planting have been calculated properly.

\* The coverage of calculations for Scope 3 (other indirect emissions) was expanded in fiscal 2015.

## 4. Initiatives for Energy Conservation and the Reduction of Environmental Footprint

### ■ Raising Employees' Energy Conservation Awareness

Responding to the calls for energy conservation (in particular, the restraint of electricity consumption during peak periods) following the Great East Japan Earthquake of March 2011, Group companies in Japan are implementing Summer & Winter Electricity-Saving Measures as an initiative to firmly establish electricity and energy conservation. Specifically, the companies are making continuous efforts to (1) conserve energy in offices (reducing unneeded light fixtures, placing restrictions on use of items (OA equipment, copiers, etc.) around power outlets and thoroughly managing air conditioning (such as setting temperatures in offices to 28°C in summer and 19°C in winter); and (2) review employees' work styles (such as encouraging early morning working hours and promoting casual dress). Further, we are making efforts to curb CO<sub>2</sub> emissions from energy usage, such as by expanding our use of TV/Web conferencing systems and restricting air travel for business (which also reduces costs).

In addition, Tokio Marine & Nichido endorses COOL CHOICE, a national campaign that encourages all “smart choices” that contribute to countermeasures for global warming, including for Japan's energy-saving and low-carbon products, services and behavior in order to attain the Japanese government's target of a 26% reduction in greenhouse gas emissions by 2030 compared with fiscal 2013. We are promoting activities to realize a low-carbon society.

### <Effective Use of TV/Web conferencing>

By making effective use of TV/Web conferencing, Tokio Marine & Nichido is reducing greenhouse gases resulting from employee business travel and is striving to raise business processing efficiency. Tokio Marine & Nichido has presently introduced and is actively utilizing more than 300 teleconferencing systems at its business bases, and by doing so, is limiting the number of employee business trips and reducing business travel expenses.

### ■ Resource Conservation in Buildings and Facilities

Tokio Marine Group's companies are engaged in initiatives\* that consider the environment and disaster prevention in buildings and facilities, as appropriate for each structure.

• Facilities investment value related to energy conservation measures: 588 million yen (fiscal 2018, Tokio Marine & Nichido)

\* Upgrading to boilers, high-efficiency lighting fixtures (LED, etc.) and air conditioning, etc.

At Tokio Marine & Nichido, the company's Nagoya Tokio Marine & Nichido Building, which was completed in 2013, gives high consideration to the environment with features that include double-glazed window glass and LED lighting throughout the entire building. This building has earned the S-rank, the highest rank under the Comprehensive Assessment System for Building Environmental Efficiency (CASBEE) Nagoya, a building environmental performance evaluation system operated by Nagoya City.

This building has secured the top-tier Platinum ranking under the DBJ Green Building Certification System operated jointly by the Development Bank of Japan and Japan Real Estate Institute. Furthermore, in January 2015 Tokio Marine & Nichido was certified as an excellent Eco-Oriented Business by Nagoya City due to voluntary and proactive efforts to be kind to the environment in its business activities. It also won the 22nd Aichi Machinami Architecture Award in recognition of its contribution to the formation of a pleasant local environment, and in December 2015 won Outstanding Performance Award for Eco-Oriented Businesses certified by Nagoya City.

In addition, Tokio Marine & Nichido was recognized by Osaka Prefecture for initiatives and achievements in reducing greenhouse gases in offices and won the Excellence Award in the Osaka Stop Global Warming Awards.

At Group companies overseas, as in Japan, we are taking measures to conserve energy as appropriate for each building or facility. As an example, Tokio Marine Centre (Singapore) has been actively introducing environmentally conscious measures that include the installation of energy-saving air-conditioning equipment and lighting fixtures, installation of water-saving equipment that reuses rainwater and placement of greenery.

### ■ Initiatives to Reduce Paper Use

Tokio Marine Group's volume of paper consumed in fiscal 2018 was 8,068 tons (Japan: 7,355 tons, overseas: 713 tons), which marked a decrease of 5.2% on a year-on-year basis (down 2.4% in Japan and down 26.6% overseas) thanks to reduction efforts in and outside Japan. In fiscal 2019, we are taking action under a target of reducing paper volume in Japan by 1% from the previous fiscal year.

As a measure to curb paper consumption, Group companies are distributing mobile terminals (tablets, PCs) to employees as a measure to reform working styles while reducing paper consumption, along with promoting the paperless *Raku Raku Tetsuzuki* (Quick and Easy Online Procedures) when applying for insurance on their tablet or other device, the use of paperless conferencing, using green procurement of stationery and office supplies, shifting forms and pamphlets to Web formats (i.e., promoting paperless use) and firmly establishing the use of double-sided copying and aggregate printing.

### ■ Initiatives for Reducing the Environmental Footprint in the Value Chain

#### <Promoting Eco-Safe Driving and the use of recycled auto parts>

From the perspective of creating a recycling-based society and reducing the burden on the environment (i.e., curbing CO<sub>2</sub> emissions from the manufacture of parts\*), Tokio Marine Group is calling on employees to engage in the Eco-Safe Driving program of The General Insurance Association of Japan and is actively using recycled auto parts when repairing vehicles used by Group companies.

Furthermore, Tokio Marine & Nichido, Nisshin Fire & Marine Insurance and E. design Insurance are taking action in calling for the use of recycled auto parts and proposing the use of these parts to individual and corporate customers that have met with accidents.

- Number of instances of use of recycled auto parts (fiscal 2018, Tokio Marine & Nichido) : about 20,969 (+14.8% compared with the previous year)

With the approval of customers, Tokio Marine & Nichido is making efforts to expand the use of recycled parts. The company's actions include distributing pamphlets to boost awareness of the Recycled Parts Usage Promotion Campaign among agents and auto repair shops, as well as creating content for tablet devices to aid these businesses in easily explaining the merits of recycled parts to customers.

\* Recycled parts are said to have an effect in reducing CO<sub>2</sub> emissions compared with new parts (23.1 kg for a bumper, 97.3 kg for a door, etc. (Source: Survey by The General Insurance Association of Japan))

### <Certification and Registration of Eco-Action 21 (Environmental Management System for Small-and Medium-Sized Enterprises\*1)>

Through acquisition of certification and registration of Eco-Action 21\*2, all employees in all fields of business activity at Tokio Marine & Nichido Auto Support Center\*3 act in a way that is in harmony with the global environment and that considers how to improve the environment. Everyone works independently and proactively toward the sustainable development of society.

\*1 In 1996, the Ministry of the Environment formulated Eco-Action 21 to provide a wide range of small- and medium-sized enterprises with easy strategies for becoming aware of their relation to the environment, establishing environmental targets and taking environmental action on their own. The Ministry has continued to promote the program until the present day.

\*2 Eco-Action 21 integrates the environmental management system, environmental performance assessments and environmental report into one. Taking part in the Eco-Action 21 program paves the way for small- and medium-sized enterprises to undertake independent and proactive initiatives related to environmental considerations and publish the results of these initiatives together as an environmental action report.

\*3 Business content: Established in 1986: (1) Business consulting for automobile maintenance shops, etc., (2) Technical guidance for personnel engaged in automobile maintenance at motor distributors, and (3) Research, development and sale of software, ledgers and equipment aimed at enhancing sophistication of automobile maintenance

[Source : Ministry of the Environment website \(in Japanese\)](#)

## ■ Environmental Accounting

### (1) Environmental Conservation Cost (Tokio Marine & Nichido)

Environmental costs	FY2017		FY2018	
	Investment (million yen)	Expenses (million yen)	Investment (million yen)	Expenses (million yen)
Business area costs	234	232	874	516
Upstream/downstream costs	0	25	0	27
Management costs	0	22	0	42
R&D costs	0	87	0	88
Social contribution activity costs	0	127	0	121
Environmental remediation costs	0	0	0	0
<b>Total</b>	<b>234</b>	<b>495</b>	<b>874</b>	<b>794</b>

### (2) Environmental Performance Indicators Related to Environmental Benefits (Tokio Marine Holdings)

Environmental performance indicator	FY2017	FY2018
Total energy input (GJ)	783,048	732,675
Water resource input (m <sup>3</sup> )	602,169	570,832
Greenhouse gas emissions (t-CO <sub>2</sub> )	86,543	82,209
Waste emissions (t)	2,072	2,248

Note: Figures for all environmental performance indicators are provided on a global basis.

### (3) Economic Benefits of Environmental Conservation Initiatives (Tokio Marine & Nichido)

Environmental performance indicator	FY2017 (million yen)	FY2018 (million yen)
Cost reduction	206	206
Revenue	0	0
<b>Total</b>	<b>206</b>	<b>206</b>

## Promoting Health and Productivity Management

Maintaining and enhancing the physical and mental health of our employees, the driving force enabling us to continue as a company that provides safety and security to customers and is trusted and chosen by customers, is a critical theme of the utmost priority. Each Tokio Marine Group company has been making efforts to create an environment in which employees can work with enthusiasm by providing both physical and mental health care for its employees.

### ❖ Relation between written content and SDGs

Relevant goal	Relevant target	Description of related content
	8. Decent work and economic growth	8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment
		All content in general

### ❖ Section composition

#### 1. Promoting Health and Productivity Management >>

Tokio Marine Group views employee health as a critical management issue. For further promoting health and productivity management, we created the Group Chief Wellness Officer (CWO) position and formulated the Tokio Marine Group Wellness Charter in April 2019. We intend to instill health and productivity management more firmly on a Group-wide basis.

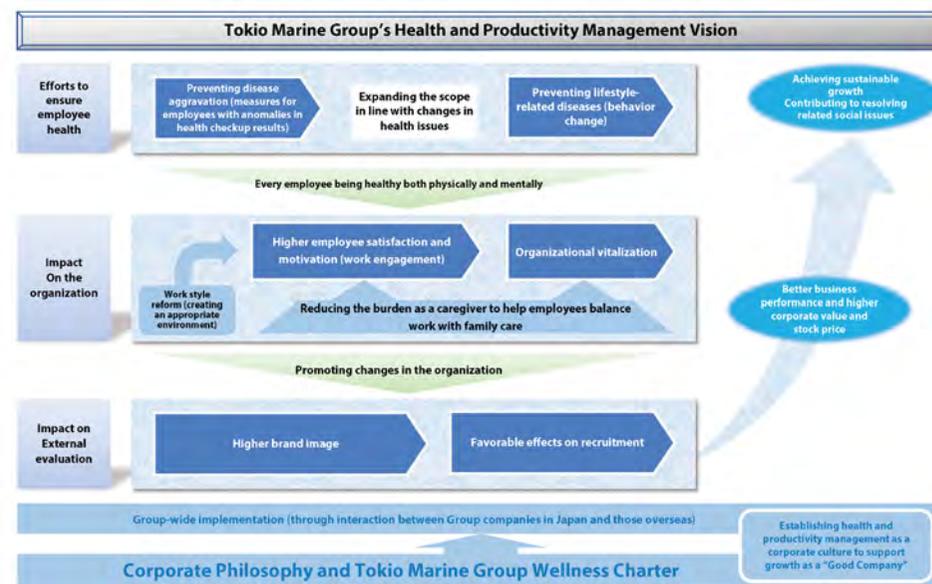
#### 2. Health and Productivity Management / Occupational Health and Safety Initiatives and External Evaluation >>

Each Tokio Marine Group company has been making efforts to create an environment in which employees can work with enthusiasm by providing both physical and mental health care for its employees. These initiatives have been recognized by various external organizations.

## 1. Promoting Health and Productivity Management

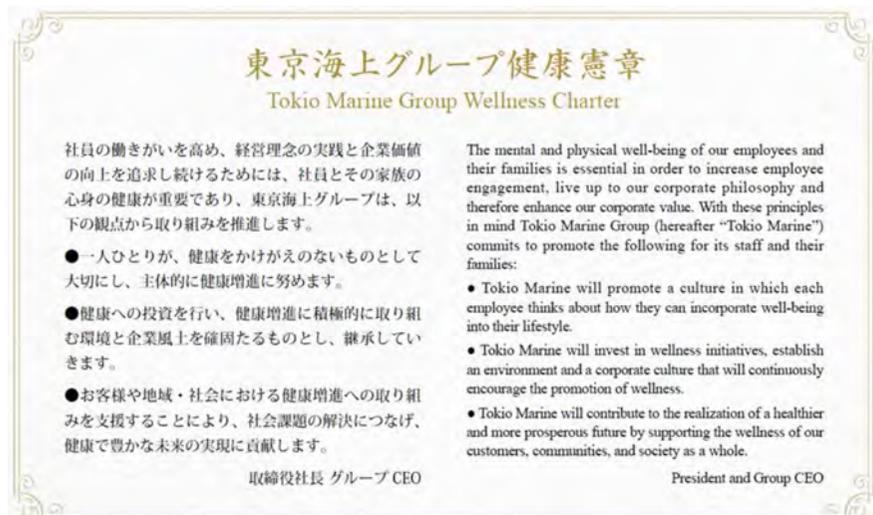
### ■ Tokio Marine Group's Health and Productivity Management Vision

Tokio Marine Group regards employees as one of our most valuable assets and their health as a critical management issue. We seek to ensure the physical and mental health of employees so that they can work enthusiastically with higher levels of satisfaction and motivation, support health promotion efforts of customers, local communities and society as a whole and help to resolve related social issues. By doing so, we ultimately aim to achieve the Group's sustainable growth.



## ■ Tokio Marine Group Wellness Charter

In order to instill Tokio Marine Group's vision of and thinking behind health and productivity management throughout Group companies in and outside Japan, we have formulated the Tokio Marine Group Wellness Charter as health-related guidelines for employees. As we plan to disseminate the charter to Group companies overseas, we created both Japanese and English versions.



### <Declaration of Health and Productivity Management>

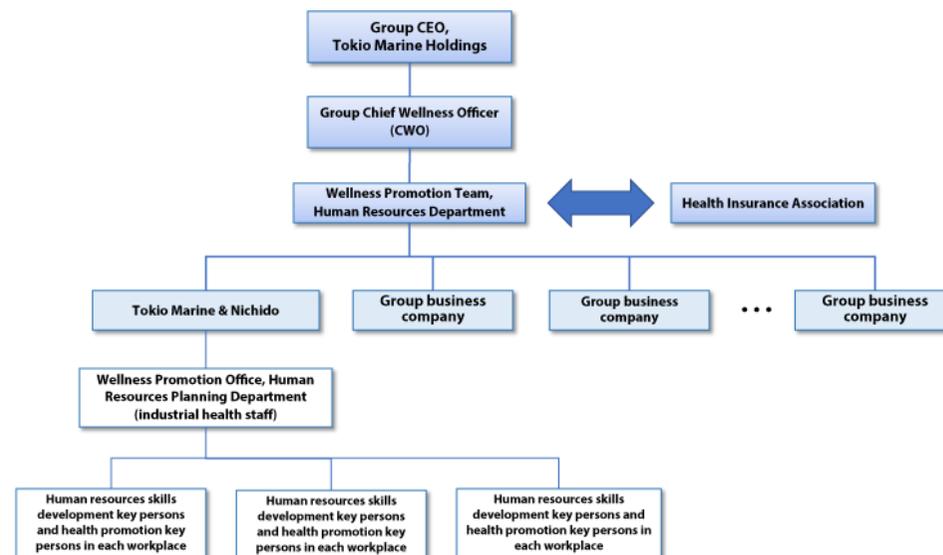
Tokio Marine & Nichido, a major Tokio Marine Group company, is promoting an array of initiatives under its Declaration of Health and Productivity Management, which states that employees represent the most important driving force in becoming and continuing to grow as a “Good Company” chosen by customers, and that Tokio Marine & Nichido proactively seeks to maintain and promote the physical and mental health of employees and their families.

### ■ Promotion Structure

Overseen by the Group CEO, our efforts to promote health and productivity management are led by the Group Chief Wellness Officer (CWO), who is also the Group Chief Human Resources Officer (CHRO), and the Wellness Promotion Team set up within Tokio Marine Holdings. We are also making collaborative health promotion efforts jointly with the Health Insurance Association.

Additionally, with the aim of extending efforts to ensure employee health to all employees working across Japan, Tokio Marine & Nichido has established a system of collaboration between industrial health staff stationed at 46 locations nationwide and key persons appointed in each workplace

respectively for human resources skills development and health promotion. Using this Tokio Marine & Nichido's effort as a benchmark, we are implementing a similar system in other Group companies in a phased manner.



## 2. Health and Productivity Management / Occupational Health and Safety Initiatives and External Evaluation

### ■ Legal Compliance

The Industrial Safety and Health Act, Health Promotion Act and other relevant laws and regulations form the basis of all our initiatives in this area. We comply with these laws and regulations in every aspect, from conducting periodic health checkups and stress checks to protecting personal information.

Each Group company has established an industrial safety and health management framework in accordance with the Industrial Safety and Health Act to fulfill its obligation to ensure the appropriate consideration of safety. Specifically, Group companies appoint an industrial physician and health officer and set up a health committee at each domestic business site with more than 50 employees. The committee, composed of an industrial physician, health officer, persons in charge of health management and persons selected from the employee labor union, meets once per month to deliberate on measures for physical and mental health maintenance and promotion and improving the workplace environment as well as measures for preventing health disorders, including those resulting from overwork.

## ■ Defining Priority Areas for Efforts to Ensure Employee Health

For its efforts to ensure employee health, as described in the Tokio Marine Group's Health and Productivity Management Vision, Tokio Marine & Nichido has defined four priority areas based on "Data Health" plans created in collaboration with the Health Insurance Association as well as the results of analysis of health checkup and various other health-related data.

### <Enhancement of Health Literacy>

We regard health literacy as a basis of health actions. We work to raise the level of health literacy among employees so that they become mindful of their own health and that of people around them, willingly learn about health measures and voluntarily make health promotion efforts.

### <Health Maintenance and Promotion>

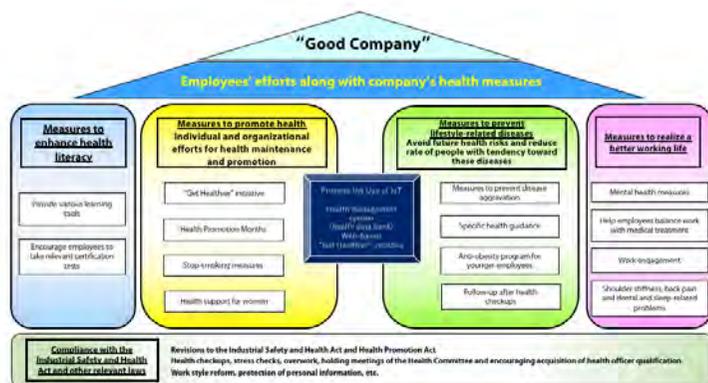
We believe ongoing efforts by employees themselves are essential in maintaining and promoting their health. We strive to enhance the health of all employees by implementing measures to support their efforts, providing necessary tools and encouraging individual and organizational efforts.

### <Prevention of Lifestyle-Related Diseases>

A lifestyle-related disease is a health issue that greatly affects both the current life of an employee and his or her life after retirement. As an effort to prevent the onset and aggravation of lifestyle-related diseases, we proactively provide support by industrial health staff (industrial physicians and nursing staff) as necessary based on the results of health checkups.

### <Realization of a Better Working Life>

In order to ensure the physical and mental health of employees, we need to pay attention not only to the health status of individuals but also to factors affecting it, such as the workplace environment and their attitude toward work. We implement mental health measures led by supervisors in each workplace and industrial health staff and help employees balance work with medical treatment so as to enable them to work with vitality and with a higher level of work engagement and lead a fulfilling life.



## ■ Examples of Major Health Measures

### <"Get Healthier" Initiative>

#### [Applicable priority areas]

Enhancement of health literacy; Health maintenance and promotion

#### [Details]

This is an all-participation health promotion initiative designed to enable all employees to maintain and promote their health. As part of this initiative, we have been holding the Health Promotion Months campaign in every October and November for 29 years. We have also been working to increase the rate of participation by making adjustments to how we conduct the initiative. Adjustments to date include providing a menu of activities ("Our Challenge" program) to support workplace efforts, appointing key persons in each workplace, introducing a web-based version and establishing a President's Award program.

In addition, we have been evaluating our health measures by analyzing the improvement status of employee health, stress levels and lifestyle habits as well as effects on productivity and work engagement. As a result, we have confirmed that offices and branches participating in the "Our Challenge" program show lower productivity loss (or loss resulting from presenteeism). Accordingly, we will continue to undertake the initiative while striving to increase the participation rate.

### <Measures for Employees at High Risk of Lifestyle-Related Diseases>

#### [Applicable priority areas]

Prevention of lifestyle-related diseases

#### [Details]

We determine how and to whom we provide support using blood pressure and blood sugar level indicators as selection criteria. We conduct an interview by an industrial physician with all applicable employees and encourage appropriate medical treatment and behavior change by recommending medical consultation, collaborating with their primary doctors and providing health guidance by nursing staff. We follow through until there is an improvement in their data. As a result of these efforts, over 70% of the applicable employees have shown lower blood pressures.

Moreover, the results of multi-year analysis on health checkup data revealed that 50% of employees showing high blood pressure (levels II and III in some guidelines) did not apply to these levels in the previous year. To prevent aggravation and suppress an increase in the number of employees developing higher blood pressures, our nursing staff members are providing health guidance and disseminating related information via e-mail to employees with level-I high blood pressure.

## <Anti-Obesity Program for Younger Employees>

### **[Applicable priority areas]**

Prevention of lifestyle-related diseases

### **[Details]**

This is a three-month program to help younger employees (below the age of 40 and showing a body-mass index (BMI) of 25 or higher), who have tendency toward obesity, to reduce weight to a desirable level. Over the course of the program, participants work to change their lifestyle habits, including diet and physical exercise, to reduce weight and counter metabolic syndrome. Some 90% of the participants have completed the program, while about 70% have lost weight. The rate of obesity among younger employees has also been on the decrease. Another confirmed outcome is that the participants show lower risks of high blood pressures, fats and blood sugar levels and better eating habits than non-participants.

Additionally, we have found that, among employees who have shown improved neutral fat levels or eating habits, the ratio of those showing higher productivity (or lower presenteeism) is meaningfully high. The implication is that better lifestyle habits are linked to weight loss and higher productivity. We will continue to implement the program while verifying its positive effects.

## <Health Support for Women>

### **[Applicable priority areas]**

Health maintenance and promotion; Enhancement of health literacy

### **[Details]**

Our measures to support the health of female employees include holding seminars and providing a variety of information. Seminars by outside lecturers specialized in health management of working women have been held with the participation of all employees via our corporate satellite network (CSN). Regarding the examples of providing a variety of information, we send internal notifications, individual notices of an upcoming health checkup and e-mails as a means to encourage female employees to receive examinations for uterine and breast cancers. In an effort to increase their motivation to receive the screening, we include in these notices various data, such as the prevalence and mortality of these cancers; the cure rate following early detection; screening rate by age group; and Q&As about cancer examinations.

With a view to enhancing employees' literacy for health disorders specific to women, we provide health newsletters specialized in health maintenance and promotion for women. By sending these newsletters and other related information to both female and male employees, we intend to communicate and facilitate an understanding of our health support measures for female employees in the hope that they provide an opportunity for male employees to think about the health of women around them, including families and colleagues.

## <Mental Health Care>

### **[Applicable priority areas]**

Realization of a better working life

### **[Details]**

Each Tokio Marine Group company actively promotes mental health measures as we recognize the importance of pursuing the maintenance and improvement of employees' mental health in terms of corporate management. Specific efforts include setting up a mental health counseling desk and using stress checks to promote self-care and analyze issues at an organizational level in order to maintain a good workplace environment.

Tokio Marine & Nichido has established the Basic Policy on Mental Health Measures. Under this policy, supervisors at the workplace and industrial health staff collaborate to proactively implement various measures. These include efforts to maintain sound mental health, measures to encourage early detection and treatment as well as measures to care for employees with mental health issues. Since 2012, the company has also been making efforts to spread the concept of work engagement, which is considered a primordial prevention measure for mental illnesses. As we have confirmed through analysis a link between worsening mental health and absenteeism, we will continue to implement the plan-do-check-act (PDCA) cycle and help employees work with enthusiasm.

## <Creating a Comfortable Workplace Environment>

### **[Applicable priority areas]**

Realization of a better working life

### **[Details]**

Tokio Marine Group is not only satisfying various standards stipulated under laws and regulations related to the workplace environment but also promoting the creation of a comfortable workplace environment that takes into consideration lighting, noise, ventilation, temperature, humidity and other ergonomic aspects. Tokio Marine & Nichido, for example, has introduced a free address environment that is effective in increasing communication and vitalizing the workplace.

## <Provision of a Healthy and Nutritionally Balanced Lunch Menus at Head Office Employee Cafeteria>

### **[Applicable priority areas]**

Realization of a better working life

### **[Details]**

Tokio Marine & Nichido offers healthy and nutritionally balanced lunch menus at its employee cafeteria. These include: a TABLE FOR TWO menu to donate a part of its price to school meal programs in developing countries; a Menu for Supporting Disaster-affected Areas to also donate a part of its sales to areas affected by the 2011 Great East Japan Earthquake; and a Sustainable Menu using safe and quality food that have the Global Good Agricultural Practices (G.A.P.) certification.

[CSR Performance Data \(Percentage of employees who received health checks, industrial accidents, etc.\) \(Reference\) Tokio Marine & Nichido's Fiscal 2019 Health and Productivity Management and Health Maintenance Policy and Core Measures >>](#)

## ■ Evaluation and Improvement of Health and Productivity Management Initiatives (PDCA)

Tokio Marine & Nichido evaluates and strives to improve its health and productivity management initiatives mainly in the four priority areas. Efforts are made to get an idea of conditions company-wide, which includes the rate of anomalies in medical examinations, rate of obesity, incidence of lifestyle-related diseases, rate of people having disease risk resulting from not doing regular exercise, consultation rate for cancer screening, smoking rate and the results of stress checks. These data are reviewed and analyzed for identifying required tasks in specific terms. Tokio Marine & Nichido has also defined key performance indicators (KPIs) and targets to achieve these tasks.

Targets in the area of health maintenance and promotion include lowering the smoking rate, increasing the consultation rate for screening of female-specific cancers and increasing the rate of participation in Health Promotion Months. We monitor the KPIs each year, verify the effectiveness of our initiatives and work for improvement while rotating the PDCA cycle.

Toward realizing Tokio Marine Group's health and productivity management vision, which serves as a framework to evaluate our initiatives to enhance our corporate value in a sustainable manner, we continuously verify our multi-faceted KPIs to assess the impact on the organization and impact on external evaluation.

### <KPIs and Example Verification Results>

#### 【Impact on the Organization】

- Identifying changes over the years and performing detailed analysis by region and age group on the status of turnover, absence and long-term leave of absence due to injuries or illnesses; and identifying changes over the years and performing detailed analysis by region and age group on the data of employee satisfaction and motivation levels taken from Group employee attitude surveys (Results of verification: The results of stress checks have improved, and employees' satisfaction and motivation have remained at good levels in the results of employee attitude surveys.)

#### 【Impact on External Evaluation】

- Evaluating the impact of career choice popularity rankings on recruitment (Results of verification: Higher rankings have been observed in company popularity surveys among job-seeking undergraduates conducted by Mynavi Corporation and Nikkei Inc. since being selected for the first time as a Health & Productivity Stock.)
- Identifying changes in the number of corporate customers to which Tokio Marine Group has provided support in health and productivity management (Results of verification: There has been an increase in the number of corporate customers being recognized under the Certified Health & Productivity Management Outstanding Organizations Recognition Program sponsored by the Ministry of Economy, Trade and Industry (METI).)

Health issues change constantly in line with changes in the social environment and accompanying changes in the workplace environment. In recent years, in response to a reform of work styles of women, we have been providing finely tuned support to health-related issues specific to women by leveraging our workplace-based industrial health system.

In the future as well, we will anticipate an impact of these changes on employee health and support work styles with higher productivity from the health aspect by preventing health issues from becoming prevalent.

## ■ External Evaluation

As a result of the above initiatives, Tokio Marine Holdings was selected as a "2019 Health & Productivity Stock" co-sponsored by METI and the Tokyo Stock Exchange for its outstanding health and productivity management for the fourth consecutive year since 2016.



At the same time, many Tokio Marine Group companies were recognized under METI's 2019 Certified Health & Productivity Management Outstanding Organizations Recognition Program. In the large enterprise category, Tokio Marine Holdings, Tokio Marine & Nichido and Tokio Marine & Nichido Life were selected for the third consecutive year; Tokio Marine & Nichido Systems and Tokio Marine & Nichido Medical Service for the second consecutive year; and Tokio Marine & Nichido Risk Consulting for the first time. In the small- to medium-sized enterprise category, the program recognized E. design Insurance, Tokio Marine Millea SAST Insurance, Tokai Nichido Partners Hokkaido, Tokai Nichido Partners Tohoku, Tokai Nichido Partners East, Tokai Nichido Partners Tokai Hokuriku, Tokai Nichido Partners Kansai, Tokai Nichido Partners Chugoku Shikoku, Tokai Nichido Partners Kyushu and Nisshin Fire Insurance Service.



Efforts to ensure the physical and mental health of employees and their families, enhance health literacy and maintain health are becoming increasingly important as they form the foundation of employee productivity and make the company's products and services an attractive option for customers. We will use this selection as motivation to work to enhance the health of employees and strengthen our support to corporate customers as well as further expand and develop health and productivity management.

[Building a Society Based on Health and Longevity to Ensure Peace of Mind \(in Support of Customer's Health and Productivity Management\) >>](#)

## Developing and Utilizing Diverse Human Resources

The Tokio Marine Group's philosophy on human resources has been positioned as "Tokio Marine Group – Our People." Based on this philosophy, we are working on the strategic development of diverse human resources, both in Japan and overseas, toward the realization of a global insurance group. The Group's overall human resources development and utilization are managed by the Group Chief Human Resources Officer (CHRO), while the Board of Directors and Management Meeting of each Group company monitor the individual implementation status.

### Tokio Marine Group - Our People

**Our people are the most important asset of our Group and a key driver of our Good Company vision.**

**We aim to attract and retain the best talent in every aspect of our business to ensure we deliver safety and security to our customers and their communities.**

**Our people bring passion and a challenging spirit to their endeavors and we provide them opportunities for career development and ongoing personal growth.**

**Our people embody diversity and we value inclusion as a truly global company. We work hard to create a business environment where we can achieve our full potential as we continue our endless journey to be a Good Company.**

### ❖Relation between written content and SDGs

Relevant goal	Relevant target	Description of related content
 5. Gender equality	5.1 End all forms of discrimination against all women and girls everywhere 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in economic life	Utilizing Diverse Human Resources
 8. Decent work and economic growth	8.5 Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	All content in general

### ❖Section composition

#### 1. Fair Personnel System and Management >>

Tokio Marine Group aims to "continuously build an open and dynamic corporate culture that enables each and every employee to demonstrate his or her creative potential" and to enhance employee motivation through a fair personnel system and management.

#### 2. Development of Human Resources >>

Tokio Marine Group considers its employees to be its most valuable assets and is aiming to enhance the growth of each employee and boost the collective capabilities of the organization through comprehensive employee training centered on on-the-job training (OJT) and ongoing support for self-development.

#### 3. Utilizing Diverse Human Resources >>

Tokio Marine Group promotes diversity and inclusion throughout the Group by progressively moving forward in encouraging female employees to take active roles and creating a workplace in which older employees with a wealth of knowledge and experience can take active roles as well as promoting the employment of persons with disabilities.

#### 4. Reform of Working Styles >>

Given changes in family and community environments surrounding employees, Tokio Marine Group has been striving to reform working styles with the aim of driving sustainable growth of the company and employees and fostering a corporate culture in which employees respect each other's diverse values.

## 1. Fair Personnel System and Management

Tokio Marine Group aims to enhance employee satisfaction and motivation through a fair personnel system and management. The Group also endeavors to realize a corporate culture in which all employees respect human rights through various initiatives such as human rights training.

### ■ Enhancing Productivity and Corporate Value

Tokio Marine Group works to enhance employees' job satisfaction and motivation mainly through a fair personnel system. Moreover, we respond to changes in the environment and ensure appropriate management of personnel and labor risks. Through these initiatives, we strive to increase productivity and corporate value.

The environment surrounding Tokio Marine Group, in particular, has been undergoing rapid changes, including technological advancements, globalization and demographic shifts. Consequently, it has become increasingly important to accurately capture these highly uncertain changes in the external environment and reflect them in corporate management. As a system to stably secure management personnel with high levels of expertise and management capability to respond to such significant changes on a global basis, Tokio Marine Holdings introduced a new personnel system in April 2019.

[CSR Performance Data \(Number of employees, basic employee data, etc.\) >>](#)

### ■ Raising Employee Satisfaction Levels

Tokio Marine Group has created a group-wide platform for the implementation of a Group employee attitude survey once each year. In fiscal 2018, the survey was given to 5,158 employees in 16 companies with individual companies such as Tokio Marine & Nichido and Tokio Marine & Nichido Life conducting the same initiatives. Although employee satisfaction levels were high on the whole throughout the Group, we are aiming to further boost employee satisfaction by reflecting opinions of employees regularly gathered by each company in general management and personnel measures and by providing feedback related to organizational management.

[CSR Performance Data \(Employee attitude survey\) >>](#)

### ■ Sound Labor-Management Relations

In Tokio Marine Group, Tokio Marine & Nichido and other Group companies conduct good-faith negotiations and discussions with labor unions on a wide range of topics, from payroll, personnel systems and occupational health and safety to management policies, to achieve sound corporate growth and maintain and improve various working conditions of union members.

[CSR Performance Data \(Labor union participation rate\) >>](#)

## 2. Development of Human Resources

The power of our people is the driving force for realizing our vision, "To Be a Good Company." The Tokio Marine Group Spirit has been built up by overcoming numerous adversities and constantly taking on challenges since our earliest days that focus on the five areas of taking on challenges, openness and dynamism, customer orientation, social contribution (contribute to society and people) and a global perspective. This spirit has been passed down over the generations and even now is the starting point for individual ideas and the source of human resources with a high sense of purpose who boldly take on challenges. In addition, based on the Tokio Marine Group Spirit, we have fostered over many years a nurturing culture in which both the person doing the guiding and the person being guided grow and develop. We are working to spread and pass down this nurturing culture to the entire Group with the aim of having our Group companies around the world work together on the development of human resources.

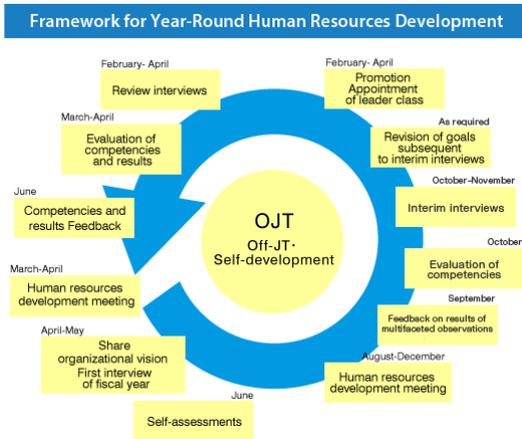
### ■ Aiming to be the Most Successful Company in Japan Where People Can Grow and Develop

For Tokio Marine Group, people and the trust built up by those people are the source of all our competitiveness, and thus human resources development is an extremely important theme. Each Tokio Marine Group company is building skill development programs and personnel systems appropriate for the characteristics of their respective businesses based on the Tokio Marine Group Spirit. As an example, Tokio Marine & Nichido aims to be the most successful company in Japan where people can grow and develop in order to become a company which provides customers with a sense of security, is selected by customers and constantly grows, as stated in its mid-term business plan. We are also creating a framework within our corporate systems that supports self-help in order to meet the idea that each employee has the desire to grow.

Specifically, Tokio Marine & Nichido regularly conducts interviews between supervisors and their subordinates so that each employee can realize his or her own career vision. In the interviews, employees share what they want to become and their strengths and weaknesses, and challenging roles are assigned that lead to the growth of respective subordinates. The year-round dialogue between supervisors and subordinates concerning on-the-job training (OJT), off-the-job training (Off-JT) and planned self-development efforts seeks to enhance each employee's competencies (in behavior and thinking).

In addition to a wide range of correspondence-based training activities, including Rank-Specific Training, Optional Training, Specialization Training and e-Learning services, Tokio Marine & Nichido actively sends young employees to short-term overseas training programs and to business schools and law schools in Japan and abroad, universities in non-English-speaking countries and other institutions to develop personnel who possess a broad perspective, international sensibilities and a high degree of specialized knowledge.

## Human Resources Development Cycle (Tokio Marine & Nichido)



[CSR Performance Data \(Employee Training\) >>](#)

### Job Request System

Tokio Marine & Nichido provides employees with opportunities to choose their jobs to realize their own career vision. The company has introduced the Job Request System to support employees in building their careers and to help strengthen the independence of employees based on choice and self-responsibility. It is a key personnel system for maintaining and expanding the energy of employees by allowing them to apply for jobs they want to try. In particular, locally based employees in jobs not subject to relocation can take on the challenge of a new job in a different location, or continue working after changing localities due to reasons such as marriage or a spouse's relocation, by applying through the Job Request System (U-turn and I-turn transfers\*).

In addition to the Job Request System, the company offers employees the opportunity to declare their wishes regarding job transfers and future career visions from the perspective of putting the right people in the right jobs based on their career visions and transfer wishes.

### \*U-turn and I-turn

<b>U-turn transfers</b>	An application type transfer in which employees in jobs not subject to relocation can take on the challenge of new jobs outside the traditional framework with a temporary relocation on the condition that they must return to their original localities.
<b>I-turn transfers</b>	An application type transfer in which employees in jobs not subject to relocation can continue working after changing localities due to reasons such as marriage or a parent's or spouse's relocation. Employees are able to relocate while maintaining their position in the company at the same level of compensation.

\*Not all employee relocation requests are approved.

[CSR Performance Data \(Job Request System\) >>](#)

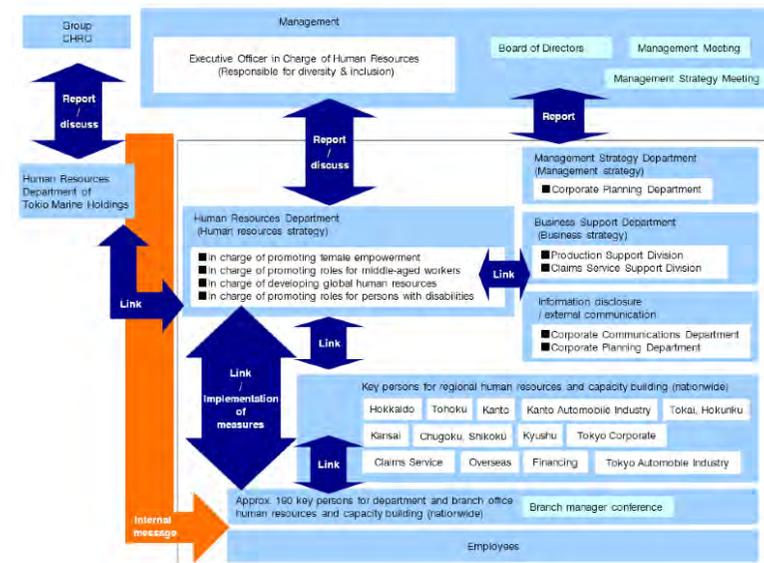
## 3. Utilizing Diverse Human Resources

Tokio Marine Group believes it essential that motivated and capable employees who possess a diverse sense of values should exert their capabilities to the full extent, regardless of gender, age, nationality, disability or other attributes, to improve the quality of the products and services that it provides to customers worldwide. Specific initiatives pertaining to the promotion of diversity and inclusion group-wide include encouraging female employees to take active roles, creating a workplace in which older employees with a wealth of knowledge and experience can take active roles and promoting the employment of persons with disabilities.

### Diversity Policy

Tokio Marine Group believes the power of its people is the driving force for realizing its vision of becoming a "Good Company." For the insurance business, which is said to be a "people's business," the people involved and the trust created by those people are the source of our competitive advantage. We will promote diversity on a global basis to maximize the potential and facilitate the active participation of some 40,000 employees worldwide regardless of gender, age, nationality or disability, and strengthen our competitive advantage.

### Tokio Marine & Nichido Diversity and Inclusion Promotion System



## ■ Promoting Diversity and Inclusion

Based on the Tokio Marine Group Corporate Philosophy of “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,” every company in the Group respects human rights and encourages diversity in gender, age, nationality and other aspects. The Group also welcomes individuals with diverse values to bring them together to achieve even greater results.



As an example of accomplishments in promoting diversity, Tokio Marine & Nichido earned the Diversity Management Selection 100, an award sponsored by the Ministry of Economy, Trade and Industry (METI). For this award, METI selects and commends “companies that have raised corporate value through diversity-oriented management.” Tokio Marine & Nichido earned this award based on high regard for its efforts such as enabling numerous women to continually take active roles by helping protect motherhood, enhancing systems for supporting child rearing and transforming the overall roles of employees, and for promoting the employment of persons with disabilities while raising consciousness of the principle of normalization.

As a recent example, we held the TOKIO MARINE GROUP DIVERSITY FORUM in November 2017 and again in November 2018 with the theme “unconscious bias” aimed at fostering a corporate culture that can draw out the potential of diverse personnel to the greatest extent possible and further promoting diversity and inclusion. Some 120 people took part in the forum from Tokio Marine Group companies. Going forward, Tokio Marine Group will continue to implement various initiatives that lead to diversity and inclusion promotion.



Group discussion at the TOKIO MARINE GROUP DIVERSITY FORUM

## ■ Empowering Female Employees

Tokio Marine Group regards the promotion of diversity and inclusion is synonymous with its growth strategy, and the Group CEO has been stressing the importance of such efforts at various meetings and seminars via a top management message. With the Diversity & Inclusion Promotion Team established within the



Human Resources Department taking the lead, we are also accelerating our initiatives to promote the active engagement of female employees. At Tokio Marine Group consolidated companies in Japan, we aim to provide customers with products and services that achieve even greater customer satisfaction by further empowering and promoting the growth of female employees in keeping with the Group's Corporate Philosophy. For this purpose, we provide a variety of opportunities to every female employee at each Group company for autonomously building their careers and empowering them in an even wider range of fields. For instance, an association of Group companies in Japan holds seminars on promoting female empowerment and *Majikira* discussions (a venue for discussing serious topics in an open, frank and creative manner) for female employees in different occupations and work environments. Participants get an insight into diverse values and philosophies, providing the opportunity to think about and increase awareness of their own careers.

Tokio Marine Holdings was selected as a “Nadeshiko Brand” in fiscal 2018, the fourth time following fiscal 2013, fiscal 2015 and fiscal 2017, in recognition of group-wide efforts to empower women and performance in terms of results. Further, the president announced his advocacy of a declaration of action stating that a group of male leaders dedicated to empowering women would accelerate the active participation of women who shine as well as the vision of the 30% Club Japan established in May 2019.

Tokio Marine & Nichido Career Service and Tokio Marine & Nichido Risk Consulting were granted “Eruboshi” certification by the Minister of Health, Labour and Welfare in April 2016 and January 2017, respectively, as outstanding companies in terms of conditions related to promoting the active participation of women. The certification has three stages depending on the number of assessment items fulfilled and both companies received the top certification.

### Goals and Specific Measures for Empowering Female Employees

In seeking to achieve a state in which women commonly participate in every decision-making process, Tokio Marine & Nichido has set the target of increasing the ratio of female employees in sub-

manager positions (chief or higher positions) to more than 50% in its action plan formulated pursuant to the Act on the Promotion of Female Participation and Career Advancement in the Workplace.

As specific efforts, Tokio Marine & Nichido has incorporated “promotion of female empowerment” as a theme in management-level training and included the creation of an organization in which diverse human resources can play active roles as an assessment item of the Role Challenge System (internal assessment system). In 2015, we became a member of the IkuBoss Alliance, and through IkuBoss seminars, we continue to raise awareness.

As for the development of female employees, Tokio Marine & Nichido, with its fundamental three-pronged approach of setting expectations, conducting training and providing opportunities, assigns female employees responsibilities based on their individual career visions, provides year-round OJT, implements job rotation between departments and offers selection-based training programs such as an area course career plan training program, thereby creating an environment that allows women to take on challenges according to their willingness and abilities.

#### **Results of Activities to Promote Active Roles for Female Employees**

As a result of these initiatives, the number of women in management-level positions (excluding executive officer) rose from eight in 2004 to 258 in 2019 at Tokio Marine & Nichido, marking approximately a 30-fold increase. There are also a large number of women taking on active roles as managers on the frontline of sales and claims services. The company will continue to promote such efforts and expects the female manager rate to be more than 30% in 2030.

A strong push is also being made to appoint women to executive positions. At Tokio Marine & Nichido, there are three female directors as of 2019 (including one managing director). Other Group companies in Japan already have about 10 women in executive positions. In addition, one of the four Outside Directors and one of the three Outside Audit & Supervisory Board Members at Tokio Marine Holdings are female, while two of the three Outside Audit & Supervisory Board Members at Tokio Marine & Nichido are female in order to ensure that a more diverse range of opinions is reflected in management.

[Tokio Marine & Nichido \(Empowering Female Employees\) \(in Japanese\) >>](#)

[CSR Performance Data \(Number of directors and managers\) >>](#)

[Tokio Marine Group's Data on Empowering Female Employees \(in Japanese\) \(PDF /76.2KB\)](#) 

#### **■ Promoting Active Roles for Older Employees**

Tokio Marine Group considers actively promoting the continued employment of older members to be an important management issue in maintaining the sustainable growth of the Group as a whole. In addition to encouraging continuous self-advancement and changes in consciousness and behavior on the part of employees themselves, the Group intends to provide fields of activity in which employees can utilize their past experience and strengths to generate new added value while maintaining high levels of motivation.

#### **■ Promotion of Global Human Resources Strategy**

Amid the increasing importance of overseas business, Tokio Marine Group considers it essential to build a human resources base that supports development into a global insurance group through the hiring and developing of diverse human resources at Group companies around the world. To achieve this goal, we formulated a global human resources strategy and have been promoting various measures on an ongoing basis since 2012.

#### **Pillars of Tokio Marine Group Global Human Resources Strategy**

- (1) Develop Global Leaders
- (2) Develop highly professional human resources for each function in line with expertise
- (3) Expand the base of the global talent pool
- (4) Establish systems and infrastructure to spread the Company's Corporate Philosophy

For “Develop Global Leaders,” we are implementing a number of measures aimed at development that include training for Global Leader candidates selected from Group companies worldwide. In addition, Tokio Marine Group started the Global Job Rotation Program in fiscal 2011 from the perspective of actively utilizing motivated and capable overseas local talent. These and other initiatives are being undertaken to develop and utilize highly professional human resources for each function in line with expertise.

The Group also provides a variety of development opportunities with the aim of broadening the horizons of this group of global human resources. This includes short-term overseas training programs for Global Course third-year employees of Tokio Marine & Nichido, which started in fiscal 2012, and the dispatch of overseas trainees.

A specialized department to take charge of global human resources was established at Tokio Marine Holdings to steadily promote this initiative. At the same time, the Company regularly holds the

Global Human Resources Conference by gathering the human resources department managers of major Group companies to discuss measures to strengthen cooperation among human resources departments, human resources development common to the Group, personnel strategies and other matters. Going forward, the Company will continue to develop concrete measures while actively incorporating the opinions and requests of Group companies around the world.

### ■ Promoting the Employment of Persons with Disabilities

Aiming to broadly accept persons with disabilities and to become a corporate group in which diverse personnel work enthusiastically, Tokio Marine Group is promoting the employment of persons with disabilities at Group companies and working to raise consciousness of normalization. Tokio Marine Business Support Co., Ltd., a special subsidiary based on the Disabled Persons Employment Promotion Law, is supporting Group development by providing services that include administrative support, printing and logistics.

#### Promoting the Employment of Persons with Disabilities through a Special Subsidiary

In January 2010, we established Tokio Marine Business Support with the aim of promoting the employment of persons with intellectual and developmental disabilities, and in March 2010, the company was the first in the non-life insurance industry to be approved as a special subsidiary under the Disabled Persons Employment Promotion Law (328 employees as of June 1, 2019).

A total of 183 employees with disabilities (as of June 1, 2019), mainly persons with intellectual and developmental disabilities who are considered to have fewer employment opportunities among persons with disabilities, are working at the Tokyo head office and at the Nagoya, Osaka and Kyushu branch offices. These employees are supporting Group companies by performing such operations as data input and processing, document enclosure and shipping and printing. In the collection and destruction of confidential documents, one of its operations, the company has introduced a wet-type shredder that dissolves paper with water rather than by cutting, and by doing so, is simultaneously assuring information security and protecting the environment.

Further, employees with disabilities started selling coffee as part of a welfare program to Tokio Marine & Nichido employees in 2017. Marking the second year of activity in 2018, the company has increased the number of cafés to broaden the field of activities for persons with intellectual and developmental disabilities. Based on its corporate philosophy to 1) be an organization that provides support instead of being a support recipient, 2) be a company in which employees can have their dreams and take

pride in and 3) expand opportunities for taking active roles, the company is focusing on creating an environment in which employees can work enthusiastically with a sense of satisfaction. It also intends to become a company in which everyone can grow through work while keeping a sense of gratitude and remaining considerate to others.

[CSR Performance Data \(Rate of employment of persons with disabilities\)](#) >>

[My Relations with CSR: Aiming to Create Workplaces in Which Everyone Can Work with Enthusiasm](#)

[Tokio Marine Business Support \(in Japanese\)](#)

#### Aiming to be a Company in Which All People Respect and Support Each Other

Tokio Marine & Nichido Systems has actively been seeking to promote normalization for persons with disabilities by making areas barrier free, hiring physically challenged persons as IT engineers and having visually impaired persons provide in-house massage services.



From September 2009, the company has been running the internal café, Smile Café, and Smile Office Service, which provides general administrative services such as producing name cards and making printouts through persons with intellectual disabilities. Smile Café is used by around 400 people every day and is a place where employees can relax. It also sells bread and sweets made at a nearby welfare facility. Smile Office Service is expanding the types of work it handles every year and has gained the trust of employees.

By having general employees and persons with disabilities work together, synergetic effects are being created in terms of cheering up each other and enhancing work satisfaction.

[Tokio Marine & Nichido Systems \(in Japanese\)](#)

## 4. Reform of Working Styles

Tokio Marine Group has been striving to reform working styles with the aim of driving sustainable growth of the company and employees by having diverse human resources work with high productivity.

### ■ Initiatives in Pursuit of Highly Productive Working Styles

Tokio Marine Group is pushing ahead with various initiatives in pursuit of highly productive working styles in order to provide even higher added value to customers.

As examples, Tokio Marine & Nichido and Tokio Marine & Nichido Life initiated Go Go Challenge Day (employees finish work at 5:30 p.m. once per week) and Season Challenge (all lights off and employees finish work at 8:00 p.m. for one month four times a year) so as to establish the custom of each employee controlling his or her own work hours independently. In doing so, the company aims for all employees to carry out these working practices.

In addition, we allow the use of a dedicated app that enables the confirmation, sending and receiving of company email from the individual's mobile handset when on the move or with a client. From an infrastructure perspective, we provide company mobile handsets depending on the nature of the work, and from a system perspective, home and mobile working are given as options to all employees. We aim to ensure that diverse personnel can work at high productivity levels by establishing an environment in which people are free to choose work location and work times.

By encouraging each employee to effectively utilize the extra time created through these initiatives for personal growth (higher motivation to work, better health and enriched life) and linking their personal growth to higher added value we provide to customers, we aim to achieve sustainable growth of both the Group and employees.

[CSR Performance Data \(Annual average actual working hours, number of thin-client terminal users\) >>](#)

### ■ Personnel Systems Enabling Diverse Employees to Work with Independence

To support the realization of diverse working styles for each employee, Tokio Marine Group companies have established a range of systems including the introduction of a system enabling employees to flexibly change daily working hours (working hours free choice system) as well as childcare and nursing care leave, volunteer work leave and special consecutive paid holidays. In particular, Tokio Marine & Nichido aims for 100% of employees to take special consecutive paid holidays, which allows them to take five consecutive days off for any reasons. In addition, the working hours free choice system is being utilized by at least 10% of all of our employees on a single month basis.

Through these systems, each employee has the ability to choose the best working style to fit the circumstances he or she has been placed in. This has enabled us to create an environment in which employees with diverse values and a variety of experiences, including childcare and nursing care, can continue to make a meaningful contribution. In addition, we give consideration to flexible working arrangements through I-turn transfers\*, Tokio Marine & Nichido's job request system.

\* I-turn transfers: An application type transfer in which employees in jobs not subject to relocation can continue working after changing localities due to reasons such as marriage or a parent's or spouse's relocation.

[CSR Performance Data \(Nursing care leave system\) >>](#)

### ■ Support for Balancing Work and Childcare

Tokio Marine Group supports the balance between work and childcare at each Group company. In recognition of proactive initiatives for employees' childcare support, Tokio Marine & Nichido, Tokio Marine & Nichido Life, Tokio Marine Millea SAST, Tokio Marine & Nichido Risk Consulting, Tokio Marine & Nichido Systems and Tokio Marine & Nichido Medical Service were granted the Next Generation Certification (Kurumin) subsequent to accomplishing the General Business Owner Action Plan based on the Next Generation Nurturing Support Measures Promotion Law by the Minister of Health, Labour and Welfare. Of these companies, Tokio Marine & Nichido and Tokio Marine



Tokio Marine & Nichido



Tokio Marine & Nichido  
Tokio Marine & Nichido Systems

& Nichido Systems have been accredited with the Platinum Kurumin for introducing and utilizing systems that support both work and childcare and maintaining these efforts at a high standard.

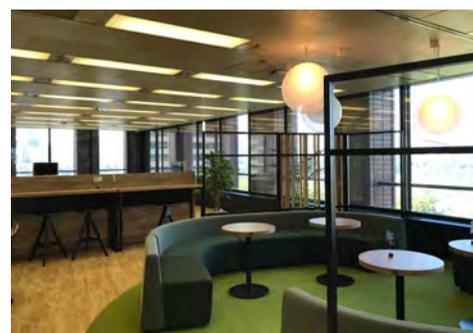
Tokio Marine & Nichido has established the “mama & papa career advancement support system” as a system backing the growth of employees wanting to work and advance their careers while raising children. Specifically, we have set up systems that go above and beyond what is mandated by law and support measures realizing a smooth return to work as well as a good balance between work and childcare. The number of people using these systems is increasing every year.

- A childcare leave system up until the child turns one year and two months, as a general rule, that may be extended up to two years depending on circumstances
- A shortened work hours system that can be used from pregnancy to the end of the fiscal year when the child is in the third year of elementary school
- Introducing a system allowing the viewing of company information from home during childcare leave
- Implementing a telecommuting system for all employees
- Holding seminars and opinion exchange meetings for system users and their superiors and partners

In recognition of these systems and the company’s other proactive initiatives for employees’ childcare support, Tokio Marine & Nichido has received the following awards thus far.

Date	Sponsor	Category	Award
January 2012	Nagoya City	System of approving and awarding companies promoting the active participation of women in Nagoya City in fiscal 2011	Excellent Award
October 2014	Ministry of Health, Labour and Welfare	“Family-friendly Enterprises Category” of the 2014 Equal Employment/Work-Life Balance Promotion Enterprises Commendation	Minister’s Excellence Award
July 2015	Gunma Prefecture	System of certifying dynamic “G Companies” in Gunma Prefecture in fiscal 2015	Gold certification
October 2015	Kobe City	System of commending enterprises encouraging active engagement of both male and female employees in fiscal 2015	Selected by Kobe City as an enterprise encouraging active engagement of both male and female employees
April 2016	Osaka City	System certifying leading companies in empowering females in Osaka City	Selected as a 2-star Ikumen certified company
January 2017	Aichi Prefecture	System certifying companies empowering females in Aichi	Certified by Aichi Prefecture as a company empowering females
July 2017	Nagoya City	System certifying companies promoting a good work/life balance in Nagoya	Certified by Nagoya City as a company promoting a good work/life balance
February 2018	Gunma Prefecture	System of certifying dynamic “G Companies” Gold certification in Gunma Prefecture	Outstanding award for being an excellent workplace for fiscal 2017
April 2018	Iwate Prefecture	System certifying companies empowering females in Iwate	Certified by Iwate Prefecture as a company empowering females
February 2019	Toyohashi City	System certifying and awarding companies supporting childcare in Toyohashi City	Certified by Toyohashi City as a company supporting childcare

[CSR Performance Data \(Retiree rehiring system, maternity leave system, etc.\) >>](#)



Co-working area set up within the head office building of Tokio Marine & Nichido, serving as a place where employees naturally gather and become connected



We introduce the editorial policy of this report and other information.

**Overview of Group CSR Reporting >>**

Overview of Tokio Marine Group CSR reporting and the Group's communication tools

**GRI Standards Content Index >>**

CSR activities of Tokio Marine Group that have a high degree of importance and are highly relevant as topics

**CSR Performance Data >>**

Principle quantitative data for the CSR activities of Tokio Marine Group

**Recognition about ISO 26000 >>**

Tokio Marine Group is reviewing its CSR activities based on ISO 26000 standards to further improve its CSR.

**Third-Party Assurance >>**

Tokio Marine Group has received assurance from a third-party institution for its Sustainability Report from the point of view of ensuring the credibility of disclosure and greater transparency.

**Editorial Policy >>**

Our editorial policy is to report on the principal CSR activities of Tokio Marine Group in fiscal 2018 to all of our stakeholders.

## Overview of Group CSR Reporting

We introduce the Tokio Marine Group Overview of Group CSR Reporting and CSR communication tools.

### About the Group's CSR Report

Tokio Marine Group began publishing the Environmental Report in 2000. Along with the creation of Tokio Marine & Nichido Fire Insurance through the merger of Tokio Marine and Nichido Fire in October 2004, from 2005 Tokio Marine Group has been publishing the CSR Report, which summarizes the Group's CSR activities. In 2012, we changed the name of this report to the Sustainability Report and from the perspective of conserving paper resources and enhancing convenience, we discontinued the printed version and began publishing web-based and PDF versions.

In 2015 we revamped our home page and created the Tokio Marine Holdings Corporate Website (CSR page) as part of efforts to communicate CSR information in an easier-to-understand manner and on a timely basis through multiple devices, including smartphones and tablet devices.

Tokio Marine Group is working to enhance communications with stakeholders toward a secure, safe and sustainable future. For this reason, Tokio Marine Group believes that familiarizing numerous stakeholders with its CSR efforts and collaborating and cooperating with them is important. Therefore, we regard the CSR Report as absolutely essential in undertaking the Group's business operations and are disclosing information through this report.

### Tokio Marine Group's Principal CSR Communication Tools

Tool	Content	Main readers	Date of publication (scheduled)	PDF	Booklet
Sustainability Report	Provides details of Tokio Marine Group's approach to CSR and related strategies using relevant data	All readers	Japanese: September	<input type="radio"/>	
			English: November	<input type="radio"/>	
Sustainability Booklet	Reports on the latest CSR topics in an easy-to-understand format	General readers (general public)	Japanese: July	<input type="radio"/>	<input type="radio"/>
			English: October	<input type="radio"/>	
Integrated Annual Report	Concisely describes how Group financial information relates to CSR and non-financial information while presenting medium- to long-term corporate initiatives concerning value creation	Investors	Japanese: end of August	<input type="radio"/>	<input type="radio"/>
			English: end of August	<input type="radio"/>	<input type="radio"/>

## CSR Performance Data

We provide principal CSR performance data for Tokio Marine Group.

### Reporting Period and Reporting Organizations

• Reporting period: Report on results for fiscal 2018 (April 1, 2018 – March 31, 2019)

• Reporting organizations: Tokio Marine Holdings and major subsidiaries

[Method of Calculation and Scope in Data Collection for Key CSR Indicators \(PDF/668.5KB\)](#) 

### Corporate Governance

For details, please refer to Corporate Governance Report.

[Corporate Governance \(Corporate Governance Report\)](#)

[Engagement with Shareholders and Investors >>](#)

### Internal Control

[Internal Control](#)

### Improving Quality from the Customer's Perspective

[Improving Quality from the Customer's Perspective >>](#)

### Tokio Marine Group's CSR Promotion Structure and Materiality / Plans and Results of CSR Initiatives

[Tokio Marine Group's CSR Promotion Structure and Materiality / Plans and Results of CSR Initiatives >>](#)

### Environment

#### ■ CO<sub>2</sub> Emissions from Energy Sources and CO<sub>2</sub> Absorption and Fixation (Tokio Marine Holdings and major subsidiaries)

##### [Reduction targets for CO<sub>2</sub> emissions]

• Medium-term target (fiscal 2017) : -3% (compared with fiscal 2014 level)

• Reduction target in fiscal 2018 : -1% compared with the previous year

##### [CO<sub>2</sub> emissions]

From fiscal 2015, we began calculating Scope 3 "Category 1: Purchased goods and services (Purchased paper)," "Category 3: Fuel- and energy-related activities not included in Scope 1, 2" and "Category 5: Waste generated in operations" as we expanded the scope of calculation for CO<sub>2</sub> emissions. For fiscal 2018, CO<sub>2</sub> emissions (Scope 1+2+3) for Tokio Marine Holdings and major subsidiaries were 111,509 tons (domestic: 77,511 tons, overseas: 33,999 tons) versus the initial-year target of 114,091 tons (-1% from the previous fiscal year) and -3.2% compared with the previous fiscal year, thereby achieving the target. The principal factor was efforts to reduce environmental loads.

##### [Data coverage rate]

We calculate 100% (employee base) of Tokio Marine Holdings and major subsidiaries (excluding Scope 3 "Category 5: Waste generated in operations" and "Category 6: Business travel (by air)).

(Unit: tons)

		Fiscal 2016	Fiscal 2017	Fiscal 2018
<b>CO<sub>2</sub> emissions</b>		119,420	115,244	111,509 
<b>Breakdown</b>	<b>Domestic</b> <sup>*1</sup>	85,665	80,545	77,511 
	<b>Overseas</b> <sup>*2</sup>	33,755	34,699	33,999 
<b>Scope 1</b>	<b>Direct</b> (Gas, heavy oil, gasoline, etc.)	14,916 Domestic <sup>*1</sup> : 10,466 Overseas <sup>*2</sup> : 4,450	14,474 Domestic: 10,099 Overseas: 4,375	15,007  Domestic: 9,512  Overseas: 5,494 
	<b>Scope 2</b>	<b>Indirect</b> (Electricity, chilled/hot water, etc.)	76,037 Domestic <sup>*1</sup> : 53,609 Overseas <sup>*2</sup> : 22,428	72,069 Domestic: 49,126 Overseas: 22,943
<b>Scope 3</b>	<b>Total</b>	28,466 Domestic <sup>*1</sup> : 21,590 Overseas <sup>*2</sup> : 6,876	28,702 Domestic: 21,321 Overseas: 7,381	29,300  Domestic: 21,527  Overseas: 7,773 
	<b>Category 1:</b> Purchased goods and services (Paper usage)	15,499 Domestic <sup>*1</sup> : 14,201 Overseas <sup>*2</sup> : 1,297	15,580 Domestic: 13,801 Overseas: 1,779	14,765  Domestic: 13,460  Overseas: 1,304 
	<b>Category 3:</b> Fuel- and energy-related activities not included in Scope 1, 2 (Electricity, steam and chilled/hot water usage)	5,582 Domestic <sup>*1</sup> : 3,967 Overseas <sup>*2</sup> : 1,616	5,459 Domestic: 3,736 Overseas: 1,759	5,280  Domestic: 3,615  Overseas: 1,665 
	<b>Category 5:</b> Waste generated in operations (Waste generation)	748 <sup>*3</sup>	802	1,070 
	<b>Category 6:</b> Business travel (by air)	6,638 Domestic: 2,674 Overseas: 3,964 (Coverage rate: 75.1%)	6,824 Domestic: 2,982 Overseas: 3,843 (Coverage rate: 100%)	8,186  Domestic: 3,382  Overseas: 4,804  (Coverage rate: 100%)
<b>CO<sub>2</sub> emissions per employee</b>		3.07	2.94	2.82
<b>Number of employees (consolidated fiscal year base)</b>		38,842 persons	39,191 persons	39,521 persons
<b>CO<sub>2</sub> absorption and fixation</b> * Excluding CO <sub>2</sub> absorption and fixation (FY2018: 150,000 t) through mangrove planting		3,459	3,521	3,335 

### Data calculation method (☑ items)

[Method of Calculation and Scope in Data Collection for Key CSR Indicators \(PDF/668.5KB\)](#) PDF

"1. Calculation Method of CO<sub>2</sub> emissions originating from energy consumption and CO<sub>2</sub> absorption and fixation"

### Data collection scope (☑ items)

\*1 [Method of Calculation and Scope in Data Collection for Key CSR Indicators \(PDF/668.5KB\)](#) PDF

Companies in which the headquarters is in Japan of "2. Tokio Marine Holdings and its subsidiaries (as of March 31, 2019)"

\*2 [Method of Calculation and Scope in Data Collection for Key CSR Indicators \(PDF/668.5KB\)](#) PDF

Companies in which the headquarters is located overseas of "2. Tokio Marine Holdings and its subsidiaries (as of March 31, 2019)"

\*3 Tokio Marine & Nichido Fire Insurance Co., Ltd., Nisshin Fire & Marine Insurance Co., Ltd., Tokio Marine & Nichido Facilities, Inc. and Tokio Marine Nichido Better Life Service Co., Ltd.

### ■ Environmental Load Data (Tokio Marine Holdings and major subsidiaries)

	Units	Fiscal 2016	Fiscal 2017	Fiscal 2018
Electricity usage	1,000kWh (GJ)	148,466 (534,476)	145,944 (525,398)	140,803 ☑ (506,892)
Gas usage	1,000m <sup>3</sup> (GJ)	1,626 (70,958)	1,587 (69,253)	1,307 ☑ (57,054)
Steam and chilled/hot water usage	GJ	23,506	23,634	21,271 ☑
Gasoline usage	kℓ (GJ)	4,835 (167,296)	4,682 (161,991)	5,133 ☑ (177,587)
Heavy oil usage	ℓ (GJ)	29,192 (1,141)	29,749 (1,241)	30,823 ☑ (1,434)
Business travel (by air)	1,000km	64,215	71,366	83,686 ☑
Paper usage	t	8,469	8,514	8,068 ☑

### Data calculation method (☑ items)

[Method of Calculation and Scope in Data Collection for Key CSR Indicators \(PDF/668.5KB\)](#) PDF

"1. Calculation Method of Environmental load data"

### Data collection scope (☑ items)

[Method of Calculation and Scope in Data Collection for Key CSR Indicators \(PDF/668.5KB\)](#) PDF

Companies of "2. Tokio Marine Holdings and its subsidiaries (as of March 31, 2019)"

### ■ CO<sub>2</sub> Emissions from Energy Sources (Tokio Marine & Nichido)

#### [CO<sub>2</sub> emissions reduction targets]

- Medium-term target (fiscal 2020): -40% reduction (compared with fiscal 2006 level)
- Long-term target (fiscal 2050): -60% reduction (compared with fiscal 2006 level)
- Reduction target in fiscal 2018: -1% compared with the previous year

#### [CO<sub>2</sub> emissions]

From fiscal 2015, we began calculating Scope 3 "Category 1: Purchased goods and services (Purchased paper)," "Category 3: Fuel- and energy-related activities not included in Scope 1, 2" and "Category 5: Waste generated in operations" as we expanded the scope of calculation for CO<sub>2</sub> emissions. For fiscal 2018, CO<sub>2</sub> emissions (Scope 1+2+3) of Tokio Marine & Nichido were 59,664 tons versus the initial-year target of 61,732 tons (-1% from the previous fiscal year) and -4.3% compared with the previous fiscal year due to energy conservation efforts.

### [Data coverage rate]

100.0% of Tokio Marine & Nichido overall (employee base)

(Unit: tons)

		Fiscal 2016	Fiscal 2017	Fiscal 2018
<b>CO<sub>2</sub> emissions</b>		66,979	62,356	59,664 <input checked="" type="checkbox"/>
<b>Scope 1</b>	<b>Direct (Gas, heavy oil, gasoline, etc.)</b>	7,525	7,344	6,920 <input checked="" type="checkbox"/>
<b>Scope 2</b>	<b>Indirect (Electricity, chilled/hot water, etc.)</b>	41,845	37,891	35,609 <input checked="" type="checkbox"/>
<b>Scope 3</b>	<b>Total</b>	17,609	17,121	17,135 <input checked="" type="checkbox"/>
	<b>Category 1: Purchased goods and services (Paper usage)</b>	12,266	11,923	11,647 <input checked="" type="checkbox"/>
	<b>Category 3: Fuel- and energy-related activities not included in Scope 1, 2 (Electricity, steam and chilled/hot water usage)</b>	3,131	2,913	2,813 <input checked="" type="checkbox"/>
	<b>Category 5: Waste generated in operations (Waste generation)</b>	654	707	970 <input checked="" type="checkbox"/>
	<b>Category 6: Business travel (by air)</b>	1,559	1,578	1,704 <input checked="" type="checkbox"/>
<b>CO<sub>2</sub> emissions per employee</b>		3.86	3.57	3.45
<b>Number of employees</b>		17,368 persons	17,483 persons	17,264 persons

#### Data calculation method items

[Method of Calculation and Scope in Data Collection for Key CSR Indicators \(PDF/668.5KB\)](#) 

"1. Calculation Method of CO<sub>2</sub> emissions originating from energy consumption and CO<sub>2</sub> absorption and fixation"

#### Data collection scope items

Tokio Marine & Nichido

### ■ Environmental Load Data (Tokio Marine & Nichido)

	Units	Fiscal 2016	Fiscal 2017	Fiscal 2018
<b>Electricity usage</b>	1,000kWh (GJ)	79,491 (286,166)	74,166 (266,997)	71,400 <input checked="" type="checkbox"/> (257,075)
<b>Gas usage</b>	1,000m <sup>3</sup> (GJ)	788 (34,976)	792 (35,142)	706 <input checked="" type="checkbox"/> (31,272)
<b>Steam and chilled/hot water usage</b>	GJ	22,787	20,679	20,509 <input checked="" type="checkbox"/>
<b>Gasoline usage</b>	kℓ (GJ)	2,428 (84,016)	2,338 (80,883)	2,239 <input checked="" type="checkbox"/> (77,463)
<b>Heavy oil usage</b>	ℓ (GJ)	22,367 (875)	25,447 (995)	25,722 <input checked="" type="checkbox"/> (1,006)
<b>Business travel (by air)</b>	1,000km	14,818	15,231	15,273 <input checked="" type="checkbox"/>
<b>Water usage</b>	1,000m <sup>3</sup>	317	307	287 <input checked="" type="checkbox"/>
<b>Paper usage</b>	t	6,703	6,516	6,365 <input checked="" type="checkbox"/>
<b>Waste</b>	t	3,652	3,739	4,136 <input checked="" type="checkbox"/>
<b>Recycling rate</b>	%	59	57.9	57.1 <input checked="" type="checkbox"/>

#### Data calculation method items

[Method of Calculation and Scope in Data Collection for Key CSR Indicators \(PDF/668.5KB\)](#) 

"1. Calculation Method of Environmental load data"

#### Data collection scope items

Tokio Marine & Nichido

## Human Rights and Labor

### ■ Data coverage rate

Tokio Marine Holdings and major subsidiaries (employee base) are calculated as 100%.

### Tokio Marine Holdings and domestic major subsidiaries :

65.8% of Tokio Marine Holdings and major subsidiaries (employee base)

### Tokio Marine & Nichido:

46.6% of Tokio Marine Holdings and major subsidiaries (employee base)

### ■ Basic Data

#### [Number of employees (Tokio Marine Holdings and major subsidiaries)]

	Fiscal 2016	Fiscal 2017	Fiscal 2018
<b>Total number of employees (consolidated fiscal year base)</b>	38,842	39,191	40,848
<b>Tokio Marine Holdings and domestic major subsidiaries</b>	Male: 13,195 Female: 12,122 Overall: 25,317	Male: 13,144 Female: 12,345 Overall: 25,489	Male: 12,924 <input checked="" type="checkbox"/> Female: 12,478 <input checked="" type="checkbox"/> Overall: 25,402 <input checked="" type="checkbox"/>
<b>Tokio Marine Holdings and overseas major subsidiaries</b>	Asia: 2,789 North and Central Americas: 9,786 Europe: 950 Overall: 13,525	Asia: 2,820 North and Central Americas: 10,044 Europe: 1,028 Overall: 13,892	Asia: 3,182 North and Central Americas: 10,480 Europe: 981 Overall: 14,643

#### [Basic Employee Data (Tokio Marine Holdings)]

	Fiscal 2018	Fiscal 2019
The ratio between the total annual compensation of the Chief Executive Officer and the mean employee compensation*	10.9%	10.6%

\* The total CEO Compensation / The mean employee compensation

### Data calculation method ( items)

[Method of Calculation and Scope in Data Collection for Key CSR Indicators \(PDF/668.5KB\)](#)

"1. Calculation Method of Basic data on human rights and labor, and use of diverse human resources"

### Data collection scope ( items)

[Method of Calculation and Scope in Data Collection for Key CSR Indicators \(PDF/668.5KB\)](#)

Companies in which the headquarters is in Japan of "2. Tokio Marine Holdings and its subsidiaries (as of March 31, 2019)"

#### [Basic employee data (Tokio Marine & Nichido)]

	Fiscal 2016	Fiscal 2017	Fiscal 2018
<b>Average age</b>	Male: 46.5 Female: 36.1 Overall: 41.5	Male: 47 Female: 36 Overall: 41.5	Male: 47 Female: 37 Overall: 41.8
<b>Average years continuously employed</b>	Male: 11.8 Female: 10.8 Overall: 11.4	Male: 12 Female: 11 Overall: 11.5	Male: 12 Female: 11 Overall: 11.8
<b>Average salary</b>	Approx. ¥829 thousand	Approx. ¥852 thousand	Approx. ¥816 thousand
<b>Turnover rate*</b>	2.1%	2.2%	2.1%

\*The turnover rate is calculated based on the number of personnel who quit voluntarily (excluding the age-limit retirement).

#### [Number of new hires (Tokio Marine & Nichido)]

	Fiscal 2016	Fiscal 2017	Fiscal 2018
	Male: 198 Female: 556 Overall: 754	Male: 162 Female: 530 Overall: 692	Male: 185 Female: 391 Overall: 576

## Fair Personnel System and Management

#### [Employee attitude survey (Tokio Marine & Nichido)]

	Fiscal 2016	Fiscal 2017	Fiscal 2018
<b>Respondents</b>	15,766 (Response rate : 89%)	15,880 (Response rate : 90%)	15,660 (Response rate : 88%)
<b>Level of satisfaction</b>	Male: 90.0% Female: 83.0% Overall: 86.0%	Male: 89.0% Female: 83.0% Overall: 85.0%	Male: 88% Female: 81% Overall: 84%

#### [Labor union participation rate (Tokio Marine Holdings and domestic major subsidiaries)]

	Fiscal 2016	Fiscal 2017	Fiscal 2018
	99%	99.9%	100%

## Development of Human Resources

### [ Employee training (Tokio Marine & Nichido) ]

	Fiscal 2016	Fiscal 2017	Fiscal 2018
<b>Total training hours</b>	510,104 hrs.	444,091 hrs.	269,358 hrs.
<b>Average training hours per employee</b>	34.9 hrs.	30.15 hrs.	19.00 hrs.
<b>Total training cost</b>	¥1,206,783,618	¥1,252,742,000	¥1,028,502,256
<b>Average training cost per employee</b>	¥82,470	¥85,041	¥69,933

### [ Job request system (job posting system) (Tokio Marine & Nichido) ]

Fiscal 2016	Fiscal 2017	Fiscal 2018
Applicants: 344 Approval: 202	Applicants: 334 Approval: 184	Applicants: 309 Approval: 189

\*Approved requests take effect in the fiscal year after that of the application.

## Utilizing Diverse Human Resources

### [Number of directors and managers (Tokio Marine Holdings and domestic major subsidiaries)]

	Fiscal 2016	Fiscal 2017	Fiscal 2018
<b>Directors (including executive officers)</b>	Male: 180 Female: 8 Overall: 188	Male: 182 Female: 10 Overall: 192	Male: 211 <input checked="" type="checkbox"/> Female: 11 <input checked="" type="checkbox"/> Overall: 222 <input checked="" type="checkbox"/>
<b>General managers</b>	Male: 701 Female: 25 Overall: 726	Male: 745 Female: 31 Overall: 776	Male: 768 <input checked="" type="checkbox"/> Female: 35 <input checked="" type="checkbox"/> Overall: 803 <input checked="" type="checkbox"/>
<b>Section managers</b>	Male: 2,785 Female: 271 Overall: 3,056	Male: 2,728 Female: 290 Overall: 3,018	Male: 2,660 <input checked="" type="checkbox"/> Female: 335 <input checked="" type="checkbox"/> Overall: 2,993 <input checked="" type="checkbox"/>
<b>Managers (general managers and section managers) total</b>	Male: 3,486 Female: 296 Overall: 3,782	Male: 3,473 Female: 321 Overall: 3,794	Male: 3,428 <input checked="" type="checkbox"/> Female: 368 <input checked="" type="checkbox"/> Overall: 3,796 <input checked="" type="checkbox"/>
<b>(Deputy managers) *Only Tokio Marine &amp; Nichido</b>	Male: 1,840 Female: 369 Overall: 2,209	Male: 1,787 Female: 393 Overall: 2,180	Male: 1,736 Female: 423 Overall: 2,159

#### Data calculation method ( items)

[Method of Calculation and Scope in Data Collection for Key CSR Indicators \(PDF/668.5KB\)](#) 

"1. Calculation Method of Basic data on human rights and labor, and use of diverse human resources"

#### Data collection scope ( items)

[Method of Calculation and Scope in Data Collection for Key CSR Indicators \(PDF/668.5KB\)](#) 

Companies in which the headquarters is in Japan of "2. Tokio Marine Holdings and its subsidiaries (as of March 31, 2019)"

### [ Number of female directors (Tokio Marine & Nichido, as of April 1, 2019) ]

Directors and officers	Rate
5	7.5%

**[ Number of employees using the system for continued employment of older employees  
(Tokio Marine Holdings and domestic major subsidiaries)]**

Fiscal 2016	Fiscal 2017	Fiscal 2018
642	721	753

**[ Rate of employment of persons with disabilities]**

Fiscal 2016	Fiscal 2017	Fiscal 2018
2.20%	2.20%	2.80%

## Reform of Working Styles

**[ Retiree rehiring system (Tokio Marine Holdings and domestic major subsidiaries)]**

Fiscal 2016	Fiscal 2017	Fiscal 2018
29	28	17

**[ Maternity leave system (Tokio Marine Holdings and domestic major subsidiaries)]**

Fiscal 2016	Fiscal 2017	Fiscal 2018
539	642	712

**[ Childcare leave system (Tokio Marine Holdings and domestic major subsidiaries)]**

Fiscal 2016	Fiscal 2017	Fiscal 2018
Male: 174 Female: 1,039 Overall: 1,213	Male: 204 Female: 1,080 Overall: 1,284	Male: 150 Female: 1,195 Overall: 1,345

**[ Short working hours system (Tokio Marine Holdings and domestic major subsidiaries)]**

Fiscal 2016	Fiscal 2017	Fiscal 2018
1,066	1,230	1,285

**[ Resumption of work support system (Tokio Marine Holdings and domestic major subsidiaries)]**

Fiscal 2016	Fiscal 2017	Fiscal 2018
1,026	1,061	1,298

**[Return to work rate after taking childcare leave (Tokio Marine Holdings and domestic major subsidiaries)]**

Fiscal 2016*	Fiscal 2017	Fiscal 2018
Male: 100%	Male: 100%	Male: 100%
Female: 95.5%	Female: 96.7%	Female: 97.2%

\*Only Tokio Marine & Nichido

**[Employee retention rate after taking childcare leave (Tokio Marine Holdings and domestic major subsidiaries)]**

Fiscal 2016*	Fiscal 2017	Fiscal 2018
Male: 100%	Male: 99%	Male: 100%
Female: 94.9%	Female: 98.1%	Female: 97.2%

\*Only Tokio Marine & Nichido

**[ Spouse childbirth leave (Tokio Marine Holdings and domestic major subsidiaries)]**

Fiscal 2016	Fiscal 2017	Fiscal 2018
41	55	42

**[ Nursing care leave system (Tokio Marine Holdings and domestic major subsidiaries)]**

Fiscal 2016	Fiscal 2017	Fiscal 2018
13	16	34

**[ Nursing care temporary retirement system (Tokio Marine Holdings and domestic major subsidiaries)]**

Fiscal 2016	Fiscal 2017	Fiscal 2018
9	11	17

**[Annual average actual working hours (Tokio Marine & Nichido)]**

Fiscal 2016	Fiscal 2017	Fiscal 2018
1954.2 hrs.	1949.3 hrs.	1949.6 hrs.

**[Monthly average overtime hours (Tokio Marine & Nichido)]**

Fiscal 2016	Fiscal 2017	Fiscal 2018
20.5 hrs.	20 hrs.	20.7 hrs.

\*Including legal overtime hours

**[Number of annual paid leave days taken (Tokio Marine & Nichido)]**

Fiscal 2016	Fiscal 2017	Fiscal 2018
14.5 days	15.2 days	15.2 days

**[Number of thin-client terminal users (at home and/or out of office) (Tokio Marine & Nichido)]**

Fiscal 2016	Fiscal 2017	Fiscal 2018
5,278 (All employees: 14,211)	6,004 (All employees: 17,483)	9,046 (All employees: 17,264)

**Health Management and Occupational Health and Safety**

**[Percentage of employees who received health checks (Tokio Marine & Nichido)]**

Category	Fiscal 2014	Fiscal 2015	Fiscal 2016	Fiscal 2017	Fiscal 2018	Fiscal 2019 Numerical Targets
Percentage of employees who received health checks	99.9%	99.8%	100%	100%	100%	100%
Percentage of employees who underwent a detailed examination after a regular checkup	82.3%	91.2%	89.8%	88.7%	88.5%	Over 90%
Uterine cancer screening rate	—	59.2%	61.7%	63.2%	62.8%	64.2%
Breast cancer screening rate	—	74.8%	76.9%	79.6%	78.2%	80.2%
Prostate cancer screening rate	—	74.6%	74.2%	74.9%	75.3%	—

**[Specific health guidance implementation rate (Tokio Marine & Nichido)]**

Category	Fiscal 2014	Fiscal 2015	Fiscal 2016	Fiscal 2017	Fiscal 2018	Fiscal 2019 Numerical Targets
Specific health guidance implementation rate	53.0%	55.8%	59.2%	58.2%	59.8%	Over 60%

**[Participation in health improvement measures (Tokio Marine & Nichido)]**

Category	Fiscal 2014	Fiscal 2015	Fiscal 2016	Fiscal 2017	Fiscal 2018	Fiscal 2019 Numerical Targets
Number of employees who participated in Health Promotion Month/Health Challenge	3,535	4,170	4,876	6,599	7,478	Over 7,600

**[Health status of employees (Tokio Marine & Nichido)]**

Category	Fiscal 2014	Fiscal 2015	Fiscal 2016	Fiscal 2017	Fiscal 2018	Fiscal 2019 Numerical Targets
Findings at a regular health checkup	50.3%	49.9%	50.1%	49.3%	50.5%	Under 50%
Persons maintaining a healthy body weight (BMI)	68.8%	69.3%	69.7%	68.9%	68.4%	Over 70%
Smoking rate	16.3%	15.8%	15.7%	15.3%	14.5%	Under 14%
Stress test execution rate	91.4%	94.8%	97.5%	97.4%	97.9%	Over 98%

**[Independent initiative implementation status (Tokio Marine & Nichido)]**

Category	Fiscal 2014	Fiscal 2015	Fiscal 2016	Fiscal 2017	Fiscal 2018	Fiscal 2019 Numerical Targets
Number of employees participating in anti-obesity initiatives for young employees	200	153	226	219	230	Over 250

## [Industrial accidents (Tokio Marine Holdings and domestic major subsidiaries)]

### Occupational accidents

Fiscal 2016	Fiscal 2017	Fiscal 2018
58	82*	101 <input checked="" type="checkbox"/>

\*Due to expansion of scope of business of domestic major subsidiaries

### Commuting accidents

Fiscal 2016	Fiscal 2017	Fiscal 2018
43	78*	75 <input checked="" type="checkbox"/>

\*Due to expansion of scope of business of domestic major subsidiaries

## [Absentee Rate\*(Tokio Marine & Nichido)]

Fiscal 2018	Fiscal 2019
0.85% <input checked="" type="checkbox"/>	1.08% <input checked="" type="checkbox"/>

\*Total days lost due to absenteeism / Total days scheduled to be worked

### Data calculation method ( items)

[Method of Calculation and Scope in Data Collection for Key CSR Indicators \(PDF/668.5KB\)](#) 

"1. Calculation Method of Industrial accidents"

### Data collection scope ( items)

[Method of Calculation and Scope in Data Collection for Key CSR Indicators \(PDF/668.5KB\)](#) 

Companies in which the headquarters is in Japan of "2. Tokio Marine Holdings and its subsidiaries (as of March 31, 2019)"

## Human Rights

### [Human rights training participation rate (Tokio Marine Holdings and domestic major subsidiaries)]

Fiscal 2016	Fiscal 2017	Fiscal 2018
99.6%	99.7%	99.9%

## [Human rights training hours (Tokio Marine & Nichido)]

	Fiscal 2016	Fiscal 2017	Fiscal 2018
<b>Total training hours</b>	22,474 hrs.	22,833 hrs.	19,193 hrs.
<b>Training hours per employee</b>	1 hr.	1 hr.	1 hr.
<b>Participation rate</b>	100%	100%	100%

## Local Community and Social Contribution Activities

### [Employee participation rate in volunteer activities (Tokio Marine Holdings and domestic major subsidiaries)]

Fiscal 2016	Fiscal 2017	Fiscal 2018
139%	136.2%	135%

### [Number of employees who took volunteer leave (Tokio Marine Holdings and domestic major subsidiaries)]

Fiscal 2016	Fiscal 2017	Fiscal 2018
96	119	122

### [Donations (Tokio Marine Holdings and domestic major subsidiaries, including monetary and in-kind donations by employees and agents)]

Fiscal 2016	Fiscal 2017	Fiscal 2018
Approx. ¥1,474 million* <sup>1</sup> (includes disaster support of approx. ¥49 million)	Approx. ¥1,689 million (includes disaster support of approx. ¥47 million)	Approx. ¥1,472 million (includes disaster support of approx. ¥2 million)

\*This includes donations by employees and agents, miscellaneous expenses for social contribution programs, payments in kind, opened facilities and employee dispatching.

\*<sup>1</sup>Data have been amended due to change in calculation method.

## Third-Party Assurance

Tokio Marine Holdings has received a third-party assurance of the Tokio Marine Group Sustainability Report 2019 from Ernst & Young ShinNihon LLC with the aim of further improving the level of communication with stakeholders. (The independent third-party assurance logo  is marked where appropriate).

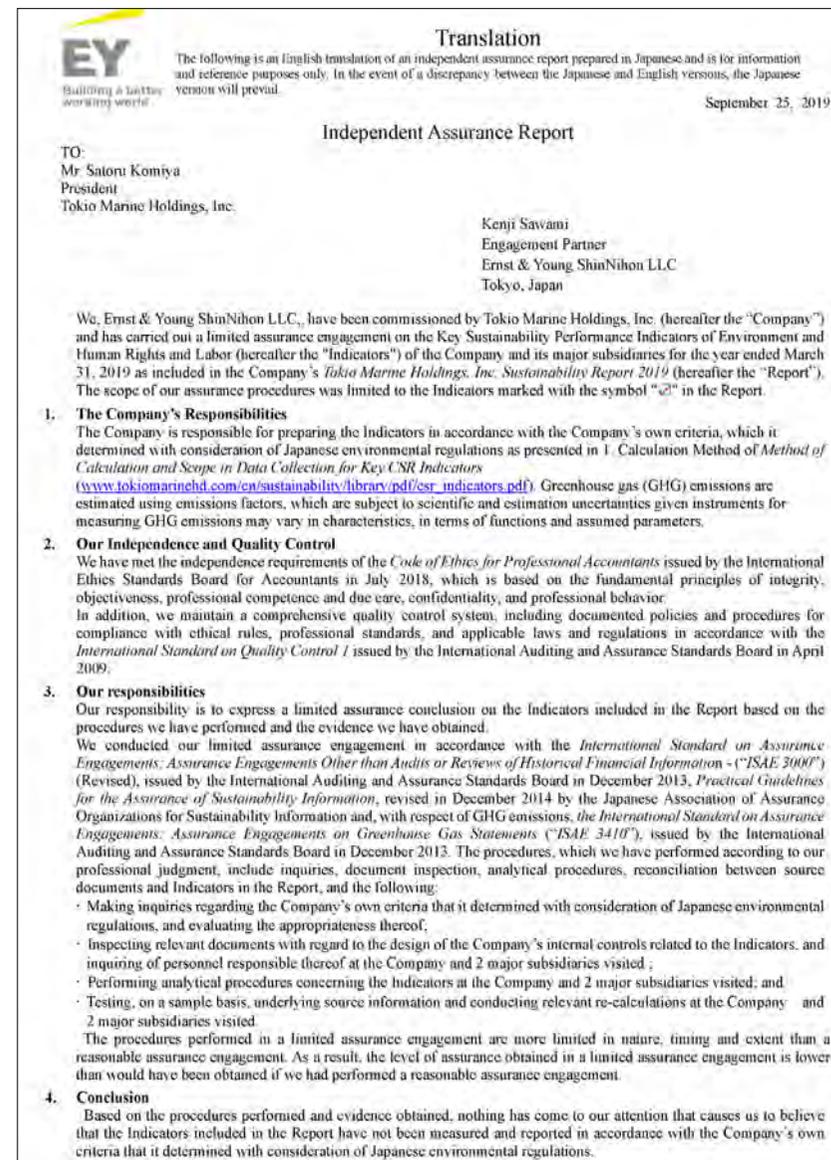
By obtaining the external assurance, we will work to improve the quality of Tokio Marine Group sustainability reporting. Tokio Marine Holdings has consecutively received same third-party assurances in fiscal 2015, 2016 and 2017 as well.

### Environment

- [✔ CO<sub>2</sub> emissions from Energy Sources and CO<sub>2</sub> Absorption and Fixation \(Tokio Marine Holdings and major subsidiaries\) >>](#)
- [✔ Environmental Load Data \(Tokio Marine Holdings and major subsidiaries\) >>](#)
- [✔ CO<sub>2</sub> Emissions from Energy Sources \(Tokio Marine & Nichido\) >>](#)
- [✔ Environmental Load Data \(Tokio Marine & Nichido\) >>](#)

### Human Rights and Labor

- [✔ Number of employees \(Tokio Marine Holdings and major subsidiaries\) >>](#)
- [✔ Number of directors and managers \(Tokio Marine Holdings and domestic major subsidiaries\) >>](#)
- [✔ Absentee rate \(Tokio Marine & Nichido\) >>](#)
- [✔ Industrial accidents \(Tokio Marine Holdings and domestic major subsidiaries\) >>](#)



[Click on the image for an enlarged view](#)

## GRI Standards Content Index

Sustainability Report 2019 is prepared in accordance with the Core option of the Global Reporting Initiative (GRI) Standards.

### GRI Content Index (in accordance with Core)

GRI Standards	General Disclosures	Page Number/URL (Reasons for Omission)
<b>GRI 101: Foundation 2016 (GRI 101 does not include General Disclosures)</b>		
<b>Universal Disclosures</b>		
<b>GRI 102: General Disclosures 2016</b>	<b>1. Organizational profile</b>	
	102-1 Name of the organization	<a href="#">Corporate Information (Company Information)</a>
	102-2 Activities, brands, products, and services	<a href="#">Tokio Marine Group</a>
	102-3 Location of headquarters	<a href="#">Corporate Information (Company Information)</a>
	102-4 Location of operations	<a href="#">Tokio Marine Group</a>
	102-5 Ownership and legal form	<a href="#">Investor Relations &gt; Stock Information &gt; Stock Information</a>
	102-6 Markets served	<a href="#">Tokio Marine Group</a>
	102-7 Scale of the organization	<a href="#">Tokio Marine Group</a> <a href="#">Investor Relations &gt; Financial Data</a>
	102-8 Information on employees and other workers	<ul style="list-style-type: none"> <li>• CSR Performance Data &gt; Human Rights and Labor &gt; Basic Data Number of employees (Tokio Marine Holdings and major subsidiaries)</li> <li>[Information on employee gender at overseas major subsidiaries, employment contract and employment type are not disclosed.]</li> </ul>
	102-9 Supply chain	• CSR in the Value Chain
	102-10 Significant changes to the organization and its supply chain	• Editorial Policy > Scope of this Report
	102-11 Precautionary Principle of approach	<ul style="list-style-type: none"> <li>• Internal Control &gt; 2. Risk Management</li> <li>• External Evaluations and Participation in Initiatives</li> <li>Making Society Resilient to Natural Disasters &gt; 2. Product and Service Planning and Research</li> </ul>

GRI Standards	General Disclosures	Page Number/URL (Reasons for Omission)	
<b>GRI 102: General Disclosures 2016</b>	102-12 External initiatives	<ul style="list-style-type: none"> <li>• External Evaluations and Participation in Initiatives</li> <li>• Creating a Society Where People Can Live with Security through Sustainable Investments and Financing &gt; Study and Research on Sustainable Investments and Financing</li> </ul>	
	102-13 Membership of associations	• External Evaluations and Participation in Initiatives	
	<b>2. Strategy</b>		
	102-14 Statement from senior decision-maker	• Top Message	
	<b>3. Ethics and integrity</b>		
	102-16 Values, principles, standards, and norms of behavior	• Tokio Marine Group's Approach to CSR	
	<b>4. Governance</b>		
	102-18 Governance structure	<a href="#">Corporate Information &gt; Corporate Governance</a> <a href="#">Corporate Information &gt; Internal Control</a> Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure	
	<b>5. Stakeholder engagement</b>		
	102-40 List of stakeholder groups	• Stakeholder Engagement > Tokio Marine Group's Stakeholders	
	102-41 Collective bargaining agreements	• CSR Performance Data > Fair Personnel System and Management > Labor union participation rate (Tokio Marine Holdings and domestic major subsidiaries)	
	102-42 Identifying and selecting stakeholder groups	<ul style="list-style-type: none"> <li>• Stakeholder Engagement</li> <li>[Engaged stakeholders are selected by eliminating anti-social forces and adhering to guidelines and policies of related businesses. CSR dialogue participants are selected based on their suitability for the theme.]</li> </ul>	
	102-43 Approach to stakeholder engagement	• Stakeholder Engagement > Tokio Marine Group's Stakeholders	
	102-44 Key topics and concerns raised	• Stakeholder Engagement > Opinions Received from Experts in the Past and Subsequent Responses	

GRI Standards	General Disclosures	Page Number/URL (Reasons for Omission)
<b>GRI 102: General Disclosures 2016</b>	<b>6. Reporting practice</b>	
	102-45 Entities included in the consolidated financial statements	<a href="#">Tokio Marine Group</a>
	102-46 Defining report content and topic Boundaries	• Tokio Marine Group's Approach to CSR > Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality
	102-47 List of material topics	• Tokio Marine Group's Approach to CSR > Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality
	102-48 Restatements of information	• Editorial Policy > Scope of This Report
	102-49 Changes in reporting	Not applicable
	102-50 Reporting period	• Editorial Policy > Scope of This Report
	102-51 Date of most recent report	• Editorial Policy > Date of Publication
	102-52 Reporting cycle	• Editorial Policy > Date of Publication
	102-53 Contact point for questions regarding the report	• Editorial Policy
	102-54 Claims of reporting in accordance with the GRI Standards	• GRI Standards Content Index
	102-55 GRI content index	• GRI Standards Content Index
	102-56 External assurance	• Third-Party Assurance
<b>Material Topics</b>		
<b>Economic Performance</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	• Tokio Marine Group's Approach to CSR > Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality
	103-2 The management approach and its components 103-3 Evaluation of the management approach	• Corporate Governance • Tokio Marine Group's Approach to CSR • Stakeholder Engagement
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	• CSR Performance Data > Local Community and Social Contribution Activities
	201-2 Financial implications and other risks and opportunities due to climate change	• Initiatives for Building a Low-Carbon Society Promoting Environmental Management > 4. Initiatives for Energy Conservation and the Reduction of Environmental Footprint > Environmental Accounting

GRI Standards	General Disclosures	Page Number/URL (Reasons for Omission)
<b>Indirect Economic Impacts</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	• Tokio Marine Group's Approach to CSR > Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure • Recognition about ISO 26000 • Making Society Resilient to Natural Disasters > 2. Product and Service Planning and Research • Preserving Biodiversity through Products and Services • Building a Society Based on Health and Longevity to Ensure Peace of Mind > 4. Protecting Customers and Society from Cancer
	203-1 Infrastructure investments and services supported	• Nurturing Generations Responsible for the Future > 1. Foundations • Building a Society Based on Health and Longevity to Ensure Peace of Mind > 4. Protecting Customers and Society from Cancer
<b>GRI 203: Indirect Economic Impacts 2016</b>	203-2 Significant indirect economic impacts	• Eliminating Poverty in Society
	<b>Anti-corruption</b>	
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	• Tokio Marine Group's Approach to CSR > Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure • Recognition about ISO 26000 • Internal Control > 1. Compliance and Anti-Corruption • Internal Control > 1. Compliance and Anti-Corruption > Hotline System (Internal Whistleblower System)
	<b>GRI 205: Anti-corruption 2016</b>	205-1 Operations assessed for risks related to corruption
<b>Anti-competitive Behavior</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	• Tokio Marine Group's Approach to CSR > Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure • Recognition about ISO 26000 • Internal Control > 3. Compliance and Anti-Corruption • Internal Control > 1. Compliance and Anti-Corruption > Hotline System (Internal Whistleblower System)

GRI Standards	General Disclosures	Page Number/URL (Reasons for Omission)
<b>GRI 206: Anti-competitive Behavior 2016</b>	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Not applicable
<b>Materials</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure <ul style="list-style-type: none"> <li>• Recognition about ISO 26000</li> <li>• Promoting Environmental Management</li> </ul>
<b>GRI 301: Materials 2016</b>	301-1 Materials used by weight or volume	<ul style="list-style-type: none"> <li>• CSR Performance Data &gt; Environment</li> </ul>
<b>Energy</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure <ul style="list-style-type: none"> <li>• Recognition about ISO 26000</li> <li>• Promoting Environmental Management</li> </ul>
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	<ul style="list-style-type: none"> <li>• CSR Performance Data &gt; Environment</li> </ul>
	302-2 Energy consumption outside of the organization	<ul style="list-style-type: none"> <li>• CSR Performance Data &gt; Environment</li> </ul>
<b>Water</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure <ul style="list-style-type: none"> <li>• Recognition about ISO 26000</li> <li>• Promoting Environmental Management</li> </ul>
<b>GRI 303: Water 2016</b>	303-1 Water withdrawal by source	<ul style="list-style-type: none"> <li>• CSR Performance Data &gt; Environment (Environmental Load Data (Tokio Marine Holdings and major subsidiaries))</li> </ul>
<b>Biodiversity</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure <ul style="list-style-type: none"> <li>• Recognition about ISO 26000</li> <li>• Promoting Environmental Management</li> </ul>

GRI Standards	General Disclosures	Page Number/URL (Reasons for Omission)
<b>GRI 304: Biodiversity 2016</b>	304-3 Habitats protected or restored	<ul style="list-style-type: none"> <li>• Preserving Biodiversity through Products and Services</li> </ul>
<b>Emissions</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure <ul style="list-style-type: none"> <li>• Recognition about ISO 26000</li> <li>• Promoting Environmental Management</li> </ul>
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	<ul style="list-style-type: none"> <li>• CSR Performance Data &gt; Environment</li> </ul>
	305-2 Energy indirect (Scope 2) GHG emissions	<ul style="list-style-type: none"> <li>• CSR Performance Data &gt; Environment</li> </ul>
	305-3 Other indirect (Scope 3) GHG emissions	<ul style="list-style-type: none"> <li>• CSR Performance Data &gt; Environment</li> </ul>
	305-4 GHG emissions intensity	<ul style="list-style-type: none"> <li>• CSR Performance Data &gt; Environment</li> </ul>
<b>Effluents and Waste</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure <ul style="list-style-type: none"> <li>• Recognition about ISO 26000</li> <li>• Promoting Environmental Management</li> </ul>
<b>GRI 306: Effluents and Waste 2016</b>	306-2 Waste by type and disposal method	<ul style="list-style-type: none"> <li>• CSR Performance Data &gt; Environment (Environmental Load Data (Tokio Marine Holdings and major subsidiaries))</li> </ul>
<b>Environmental Compliance</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure <ul style="list-style-type: none"> <li>• Recognition about ISO 26000</li> <li>• Promoting Environmental Management</li> </ul>
<b>GRI 307: Environmental Compliance 2016</b>	307-1 Non-compliance with environmental laws and regulations	Not applicable

GRI Standards	General Disclosures	Page Number/URL (Reasons for Omission)
<b>Supplier Environmental Assessment</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure <ul style="list-style-type: none"> <li>• Recognition about ISO 26000</li> <li>• CSR in the Value Chain</li> </ul>
<b>GRI 308: Supplier Environmental Assessment 2016</b>	308-1 New suppliers that were screened using environmental criteria	<ul style="list-style-type: none"> <li>• CSR in the Value Chain</li> </ul>
		According to Tokio Marine & Nichido's Principle of Transactions, we ask suppliers for confirmation of "compliance with laws, regulations and social norms" and "consideration for the environment." However, the indicators are not disclosed.
<b>Employment</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure <ul style="list-style-type: none"> <li>• Recognition about ISO 26000</li> <li>• Developing and Utilizing Diverse Human Resources &gt; 4. Reform of Working Styles</li> </ul>
	401-1 New employee hires and employee turnover	<ul style="list-style-type: none"> <li>• CSR Performance Data &gt; Human Rights and Labor</li> </ul>
<b>GRI 401: Employment 2016</b>	401-3 Parental leave	<ul style="list-style-type: none"> <li>• CSR Performance Data &gt; Reform of Working Styles</li> </ul>
		[Discloses the number of employees using work/life balance related systems]
<b>Occupational Health and Safety</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure <ul style="list-style-type: none"> <li>• Recognition about ISO 26000</li> <li>• Developing and Utilizing Diverse Human Resources</li> </ul>
	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	<ul style="list-style-type: none"> <li>• CSR Performance Data &gt; Health Management and Occupational Health and Safety &gt; Industrial accidents (Tokio Marine Holdings and domestic major subsidiaries)</li> </ul>
<b>GRI 403: Occupational Health and Safety 2016</b>		Number of occupational accidents and commuting accidents are disclosed, but data by region and gender are not disclosed.

GRI Standards	General Disclosures	Page Number/URL (Reasons for Omission)
<b>Training and Education</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure <ul style="list-style-type: none"> <li>• Recognition about ISO 26000</li> <li>• Developing and Utilizing Diverse Human Resources &gt; 2. Development of Human Resources</li> </ul>
	404-2 Programs for upgrading employee skills and transition assistance programs	<ul style="list-style-type: none"> <li>• Developing and Utilizing Diverse Human Resources &gt; 2. Development of Human Resources</li> <li>• CSR Performance Data &gt; Development of Human Resources &gt; Job request system (job posting system) (Tokio Marine &amp; Nichido)</li> </ul>
<b>Diversity and Equal Opportunity</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure <ul style="list-style-type: none"> <li>• Recognition about ISO 26000</li> <li>• Developing and Utilizing Diverse Human Resources &gt; 3. Utilizing Diverse Human Resources</li> </ul>
	405-1 Diversity of governance bodies and employees	<ul style="list-style-type: none"> <li>• CSR Performance Data &gt; Utilizing Diverse Human Resources &gt; Number of directors and managers (Tokio Marine Holdings and domestic major subsidiaries)</li> <li>• CSR Performance Data &gt; Human Rights and Labor &gt; Basic Data</li> </ul>
<b>Human Rights Assessment</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure <ul style="list-style-type: none"> <li>• Recognition about ISO 26000</li> </ul>
<b>GRI 412: Human Rights Assessment 2016</b>	412-2 Employee training on human rights policies or procedures	<ul style="list-style-type: none"> <li>• Respect for Human Rights</li> </ul>
		<ul style="list-style-type: none"> <li>• CSR Performance Data &gt; Human Rights &gt; Human rights training participation rate (Tokio Marine Holdings and domestic major subsidiaries)</li> </ul>
		<ul style="list-style-type: none"> <li>• CSR Performance Data &gt; Human Rights &gt; Human rights training hours (Tokio Marine &amp; Nichido)</li> </ul>

GRI Standards	General Disclosures	Page Number/URL (Reasons for Omission)
<b>Local Communities</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure <ul style="list-style-type: none"> <li>• Recognition about ISO 26000</li> <li>• Building a Secure Society by Utilizing Traffic Technology Innovation (Products and Services)</li> <li>• Preserving Biodiversity through Products and Services</li> <li>• Building a Society Based on Health and Longevity to Ensure Peace of Mind &gt; 4. Protecting Customers and Society from Cancer</li> </ul>
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	<ul style="list-style-type: none"> <li>• Making Society Resilient to Natural Disasters &gt; 2. Product and Service Planning and Research</li> </ul>
		<ul style="list-style-type: none"> <li>• Preserving Biodiversity through Products and Services &gt; 2. Social Contribution through Tree Planting &gt; Economic Value and Impact on Local Communities from Mangrove Planting</li> </ul>
		<ul style="list-style-type: none"> <li>• Building a Society Based on Health and Longevity to Ensure Peace of Mind &gt; 4. Protecting Customers and Society from Cancer</li> </ul>
<b>Supplier Social Assessment</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure <ul style="list-style-type: none"> <li>• Recognition about ISO 26000</li> <li>• CSR in the Value Chain</li> </ul>
<b>GRI 414: Supplier Social Assessment 2016</b>	414-1 New suppliers that were screened using social criteria	<ul style="list-style-type: none"> <li>• CSR in the Value Chain</li> </ul>
		[According to Tokio Marine & Nichido's Principle of Transactions, we ask suppliers for confirmation of "compliance with laws, regulations and social norms" and "consideration for the environment." However, the indicators are not disclosed.]
<b>Public Policy</b>		
<b>GRI 415: Public Policy</b>	415-1 Political contributions	Value of political contributions*1

GRI Standards	General Disclosures	Page Number/URL (Reasons for Omission)
<b>Customer Privacy</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure <ul style="list-style-type: none"> <li>• Recognition about ISO 26000</li> <li>• Internal Control &gt; 3. Information Security</li> <li>• Improving Quality from the Customer's Perspective &gt; 3. Response to Customer Feedback</li> </ul>
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	<ul style="list-style-type: none"> <li>• Internal Control &gt; 3. Information Security</li> </ul>
		<ul style="list-style-type: none"> <li>• Improving Quality from the Customer's Perspective &gt; 4. Response to Customer Feedback &gt; Fiscal 2018 Number of Customer Feedback Comments</li> </ul>
<b>Socioeconomic Compliance</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	Tokio Marine Group's CSR Promotion Structure and Plans and Results of CSR Initiatives > Tokio Marine Group CSR Promotion Structure <ul style="list-style-type: none"> <li>• Recognition about ISO 26000</li> <li>• Internal Control &gt; 4. Compliance and Anti-Corruption</li> <li>• Internal Control &gt; 1. Compliance and Anti-Corruption &gt; Hotline System (Internal Whistleblower System)</li> <li>• Respect for Human Rights &gt; Management Stance concerning Respect for Human Rights and Various Initiatives &gt; Hotline System (Whistle Blower System)</li> </ul>
<b>GRI 419: Socioeconomic Compliance 2016</b>	419-1 Non-compliance with laws and regulations in the social and economic area	Not applicable
<b>Disasters, Accidents and Microinsurance*</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	<ul style="list-style-type: none"> <li>• Tokio Marine Group's Approach to CSR &gt; Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality</li> </ul>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	<ul style="list-style-type: none"> <li>• Eliminating Poverty in Society</li> </ul>

GRI Standards	General Disclosures	Page Number/URL (Reasons for Omission)
<b>Development of Clean Energy*</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	• Tokio Marine Group's Approach to CSR > Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality
	103-2 The management approach and its components 103-3 Evaluation of the management approach	• Preventing Global Warming by Promoting the Development of Clean Energy
<b>Comprehensive Insurance Service Encompassing Treatment, Finance, Longevity and Health*</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	• Tokio Marine Group's Approach to CSR > Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality
	103-2 The management approach and its components 103-3 Evaluation of the management approach	• Building a Society Based on Health and Longevity to Ensure Peace of Mind
<b>Disasters, Traffic Safety and Efficiency*</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	• Tokio Marine Group's Approach to CSR > Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality
	103-2 The management approach and its components 103-3 Evaluation of the management approach	• Building a Secure Society by Utilizing Traffic Technology Innovation
<b>Nursing Care and Prevention of Infectious Diseases*</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	• Tokio Marine Group's Approach to CSR > Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality
	103-2 The management approach and its components 103-3 Evaluation of the management approach	• Building a Society Based on Health and Longevity to Ensure Peace of Mind
<b>Sustainable Investment*</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	• Tokio Marine Group's Approach to CSR > Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality
	103-2 The management approach and its components 103-3 Evaluation of the management approach	• Creating a Society Where People Can Live with Security through Sustainable Investments and Financing

GRI Standards	General Disclosures	Page Number/URL (Reasons for Omission)
<b>Corporate Governance / Internal Control*</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	• Tokio Marine Group's Approach to CSR > Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality
	103-2 The management approach and its components 103-3 Evaluation of the management approach	• Internal Control • Internal Control > 1. Compliance and Anti-Corruption > Hotline System (Internal Whistleblower System) • Respect for Human Rights > Management Stance concerning Respect for Human Rights and Various Initiatives > Hotline System (Whistle Blower System)
<b>Enterprise Risk Management*</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	• Tokio Marine Group's Approach to CSR > Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality
	103-2 The management approach and its components 103-3 Evaluation of the management approach	• Investor Relations > Management Policy > Message from Group CFO > Enterprise Risk Management (ERM) • Internal Control > 1. Compliance and Anti-Corruption > Hotline System (Internal Whistleblower System)
<b>Creation and Distribution of Economic Value*</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	• Tokio Marine Group's Approach to CSR > Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality
	103-2 The management approach and its components 103-3 Evaluation of the management approach	• Governance • Strengthening CSR Management • Recognition about ISO 26000
<b>Health Management*</b>		
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	• Tokio Marine Group's Approach to CSR > Tokio Marine Group's Approach to CSR and Group Core CSR Themes and Materiality
	103-2 The management approach and its components 103-3 Evaluation of the management approach	• Promoting Health and Productivity Management • Respect for Human Rights > Management Stance concerning Respect for Human Rights and Various Initiatives > Hotline System (Whistle Blower System)

\* Material issues identified by Tokio Marine Group that have no relevance to any of the items in the standards.

\*1 In Fiscal 2018 and 2019, Tokio Marine Group made political donations amounting to 17.9 million yen. In Japan, it is mandatory for political organizations to release the status of income and spending of political funds. Therefore, the above mentioned amount is to be disclosed in the Official Gazette and prefectural public notice.

## Recognition about ISO 26000

In Tokio Marine Group, the departments handling each respective function are responsible for implementing initiatives for each CSR issue. By referring to the core subjects addressed in ISO 26000, specifically organizational governance, human rights, labor practices, the environment, fair operating practices, consumer issues and community involvement and development, Tokio Marine Group reviews the materiality of its CSR issues and makes efforts to improve them. The management systems for each issue are listed within each section of this report.

ISO 26000 Core Issues and Issues		Management Elements		Reference
Human rights	Due diligence/ Human rights risk situations/ Avoidance of complicity/ Discrimination and vulnerable groups	Approach regarding impact		Respect for Human Rights, Fundamental Policy
		Management methods	Policies/Commitment	Tokio Marine Group CSR Charter, Respect for Human Rights
				Fundamental Policy
			Goals and targets	Plans and Results of CSR Initiatives
			Responsibilities and management resources	Management System concerning Respect for Human Rights and Initiatives
			Complaint handling mechanism	Respect for Human Rights in the Group, Hotline System
			Specific steps	Respect for Human Rights
Labour practices	Employment and employment relationships/ Conditions of work and social protection/Social dialogue/Health and safety at work/Human development and training in the workplace	Approach regarding impact		Promoting Health and Productivity Management
				Developing and Utilizing Diverse Human Resources
		Management methods	Policies/Commitment	Five Spirits of Developing Human Resources
			Goals and targets	Plans and Results of CSR Initiatives
			Responsibilities and management resources	Developing and Utilizing Diverse Human Resources
			Complaint handling mechanism	Fair Personnel System, Raising Employee Satisfaction Levels
			Specific steps	Promoting Health and Productivity Management, Developing and Utilizing Diverse Human Resources

ISO 26000 Core Issues and Issues		Management Elements		Reference
The environment	Prevention of pollution/ Sustainable resource use	Approach regarding impact		Core Theme 2: Protecting the Earth
		Management methods	Policies/Commitment	Tokio Marine Group CSR Charter
				Tokio Marine Group Environmental Philosophy, Environmental Policy and Stance
			Goals and targets	Plans and Results of CSR Initiatives
			Responsibilities and management resources	Management Structure under an Environmental Management System (EMS)
			Complaint handling mechanism	ISO 14001, Green Assist
	Specific steps	Promoting Environmental Management		
	Climate change mitigation and adaptation	Approach regarding impact		Core Theme 2: Protecting the Earth
		Management methods	Policies/Commitment	Tokio Marine Group CSR Charter
			Goals and targets	Plans and Results of CSR Initiatives
			Responsibilities and management resources	Management Structure under an Environmental Management System (EMS)
			Complaint handling mechanism	ISO 14001, Green Assist
			Specific steps	Making Society Resilient to Natural Disasters
	Preventing Global Warming by Promoting the Development of Clean Energy			
Biodiversity and restoration of natural habitats	Approach regarding impact		Tokio Marine Group's Vision for Biodiversity	
	Management methods	Policies/Commitment	Preservation of Biodiversity	
			Tokio Marine Group's Vision for Biodiversity	
		Goals and targets	Plans and Results of CSR Initiatives	
		Responsibilities and management resources	Management Structure under an Environmental Management System (EMS)	
		Complaint handling mechanism	ISO 14001, Green Assist	
		Specific steps	Promotion of Environmental Management, Preserving Biodiversity through Products and Services	

ISO 26000 Core Issues and Issues		Management Elements		Reference
Fair operating practices	Anti-corruption/ Responsible political involvement/ Fair competition/ Respect for property rights	Approach regarding impact		Internal Control
		Management methods	Policies/Commitment	Tokio Marine Group CSR Charter, Declaration of Commitment to Compliance, Tokio Marine Group Code of Conduct
			Goals and targets	Plans and Results of CSR Initiatives
			Responsibilities and management resources	Tokio Marine Group Compliance System
			Complaint handling mechanism	Hotline System (Internal Whistleblower System)
			Specific steps	Compliance, Risk Management
			Approach regarding impact	
	Promoting social responsibility in the value chain	Policies/Commitment	Tokio Marine Group CSR Charter	
			Tokio Marine & Nichido Group Principle of Transactions	
		Goals and targets	Plans and Results of CSR Initiatives	
		Responsibilities and management resources	Value Chain Management	
		Complaint handling mechanism	Response to Customer Feedback	
		Specific steps	CSR in the Value Chain	
		Consumer issues	Consumer service, support, and complaint and dispute resolution/ Education and awareness	Approach regarding impact
Management methods	Policies/Commitment			Tokio Marine Group CSR Charter
	Goals and targets			Plans and Results of CSR Initiatives
	Responsibilities and management resources			Quality Improvement Initiatives
				Response to Customer Feedback
				Working Together with Agents to Improve Quality
	Complaint handling mechanism			Response to Customer Feedback
	Specific steps			Compliance, Improving Quality from the Customer's Perspective, Promoting Health and Productivity Management

ISO 26000 Core Issues and Issues		Management Elements		Reference	
Consumer issues	Consumer data protection and privacy	Approach regarding impact		Information Security	
		Management methods	Policies/Commitment	Privacy Policy	
			Goals and targets	Plans and Results of CSR Initiatives	
			Responsibilities and management resources	Consumer Data Protection, Privacy Policy, Information Security	
			Complaint handling mechanism	Response to Customer Feedback	
			Specific steps	Information Security	
			Approach regarding impact		Sustainable Consumption Management System
	Sustainable consumption	Management methods	Policies/Commitment	Tokio Marine Group CSR Charter	
			Goals and targets	Plans and Results of CSR Initiatives	
			Responsibilities and management resources	Sustainable Consumption Management System	
			Complaint handling mechanism	Response to Customer Feedback	
			Specific steps	Eliminating Poverty in Society	
			Approach regarding impact		
	Community involvement and development	Community involvement	Approach regarding impact		
			Management methods	Policies/Commitment	Tokio Marine Group CSR Charter
				Goals and targets	Plans and Results of CSR Initiatives
				Responsibilities and management resources	Tokio Marine Group CSR Promotion Structure
Complaint handling mechanism				Response to Customer Feedback	
Specific steps				Building a Secure Society by Leveraging Traffic Technology Innovation	
				Building a Secure Society by Responding to Varying Lifestyles and Changes in Society, Building a Society Based on Health and Longevity to Ensure Peace of Mind	
				Nurturing Generations Responsible for the Future	
				Building a Society in Which the Elderly Can Live with Peace of Mind	
				Building a Society in which Persons with Disabilities Can Take on Active Roles	

## Editorial Policy

This report is intended to report on the principal CSR activities of Tokio Marine Group in fiscal 2018 to all our stakeholders.

The Tokio Marine Group Sustainability Report 2019 focuses mainly on the philosophy and direction of Tokio Marine Group's CSR as well as our activities based on three core themes (Providing Safety and Security, Protecting the Earth and Supporting People), and discloses detailed information. From this year, only the PDF version of the report is available.

We also publish Integrated Annual Report 2019 for investors and Sustainability Booklet 2019 for the public.

[Integrated Annual Report 2019](#)

[Sustainability Booklet 2019 \(PDF/6.9MB\)](#) PDF

## Guidelines Referred to in Preparing this Report

- Global Reporting Initiative (GRI) Sustainability Reporting Standards
- ISO 26000 Guidance on Social Responsibility
- United Nations Global Compact, "Guidelines for Communication on Progress (COPs)"

## Scope of This Report

### Reporting organizations

Fundamentally, this report covers Tokio Marine Holdings and its major domestic and overseas Group companies\*.

\*Tokio Marine & Nichido, Nisshin Fire, Tokio Marine & Nichido Life, Tokio Marine Asset Management, etc.

### Reporting period

This report covers activities conducted primarily during fiscal 2018 (April 2018 - March 2019). However, for the purpose of further clarification, on occasion, reference is made to activities undertaken outside the reporting period.

### Principal changes during the reporting period:

None

## Dates of Publication

- Previous edition: November 2018
- Current edition: November 2019
- Next edition: November 2020 (Scheduled)

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