

Tokio Marine Group Sustainability Booklet 2025



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To Be a **Good Company**

Protecting Customers and Society in Times of Need

Societal challenges and risks change in each era. We seek to remain a presence throughout these times, supporting customers and local communities facing difficulties. Wishing to carry on this aspiration even for the next 100 years, we will take steady steps forward and continue to take on challenges.

Inspiring Confidence. Accelerating Progress.



We provide support, strength, and stability to our customers and society in a world filled with risk. We give people the confidence to explore new possibilities and take the next step forward.

We help build more resilient economies, industries, and societies in a rapidly changing world. This has been our mission since our founding and will remain our guiding purpose.

With over 140 years of experience and expertise spread across a global network — supported by technology and empowered by a corporate culture dedicated to doing the right thing — we harness the power of confidence for our customers and society.

We are Tokio Marine Group.

Tokio Marine Group Corporate Philosophy

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

- Through the provision of the highest quality products and services, Tokio Marine Group aims to deliver safety and security to all our 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.

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Top Message



Since our founding in 1879, protecting customers and communities in times of need has been our unwavering purpose.

Insurance itself has always been something that protects customers in times of need, and for more than 140 years, we have been resolving ever-changing societal challenges out of a desire to help people take on challenges. This history of tackling societal challenges is a testament to our commitment to sustainability.

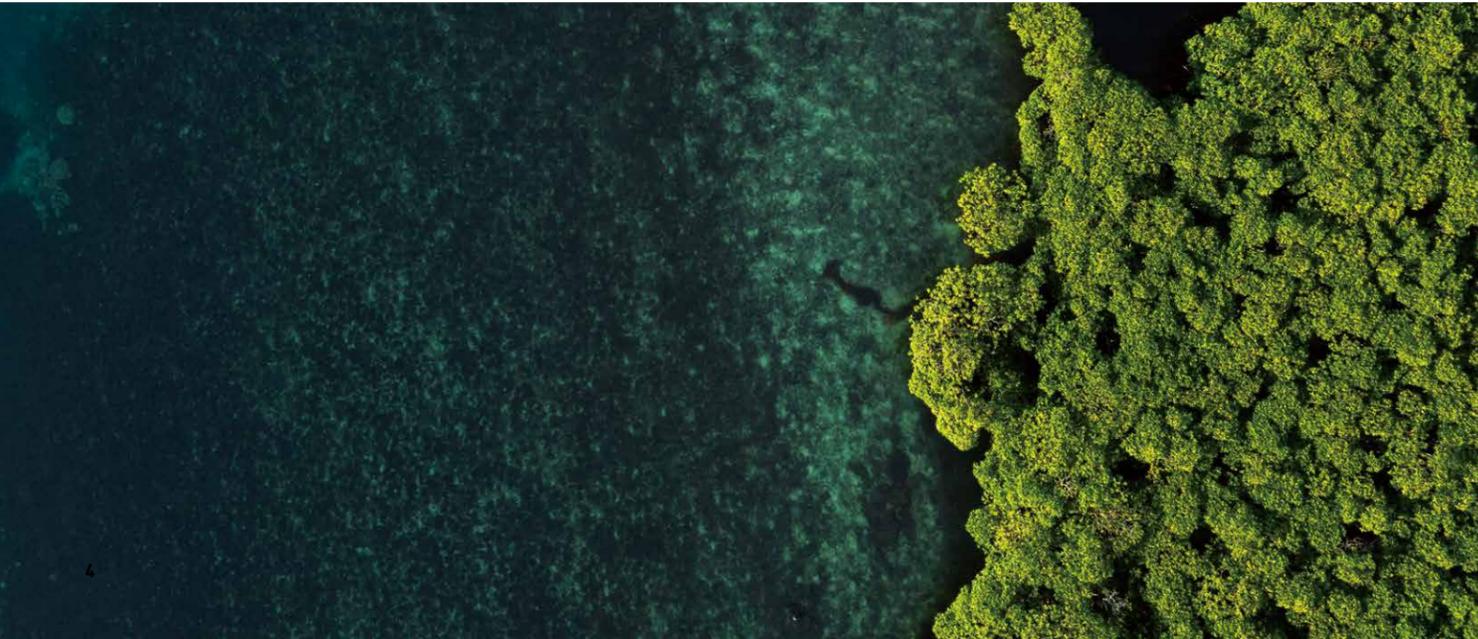
Today, overseas Group companies with the same ambition have joined us, and our sustainability initiatives have gone global. Whatever happens in any part of the world is now something that concerns us. It is an age in which conventional wisdom no longer applies. However, we believe it is precisely in a complex era like this that the capabilities we have developed by taking on all kinds of societal challenges in the past put us in a position to help all those people and companies embarking on the next step.

We would like to build a bridge to the future by realizing a sustainable society where people can live in safety and with peace of mind. I am determined that, by continually solving societal challenges through our business activities, we, too, will achieve sustainable growth and be a presence that is truly needed 100 years from now. This is what all of our employees have in mind as they go about their day-to-day business.

We will constantly improve our ability to resolve societal challenges while harnessing our global wisdom to take on increasingly diverse and complex societal challenges. By solving societal challenges through our business activities, we will create value for various stakeholders, including future generations and achieve the growth expected of a world-leading insurance company as a result. We are all committed to transforming into a company that is truly trusted and needed by customers.

**Sustainability initiatives are integral to our business activities.
We will continue to contribute to the creation of a sustainable society
by continuously solving societal challenges through our business.**

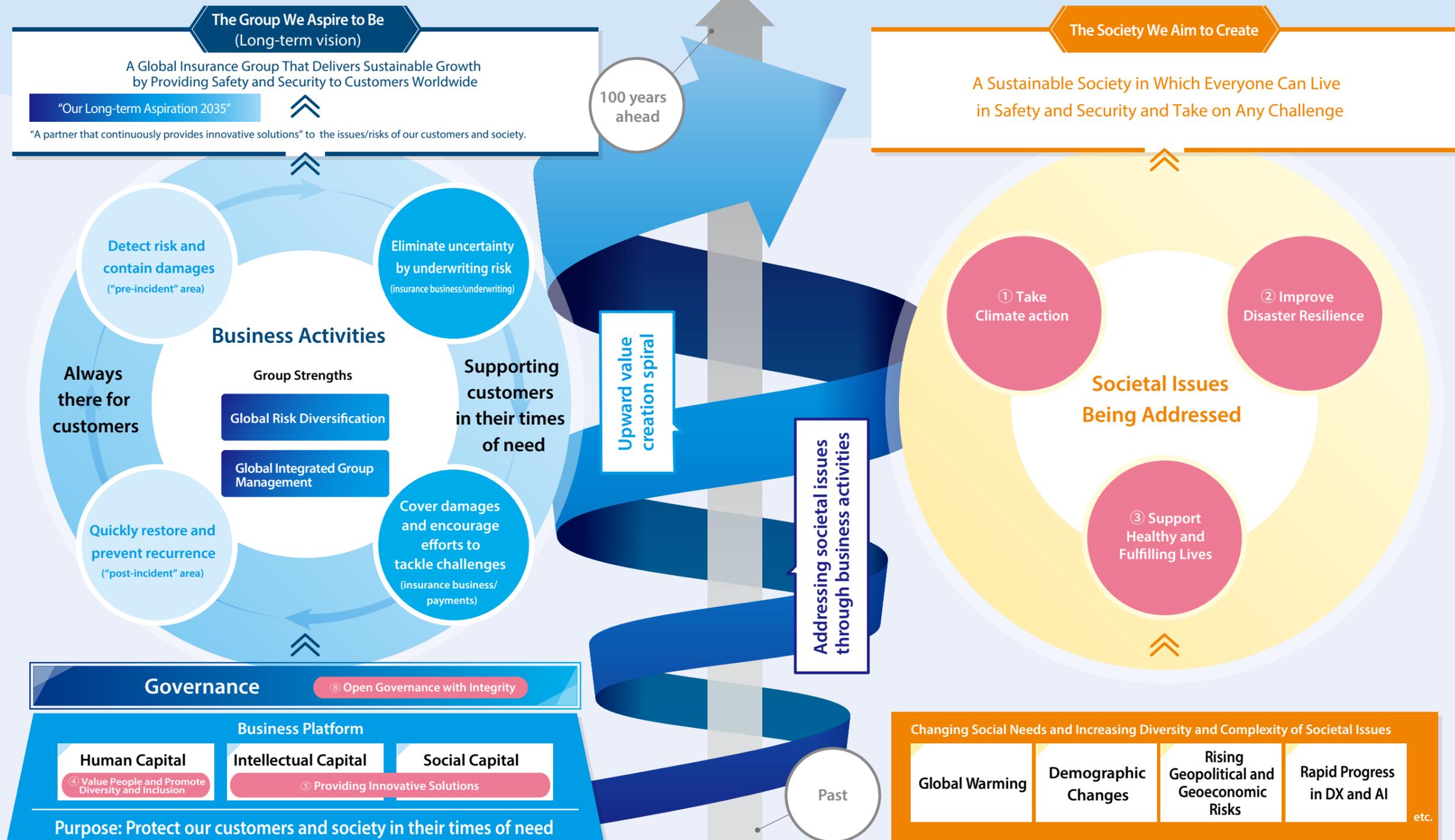
Satoru Komiya
President and Group CEO
Tokio Marine Holdings, Inc.



Tokio Marine Group's Sustainability Activity

With our Purpose as our foundation, we will bolster our human, intellectual and social capital and create a cycle of business activities and solutions to societal issues. This is how we will steadily refine our strengths

and strategies and galvanize our problem-solving capabilities. Through this Purpose Story, we will continue to grow for the next 100 years.



Note: ① to ⑤ and ⑧ are part of our materiality (a total of eight, consisting of those listed above plus "Protect the natural environment" and "Provide opportunities for future generations")

Deep-Rooted Sustainability Strategy

Solving Social Issues through Day-to-Day Work and Contributing to the Growth of Local Communities

At the heart of Tokio Marine Group’s activities lies an idea of “protecting customers and society in times of need,” which represents our purpose, or *raison d’être*. Since our founding, we have tackled a variety of ever-changing social issues based on this purpose while seeking and offering solutions unique to the Group.

Even today, our philosophy remains unchanged.

We aim to respond to key challenges, including decarbonization, a shift to renewable energy and healthcare-related measures.

We also continue reducing auto accident victims and swiftly making claims payments to those affected by natural disasters.

All of these insurance services are linked to people’s lives and lead to the resolution of social issues.

While upholding this aspiration, we will continue to improve the quality of our work and contribute to the growth of customers and local communities.

Tokio Marine Group’s Purpose

“Protecting Customers and Society in Times of Need”



Eight Material Issues (Materiality)

Based on its purpose, Tokio Marine Group has specified eight material issues that the Group should address.

1 Take climate action

Climate change is a societal challenge that threatens the entire world. As an insurance company that operates globally, and as an institutional investor, we will confront this challenge head-on.

Activity examples: P. 12–13

How the Group can contribute

- Provide solutions to support the transition to a decarbonized society
- Engagement with insurance customers and investment and financing recipients
- Reduce CO₂ emissions from the Group's operations



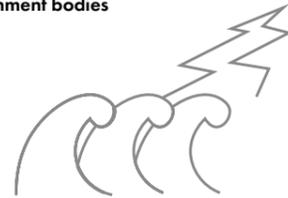
2 Improve disaster resilience

We recognize the increasing frequency and severity of natural disasters, which pose a direct threat to the safety and security of our customers and local communities as an urgent issue, and we are committed to contributing to the enhancement of resilience across society.

Activity examples: P. 14–15

How the Group can contribute

- Enhance response to natural disasters
- Provide disaster risk management services in the disaster prevention and mitigation field
- Assist with business continuity planning (BCP) in partnership with government bodies and businesses



3 Support healthy and fulfilling lives

We take advantage of our strengths and respond to customer's needs and anxiety, which are becoming apparent in such fields as longevity risks and asset building.

Activity examples: P. 16–17

How the Group can contribute

- Respond to asset building and savings needs in a response to longevity risk (develop and provide new healthcare services)
- Widely promote services for facilitating health and productivity management



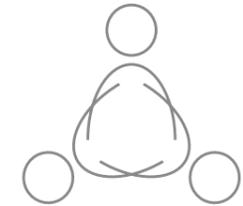
4 Value people and promote diversity and inclusion

With the advancement of globalization, the coexistence of people and cultures with diverse values is progressing. We will further accelerate our efforts in human capital management, ensuring diversity, and respecting human rights.

Activity examples: P. 18–19

How the Group can contribute

- Promote human capital management
- Promote diversity and foster an inclusive corporate culture
- Promote human rights due diligence



5 Provide innovative solutions

We will leverage digital technology and data to expand our value provision areas in both the insurance business and solution businesses (such as disaster prevention and mitigation, mobility, and decarbonization)

How the Group can contribute

- Expand insurance and solutions businesses, such as disaster prevention and mitigation, mobility and decarbonization, through digital tools and data driven strategies
- Address increasing cyber risks amid digital advancements
- Use digital data in a more sophisticated manner to cover new risks and provide security to customers before and after events in ways besides insurance payments



6 Protect the natural environment

The natural environment is the foundation for all life and livelihoods. We strive to enhance our initiatives through business activities, from providing products and services to investments and corporate citizenship activities.

How the Group can contribute

- Conserve biodiversity and wetlands through activities such as mangrove reforestation and marine protection efforts
- Provide insurance products and services to solve nature related issues
- Investing in forestry funds



7 Provide opportunities for future generations

Supporting the development of future generations is a significant responsibility we must fulfill. We are advancing initiatives to pass on a better environment and society to future generations.

Activity examples: P. 20–25

How the Group can contribute

- Continue providing Green Lessons and Disaster Prevention Lessons
- Continue implementing financial and insurance literacy education program
- Junior Intern
- Junior Advisory Board

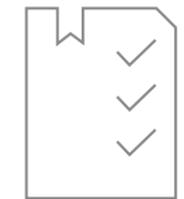


8 Open governance with integrity

We will establish a governance system with transparency and integrity to realize a virtuous cycle of solving societal challenges and achieving sustainable growth

How the Group can contribute

- Improve the quality of operations and strengthen internal controls
- Strengthen the ERM framework across all Group companies including international companies
- Disclose highly transparent and timely information



1 Take Climate Action

Climate change is a critical global issue that threatens the security and safety of customers and society. It also affects the insurance industry directly. Therefore, Tokio Marine Group has been pushing forward with a range of initiatives by positioning climate change as the most important issue that should be addressed head on as an insurance company operating businesses globally and as an institutional investor. At the same time, regarding it as a business opportunity for achieving growth, we are working to provide insurance products that drive the widespread use of renewable energy and promote a circular economy through insurance.

GCube Taking Renewable Energy Businesses to the World Global through Insurance

The global trend toward decarbonization and the shift to renewable energy in major countries is progressing. Our group has acquired GCube, a leading insurance company for renewable energy companies, and is promoting the spread of renewable energy on a global basis by underwriting insurance and paying insurance claims without interruption from the time of marine transportation through construction to the time of operation, based on its advanced underwriting and unique claims servicing capabilities.



Leading Penetration in Emerging Countries with World-Class Achievements and Conviction

GCube has been providing insurance specifically for renewable energy businesses since the 1990s. When the company was founded, the renewable energy market itself was still in its infancy, and there was not a lot of demand for insurance products in the sector. Nevertheless, we were firm believers in renewable energy technology and nurtured the business to where it is today and now have 8 of the top 10 global renewable energy companies as clients. We offer added value to our customers by leveraging the vast amount of claims and performance data we have accumulated since our founding and sharing it with our valued clients.

GCube currently supports over 2,000 projects in 38 countries. This includes operations in emerging markets and also more established markets like Europe and the U.S.A. As the effects of climate change become more pronounced and the sustainability of fossil fuel energy sources is increasingly being questioned, our mission is to support the future growth of renewables globally. Tokio Marine Group believes in renewable energy, with the aim of contributing to the world's net zero target from 2050.



Fraser McLachlan
Chief Executive Officer
GCube

Achieving prompt insurance payouts with the power of claims services that combine experience and expertise

+\$1B

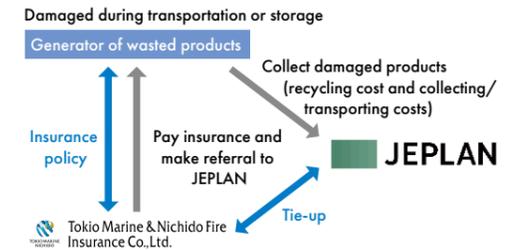
By paying \$1B worth of claims since inception, and have enhanced both expertise and experience.

95%

Claims paid within 30 days

Tokio Marine & Nichido Promoting a Circular Economy through Insurance 🇯🇵

Achieving carbon neutrality requires the transition to a circular economy. Tokio Marine Group engages in the development of solutions that will facilitate such a transition while leveraging its unique position as an insurance company, namely, being able to gather various loss information from across society. Efforts geared toward helping resolve social issues include developing an insurance product that covers the costs of collecting, transporting and recycling damaged products to circulate them as resources instead of discarding them, in addition to building an ecosystem to encourage resource circulation.



Building a New Collection and Circulation Platform through Project Activities

Ueno: The team is made up of members who have applied for the project through an internal system, and we usually work in different offices. The theme of promoting the transition to a circular economy with insurance came up while discussing how to solve social issues through our insurance business. With original and new members, we have consistently been addressing it for the past two years.

A circular economy involves many concepts, such as resource circulation and longer product life. We are developing insurance that will facilitate resource circulation in particular. Generally, insurance covers the costs of discarding products damaged during distribution. To match today's trend, we have instead aimed for insurance that will encourage circulation, not disposal, of such products. As part of the effort, we have concluded a business tie-up with JEPLAN, INC., a company commercializing its original chemical recycling technology for polyethylene terephthalate (PET) used in clothing and plastic bottles. We have been working to provide recycling-focused insurance and a collection and circulation system and expand a resource circulation network by utilizing offices and stores of agents and customers.

Shimo: Our department deals with manufacturers of daily necessities and consumer goods, and we asked them, who are so-called generators of wasted products, about resource circulation needs and associated issues to create a disposal document package. We concentrated on gaining their understanding as to why an insurance company is striving for a circular economy, and at the same time, came to know about a broad range of issues, which we would not have on our own.

Ishimasa: As she said, our department is in charge of customers in the chemical industry, so we asked them about chemical recycling and other new technologies. We are building an ecosystem that combines our compilation of loss information and technologies of our customers, who are recyclers. For example, we started verification testing

for setting up a scheme for collecting and recycling waste materials from end-of-life vehicles jointly with ABT Corporation of the Mitsubishi Chemical Group. As an insurance company, Tokio Marine's involvement in this project was received with astonishment both internally and externally. We hope to increase similar activities in the future as well.

Shiomi: Because a circular economy encompasses a broad range of concepts not fully comprehended even among our staff, we started out with activities to publicize it internally. We also conducted an in-house event jointly with JEPLAN to collect old clothing from employees to make original shopping bags. Based on this experience, we installed clothes donation boxes in agent offices and customer stores. I see a great ripple effect of the activity throughout society with our customers and agents serving as hubs. This will in turn encourage more people to visit these donation spots and thus promote communication with local community members.

Iwase: To publicize our activities externally, we worked with local branches to join the Messe Nagoya trade fair and host an SDGs-themed event in our company building. Also, as recycling plastic bottles using JEPLAN's chemical recycling technology is a topic of great interest for local governments, we have been approaching them and gaining their support. In the future, we expect to expand this initiative nationwide.

Ueno: The transition to a circular economy has also become an important priority issue among customers. We need to tackle it not simply as a sustainability-related measure but through a collaborative effort among various companies to turn it into an economic activity. We will move ahead with building an ecosystem while collecting feedback from supporting companies and local governments regarding what insurance and solutions are needed.



(From left)

Tokio Marine & Nichido Fire Insurance Co., Ltd.

Yuka Shiomi
Osaka Auto Insurance Sales Dept. 1

Masahiko Iwase
Fukuoka Branch

Yuha Ueno
Marine Operation Dept.

Yuta Ishimasa
Chemical Industry Sales Dept.

Mayu Shimo
Chemical Industry Sales Dept.

2 Improve Disaster Resilience

Climate change has increased the severity of natural disasters, greatly affecting society and the economy. For Tokio Marine Group, whose home market is Japan, one of the most disaster-prone countries in the world, improving disaster resilience by resolving disaster issues and mitigating the damage from disasters is a critical area where its raison d'être is strongly called into question. Tokio Marine Group aims to go beyond merely paying insurance claims in the event of an emergency and transform into a company that supports its customers at all times. We will do this by providing peace of mind before and after an emergency, such as preventing emergencies, reducing burdens when an emergency occurs, supporting quick restoration and preventing the recurrence of emergencies.

Tokio Marine & Nichido Accelerating and Increasing the Sophistication of Claims Payments

In fiscal 2022, Tokio Marine & Nichido introduced a system to automate the process from receiving loss reports to notifying the amounts of claims payments for certain claims for natural disasters. Automatically going through the claims filing procedures for disaster-affected customers, the system has allowed us to make insurance claims payments sooner than the conventional method. Moreover, the automation has eliminated some clerical work and allowed us to deal with customers in a more detailed manner when in-person response is required. Utilizing the best mix of people's ability and digitalization, we will strive for even earlier restoration of the livelihoods and business activities of disaster-affected customers.



Hollard Fire Insurance and Fire Alarms for Low-Income Communities

To Spread the Value of Insurance Correctly

In South Africa, non-life insurance coverage is not widespread and is significantly lower than life insurance coverage, particularly among low-income people. Part of the reason behind this is price, but the biggest challenge is that the way insurance works is often not understood or trusted. We're working with disaster prevention company Lumkani to change that by selling embedded insurance in combination with the rental of an innovative fire alarm. Through local agents, we aim to communicate the value of insurance correctly, gain trust and ensure that insurance essential to overcoming disasters takes root steadily.



Deanne Bezuidenhout
Head of ESG
Hollard

Creating Jobs While Protecting Lives and Livelihoods

Across South Africa, an estimated four million families live in densely populated low-income communities. Lumkani has developed a fire alarm system for these communities because if a fire starts there, it will spread quickly and take lives and livelihoods. When our system detects a fire, all alarms in neighboring homes in the settlement ring together, creating a community-wide call to action. The fire is also reported to customers by an SMS. Data shows that, as a result of encouraging early extinguishing, the spread of fire was prevented by 95%. Additionally, as two thirds of Lumkani's customers are single-mother households, we hire these women mostly as agents. They communicate with customers in their home language and thus help to educate customers and build trust, which will ultimately promote the widespread use of the product.



Fire alarm



Creating 320 jobs, of which 284 are agents



Francois Petousis
CEO
Lumkani

Tokio Marine & Nichido Drive Agent Personal (DAP) to Protect Lives

* DAP is a telematic service that utilizes an original dashcam with communication functionality lent by Tokio Marine & Nichido

Integrating an Aspiration to Protect Lives into the Tool

The "New DAP Tool" embodies our aspiration to protect as many lives as possible and is designed to demonstrate the value of DAP.

The tool uses the sound, voice and video of an actual accident on a snowy road and allows the viewers to "experience" the terror and the intensity of the situation until they are rescued. We are promoting its use mainly in study sessions with agents and corporate customers.

DAP features the three functional services of sophisticated accident response, accident prevention support and safe driving diagnosis. It is unique to Tokio Marine & Nichido, a company solving social issues. Going ahead, we hope that our sales and claims services departments, as well as agents, will cooperate to make DAP known broadly in society and that the increased recognition will help us achieve Tokio Marine Group's purpose.



Yohei Inoue
Tohoku Claims Services Dept.
Tokio Marine & Nichido Fire
Insurance Co., Ltd.



Emiko Obara
Morioka Branch
Tokio Marine & Nichido Fire
Insurance Co., Ltd.

For Building a Society Highly Resilient to Disasters

Our agents and customers have commented that with a variety of features, DAP is unparalleled by other dashcams and is their first choice of offer to customers. The appeal of the New DAP Tool is being promoted not just in Tohoku but also across all branches. After the 2011 major earthquake, we regretted that we should have recommended earthquake insurance more strongly to customers. We do not want to feel that way again. We will spread the use of DAP, which protects customers' lives in auto accidents, in an effort to build a society highly resilient to disasters.



Yohei Nakatogawa
President
Ozawa-Shokai Ltd.
(Tokio Marine &
Nichido agent)

Wishing to Protect Customers' Enriching Lives with DAP

After viewing videos provided by the New DAP Tool, awareness as an agent has increased drastically. They are full of enthusiasm to protect lives with DAP. This enthusiasm is contagious, and many customers have added DAP to their insurance, the percentage of which is nearly twice the average in the region. Promoting the widespread use of DAP is also consistent with our corporate philosophy of continuously taking up challenges for more enriching lives. With our ongoing effort to spread the use of DAP, we intend to support customers' enriching lives.

FICOH Enhanced Condominium Sustainability through Industry-Academia Collaboration

In Hawaii, aging condominiums have been increasing in number, resulting in more accidents such as water leaks due to a lack of proper management and becoming a social issue. In January 2023, First Insurance Company of Hawaii, Ltd. (FICOH) started providing a practical course in the analysis of its root causes and the development of solutions in collaboration with a local university while conducting research to improve maintenance. The company has also developed a web platform for training and information sharing to enable building managers to prevent water leaks. FICOH seeks to resolve social issues by proposing solutions to prevent accidents via industry-academia collaboration.



3 Support People's Healthy and Enriching Lives

In Japan, there is a noticeable decline in the birth rate along with a rapidly aging population. Consequently, tackling healthcare concerns and meeting the growing needs for elderly care and health have become increasingly crucial. As an insurance company covering disease and illness through life and non-life insurance products, Tokio Marine Group aims to leverage its extensive expertise to offer high value-added products and services. With these initiatives, the Group will contribute to solving social issues, such as extending healthy life and asset life, as well as support a healthy and an enriching living.

Tokio Marine & Nichido Life Insurance Promoting Medical Insurance That Supports Healthy Living

In anticipation of the era of 100-year life, Tokio Marine & Nichido Life Insurance (TMNL) is sincerely addressing customer issues and social challenges, including the growing elderly population, the advancement of medical technologies (presymptomatic/preventive healthcare) and asset building for a long retirement period. TMNL is also using advanced technologies to provide innovative products and services unique to the company. In August 2023, TMNL launched the industry's first medical insurance product and service supporting healthy living, which covers eight lifestyle-related diseases* likely to require prolonged treatment. The coverage starts from outpatient treatment regardless of whether hospitalization is required.



* 1. Cancer (malignant neoplasm and carcinoma in situ), 2. specific heart diseases, 3. specific cerebrovascular diseases, 4. aortic aneurysm and dissecting aneurysm, 5. specific liver diseases, 6. specific kidney diseases, 7. pancreatitis and 8. three major diabetes complications.

Proposal Campaign to Protect Customers from the Risks Related to Long-Term Care

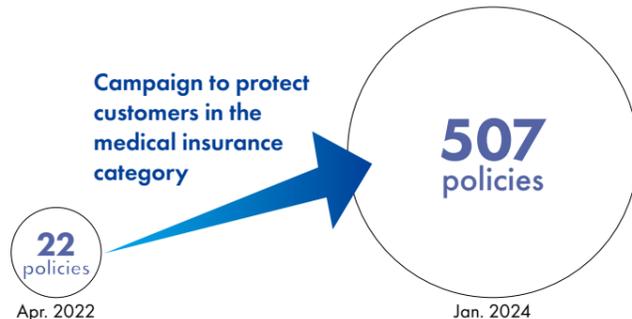
In Japan, the San'in region faces a particularly serious population decline and the aging of its population. We have found that our customers are dealing with the issue of not being adequately prepared for long-term care. In response to this social issue, we have launched a new proposal campaign since 2022 to protect customers from risks related to long-term care to provide peace of mind

through life insurance. We first worked in cooperation with employees of life and non-life insurance companies, as well as local agents, to raise awareness of long-term care. As a result, people started choosing long-term care insurance products as one way to be prepared. In this campaign, we are also carrying out activities that go beyond the normal scope of our jobs in the insurance business, such as donations to local hospitals matched to the number of long-term care insurance policies purchased. We will continue to take on the challenge of solving social issues in the era of 100-year life by working with the employees of life and non-life insurance companies and local agents.

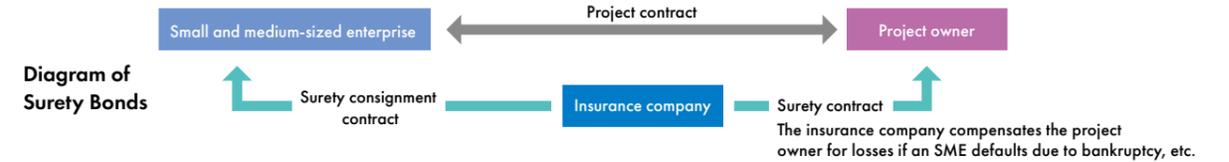


Terukazu Yoshizawa
San'in Life Insurance Branch,
Chugoku/Shikoku Sales Dept.
Tokio Marine & Nichido Life Insurance Co., Ltd.

Total number of long-term care insurance policies purchased at the San'in Life Insurance Branch



TMHCC Insurance Policies That Support the Challenge and Growth of SMEs



Supporting SMEs with Strong Local Roots

Tokio Marine HCC, a specialty insurance company worldwide, also offers a number of products for small and medium-sized businesses. One of them is surety. We help small businesses, as well as large companies, enter into large-scale projects by ensuring that small and medium-sized businesses fulfill their contracts and obligations. It is not in the spirit of volunteerism that we take on the guarantee of small businesses, but because we believe in their capabilities and we know that they create jobs and bring prosperity to our communities. We will continue to support the growth of small and medium-sized enterprises that are rooted in the region and aim to develop them together.

No. 1 Warranty Underwriter for 25 Consecutive Years

When small businesses bid on projects in the United States, it is common to obtain support from surety bond providers, like Tokio Marine HCC. The U.S. Small Business Administration (SBA) assists small businesses in obtaining surety bonds by entering into arrangements with surety bond providers. Tokio Marine HCC actively underwrites surety bonds subject to SBA guarantees and has been the No. 1 warranty underwriter for 25 consecutive years. The success for us is that small businesses get their first public works orders, and then a few years later, they "graduate" from the SBA or grow to the point where they no longer need SBA support. About 12 companies graduate from the SBA annually, and we are committed to creating these happy cases in every region.



Adam Pessin
President and Chief Executive Officer
Tokio Marine HCC Surety Group



Frank Mester
Executive Vice President
Tokio Marine HCC Surety Group

TMNCH Developing New Products and Services through a Health Promotion Consortium

The Tokio Marine & Nichido Fire Insurance Company (China) Limited (TMNCH) formed a health promotion consortium with major home electronics manufacturer Panasonic Electric Equipment (China) Co., Ltd. and medical device manufacturer OMRON (China) Co., Ltd. to develop insurance products and services relating to health and medical care. The goal of the consortium is to facilitate the growth of the health, medical care, elder care and insurance service domains in a cross-industry manner through co-creation by Japanese and Chinese companies. It is also aimed at contributing to the resolution of social issues in China, such as the Healthy China 2030 national policy and the aging population. Currently, the consortium is implementing the following projects, with more products and services on the way.



[Smart Town] Providing health promotion-type insurance products and services to residents of wellness smart towns developed by Panasonic
[Health & productivity management] Visualizing health data and providing health promotion services to employees of Japanese-affiliated companies in accordance with their health condition

4 Value People and Promote Diversity and Inclusion

Tokio Marine Group has been enhancing its initiatives by positioning the promotion and penetration of D&I as a key success factor for further growth in an uncertain environment and market. As social issues become increasingly complex and risks grow diverse, it is essential that individual employees with diverse values are able to maximize their motivation and abilities regardless of their gender, age, nationality or disability in our collective efforts to improve the quality of our products and services provided to customers around the world.

Group Career College Supporting Female Employees across the Group

Tokio Marine Group Women's Career College (TWCC) is a career college for female employees of Tokio Marine Group companies in Japan designed with two purposes. One is to provide the opportunity for individual employees to think about their own careers and lead them to self-development and behavioral change. The other is to build a network unique to Tokio Marine Group and enable willing participants to motivate each other. The in-house open-application program allows female employees to voluntarily participate in their own initiatives.



380
persons
TWCC participants
(cumulative fiscal 2019-2023)

Becoming Aware of One's Own Growth Potential to Change the Course of the Future for Each Employee and the Company

I joined TWCC because I felt there was so much that I did not know about operational efficiency and communication skills. I also wanted to broaden my perspective. There were times when I wasn't sure what I was doing, but I did not ask anyone and let it pass. I wanted to change that mindset, so I joined TWCC seeking opportunities to change myself and bring changes to the workplace. Participating in TWCC and communicating with members from various backgrounds allowed me to broaden my perspective beyond my workplace to the entire company and beyond the company to society as a whole. I have also become confident in my opinions. At TWCC, I learned the importance of being myself and thinking freely and realized that my actions and words could benefit the company, which would lead to social contribution. Joining TWCC led me to think about how I could contribute to the company. It helped me realize the many opportunities to connect with people and grow, which is one of the greatest benefits of the program. When taking on a challenge or taking a new step forward, it's encouraging to know that I have colleagues with the same goals. I believe what we learn at TWCC could ultimately lead to a change in the mindset of the entire company.



Ayako Tamiya
Kanto Division 1
Nisshin Fire & Marine Insurance Co., Ltd.

Tokio Marine Kiln

Insurance and services that support sustainable procurement in human rights and environment

Tokio Marine Kiln has partnered with a supply chain risk management company to provide clients with inspection and certification services to prove sustainable procurement in human rights and environment. Even where this proof exists, importers can still face significant costs and delays as a result of detention and inspection of cargo imports, and Tokio Marine Kiln aims to meet the coverage needs arising from those losses while supporting its customers in practicing ethical procurement and human rights due diligence.

PHLY Black and African-American Employee Resource Group

Creating Future Employment Opportunities for African Americans through the Employee Resource Group

The Black and African-American Employee Resource Group (BAAERG), which I serve as the president, is an employee resource group within PHLY. We are engaged in a variety of internal and external activities, which aim to build a society where current PHLY employees, as well as African Americans who may join PHLY in the future, can maximize their potential and play an active role in the company. For example, during Black History Month in February, we held a company-wide event with experts in DE&I (Diversity Equity & Inclusion) and African-American history.

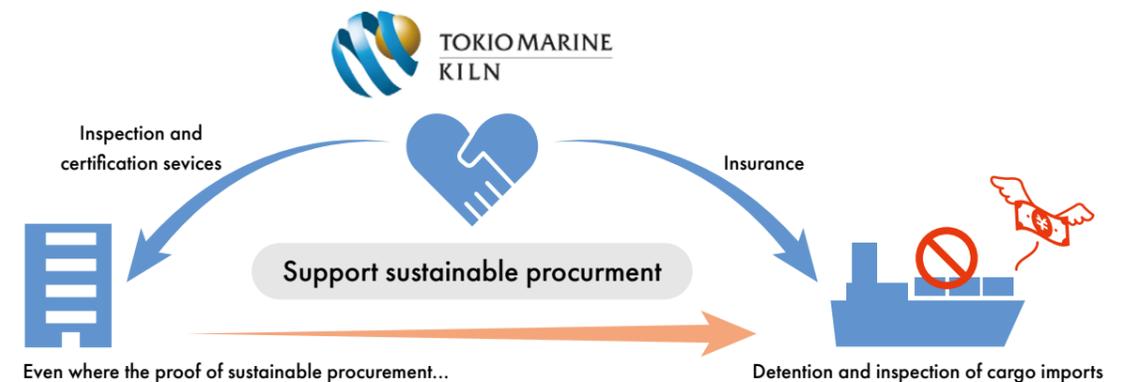
BAAERG's current focus is on contributing to the employment and career development of African Americans. In April 2023, representatives from our ERG and the DEI Council attended a career fair at Delaware State University, a Historically Black College and University, which marked the first time PHLY was represented at the annual event. The career fair was for seniors and rising juniors to explore potential job opportunities in a variety of fields. What's important to note is that many of the students were unaware of career opportunities within the insurance industry prior to attending the career fair. Our representatives were able to meet with students and provide examples of careers in the industry that aligned with their field of study. This was a significant achievement for our group, as this participation has resulted in 130 resumes being sent to PHLY for potential career opportunities.

Other efforts to expand employment opportunities include a partnership with Florida State University, where employees volunteer to mentor students, and actively participate in virtual job fairs mainly for African Americans.

Since its inception, BAAERG has steadily increased its internal and external influence. Through its unique activities, BAAERG will continue to strive to create a diverse and inclusive society.



Shelly Davis
Sr. Training Specialist
Human Resources
Philadelphia Insurance Companies



Our Commitments to Global Stakeholders for Creating a Future Together

In creating a better future together with people around the world, Tokio Marine Group has positioned “customers,” “society,” “shareholders and investors,” “employees” and “future generations” as stakeholders. We have clarified what value to provide to each stakeholder and have been making efforts accordingly.

Customers

Contribute to making customers’ lives healthy and enriching through products that provide security and assistance with future-oriented challenges



Employees

Help employees reach their highest potential through engagement and opportunities for them to thrive



Tokio Marine Group

Shareholders and Investors



Future Generations



Society

Contribute to building a sustainable society that can overcome any challenge and ensure the safety and security

Local communities	Research institutions
External initiatives, organizations, governments	Media



What We Can Do for Future Generations

Based on the strong belief that “it is our duty to pass on a bright future to the next generation,” Tokio Marine Group has clearly positioned “future generations” as a stakeholder. In fiscal 2022, we established a cross-functional global task force and identified three key themes and five priority initiatives. We are accelerating our initiatives to mitigate climate change and conserve biodiversity, as well as to support children and young generations to take up the challenge of shaping their own future.

Three key themes	Five priority initiatives
Restoration of natural capital and response to climate change	Conservation of biodiversity and disclosure of information on natural capital (planting of mangrove trees and other reforestation efforts, restoration of eelgrass beds)  → See pp. 24–25 for details.
	Investment in natural capital (ESG investment and financing) (impact investment targeting natural capital, promotion of general business investment and financial products) 
Nurturing the leaders of tomorrow	Educational support for children and students and industry-academia collaboration (conducting educational classes and fostering talent through collaboration with educational institutions) 
	Support for participation in business activities (providing opportunities for high school students to work as interns and young employees to participate in management) 
Supporting the transition to a circular economy	Support for waste reduction and recycling through insurance (promoting recycling and reuse of damaged goods through property insurance) 

Globally Expanding Projects for the Future Generation

Tokio Marine Group is promoting projects around the world to pass on the irreplaceable global environment to the next generation and support the challenges of every child and person of the future generation.

80K Trees (U.S.A.)

Throughout the United States, record wildfires, storms and other natural disasters have destroyed millions of trees in forests in recent years. Philadelphia Insurance Companies (PHLY) continues to partner with the Arbor Day Foundation through the "80K Trees" tree planting program since 2015. Over these years, this initiative has provided funding for over 500,000 trees. PHLY employees also volunteer their time to plant trees in their communities.



Reverse Mentoring (UK)

With the support of the School for CEOs, Tokio Marine Kiln (TMK) introduced the Reverse Mentoring program on a trial basis. In this program, the roles of supervisor and young employees are reversed, and young employees become mentors to give advice to their supervisors. Project participants voiced comments such as that they have increased their interest in and knowledge of diversity and inclusion and that they have become more aware of how they are regarded within the organization.



Disaster Prevention Lessons

(Japan, China, Indonesia, Vietnam, etc.)

Employee volunteers, including agents, have been conducting Disaster Prevention Lessons since 2012 to help children prepare for a disaster. Similar lessons are also provided overseas, including China, Indonesia, Turkey and Vietnam, based on education materials that take into account the characteristics of disasters in their respective countries so that these lessons appeal to children to encourage their learning.



Voice of participant:

"Now I understand the need to decide where to meet with my family when a disaster occurs."

Voice of school teacher:

"I believe it is extremely crucial to gain correct knowledge on disasters, be aware of what we should do and cultivate an ability to make appropriate judgment."

Recovery and Reuse of Auto Parts from End-of-Life Vehicles (Japan)

Tokio Marine & Nichido, E. design Insurance and Nisshin Fire acquire end-of-life vehicles in exchange for the payment of insurance claims. The three companies collect materials from the vehicles' taillights and airbags through a network of auto dismantlers and work with a chemical manufacturer to recycle and reuse them again as raw materials. This initiative both serves to reduce waste through the circular economy and helps achieve decarbonization. Reusing materials from used parts can significantly reduce CO₂ emissions compared to manufacturing new products from virgin materials.



Brazilian Seed (Brazil)

Tokio Marine Seguradora S.A (TMSR) runs the Brazilian Seed program to provide educational opportunities to young people experiencing social and economic difficulties and help them find employment. Many TMSR employees volunteer to be mentors and teach young orphans while providing mental support and advice about work and life. The majority of the young people who completed the program found jobs and are playing vital roles in society.



Voice of youth participants

"The course helped me discover my personal values and learn how to empathize with others."

Voice of TMSR mentor

"I would like to thank you for the opportunity to participate in a project that provides opportunities and changes their realities."



StreetWise Finance (South Africa)

In 2011, the Hollard Insurance Group developed StreetWise Finance, a financial and insurance literacy education program designed to teach basic financial management skills. Employee volunteers serve as lecturers to run the program with a focus on "how to plan a budget," "methods to manage savings, bank transactions and loan options," "benefits of insurance" and "post-retirement life plan." The program has been conducted free of charge in rural communities in South Africa, with the participation of roughly 180,000 persons to date (as of June 30, 2024).



Mangrove Planting (Malaysia)

Tokio Marine Insurans (Malaysia) Berhad (TMIM) signed a memorandum of cooperation with the Forest Department of Sabah, Malaysia, and began supporting mangrove conservation activities since 2023. Sabah is a state rich in nature with about 60% of the mangroves in Malaysia, and conservation activities in the state have a very important meaning.

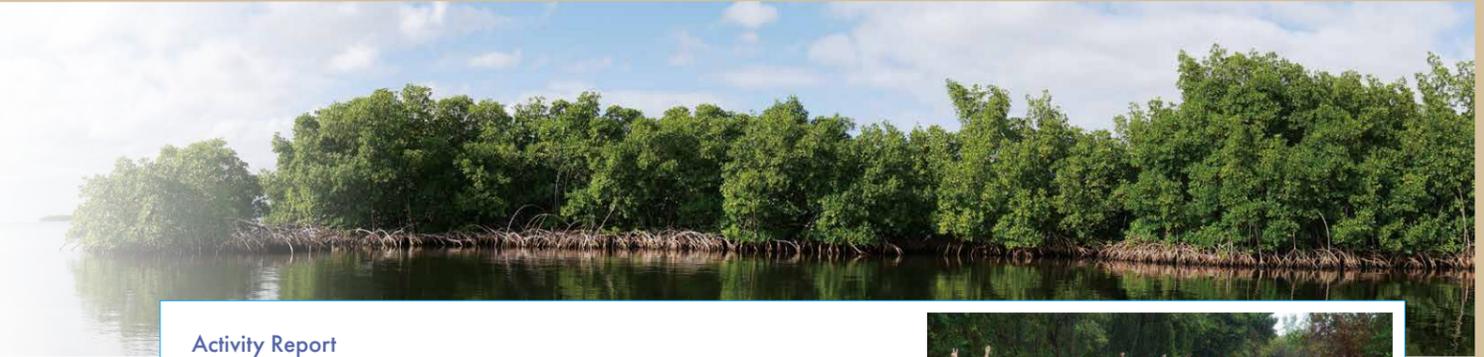
Voice of participants:

"We feel that contributing to the local community and future generations will bring pride and a sense of fulfillment to our employees."



Insurance for the Future of the Earth

The ocean, which is the origin of life and nurtures diverse ecosystems, is now exposed to climate change and marine pollution. It also faces a variety of issues, including a rise in seawater temperature, ocean acidification, plastic waste, declining oxygen levels and depletion of marine resources. To responsibly make efforts to help resolve these issues over the long term, Tokio Marine Group is undertaking activities to plant mangroves and protect and restore eelgrass beds under the concept of “insurance for the future of the Earth.”



Activities to Plant Mangroves

Roles of Mangrove Forests

Mangroves have an excellent ability to absorb and store CO₂, a major cause of global warming, and their CO₂ retaining capacity is said to equal that of tropical rainforests. They are also called “cradles of life” as they provide habitats for fish and other creatures with their intertwining roots under the water, attract animals above the water and bring various fishery and forest resources to people living near them. Moreover, mangrove forests serve as natural levees for their capacity to mitigate damage caused by tsunamis and high tides.



For Protecting Rich Ecosystems and People’s Lives

Planting mangroves translates to preserving rich ecosystems, bringing bountiful marine resources to people living in coastal areas and protecting their lives from tsunamis and other disasters. Tokio Marine Group has been undertaking mangrove planting since 1999. Currently, Tokio Marine Group employees, agents and retired employees as well as their families volunteer to plant mangroves in nine countries around the world, thus contributing to the protection of ecosystems and people’s lives in coastal areas.

Impact of Mangrove Planting (Fiscal 2023)

Offsetting CO₂ from Business Activities

The annual amount of CO₂ absorption and fixation through mangrove forests we have planted was 96,465 tons in fiscal 2023, surpassing CO₂ emissions from Tokio Marine Group’s business activities.

* Information on CO₂ emissions from energy usage and other relevant information are subject to a third-party guarantee by Ernst & Young ShinNihon LLC. We requested the Central Research Institute of Electric Power Industry (CRIEPI) to evaluate and calculate the amount of CO₂ absorption and fixation through mangrove trees and received the evaluation report. Further, the main calculation processes used in the report have been confirmed by Ernst & Young ShinNihon LLC.

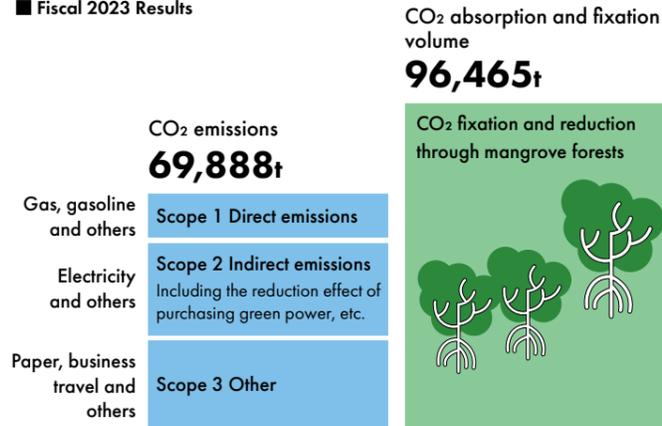
Economic Value

Improved productivity of fishery products, reduced damage from natural disasters, etc.

Cumulative total of **202.3** billion yen

Achieving Carbon Neutrality for 11 Consecutive Years Since 2013

■ Fiscal 2023 Results



Activity Report

We conducted a mangrove planting volunteer in Thailand for the first time in five years, with 23 participants from our group companies (11 from within the country and 12 from overseas). By interacting with the NGO and local people, we had a valuable opportunity to understand the significance of mangroves and this project.



Noriko Nishimaki from Tokio Marine & Nichido, Chugoku Claims Dept.

I learned that mangrove planting contributes not only to achieving carbon neutrality but also to reducing flood damage and improving the lives of local people.



Andrew Hebert from TMA, Loss Control

We were able to plant 5,000 mangrove saplings! It was amazing to interact with local people and Tokio Marine employees worldwide. Working, laughing, and eating all together makes this world smaller and a nicer place to live together peacefully.



Activities to Protect and Restore Eelgrass Beds

What Is Eelgrass, Known as “Cradles in the Sea”?

Eelgrass is a seaweed that thrives in shallow, sandy areas with gentle waves and sunlight, and spots where eelgrass grows are called eelgrass beds. It grows while absorbing CO₂ dissolved in seawater through photosynthesis and sinks to the sea floor when it dies, where it becomes part of the sediment and retains carbon for a long time. Additionally, eelgrass beds are called “cradles in the sea” as they serve as sites for fish to lay eggs and young fish to grow. Their additional effects, such as the purification of water and the protection of biodiversity, have also drawn much attention.



Efforts to Protect and Grow Eelgrass

Following mangrove planting overseas, we embarked on full-fledged environmental protection activities (activities to protect forests) in Japan in October 2022. Specifically, we are supporting activities to protect and restore eelgrass beds in Tokyo Bay (Yokohama), Osaka Bay (Hannan, Suma), and Hakata Bay (Fukuoka). Additionally, we are conducting volunteer activities such as collecting and planting eelgrass seeds, as well as participating in beach clean-ups and other efforts.



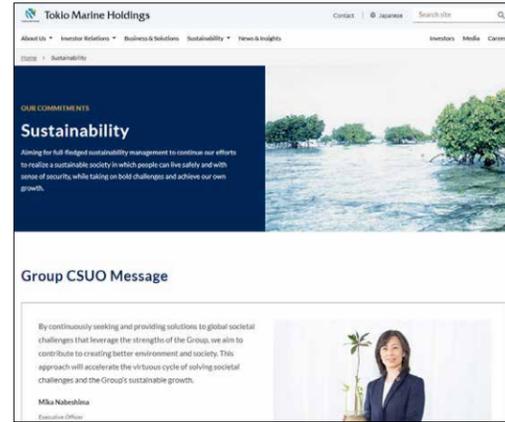
Sources of More Detailed Information on Sustainability

In addition to this Sustainability Booklet, we provide information through various means, including our website and the Sustainability Report, as an effort to enhance communication with all of our stakeholders. Please refer to the following for more detailed information on sustainability.

Sustainability Website

The website showcases an overall picture of Tokio Marine Group's sustainability activities, also providing the latest topics and video content.

<https://www.tokiomarinehd.com/en/sustainability/>

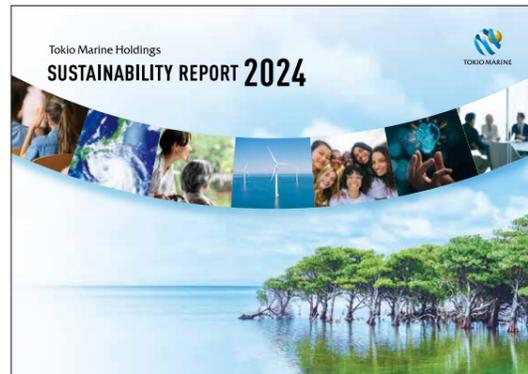


Sustainability Report

This report describes in detail our approach and strategies concerning sustainability, with a focus on the eight material issues, along with relevant data.

Tokio Marine Holdings Sustainability Report 2024

https://www.tokiomarinehd.com/en/sustainability/pdf/sustainability_web_2024.pdf



Integrated Annual Report

We issue the Integrated Annual Report to facilitate a balanced understanding, both in terms of financial and non-financial aspects, of our capabilities to sustainably create value among analysts and institutional investors. The report also provides a detailed description of our sustainability activities integral to our business activities.

Tokio Marine Holdings 2024 Integrated Annual Report

https://www.tokiomarinehd.com/en/ir/download/o1ckc9000000cu1o-att/Integrated_Report_2024_v2_e.pdf



Overview of Tokio Marine Group's Business

Four business domains

Domestic insurance business

Domestic life insurance business



Tokio Marine Holdings

International insurance business

Finance and other business

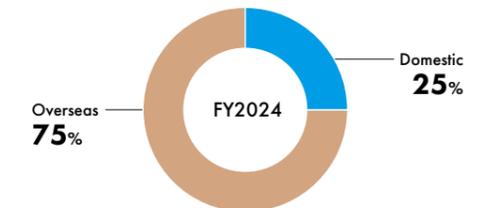
Operating business globally

Network spanning Japan and overseas



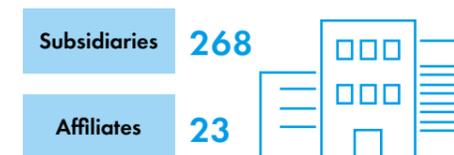
Operating business in **Japan** and **44** other countries and regions

Profit composition by region*



* Calculated based on profit by business segment (initial plan)

Number of Group companies



Number of employees (as of March 31, 2024)



ESG assessment (as of August 31, 2024)

DJSI	Selected for 15 consecutive years	Health & Productivity stock	Selected for 8 consecutive years	PRIDE Index	Gold rating (Tokio Marine & Nichido)
MSCI	AA	CDP	A		
DX Stock	Selected for 2 consecutive years	ESG Finance Awards Japan	Silver Award (FY2023 environmentally sustainable company category)		