CSR Milestones of the Sompo Japan Nipponkoa Group
Continuous Evolution of the Sompo Japan Nipponkoa Group’s CSR

This section shows our major CSR milestones to date.

1965 • Started the “Yellow Badge Donation” program

1976 • Established the Yasuda Kasai Fine Art Foundation (now Sompo Japan Nipponkoa Fine Art Foundation)
• Opened the Seiji Togo Memorial Yasuda Kasai Museum of Art (now Seiji Togo Memorial Sompo Japan Nipponkoa Museum of Art)

1977 • Established the Yasuda Fire & Marine Foundation (now Sompo Japan Foundation)

1987 • Started to publicly exhibit “Sunflowers” by Van Gogh

1990 • Established the Environmental Risk Management Office

1991 • Established the Nipponkoa Welfare Foundation

1992 • O’United Nations Conference on Environment and Development (Earth Summit) held in Rio de Janeiro

1993 • Started holding Public Seminars on the Environment
• Established an employee volunteer organization
• Introduced volunteer work leave

1995 • Signed the UNEP FI Statement of Environmental Commitment by the Insurance Industry

1996 • Volunteer employees established a social contribution fund

1997 • Acquired ISO14001 certification (as the first Japanese financial institution)

1998 • Started to publish an environmental report (as the first Japanese financial institution)
• Launched consultation services for acquiring ISO14001 certification
• Started forest management programs

1999 • Established the Yasuda Fire & Marine Environment Foundation (now Sompo Japan Nipponkoa Environment Foundation)
• Launched Sompo Japan Green Open (SRI fund)

2000 • Launched Sompo Japan SRI Open (SRI fund)
• Started BCM (Business Continuity Management) consultation services

2002 • O’World Summit on Sustainable Development held in Johannesburg
• Signed the WB/CSO Financial Sector Statement
• Held the first stakeholder meeting

2004 • Launched Sompo Japan SRI Open (SRI fund)
• Started BCM (Business Continuity Management) consultation services

2005 • Established Healthcare Frontier Japan Inc.
• Joined the Carbon Disclosure Project (now CDP)
• Started offering foundational support for NGOs/NPOs

2006 • Joined the United Nations Global Compact
• Signed the UN supported Principles for Responsible Investment (UN PRI)
• Started endowing chairs at universities

2007 • Established Sompo Japan Healthcare Services Inc. (now Sompo Japan Nipponkoa Healthcare Services Inc.)

2008 • Started interactive guided tours at the Seiji Togo Memorial Sompo Japan Museum of Art (now Seiji Togo Memorial Sompo Japan Nipponkoa Museum of Art)
• Announced the Carbon Neutral Declaration
• Started the Eco-Safe Driving Contest
• Certified as an “Eco First Company” by the Minister of the Environment, Japan

1991~ 14,235 people
Support for family caregivers of senile dementia patients

Nipponkoa Welfare Foundation supports socializing and learning programs by Alzheimer’s Association Japan to assist family caregivers of senile dementia patients. To date, it has provided 187.4 million yen to programs with a total of 14,235 participants.

1993~ 17,500 people
Public Seminars on the Environment

As of the end of fiscal year 2013, approximately 17,500 people have participated in these environmental seminars, jointly held by the Japan Environmental Education Forum (JEEF), the Sompo Japan Nipponkoa Environment Foundation, and Sompo Japan Nipponkoa with the aim of addressing environmental issues and taking concrete action.

2000~ 783 students
CSO Learning Scholarship Program

As of the end of fiscal year 2013, 783 university undergraduate and graduate students had participated in this internship program organized by the Sompo Japan Nipponkoa Environment Foundation and were provided with work experience at environmental Organizations.
2009 • Introduced web-based insurance policy access for automobile insurance products

2010 • NKSJ Holdings, Inc. (now Sompo Japan Nipponkoa Holdings, Inc.) established
- Formulated the NKSJ Group’s CSR Basic Policy
- Sompo Japan Foundation started to offer financial support to ASEAN countries
- Launched Weather Index Insurance in Thailand
- 10th Conference of the Parties (COP10) to the Convention on Biological Diversity held in Nagoya

2011 • Great East Japan Earthquake occurred
- Started to collect ESG data of the Group
- Sompo Japan (China) (now Sompo Japan Nipponkoa (China)) published its first CSR report
- Started the SAVE JAPAN Project to conserve biodiversity
- Sompo Japan Environment Foundation (now Sompo Japan Nipponkoa Environment Foundation) started research on climate change adaptation
- Established Nipponkoa Smile Kids Foundation (now Sompo Japan Nipponkoa Smile Kids Foundation)
- Signed the Principles for Financial Action towards a Sustainable Society
- Started to organize the NKSJ Volunteer Days (now the Sompo Japan Nipponkoa Group’s Volunteer Days)

2012 • Specified the Five CSR Material Issues of the Group
- Established Prime Assistance Inc. in order to enter the assistance services market
- Signed the Women’s Empowerment Principles (WEPs)
- United Nations Conference on Sustainable Development (Rio+20) held in Rio de Janeiro

2013 • Started environmental programs for community contribution
- Achieved carbon neutrality (Sompo Japan Nipponkoa Risk Management)
- Started to consider promoting the Group’s CSR by measuring KPIs

2014 • Revised the CSR Basic Policy and established the Sompo Japan Nipponkoa Group’s “Group CSR Vision,” “Group Environmental Policy,” “Group Policy for Human Dignity and Human Rights” and “Six CSR Material Issues”
- KPIs defined for Group CSR initiatives
- Released unique medical insurance, “Shin Kenko no Omamori”
- Signed Japanese version of the Stewardship Code (Sompo Japan Nipponkoa, Sompo Japan Nipponkoa Asset Management)
- Special exhibition of “Sunflowers” by Van Gogh held in an effort to support restoration of the areas affected by the Great East Japan Earthquake
- Sompo Japan Nipponkoa Insurance Inc. established as a result of the merger between Sompo Japan and Nipponkoa
- Started to conduct programs for community contribution overseas

2014 • September
- Establishment of the Sompo Japan Nipponkoa Group
In September 2014, Sompo Japan Nipponkoa Insurance Inc. was established through the integration of Sompo Japan Insurance Inc. and Nipponkoa Insurance Co., Ltd. and changed its holdings company name into Sompo Japan Nipponkoa Holdings, Inc. The Sompo Japan Nipponkoa Group will endeavor to combine the CSR initiatives promoted respectively by the former two companies since the establishment of NKSJ Holdings, Inc. in April 2010 and to expand such activities throughout the Group.

2014 • CSR highlights in recent years
- 24.6 million policies
Web-based automobile insurance policy
An option for policyholders to access their policy via the web was introduced in order to increase customer convenience and reduce our environmental footprint. More than 24.6 million customers have chosen web-based policies, forsaking the conventional paper-based format.
- 18,000 participants
SAVE JAPAN Project
During the three years from 2011 to 2013, more than 18,000 people raised their environmental awareness by joining this community-based biodiversity conservation program implemented in all prefectures in Japan in collaboration with environmental and other NGOs/NPOs.
- 10,000 volunteers
Sompo Japan Nipponkoa Group’s Volunteer Days
The Group organizes the Sompo Japan Nipponkoa Group’s Volunteer Days every year to raise the group employees’ awareness of social contribution and to continue its efforts to support the areas affected by the Great East Japan Earthquake. Every year, approximately 10,000 group employees in Japan and overseas engage in volunteer activities such as environmental conservation and social welfare.
- 100,000 policies
Unique medical insurance, “Shin Kenko no Omamori”
In May 2014, Sompo Japan Nipponkoa Himawari Life Insurance revised the Medical Insurance (III) that was purchased by 1.2 million policyholders and released the Medical Insurance (2014), the upgraded lifelong medical insurance product. The product provides both wider coverage and lower insurance premiums. The number of sales surpassed 100,000 policies within less than three months and half from the launch.
- 3,000 employees
The Great East Japan Earthquake—continuous support for recovery
More than 3,000 employees were sent to the areas affected by the Great East Japan Earthquake to facilitate prompt insurance payments. We are also providing continuous support through our core business and other activities to meet the evolving needs of disaster-hit areas.
Management Strategies and CSR

To scale up Group wide CSR efforts, the Sompo Japan Nipponkoa Group established the Group CSR promotion framework, while stipulating Group CSR Vision, Group Environmental Policy, Group Policy for Human Dignity and Human Rights and Group’s Six CSR Material Issues. The Group continues to evolve its on-going CSR initiative, which is one of the Group’s strengths, by addressing social issues and drive the Group’s growth (brand value enhancement, customer evaluation improvement and contribution to business performance). (Please see page 49 for the Group Environmental Policy and page 50 for the Group Policy for Human Dignity and Human Rights.)

Management Strategies and CSR

Group CSR Vision

We, the Sompo Japan Nipponkoa Group will positively engage our stakeholders in forward looking dialogue, respect international standards and codes of conduct, address environmental issues of climate change, biodiversity, and social issues of human rights and diversity in the course of our business operations in a transparent, fair and open manner.

By constantly maintaining a long-term outlook, and by providing services and products that contribute to security, health, and wellbeing, we will strive as a solutions provider to promote the realization of a resilient and sustainable society.

Group’s Six CSR Material Issues

1. Providing Products and Services that Contribute to Security, Health, and Wellbeing
   We will provide products and services that furnish protection from various risks in society and contribute to the security, health, and wellbeing of our customers.

2. Tackling Global Environmental Issues
   We will develop and provide new solutions to help solve global environmental issues including biodiversity loss and will address the risks of climate change through dual approaches of adaptation and mitigation.

3. Providing Sustainable and Responsible Financial Services
   We will promote social responsible investment incorporating ESG issues and develop products and services that contribute to the resolution of social issues by applying our financial and insurance capabilities.

4. Community Involvement and Development—Partnership with NGOs/NPOs
   Through collaboration with citizens, governments, NGOs/NPOs, and other principals aimed at the resolution of regional issues, we will contribute to the building of sustainable communities.

5. Respect Human Rights and Promoting the Development of Human Resource and Diversity
   We will respect the basic human rights of all stakeholders. We will provide dynamic work environments that support our diverse employees to realize their full potential and develop human resources that contribute to society through our business.

6. Disclosing Transparent Information
   We will establish a governance structure that enables sustainable growth and proactively disclose corporate information including non-financial information in a fair and transparent manner.
CSR and Environmental Management Framework

The Sompo Japan Nipponkoa Group has established and is operating an effective CSR and environmental management promotion system to ensure continuous improvement. The Group also possesses a Group wide consultative body to ensure shared understanding of the good practices of Group companies, confirm the progress of initiatives and improve the CSR and environmental management performance throughout the Group.

PDCA Cycle for Continuous Improvement

The Sompo Japan Nipponkoa Group, under the initiative of the Group’s core operating company Sompo Japan Nipponkoa, is working to obtain ISO14001 certification and has established a management system that covers all of its CSR initiatives. Specifically, this promotion framework is presided over by the President, who serves as Chief CSR and Environmental Management Officer. For example, at Regional Divisions (16 Regional Divisions throughout Japan), a respective Regional CSR & Environmental Management Promotion Headquarters is established and a Regional Division head (Executive Officer) serves as a Regional Management Officer. Under the Regional Officer, a Manager and Leader are appointed. Furthermore, a CSR-Eco Checker is appointed to every work site in an effort to promote CSR including environmental management activities and to reinforce self-motivated, bottom-up initiatives. Currently, approximately 2,100 CSR-Eco Checkers are active in Japan, who are leading the implementation of unique initiatives that reflect workplace characteristics. At the same time, Sompo Japan Nipponkoa Risk Management, which provides ISO14001 accreditation support service as its business, fulfills an internal auditing function. The company conducts dialogue-based internal auditing in order to boost the initiatives of each work site.

Operating and management status of the CSR initiatives are regularly reported to the Management Committee for review by management.

Council for CSR Promotion

The Sompo Japan Nipponkoa Group, led by Sompo Japan Nipponkoa Holdings, strives to build CSR promotion systems by drawing upon their respective strengths and experiences.

In fiscal year 2013, a Group company CSR dialogue meeting was held with employees from 14 companies of the Sompo Japan Nipponkoa Group in attendance. (See page 16) In fiscal year 2014, the Council for CSR Promotion with members representing Group companies was established to share information and confirm the progress of initiatives regularly to consolidate the framework of disseminating the CSR initiatives throughout the Group. At overseas business sites, CSR meetings were held, where the significance of CSR initiatives, issues unique to each region and future visions were discussed, to entrench CSR across the Group. (See pages 16 and 18.) Furthermore, the Group’s CSR initiatives and up-to-date CSR trends were reported at the meetings and seminars attended by top management and senior staff of overseas Group companies. (See page 17)

Obtaining Group ESG Information

Recognizing the greater importance of disclosure of non-financial information of the entire Group in order to promote CSR initiatives, the Sompo Japan Nipponkoa Group gathers and discloses quantitative data on ESG (Environment, Social, and Governance) performance. Keeping track of the ESG performance of the Group companies in Japan and abroad allows us to identify issues for the Group and to take carefully tailored actions for each Group company.

In fiscal year 2013, the ESG data were collected and disclosed for 26 consolidated subsidiaries. (See pages 48 to 51, “ESG Data.”)
Sompo Japan Nipponkoa Group’s CSR Promotion

The Sompo Japan Nipponkoa Group has evolved its CSR throughout all Group companies since its establishment in April, 2010. In July 2014 a new CSR division was set up in Sompo Japan Nipponkoa Holdings, and we are further accelerating CSR initiatives.

Sompo Japan Nipponkoa Group’s CSR promotion process

Phase 1
Adoption of CSR Basic Policy*

- FY 2009
  Started consideration of the Group’s CSR policy prior to the establishment of the Group
  - Establishment of a CSR Committee consisting of personnel from Sompo Japan and Nipponkoa
  - Discussion regarding the Group’s CSR policy and promotion framework

- FY 2010
  Establishment of NKSJ Holdings, Inc. Adoption of the NKSJ Group’s CSR Basic Policy

Phase 2
Specifying CSR Material Issues

- FY 2011 and FY 2012
  Started review of CSR Materiality.
  - Public questionnaire surveys
  - Revising CSR Materiality
  - Dialogue with experts
  - Determination of CSR material issues
  - Disclosure of targets and results of each CSR material issue

Phase 3
Formulation of Group’s CSR KPIs

- FY 2013 dialogue with experts on setting Group’s CSR KPIs

Ongoing from FY 2014
KPI-based CSR Promotion
- Verifying and evaluating the performance of KPIs
- Revising KPIs, etc.

Phase 1
Adoption of CSR Basic Policy*

Sompo Japan and Nipponkoa integrated their management and established NKSJ Holdings, Inc. (the name of the company at the time) in April, 2010. Prior to the integration, in April 2009, the two companies organized 16 committees, each working on a specific theme such as the administrative system, human resources management, and compliance, as well as four information exchange groups. This was done to pave the way for the establishment of the new corporate group. The main task of the CSR Committee was to discuss how to improve communication between employees and agencies through CSR initiatives as well as the NKSJ Group’s CSR basic policy and management framework.

From these discussions, various new ideas for cooperation emerged based on the different experiences and know-how of the two companies. These ideas culminated in the NKSJ Group’s CSR Basic Policy* in April 2010.

*Currently the Group CSR Vision
In accordance with the CSR Basic Policy, the material issues faced separately by Sompo Japan and Nipponkoa were reviewed in fiscal year 2011. Through three steps comprising a public questionnaire survey, materiality analysis, and dialogue with experts, new CSR material issues were determined for the NKSJ Group as a whole.

The first step, the public questionnaire survey, was conducted on more than 1,000 members of the public through an external research company. In the second step, we analyzed general public expectations of the Group based on the survey results, as well as the expected degree of influence of each of the core subjects of ISO26000 on the Group. In the third step, Ms. Junko Edahiro, Chief Executive of Japan for Sustainability (JFS), and Mr. Hideto Kawakita, CEO of International Institute for Human, Organization and the Earth (IIHOE), were invited to present their opinions on what we should take into consideration when specifying CSR material issues. The three key considerations pointed out by the experts are: ongoing dialogue with a wide range of stakeholders; setting issues from a broad and deep future perspective; and creating new value to actively contribute to society.

Based on the results of these three steps, issues were mapped out on a grid, with the vertical axis representing the degree of expectation among the NKSJ Group’s stakeholders and the horizontal axis representing the degree of importance to the NKSJ Group. The issues of highest priority in terms of these two axes were then selected as the five CSR material issues. (The company and Group names are as of when this identification process was conducted.)

To strengthen our CSR commitments and develop a Group wide framework, the Group, in fiscal year 2014, reviewed the existing CSR Basic Policy and five CSR material issues and formulated the new Group CSR Vision and policies.

The Group CSR Vision represents our most fundamental CSR concept that specifies a determination shared by all Group employees to realize the Group Management Philosophy. With regard to the environment and human rights, two issues that our stakeholders expect us to ascribe particular importance to, we have created two separate policies called the “Group Environmental Policy” and the “Group Policy for Human Dignity and Human Rights.” Based on the vision and policies, we also reviewed existing CSR material issues and restructured them into six CSR material issues.

Each of the Group companies has planned specific CSR measures based on these vision, policies, and material issues, and is currently implementing the plans.

(The Please see page 9 for the Group CSR Vision and the Group’s Six CSR Material Issues. See page 49 for the Group Environmental Policy and page 50 for the Group Policy for Human Dignity and Human Rights.)

The KPIs identified in accordance with the Group’s Six CSR Material Issues will enable all Group companies to share the same goals and exert unified efforts toward CSR, allowing the Group to achieve greater non-financial performance. The KPIs will also allow us to evaluate the progress and impact of our actions, and disclosure of the results will lead to enhancing trust among stakeholders and promoting dialogue.

As the first step in the process of identifying the KPIs, we organized a dialogue with two external experts, Ms. Junko Edahiro, Chief Executive of Japan for Sustainability (JFS), and Mr. Hideto Kawakita, CEO of International Institute for Human, Organization and the Earth (IIHOE) to share information on KPIs adopted by other global companies and best KPI practices, to obtain their opinions on what we should take into consideration when selecting KPIs and to determine their expectations of the Group. Executives and heads of the relevant units of Group companies attended the dialogue and exchanged views. After the dialogue, we collected information on what KPIs are being used at other companies through interviews and extracted KPIs that we consider important for the Group from the viewpoints of solving social issues and promoting the Group’s growth. The extracted KPIs were then discussed within the Group to select our own KPIs for each of the Group’s Six CSR Material Issues, and specific numerical targets were set for each KPI.

We will further commit ourselves to CSR initiatives while regularly checking the progress of these activities in relation to the KPIs.
### Sompo Japan Nipponkoa Group’s Key Performance Indicators (CSR-KPIs)

<table>
<thead>
<tr>
<th>Six CSR Material Issues</th>
<th>Item</th>
<th>Group’s CSR-KPIs</th>
<th>FY2014 Targets</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Providing Products and Services that Contribute to Security, Health, and Wellbeing</td>
<td>Products and services</td>
<td>Development and provision of products and services that contribute to solving social issues</td>
<td>• R&amp;D of new products and services</td>
</tr>
<tr>
<td></td>
<td>Compliance</td>
<td>Prevention of material legal violations (Ratio of employees who receive compliance training)</td>
<td>• 100%</td>
</tr>
<tr>
<td></td>
<td>Climate change</td>
<td>Promotion of the use of Web-based insurance clauses (Ratio of Web-based insurance clauses issued)</td>
<td>• At least 70%</td>
</tr>
<tr>
<td></td>
<td>Climate change</td>
<td>Promotion of the use of recycled parts etc. (Ratio of eco-friendly parts used; ratio of bumpers repaired; ratio of outer panels repaired)</td>
<td>• Ratio of eco-friendly parts used: 4.0% • Ratio of bumpers repaired: 13.5% • Ratio of outer panels repaired: 85.0%</td>
</tr>
<tr>
<td></td>
<td>Biodiversity</td>
<td>Conservation of biodiversity</td>
<td>• Implement the SAVE JAPAN Project in all 47 prefectures</td>
</tr>
<tr>
<td></td>
<td>Social return on investment (SROI)</td>
<td>• SAVE JAPAN Project SROI: at least the same level (1.12) as in FY2013</td>
<td></td>
</tr>
<tr>
<td>2. Tackling Global Environmental Issues</td>
<td>Products and services</td>
<td>Development and Provision of products and services that contribute to solving social issues</td>
<td>• Increase sales and review of existing SRI funds. • R&amp;D of new products and services</td>
</tr>
<tr>
<td></td>
<td>Responsible investment</td>
<td>Engagement with investees</td>
<td>• Build an internal system that will facilitate engagement.</td>
</tr>
<tr>
<td></td>
<td>Responsible investment</td>
<td>Promotion of investments and loans that contribute to solving social issues</td>
<td>• Offer loans developed in collaboration with other organizations to promote the use of renewable energy, such as photovoltaic/wind power generation system projects. • Promote investments and loans for the development of social infrastructure and other growing fields.</td>
</tr>
<tr>
<td>3. Providing Sustainable and Responsible Financial Services</td>
<td>Employees</td>
<td>Promotion of the Sompo Japan Nipponkoa Group’s Volunteer Days (Number of projects implemented; number of employee participants)</td>
<td>• Number of projects implemented: 300 • Number of employee participants: 10,000</td>
</tr>
<tr>
<td></td>
<td>Contribution to local communities</td>
<td>Implementation of social contribution programs</td>
<td>• Contribute to society through the implementation of various programs. • Develop and implement overseas programs and disaster prevention education programs.</td>
</tr>
<tr>
<td></td>
<td>Support for the areas severely affected by the Great East Japan Earthquake</td>
<td>Support for the areas severely affected by the Great East Japan Earthquake</td>
<td>• Provide reconstruction support that meets the needs of each affected area. • Organize the Sun Flower exhibition. • Plan and implement puppet road shows.</td>
</tr>
<tr>
<td>4. Community Involvement and Development—Partnership with NGOs/NPOs</td>
<td>Work-life balance</td>
<td>Ratio of male employees who take childcare leave</td>
<td>• Promote with the aim of achieving 100%</td>
</tr>
<tr>
<td></td>
<td>Diversity</td>
<td>Ratio of female employees in managerial positions</td>
<td>• Promote with the aim of achieving 10% by the end of FY2015</td>
</tr>
<tr>
<td>5. Respect Human Rights and Promoting the Development of Human Resource and Diversity</td>
<td>Information disclosure</td>
<td>Active disclosure of non-financial information</td>
<td>• Issue a CSR report. • Publish a Voice of Customer (VOC) White Paper. • Improve the official website</td>
</tr>
</tbody>
</table>
Sompo Japan Nipponkoa Group’s CSR Key Performance Indicators (FY2014 Targets)

- **Material Issue 1**: Providing Products and Services that Contribute to Security, Health, and Wellbeing
  - Reduce by at least 3% vs. the previous year CO₂ emissions
  - Reduce by at least 3% vs. the previous year Electric power consumption

- **Material Issue 2**: Tackling Global Environmental Issues
  - At least 70% Ratio of Web-based insurance clauses issued

- **Material Issue 3**: Providing Sustainable and Responsible Financial Services
  - At least 90% Ratio of green purchasing
  - Ratio of female employees in managerial positions by the end of FY2015: 10%

- **Material Issue 4**: Community Involvement and Development—Partnership with NGOs/NPOs
  - Number of employees in Sompo Japan Nipponkoa Group’s Volunteer Days: 10,000

- **Material Issue 5**: Respect Human Rights and Promoting the Development of Human Resource and Diversity

- **Material Issue 6**: Disclosing Transparent Information
  - Ratio of employees who receive compliance training: 100%
Stakeholder Engagement

The ISO26000 international social responsibility standard emphasizes the importance of the identification of and engagement with stakeholders as a fundamental part of social responsibility.

The Sompo Japan Nipponkoa Group regards communication with various stakeholders as an essential activity for identifying social issues, building trust and cooperative relationships with stakeholders, and making greater CSR achievements. We make sure to maintain effective stakeholder engagement at all times when conducting CSR initiatives.

Examples of Communication with Stakeholders

We maintain dialogue and cooperation with stakeholders on a variety of occasions to further deepen our CSR. The following are some examples of how we communicate with stakeholders.

**Stakeholders**

We utilize Facebook to maintain ongoing and interactive communication with stakeholders. Sompo Japan Nipponkoa, Saison Automobile & Fire Insurance, and other companies report their latest CSR initiatives on their Facebook pages.

**Seminars, Symposiums, and Forums**

We contribute to the creation of a sustainable society through activities such as holding seminars and lectures on various social issues including the environment, welfare, and disaster prevention, as well as through participation in dialogue meetings held both in Japan and abroad. The seminars and lectures include the Public Seminars on the Environment organized by the Sompo Japan Nipponkoa Environment Foundation and various other seminars planned by Sompo Japan Nipponkoa Risk Management. Presentations that we make in symposiums, forums, and other meetings also play an important role in maintaining communication with stakeholders.

**External Experts**

We are working to strengthen our CSR by maintaining dialogue with external experts. This dialogue includes periodic meetings with experts from academia, government agencies, and industry.

**Shareholders and Investors**

We make sure that financial information such as statements and stock prices that is necessary for assessing the value of the Group is posted in a timely manner on our official website as well as provided at various meetings and through statutory financial reports. It is also ensured that the latest news on our ESG (Environment, Social, and Governance) is provided along with those financial information.

**CSR Research and Rating Organizations**

We also attach importance to communicate with CSR assessment and ESG rating organizations, actively seeking feedback from and exchanging opinions with these organizations to further strengthen the Group’s CSR.

**Value Chain**

As part of our efforts to ensure CSR commitments by our business partners throughout the value chain, we request their cooperation in the areas of environmental protection, compliance, and respect for human rights, and conduct surveys on how they deal with those issues.
CSR Dialogue

We hold CSR dialogue meetings with stakeholders every year and discuss how we can further enhance our CSR.

Fiscal Year 2013 CSR Dialogue Meetings

Overseas

Sompo Japan Nipponkoa Insurance (China) Co., Ltd. (November 2013)

A CSR dialogue meeting was held in the Dalian Office in November 2013. Mr. Yin, Vice-President of WTO Tribune, was invited as an external lecturer to talk about the latest CSR trends in China and what Sompo Japan Nipponkoa (China) is expected to do. About 30 employees who attended the meeting ardently discussed how CSR can be practiced in China.

Sompo Japan Nipponkoa (China), Sompo Japan Nipponkoa’s local subsidiary in China, is undertaking a project to develop a CSR Committee to meet the growing demand for CSR information disclosure in China. As part of this project, Sompo Japan Nipponkoa (China) published a local CSR report in 2011, making it the first Japanese financial institution operating in China to introduce its CSR initiatives.

Cooperation with NGOs/NPOs

SAVE JAPAN Project (January 2014)

A dialogue meeting entitled “Future Forms of Cooperation between Business and NGOs/NPOs for the SAVE JAPAN Project” based on its three year history was held in the Sompo Japan Nipponkoa’s Head Office building in Shinjuku, Tokyo in January 2014.

The SAVE JAPAN Project, a program in which more than 100 environmental organizations across Japan and Sompo Japan Nipponkoa work together for the conservation of biodiversity in each region, celebrated its third anniversary at the end of fiscal year 2013. The dialogue meeting was intended to share the achievements of the project over the past three years and discuss how business and NGOs/NPOs can cooperate with each other in the future. Approximately 150 participants, mainly NGOs/NPOs staff and CSR representatives from companies, attended the meeting.

In the first section, the representatives from NPO Support Centers, environmental organizations, and companies reported the achievements of the project, while in the second section, a panel discussion was held to answer questions from the audience on cooperation between NGOs/NPOs and business. The meeting provided an opportunity to share achievements and realizations brought about by the project over the past three years.

Joint Meeting with Group Companies

The Sompo Japan Nipponkoa Group (February 2014)

In February 2014, a Group company CSR dialogue meeting was held with 33 employees from 14 companies of the Sompo Japan Nipponkoa Group in attendance.

The keynote speech was made by the Assistant Director of Environment and Economy Division, Environmental Policy Bureau, and a session where Group company representatives make remarks in succession were followed throughout the dialogue each companies discussed on how they can contribute to society through products, services, and operational processes.

The meeting provided the representatives of the various Group companies with a chance to exchange opinions with each other, generating new perspectives and ideas such as the possibility of new collaborations.
Sompo Japan Nipponkoa Group’s CSR Training

The Sompo Japan Nipponkoa Group endeavors to promote the dissemination of CSR across the entire Group through a wide variety of education and training programs.

Group wide CSR Training

Through education and training, the Sompo Japan Nipponkoa Group provides employees of every rank with opportunities to understand society’s expectations of the Group and the role it is expected to play as well as to promote each employee’s active participation in CSR initiatives.

Human Esteem Training

For the purpose of encouraging employees to gain a deeper understanding of CSR and promoting respect for human dignity, the Group provides all its directors and employees with training through the use of its proprietary teaching materials based on the ISO26000 international social responsibility standard and other resources. Training programs offer opportunities for participants to discuss and share ideas about how they should tackle specific issues regarding human rights, the environment, and other social issues when they arise at their workplaces. The program’s focus is placed on enabling participants to regard social issues as relevant to their own lives.

CSR Training for Employees at All Levels

CSR Training for Management

CSR training is provided to executive officers and general managers of each department to enhance their understanding of CSR. In January 2014, the importance of CSR was shared at the Global Summit, a conference held in Singapore attended by top management from overseas Group companies.

Internal CSR Audit Based on Dialogue

Prior to their merger, in April 2013, Sompo Japan and Nipponkoa integrated their environment management systems and, in November 2013, acquired the ISO14001 international standard certification for the integrated system.

Under the system, internal audits that emphasize importance to dialogue are conducted, and based on these audits, CSR is promoted in a manner that matches the characteristics of each department.

In fiscal year 2013, 18 departments at the Head Office and five regional head offices were audited.

CSR Development Seminar

CSR development seminars, which are organized for employees of the Group companies, is a highly technical program designed to share ideas on how to fulfill the company’s CSR through its core business.

In fiscal year 2013, a debriefing meeting of the Employee Dispatch Pro bono Program—a support program aimed at sending the company’s employees to NGOs/NPOs to engage in the reconstruction of areas severely affected by the Great East Japan Earthquake—was organized in December under the theme of “How can corporate human resources contribute to the reconstruction of disaster affected areas?” The meeting was attended by approximately 180 employees and others involved. Dispatched employees presented reports on their activities and a panel discussion was held with experts to share their insights and knowledge with participants.

In Part 1, members who were dispatched to support the Minamisoma Solar Agripark gave relay-style presentations on the activities they carried out on-site. In Part 2, a panel discussion was held where experts, including Mr. Haruo Miyagi, Executive Director of the NPO Entrepreneurial Training for Innovative Communities (ETIC.) held discussions with participants.

CSR Training for New Recruits

Various CSR training programs are prepared and provided to new recruits every year. For new recruits who joined the companies in April 2014, a CSR dialogue meeting facilitated by Mr. Hideto Kawakita, CEO of the International Institute for Human, Organization and the Earth (IIHOE), was organized. An exercise that simulates the difficulties faced by people with hearing or vision disabilities as part of a training program focusing on experience and awareness is also implemented.

Panel discussion
CSR Meeting in Overseas

Since fiscal year 2010, CSR meetings have been held in the Group’s overseas offices as well. CSR issues were discussed in the United Kingdom, Turkey, the United States, Singapore, and China in fiscal year 2011; Brazil, the United States, and India in fiscal year 2012; the United Kingdom, Turkey, Thailand, China, and Hong Kong (headquarters of our Asian business) in fiscal year 2013.

In the meetings, the significance of fulfilling CSR, along with issues and future visions of each region are discussed and information is shared to further advance the Group’s CSR efforts.

CSR meeting participants in Turkey

Insurance Seminar of SJNK (ISSJNK)

The Insurance Seminar of SJNK (ISSJNK), a training program for overseas Group company representatives, was held in February 2014 to share the Group’s commitments to CSR.

Internal Communication

The Group actively shares the latest CSR news across the Group through e-mail, the intranet, newsletter, video, a server for sharing information among overseas Group companies, and other means.

“Around the World,” an English information tool for Japanese and overseas offices published approximately bimonthly, also includes a CSR section to report the latest news and activities conducted across the Group.

CSR section of “Around the World”

VOICE

CSR Promotion by Sompo Japan Nipponkoa Insurance Company of Europe Limited (UK)

At Sompo Japan Nipponkoa Insurance Company of Europe Limited (SJNKE), a local subsidiary of Sompo Japan Nipponkoa in the United Kingdom, 10 CSR Committee members meet four times a year to discuss their initiatives.

To promote environmental conservation, SJNKE ensures that garbage is sorted out by type, that paper is printed on both sides and recycled, and that all fixtures and fittings purchased are environmentally and socially considerate products.

SJNKE also actively engages in social contribution activities such as on-going fundraising and donations and support for workshops geared toward students.

Patricia Cross
Corporate Services Manager
CSR Committee member

TOPICS

ISO14001 Accreditation for All Offices—The Largest-class CSR-EMS Ever Developed by Japanese Financial Institutions—

Before their merger, in fiscal year 2013, Sompo Japan and Nipponkoa integrated their environmental management systems, for which they had separately obtained the ISO14001 international standard, to develop a new CSR-Environmental Management System (CSR-EMS), which covers 400 offices nationwide (including some offices of their Group companies). While a CSR & Environmental Management Promotion Headquarters is established in each of the 16 head offices across Japan, about 2,100 employees are appointed as CSR-Eco Checkers for their respective workplaces to promote CSR initiatives that match the characteristics of each region.

One major feature of the CSR-EMS is to cover not only environmental issues such as energy and resources conservation but also social responsibility issues such as human rights and consumer issues addressed in the ISO26000 international social responsibility standard.
The United Nations Decade of ESD
Highlights of the Sompo Japan Nipponkoa Group’s Achievements

The United Nations Decade of ESD (Education for Sustainable Development), spanning from 2005 to 2014, is aimed to empower people with new values and behavior that will lead to solving social issues as well as developing a sustainable society through educational activities. Under this initiative, focus is placed on education not only at schools but also in various locations including companies. The ESD world conference will take place in Japan in November 2014.

The Involvement of the Sompo Japan Nipponkoa Group in ESD

The World Conference 2014 will Take Place in Japan
The world is being confronted with various social issues such as the environment, human rights, and poverty.

Based on a proposal from Japan at the World Summit on Sustainable Development held in Johannesburg in 2002, the years 2005 to 2014 were declared the Decade of Education for Sustainable Development. Furthermore, the outcome document of the United Nations Conference on Sustainable Development (Rio+20) held in Rio de Janeiro in 2012 included a commitment to ongoing ESD after 2014.

In 2014, the last year of the decade, the UNESCO World Conference on ESD will take place in Nagoya City in Aichi Prefecture and Okayama City in Okayama Prefecture in November.

Involvement of the Sompo Japan Nipponkoa Group in ESD
The Sompo Japan Nipponkoa Group had implemented various programs aimed at educating younger generations about sustainability even before the decade started. Sompo Japan Nipponkoa and the Sompo Japan Nipponkoa Environment Foundation will also participate in the UNESCO World Conference on ESD to be held in Japan. Masao Seki, Senior Advisor on CSR of Sompo Japan Nipponkoa, will serve as a member of the Decade of ESD Round Table, which is a liaison and adjustment meeting for the relevant government agencies, in addition to serving as a board member of the approved nonprofit organization Japan Council on the United Nations Decade of Education for Sustainable Development (ESD-J), thus bolstering his commitment to the dissemination of ESD in Japan.

Case 1 | Public Seminars on the Environment
The Public Seminars on the Environment were initiated in 1993 as a joint project of Sompo Japan Nipponkoa, Sompo Japan Nipponkoa Environment Foundation, and the Japan Environmental Education Forum, and celebrated their 20th anniversary in 2013. Approximately 10 seminars were held annually in the hope that they encourage every participant to deepen consciousness and understanding of environmental issues and to take action toward solving them.

The Public Seminars on the Environment, which started as one of the first partnership projects between companies and NGOs/NPOs in Japan, has attracted a wide variety of participants including businesspersons, NGOs/NPO staff, local government officials, and students, etc. Up to the end of fiscal year 2013, a total of 351 seminars were held, with the topics covered varying widely, including nature protection, climate change, biodiversity, food education, environmental education, and many others. The total number of lecturers and participants rose to as many as 410 and approximately 17,500, respectively. The seminar sometimes took place outdoors as an opportunity for participants to experience nature.

In February 2014, the 20th anniversary commemorative symposium entitled “Business and Environmental Issues” was organized, attended by an audience of about 130. At this event, where the publication of a book by the Environmental Issues Research Group of the Sompo Japan Nipponkoa Environment Foundation was also celebrated, representatives of citizens, government administration, NGOs/NPOs, and other stakeholders discussed issues and prospects concerning companies’ contributions to solving environmental issues.

1993 Launched
Outdoor seminar nature experience program

17,500 Total number of participants

20th anniversary commemorative symposium “Business and Environmental Issues”
### Case 2 | CSO Learning Scholarship Program

The CSO Learning Scholarship Program is an eight-month internship program launched in 2000 that offers undergraduate and graduate students work experience at civil society organizations (CSOs), in the area of the environment. The program is intended to offer the young generation an opportunity to consider about environmental issues and what a civil society should entail while working with CSO staff, thereby helping them to harbor a broad vision.

The total number of alumni reached 780 by the end of fiscal year 2013. In recent years, the number of those who decide to continue to be involved with environmental and social challenges even after the completion of the program has increased, with many working actively for the environmental departments of central and local governments, environmental NGOs/NPOs, and companies and organizations concerned with food and agriculture.

**Voice of a Participant**

Ms. Chisato Ikariya  
Participated in fiscal year 2012; then at Hosei University  
Worked for: The Organization for Industrial, Spiritual and Cultural Advancement-International (OISCA)

What I learned from this internship program was the importance of challenging in what I want to achieve. In the organization I worked for, I was given chances at a variety of jobs, including not only clerical work but also planting trees and planning and operation of an exhibition at an environmental event. All of these were precious experiences for me. Initially, I did not have the confidence but thanks to the advice and support from the staff, I was able to carry out these jobs more proactively. During the program, there were also monthly meetings where I could meet other intern participants working in other organizations. The other interns that I met at the meetings were working hard toward their goals and inspired me with a lot of energy.

The CSO Learning Scholarship Program gave me an opportunity to experience various new activities, meet inspirational friends. Thank you for this wonderful opportunity.

### Case 3 | SAVE JAPAN Project

The SAVE JAPAN Project is a program in which Sompo Japan Nipponkoa makes donations to the Japan NPO Center each time a customer enrolls in automobile insurance, and selects the "web-based insurance clause" option, or when a customer chooses to use a recycled part after accident repairs. Part of the reduced costs are donated to the Japan NPO Center, and more than 100 local environmental organizations, and Sompo Japan Nipponkoa jointly organize biodiversity conservation events in all 47 prefectures across Japan. The project provides opportunities for the local community to actively take part in nature protection activities.

A total of 325 events have been held, with more than 18,000 citizens taking part as of the end of March 2014 since the program’s launch in fiscal year 2011. In January 2014, a symposium was organized to review and discuss the achievements of the program over the past three years, attended by about 150 participants mainly from NGOs/NPOs and companies.

To complete the three-year project, the social value of the SAVE JAPAN Project was evaluated using a Social Return On Investment (SROI) analysis, an evaluation method for project efficiency that compares the social value a project produces and its cost. This is the first time for an SROI analysis to be employed in the field of biodiversity conservation in Japan.

#### Three-year social value arising from the SAVE JAPAN Project

<table>
<thead>
<tr>
<th>FY</th>
<th>SROI</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>0.46</td>
</tr>
<tr>
<td>2012</td>
<td>0.97</td>
</tr>
<tr>
<td>2013</td>
<td>1.12</td>
</tr>
</tbody>
</table>

*SROI: Social Return on Investment*
Declarations to Society and Participation in CSR Initiatives

To solve social issues on a global level, the collaboration of multiple organizations is indispensable. The Sompo Japan Nipponkoa Group actively participates and endeavors to take a leading role in a wide variety of international and domestic initiatives.

**United Nations Global Compact (UN GC)**

Advocated by the then UN Secretary-General Kofi Annan in July 2000, the UN GC is a partnership initiative between the UN and businesses that motivates companies to enhance better corporate citizenship by voluntarily addressing the issues of human rights, labor, the environment, and anticorruption. Sompo Japan Nipponkoa Group became a signatory in 2006.

**Women’s Empowerment Principles (WEPs)**

The Women’s Empowerment Principles (WEPs), a joint initiative between UN Women and the UN GC, offer a framework for business on how to empower women in the workplace, marketplace and community. The 7 WEPs Principles seek to point the way to best practice in advancing gender equality by elaborating the gender dimension of corporate responsibility, the UN GC, and business’ role in sustainable development. Sompo Japan Nipponkoa Holdings became a signatory of WEPs in June 2012.

**Caring For Climate**

Caring for Climate is an initiative established by UN GC, UN Environment Programme, UN Framework Convention on Climate Change (UNFCCC) in 2007 to advance the role of business in addressing climate change. Sompo Japan Nipponkoa is a member of the steering committee.

**United Nations Environment Programme Finance Initiative (UNEP FI)**

UNEP FI is an international financial sector network. Since its launch in 1992, the initiative has promoted the integration of environmental considerations into all aspects of the financial sector’s operations and services in pursuit of sustainable development that is conducive to both economic progress and environmental protection. Sompo Japan Nipponkoa became a signatory in 1995.

**United Nations Principles for Responsible Investment (UN PRI)**

UN PRI was formulated by the UNEP FI as a declaration by financial institutions that they will take ESG issues into account when making investment decisions. In 2006, Sompo Japan Nipponkoa became the first Japanese insurance company to become a signatory to these principles and Sompo Japan Nipponkoa Asset Management also became a signatory in January 2012.

**United Nations Principles for Sustainable Insurance (UN PSI)**

UN PSI was formulated by the United Nations Environment Programme Finance Initiative (UNEP FI) in June 2012, as a declaration by financial institutions that they will take ESG (Environment, Social, and Governance) issues into account through their business operations. Sompo Japan Nipponkoa has participated in the development of the principles and became a signatory in June 2012.

**CDP**

CDP is a collaborative initiative by the world’s leading institutional investors. This international initiative encourages businesses worldwide to adopt climate change strategies and disclose their GHG emissions. Sompo Japan Nipponkoa has been a member since 2005 as an institutional investor.

**World Business Council for Sustainable Development (WBCSD)**

The WBCSD, established in 1995, is a CEO-led global association of companies. Company leaders from the world are providing industry leadership on the environment and sustainable development through lively debate, policy recommendations, and other activities. Sompo Japan Nipponkoa is the only Japanese financial institution participating in the initiatives of the WBCSD.

**ECO FIRST Business**

In November 2008 the Sompo Japan Nipponkoa Group became the first companies in the insurance business to be accredited by the Minister of the Environment, Japan as an "ECO FIRST Business." Under the ECO FIRST system, companies make a commitment to the Minister of the Environment, Japan about the environmental conservation initiatives they will take in fields such as combating global warming.


These principles were formulated in October 2011 as action principles for financial institutions to fulfill their roles and responsibilities to develop a sustainable society. Sompo Japan Nipponkoa was actively involved in the formulation, participating as members of the drafting committee. In December 2011, seven Sompo Japan Nipponkoa Group companies including Sompo Japan Nipponkoa became signatories to these principles.

**Japan Business and Biodiversity Partnership**

The Japan Business and Biodiversity Partnership was founded in October 2010 to coincide with the 10th meeting of the Conference of the Parties to the Convention on Biological Diversity (COP10). The partnership was established by businesses, economic organizations, governments, NGOs/NPOs, and other parties that endorse the Japan Business and Biodiversity Partnership Action Policy. The Sompo Japan Nipponkoa Group companies signed up to the partnership when it was established.

**Keidanren Committee on Nature Conservation (KCNC), Keidanren One Percent Club, Council for Better Corporate Citizenship (CBCC)**

KCNC financially supports NGOs/NPOs working on the conservation of biodiversity and nature through the Keidanren Nature Conservation Fund (KNCF), while promoting companies’ awareness of biodiversity and nature conservation as well as communication and cooperation with NGOs/NPOs. The Keidanren One Percent Club provides information on social contribution activities conducted by companies to promote companies’ further involvement in social contribution, while acting as a coordinator for the cooperation between companies and NGOs/NPOs. CBCC is an organization established by Keidanren that is responsible for planning and operating cooperation between companies and NGOs/NPOs. CBCC financially supports NGOs/NPOs working on the conservation of biodiversity and nature through the Keidanren Nature Conservation Fund (KNCF), while promoting companies’ awareness of biodiversity and nature conservation as well as communication and cooperation with NGOs/NPOs. CBCC financially supports NGOs/NPOs working on the conservation of biodiversity and nature through the Keidanren Nature Conservation Fund (KNCF), while promoting companies’ awareness of biodiversity and nature conservation as well as communication and cooperation with NGOs/NPOs.

**TOPICS**

The initiatives in which the Group participates are published and introduced as CSR best practices around the world through various media. Our initiatives are also reported by these initiatives. The following are few examples.

**Unsustainable Business (UN GC)**

The UN GC-Accenture CEO Study on Sustainability 2013—Architects of a Better World
An interview article with President and Group CEO Sakurada appears in the CEO Study on Sustainability 2013 published jointly by UN GC and Accenture.
http://www.accenture.com/microsites/ungc-ceo-study/Pages/home.aspx

**World Business Council for Sustainable Development (WBCSD)**

Reporting Matters—WBCSD 2013 Baseline Report

The Baseline Report, compiled with WBCSD acting as secretariat, is the first report that introduces the best practices of member companies. In this report, our 2012 CSR Communication Report is introduced as a good example in selecting process model for CSR material issues.
http://www.wbcsd.org/reportingmatters.aspx
Aiming to be a leading company in CSR, we are launching global activities.

**Europe**

1. **London, U.K.** (June 2013)  
   Participated in the G8 Social Impact Investment Forum, in which government officials and senior figures from Austria, France, the U.K., China, and the United States and other countries held discussions on strategies to respond to climate change.

2. **Amsterdam, Netherlands** (April 2013)  
   Attended a conference of the Global Reporting Initiative (GRI), with the Group’s representatives speaking on “Sustainability in the Era of Resilient Growth in Japan,” a session featuring Japanese business leaders.

3. **Warsaw, Poland** (November 2013)  
   Participated in the “Caring for Climate Business Forum” held at the 19th United Nations Framework Convention on Climate Change (COP19), taking part in discussions over countermeasures against climate change.

4. **Istanbul, Turkey** (November 2013)  
   Attended the WBCSD Council Meeting as a core member of the “Action2020” project aimed at setting an action agenda for business on sustainable development to 2020 and beyond.

5. **Berlin, Germany** (November 2013)  
   Gave a presentation on initiatives undertaken by the Group at the Sixth International Conference on CSR Reporting in China hosted by WTO Tribune.

6. **Hanoi, Vietnam** (Visit to Vietnam’s Ministry of Nature Resources and Environment as a member of KCNC)

7. **Bangkok, Thailand** (September 2013)  
   Took a rostrum at the CSR Asia Summit 2013 to introduce the Group’s approach to countering climate change.

8. **Indonesia/Vietnam** (October 2013)  
   Participated in a tour organized by the Keidanren Committee on Nature Conservation (KCNC) to observe nature conservation projects undertaken in Indonesia and Vietnam while taking part in dialogue with local governments and NGOs/NGOs.

9. **Naypyidaw, Myanmar** (February 2014)  
   Hosted the Weather Index Insurance Seminar jointly hosted with Myanmar’s Ministry of Finance and Revenue, with the attendance of Minister of Agriculture and Irrigation Myint Hlaing and Deputy Minister of Finance and Revenue Maung Maung Thein.

10. **New York, San Francisco, the United States** (February 2014)  

**Asia**

11. **Beijing, China** (November 2013)  
    Attended “Global Roundtable” of the UN Environment Programme Finance Initiative (UNEP FI), as well as annual meetings of UNEP FI and UN PRinciples for Sustainable Insurance (UN PSI).

12. **Beijing, China** (December 2013)  
    Gave a presentation on initiatives undertaken by the Group at the Sixth International Conference on CSR Reporting in China hosted by WTO Tribune.

13. **Hong Kong, China** (December 2013)  
    Attended Asia Ethics Summit sponsored by Ethisphere Institute to participate in a panel discussion.

14. **Tokyo, Japan** (March 2014)  
    Took a rostrum at RI Asia 2014, with the Group’s representatives speaking on a platform at a session entitled “The Case for ESG Integration.”
Exterior Recognition

CSR initiatives by the Sompo Japan Nipponkoa Group have won many accolades, including from research organizations and others.

Inclusion in Socially Responsible Investment (SRI) Indices

Sompo Japan Nipponkoa Holdings is included in the following SRI Indices (as of April 2014).

Dow Jones Sustainability Indices (DJSI World)
DJSI World is a leading global SRI index of companies that are leaders in sustainability, as assessed from their approaches towards ESG (Environment, Social, and Governance) issues based on their economic, environmental and social performances. This is the fourth consecutive year for NKSJ Holdings to be included in the index, and the 14th consecutive year for Sompo Japan.

FTSE4Good Index Series
The FTSE4Good Index Series is a group of SRI indexes that evaluate the performance of companies that meet globally recognized corporate responsibility standards, including ESG issues such as aspects on environment and human rights.

Ethisbel EXCELLENCE Investment Registers
The Ethisbel Investment Register is an investment universe that selects and includes companies which are highly recognized in terms of the performance in fulfilling their corporate social responsibility.

Morningstar Socially Responsible Investment Index
The Morningstar Socially Responsible Investment Index was developed as Japan’s first SRI index covering Japanese companies.

Received “Prime” Rating from Oekom Research AG
Oekom Research AG is a global rating agency that evaluates corporate performance using unique standards which focus on the social and environmental perspectives. NKSJ Holdings received a “Prime” rating, a status awarded only to companies that are especially highly assessed.
Mr. John Elkington
Co-Founder and Executive Chairman of Volans

The evolution of the insurance industry has been one of mankind’s most extraordinary adventures at the interface between business, society and the wider world. So it is a particular pleasure to contribute a perspective to this report from one of the most thoughtful solution provider I have come across, Sompo Japan Nipponkoa Group.

Looking back, it is clear that disasters have played a crucial role in spurring the sector’s evolution. In my home city of London, for example, the property insurance industry got a big boost when much of the city burned to the ground in 1666.

More recently, losses associated with natural disasters have been a growing concern. Whether you think of the devastation of the Indian Ocean and the Great East Japan Earthquake Tsunamis, or the impact of Hurricane Katrina on New Orleans and of Hurricane Sandy on New York, the world is getting riskier.

One response has been for insurers to boost their premiums, though there is a limit to how far this can go. A second has been for cities to focus on their resilience to shocks, as when the Rockefeller Foundation recently allocated funding for 100 cities to appoint Chief Resilience Officers. And a third has involved financial institutions—including insurers—joining initiatives designed to bring their collective influence to bear on issues like climate, water or human rights. Sompo Japan Nipponkoa Group, for example, is a member of the UN Environment Programme’s Finance Initiative.

Still, as the world works towards the UN Sustainable Development Goals, and with the UN COP21 climate summit looming next year, I hope major insurance groups that aspire to be good global citizens will be reviewing their contributions to society. These can range from providing so-called micro-insurance services to poorer communities through to lobbying governments to ensure that their climate change policies are both ambitious and effective.

Some leading insurers are already expressing public concern that climate-related risks will shrink their markets by making some types of risk uninsurable. Less principled competitors may decide that their role is limited to softening some of the impact of demographic, societal and environmental problems, at least for those who can pay.

But I hope to see Sompo Japan Nipponkoa Group evolving its leadership in these challenging times—and demonstrating the opportunities for the insurance industry to drive change, both through insurance itself and through the intelligent investment of the income earned from insurance premiums.