



Providing Solutions for Disaster Preparedness

Our Vision

Provide products and services to help improve disaster resilience, and collaborate with stakeholders on realizing a safer, more secure world.

The Facts

Global Deaths from Road Traffic Accidents

Number of traffic accident fatalities worldwide (2013 data)

1.25 million people



90% concentrated in low and middle-income countries (2013 data)

! Traffic accidents: the leading cause of death among ages 15 – 29 (2012 data)

Source: Prepared from a WHO press release

According to the World Health Organization (WHO), some 1.25 million people worldwide had their lives cut short by traffic accidents in 2013. Low and middle-income countries accounted for 90% of these fatalities, despite owning only 54% of the world's automobiles. Traffic accidents are also the leading cause of death among ages 15 to 29. To address this issue, Goal 3 of the 17 Sustainable Development Goals (SDGs), "ensure healthy lives and promote wellbeing for all at all ages," includes the target, "By 2020, halve the number of global deaths and injuries from road traffic accidents."

Basic Policies for

Our Action

New and mounting risks such as natural disasters and traffic accidents can impact the Group's ability to continue providing insurance sustainably, as they cause insurance payments to rise, and with them, insurance premiums. However, these risks can also be regarded as a business opportunity. As the Group dedicated to providing "security, health, and wellbeing," one of our key missions is to offer various services designed to help prevent accidents, disasters, that inflict heavy losses on society as a whole.

One way we do this is by analyzing big data—the enormous volume of accident data collected through our long history of business—and using it to deliver reliable insurance and to develop new products and services. We also utilize our expertise in quantifying risk to offer solutions that help to prevent and minimize losses from accidents and disasters. We will continue to contribute to realize a sustainable society by providing a wide range of services for averting and reducing emerging risks, and by sharing our disaster resilience and accident-prevention know-how with developing countries, which are especially vulnerable to such risks.

Basic policy
Group CSR Vision

*SEE ►P.8 for details.

Management System

The Council for CSR Promotion is a Group-wide committee comprised of Group company officers in charge of social responsibility, headed by executive officer on CSR of Sompo Holdings. The Council deliberates and confirms progress on Group CSR measures. Its activities are periodically reported to and discussed by the Management Committee and Board of Directors.

* SEE ► P.28 for an organizational chart of our CSR management system.

FY2016 CSR-KPIs

The following CSR-KPIs were set for FY2016. The boundaries (scope of impacts) covered for each item include the entire Group.

* SEE ► P.25 for a list of CSR-KPIs for all material issues.

Group's CSR-KPIs	FY2016 Targets	Categories of corporate value improvement			
		A	B	C	D
Development and provision of products and services that contribute to disaster preparedness	Develop and provide products and services	○	○	○	○
Community outreach initiatives in partnership with civil society organizations	Implement various initiatives			○	○

A Increases revenue and investment income

B Reduces costs

C Increases brand recognition and trust

D Strengthens the organization; enhances employee loyalty

Stakeholder Comments (Excerpts)

- Disaster preparedness and resilience are perhaps the most important issues to the Group given its core business of providing insurance and risk consulting services. (CSR expert international institution)
- The Group has a critical role to play in covering disaster risk for society as a whole. (Government)
- I look forward to the Group's work in raising disaster awareness on a regional level. (Government)
- Urbanization is creating new social challenges, such as the risk of panic situations during a traffic jam or disaster event. The Group's perspective on disaster risk reduction in such circumstances is important to the Group and all stakeholders. (Civil society)



More details are available in the CSR Case Report

URL : http://www.sompo-hd.com/~media/hd/en/files/csr/communications/pdf/2016/e_case2016.pdf

Our Key Strengths

1 Products & Services

Developing and providing innovative products and services using financial expertise and digital technologies to provide innovative solutions for social issues.

2 Partnerships

Promoting the development of advanced human skills by fostering partnerships with stakeholders representative of broad sectors of civil society.

3 Arts & Culture

Promoting the quality of life and its enrichment by the application throughout all our operations of our expertise and resources in the arts and culture.

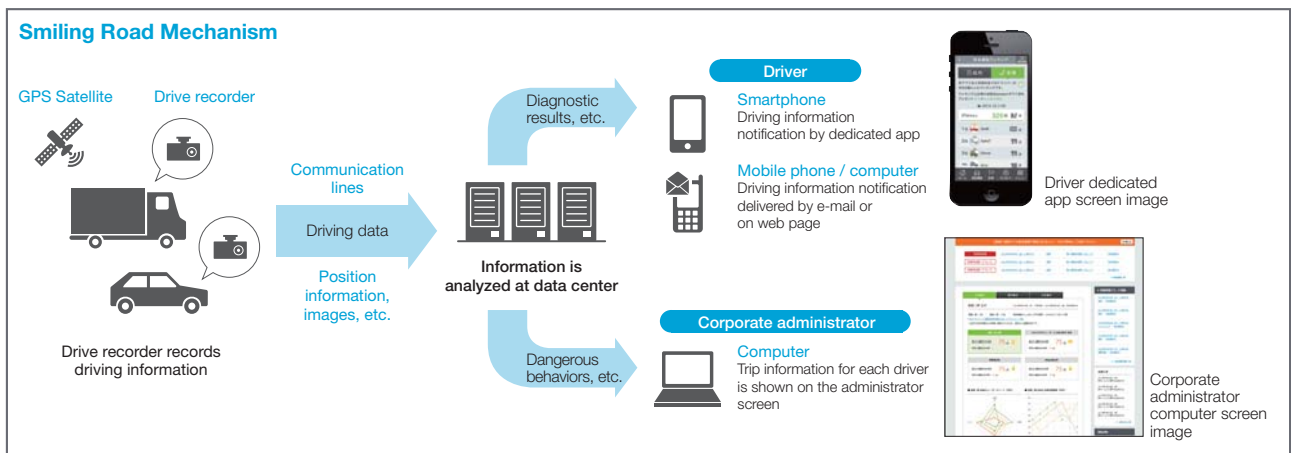
Key Initiatives

Supporting safer driving using the big data and telematics

Products & Services

Smiling Road that achieved ISO 39001 certification is a telematics service for businesses that helps corporate vehicle drivers drive safer. Using a vehicle-mounted drive recorder, driving data is collected and analyzed to provide three key features: visibility (of driving patterns), understanding (of actual driving situations by fleet managers), and feedback (to encourage drivers). A comparison of the number of accidents before and after customers introduced this service showed an approximately 20% reduction on average (as of October 31, 2015). Smiling Road's success in reducing automobile accidents and realizing higher-quality accident response for businesses earned us the top prize in Nikkei Veritas Award category of the 2015 Nikkei

Superior Products and Services Awards and an award for excellence (SPRING Award) in the 1st Nihon Service Award program. To make the Smiling Road concept accessible to even more customers, we recently added high-performance car navigation and other functionality, provided through the new Portable Smiling Road smartphone app for individual users. This service represents our ongoing commitment to using advanced technologies such as big-data analysis, in addition to our expertise in accident response and risk consulting, to offer products and services that contribute to the security, health, and wellbeing of our customers.



Supported automobile accident prevention in Asia

Products & Services

Traffic accident fatalities are rising in Asia as the result of a growing automobile market, creating ever-increasing demand for accident prevention solutions. Sompo Risk Management & Health Care is leveraging its know-how developed in Japan to provide an accident prevention support service in countries across the region. The Web-based service, called "Driver Check," is currently offered in four languages (Japanese, English, Chinese, and Thai) and uses a questionnaire format to test drivers on their driving aptitude. By adding new content, supporting additional languages, increasing service penetration, and broadening the service area, we are looking to contribute to traffic accident prevention on a global level.

Road safety project in Indonesia

Partnerships

Road safety is an important social issue in Indonesia, where the number of child traffic fatalities is now the highest in Southeast Asia. Drawing on Japan's expertise in preventing traffic accidents, Sompo Japan Nipponkoa and PT. Asuransi Sompo Japan Nipponkoa Indonesia have teamed up with the Civil society, Save the Children Japan to launch a road safety project in Bandung, West Java, with the aim of creating a safer environment for children. Over a four-year period, we will provide traffic safety education for teachers and students at 30 elementary and middle schools, improve transportation infrastructure near the schools, and appeal to regional and national governments.



© Save the Children Indonesia



Screenshot of Driver Check questions

Key Initiatives

Provided risk assessment and consulting services for natural disasters

Products & Services

With large-scale natural hazards such as earthquakes, blizzards, and localized rainstorms growing more destructive in recent years, the need for disaster preparedness and resilience strategies is greater than ever. In Japan, spurred by the devastating March 2011 earthquake and tsunami, a law for national resilience was enacted in December 2013 that requires the national government, local governments, and businesses to cooperate on the development of a national infrastructural and socioeconomic system designed to improve the country's strength and resilience to natural disasters.

Sompo Risk Management & Health Care, drawing on its time-tested expertise in risk quantification and disaster preparedness consulting, provides customers with case-specific evaluation of potential damages from such events as earthquakes, tsunamis, volcanic eruptions, and storms, along with specific strategies for dealing with them.

These services cover both hard and soft strategies: Proprietary model-based risk quantification; evaluation of seismic resistance and soil liquefaction potential for buildings and facilities; support for minimizing the impacts of operational downtime through business continuity planning (BCP); and assistance with constructing a business continuity management system (ISO 22301).

In August 2015, the company also began offering a service that provides customers with easy access to risk-related information in map and list formats. The new service centrally manages and continually updates information from various sources, including hazard maps and the large quantity of damage prediction data released by national and local governments.

The company is also actively supporting local government efforts to improve their disaster resilience.



Overview of natural disaster risk information service

Launched industry's first volcanic eruption derivative and related estimating method

Products & Services

Sompo Japan Nipponkoa and Sompo Risk Management & Health Care have developed the industry's first kind of weather derivative, "Mt. Fuji Eruption Derivative," along with a method for estimating the probability of a future eruption. The derivative is an insurance product that uses eruption alert levels issued by the Japan Meteorological Agency, among other data, as an underlying index, and protects businesses against the damage of reduced profits and expenses from an eruption.

The derivative can be an effective business continuity planning (BCP) strategy, as it quickly pays out a predetermined amount so that policyholders can then use on operations. The eruption probability estimation method developed by Sompo Risk Management & Health Care is based on global research into the probabilistic forecasting of volcanic eruptions, and takes the time series of past eruptions into account. Sompo Japan Nipponkoa plans to extend its eruption derivative product to other volcanoes moving forward.

Fun-filled disaster education for children and parents

Partnerships

Arts & Culture

Insurance being one of our core businesses, we at Sompo Japan Nipponkoa believe in the importance of raising public awareness of disasters. In the Bosai JAPAN-DA Project, we host puppet shows and experience-based workshops to teach children—society's future leaders—and their parents how to protect themselves and others in emergency situations.

The puppet show, performed by the Yumemi Trunk Puppet Theater Troupe, is an original adaptation of The Three Little Pigs. It tells the story of how the three pigs help each other to overcome various calamities (wind, rain, lightning, fire, etc.) caused by the big bad wolf. In the experience-based workshop, provided in partnership with the NPO Plus Arts, participants get to move their bodies in fun ways while gaining useful knowledge and skills for responding to crises. These events have been held approximately 40 times across Japan as of July 2016.



Children learning how to carry an injured person on a blanket stretcher

Moving forward

We will continue to work on developing and providing innovative products that contribute to disaster preparedness by further utilizing big data analysis and other digital technologies. Furthermore, to better leverage our growing expertise in disaster risk reduction for addressing challenges on a global level, we will implement various projects in partnership with civil society organizations and other stakeholders. We will also measure and analyze the impacts of these projects so we can make improvements and take more effective action.