

Group's CSR Key Performance Indicators (CSR-KPIs) Fiscal Year 2016 Results

Five CSR Material Issues	Our Vision	Group's CSR-KPIs	FY2016 Targets	FY2016 Results	Evaluation	Categories of corporate value improvement [*]			
						A	B	C	D
1 Providing Solutions for Disaster Preparedness	Provide products and services to help improve disaster resilience, and collaborate with stakeholders on realizing a safer, more secure world.	Development and provision of products and services that contribute to disaster preparedness	Develop and provide products and services	<ul style="list-style-type: none"> Sold six-times more earthquake hazard surcharge riders than in the previous year. Developed and launched an insurance program for disaster preparedness and resilience expenses (Japan Association of City Mayors) and an insurance program for disaster control measure expenses (National Association of Towns & Villages). Increased the number of medical institutions entrusted to provide medical assistance to 3,017. 	○	○	○	○	○
		Community outreach initiatives in partnership with civil society organizations	Implement various initiatives	<ul style="list-style-type: none"> Held Bosai JAPAN-DA Project events in 51 locations throughout Japan, attracting approximately 9,000 participants. 	○			○	○
2 Contributing to Health and Welfare	Provide high-quality nursing care and healthcare services, and implement projects that promote health and welfare with the aim of creating a society where all people are able to lead a fulfilling life.	Development and provision of products and services that contribute to health and welfare	Develop and provide products and services	<ul style="list-style-type: none"> Sompo Japan Nipponkoa collaborated with Sompo Care to conclude a basic agreement on joint research into dementia with the National Center for Geriatrics and Gerontology. Acquired UCDA certification for four types of insurance products, as a solicitation tool that is easy for the elderly to see and understand. Developed and launched a new insurance product Linkx coins, exclusively on the internet, that specializes in insurance for advanced medical treatment and organ transplantation. 	○	○	○	○	○
		Promotion of employee health and productivity	Implement various initiatives	<ul style="list-style-type: none"> Visualized work hours by transmitting management charts of hours worked by each employee to all supervisors, thoroughly encouraged fundamental improvements to overwork conditions and taking time off. Certified by the Tokyo Metropolitan Government as a Tokyo Sports Promotion Company in recognition of our initiatives that promote sports among employees. Promoted initiatives to become a healthy company, and achieved 100% participation at specific consultations and health guidance. Five Group companies were recognized as a Certified Health and Productivity Management Organization (White 500) by Japan's Ministry of Economy, Trade and Industry. 	○			○	○
		Community outreach initiatives in partnership with civil society organizations	Implement various initiatives	<ul style="list-style-type: none"> Held the Caravan-Mate classes for dementia supporters in October. Participants of October classes acted as instructors giving training seminars to dementia supporter candidates throughout Japan. 2,578 Group employees took part in the training during the course of the year, bringing the total number of dementia supporters to 4,992. 	○			○	○
3 Promoting the Manageability of Global Environmental Issues	Contribute to climate change adaptation and mitigation, biodiversity conservation, and other global environmental goals through value chain initiatives and provision of new solutions.	Development and provision of products and services that contribute to climate change adaptation and mitigation	Develop and provide products and services	<ul style="list-style-type: none"> Were unable to receive approval during the fiscal year for weather index insurance revisions and flood index insurance development in Thailand. Conducted a sales simulation in Indonesia in September. Conducted on-site investigations in Myanmar that linked to approval negotiations. The balance of net assets of existing SRI funds increased 6.1 billion yen compared to the previous year, bringing the total to 36.2 billion yen. Prepared and disclosed initiatives to tackle environmental issues in all brands of Sompo Japan Green Open fund. 	○	○	○	○	○
		Promotion of the use of recycled parts, etc.	Ratio of eco-friendly parts used: 5.0% Ratio of bumpers repaired: 18.0% Ratio of outer panels repaired:	<ul style="list-style-type: none"> Ratio of eco-friendly parts used: 4.4% Ratio of bumpers repaired: 16.6% Ratio of outer panels repaired: 55.6% 	×		○	○	○
		Community outreach initiatives in partnership with civil society organizations	Implement various initiatives	<ul style="list-style-type: none"> Sompo Japan Nipponkoa Insurance Services organized more activities than during the previous fiscal year (154 community outreach initiatives at 89 of its 99 offices), including projects conducted in collaboration with Sompo Japan Nipponkoa, such as environmental cleanup activities based on the comprehensive agreement between Sompo Japan Nipponkoa and Fukui Prefecture. 206 Group employees participated in Public Seminars on the Environment (141 more than in the previous fiscal year). 	○			○	○
		CO ₂ emissions	Reduce by 1.0% from FY2015	<ul style="list-style-type: none"> Reduced by 3.6% from FY2015 CO₂ emissions fell following a reduction in city gas consumption, fuel consumption by company fleets, and electric power consumption, etc. 	○		○	○	
		Electric power consumption	Reduce by 1.0% from FY2015	<ul style="list-style-type: none"> Reduced by 2.2% from FY2015 Electric power consumption fell as a result of the systematic introduction of highly efficient equipment and the closure of multiple buildings. 	○		○		
		Paper use	Reduce by 1.0% from FY2015	<ul style="list-style-type: none"> Increased by 15.3% from FY2015 Significant increase in the amount of paper used for printed materials following revisions to Sompo Japan Nipponkoa's products (automobile, fire, accident, etc.) in January 2017. 	×		○		
4 Empowering Community and Society	Through community outreach and initiatives in culture and the arts, improve the lives of people in local communities and become their most trusted corporate citizen.	Initiatives that build stronger communities	Implement various initiatives	<ul style="list-style-type: none"> Approximately 2,600 employees participated in a variety of volunteer activities in Japan and overseas over the course of the month of December. Sompo Chikyu (Earth) Club donated to victims of the large-scale fire in Itoigawa City (Niigata Prefecture, Japan). 	○			○	○
5 Supporting Diversity and Inclusion in Private and Public Life	Respect the human rights and individuality of all stakeholders, supporting them in their pursuit of professional and personal development.	Initiatives that foster diversity and inclusion	Implement various initiatives	<ul style="list-style-type: none"> Held Global Diversity Meetings and LGBT study meetings in December and each Group company promoted work style innovation initiatives. 	○			○	○
		Ratio of female employees in managerial positions	Promote with the aim of achieving 30% by the end of FY2020	<ul style="list-style-type: none"> Ratio of female employees in managerial positions: 18.7% (as of April 2017) [reference] 13.2% (as of April 2016) Revised Child Care Leave and Family Care Leave regulations and introduced new pre-natal paid leave and short-term child care paid leave systems. 	○			○	○

^{*} CSR initiatives provide various benefits that improve our corporate value. We divide these benefits into four categories so stakeholders can better understand the relationship between our social responsibility initiatives and changes in our corporate value.

A: Increases revenue and investment income
B: Reduces costs
C: Increases brand recognition and trust
D: Strengthens the organization; enhances employee loyalty