

CAPITALS

SOMPO's various capital as a source of competitiveness

The source of the Group's competitiveness comes from the capital it has accumulated over its 130-year history. Based on a stable revenue base and the social trust, the Group has built good relationships with various stakeholders, and will continue to work proactively to improve its capital to foster the ability to change the future society with diverse talents and connections.

In addition, by combining our various accumulated capital, we aim to create unique value that only the Sompo Group can provide to realize our Purpose.



Sompo Group's various capital as a source of competitiveness

Social and relationship capital











The Sompo Group collaborates with partners such as agencies, corporations, local governments, universities, research institutions, NPOs, and NGOs to provide a variety of solutions to meet customer needs. We are also working toward fulfilling the SOMPO's Purpose by strengthening our brand through proactive communication.

Number of domestic bases

1,024

Overseas bases

countries/regions

Number of nursing facilities 1,013

51,994

Number of

Key partner companies Palantir, Tier IV, One Concern, etc.

Key industry-academia collaborations National Institute of **Advanced Industrial** Science and Technology (AIST), Keio University Institute for Advanced Biosciences, etc.

Number of partnered local governments

local governments

(as of February 28, 2021)

Number of partnered NPOs and NGOs

(as of March 31, 2021)

Brand value*1

Number of Davos Forums attended

0 meetings

*1 Based on a survey by Interbrand Japan, Inc.

Social and relationship capital initiatives

First in Industry: Launched Expense Insurance to **Contribute to Reducing Food Loss**

Reduce waste generation 17.16 Multi-stakeholder partnership

Sompo Japan began offering insurance that compensates business for donating food by building a new system, in partnership with Second Harvest Japan, Japan's first food bank operator, to help reduce food loss by donating food that, for various reasons, has lost its market value despite still being edible.

Many food products are judged to have no market value for a variety of reasons due to accidents during transportation, despite there being no damage to the food itself. Meanwhile, food loss reduction, as one of the Sustainable Development Goals

(SDGs), is a major challenge facing the food industry.

With this in mind, we developed an insurance product to encourage food companies to donate their food products that are judged to have lost their market value due to an accident during transportation to Second Harvest Japan by compensating the insured party for the costs involved in donating. We launched the product in November 2019. Food donated to Second Harvest Japan is passed on to low income families in need of assistance.

Jointly Developed Stable Procurement and Shipping Support and Insurance Services for Farm Produce Wholesalers and Intermediate Traders

8.10 Accessibility to insurance and financial services

Reduce food losses

17.16 Multi-stakeholder partnership

Sompo Holdings, together with Sompo Japan, Sompo Risk Management and Nihon Unisys, is collaborating to develop a stable procurement and shipping support service and insurance product for those who act as wholesalers and intermediate traders of farm produce in the food chain.

The service is being developed by combining knowledge accumulated by each company relating to insurance underwriting and risk management services for weather risks, data system cooperation in the food chain and Al-based demand forecasting that uses data retained by the governments and private companies.

This service will support the timely matching by intermediate

traders of harvest time in production areas and actual demand through the provision of relevant forecasts, and encourage both the production side and the demand side to optimize the balance between supply and demand.

Moreover, Sompo Japan assists intermediate traders in stabilizing their operations by providing insurance that compensates them for the cost of procuring alternative produce when they are unable to procure crops from the contracted farms due to abnormal weather or other unforeseen circumstances.

By providing this service, we aim to stabilize and optimize the entire food chain and contribute to the development of Japan's agriculture and food industries.

Doula Liability Insurance Program

In February 2013, Sompo Japan started to offer liability insurance for doulas in collaboration with the Japan Doula Association. The insurance program covers the cost of damages in the case where the insured doula (a professional who assists a woman before and just after childbirth) incurs a liability for damages under law as a result of an accident occurring in the course of their work.

In recent years, expectant mothers and mothers with young children have been finding it difficult to receive childcare support from their own family and others. This program was developed based on input from female employees who

3.1 Reduce the maternal mortality ratio

5.4 Recognizing childcare, nursing care, and housework Accessibility to insurance and financial services

17.16 Multi-stakeholder partnership

experienced such difficulties. On December 6, 2019, the Act for the Partial Revision of the Maternal and Child Health Act was

announced, which is likely to increase the social demand for doulas. Sompo Japan intends to support such demand through this program.



A meeting held for the development of the program

46

^{*} SDG targets strongly linked to the SOMPO Group's initiative are marked. The SOMPO Group will continuously review this in response to development of initiative, changes in social challenges

Development and Supply of Disaster Preparedness and Mitigation System Using Al

11.b Disaster-resilient community development
13.1 Adapting to climate change
17.16 Multi-stakeholder partnership

Sompo Japan has concluded a business alliance with One Concern, Inc. and Weathernews Inc. to jointly develop a disaster preparedness and mitigation system using AI to enhance local disaster preparedness. As our first project, we are developing and testing a system for flood and earthquake damage prediction in Kumamoto City, Kumamoto, Japan. We aim to assist the development of a community resilient to disasters and provide services that contribute to the security, health, and wellbeing of local residents.

Background and outline

With the large number of major natural disasters in the past few years, there is a heightened need to develop new measures to address natural disasters, particularly given that disaster-related rules of experience and prediction methods amassed over the years have started to prove ineffective. In light of these conditions, in order to enhance local disaster preparedness capabilities, Sompo Japan has formed a business alliance with One Concern, a Silicon Valley (U.S.A.)-based startup specializing in disaster preparedness systems. The two companies have begun jointly deploying a disaster preparedness and mitigation system using advanced AI technology.

One Concern's mission is to minimize the damage caused by any disaster. Guided by this mission, One Concern provides



Damage prediction system for flood

Moving forward

Following the verification tests from March 2019, Sompo Japan is aiming to develop a disaster prevention and mitigation system unique to Japan.

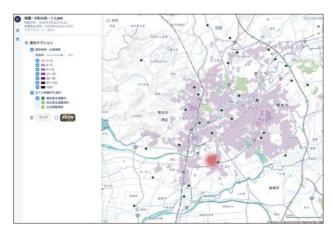
Sompo Japan, One Concern, and Weathernews will strengthen their activities by working closely with local governments to help realize "town development focused on disaster preparedness and mitigation" using the system. Looking ahead,

disaster prediction and disaster preparedness and mitigation systems using cutting-edge technologies such as Al. In the U.S.A., such systems have already been adopted by local governments such as Los Angeles, San Francisco and Seattle.

Sompo Japan, One Concern, and Weathernews have commenced verification tests for the development of an original, localized disaster preparedness and mitigation system for Japan in the city of Kumamoto, as their first project to enhance disaster preparedness capabilities in the country. The system, as the first of its kind in Japan, will perform advanced, precise simulations of damage caused by disasters by making effective use of information supplied by Weathernews—specifically, historical weather and weather prediction data unique to Japan. As a result, the system will facilitate the development of a city resilient to disasters and will support the lives of local residents by contributing to their security, health, and wellbeing.

Service details

The new system will enable accurate damage prediction services before, during and after natural disasters such as floods and earthquakes, and real-time monitoring of the status of damage, at the level of blocks (lots). To do so, the system will harness Al and various types of data related to local disaster preparedness, such as information on weather and buildings.



Damage prediction system for earthquake

Sompo Japan will evolve and enhance services that link the system and insurance products, as well as BCP consulting services that harness the expertise of Sompo Risk Management, which conducts the Sompo Holdings Group's risk consulting business. By doing so, Sompo Japan will provide the support needed to ensure that people have security, health and wellbeing in their daily lives.

SOMPO Dementia Support Program

We are promoting the SOMPO Dementia Support Program throughout the Group under the slogan, "build a society that strives to prepare for dementia and enables people to continue living long and happy lives with dignity as individuals, even after being diagnosed with dementia."

First in the Industry: Egao Wo Mamoru Dementia Insurance

In October 2018, Sompo Himawari Life launched Egao Wo Mamoru Dementia Insurance (Dementia Insurance for protecting your smile), the industry's first insurhealth product that guarantees mild cognitive impairment (MCI).

The company offers a full range of support to customers by helping them to delay the onset and progression of dementia, along with responding to their nursing care needs. The services include the insurance functions that cover MCI and dementia with one-time payment; cognitive function checks and other services that help prevent cognitive impairment; a web-based service that provides basic information on dementia and dementia care; the SOMPO Egao Club dementia support service; and Sompo Care nursing care services to support customers when such care is required.

First in Industry: Oyako No Chikara Insurance to Prevent Employees from Leaving the Workforce

In an effort to address the social issue that more and more people are leaving the workforce in order to provide nursing care to aging parents, Sompo Japan became the first insurer to develop an insurance product, Oyako No Chikara, which helps working (adult) children caring for their parents achieve a better balance between work and family care responsibilities.

This product gives the insured party (adult children) with easy access to nursing care services while also providing insurance that covers the cost of nursing care paid for by children.

3. Long-Term Care Services Offered by Sompo Care

We acquired Watami no Kaigo Co. in December 2015 and Message Co. in March 2016, and integrated them with our

3.4 Mental health and welfare promotion

5.4 Recognizing childcare, nursing care, and housework

8.10 Accessibility to insurance and financial services

17.16 Multi-stakeholder partnership

group companies to form Sompo Care Inc. The company aims to serve customers in communities with a full range of high quality nursing care services, ranging from at-home care to facility-based care.

We listen to users and provide care based on observations of their health and living environment so that people with dementia can continue living with dignity as individuals. We aim to provide highly customized care, cooperating with medical institutions to review drugs, alleviate physical pain, and improve nutritional status, while using digital technology to grasp patient's sleeping patterns, toilet habits, and other activities.

4. Total Support Service for Dementia, SOMPO Egao Club

In October 2018, Prime Assistance launched an online service that checks cognitive capabilities, helps prevent cognitive decline, and provides basic knowledge on dementia and information on nursing care. This service can be used incidental to Sompo Japan's Oyako No Chikara and Sompo Himawari Life's Egao Wo Mamoru Dementia Insurance.

In addition, some functions of the service are available to non-members since August 2020.

5. SOMPO Smile Aging Program for Effective Control of Cognitive Decline

In 2020, under the supervision of Professor Miia Kivipelto of the Karolinska Institutet, who led the FINGER study,* and the National Center for Geriatrics and Gerontology, we developed the SOMPO Smile Aging Program, a program to help prevent cognitive decline by improving the lifestyle of older people. This program is the world's first nationwide FINGER study social implementation program approved by Professor Kivipelto.

In the future, we aim to reduce the risk of developing dementia in Japan by rolling out the program throughout Japan.

- * The Finnish Geriatric Intervention Study to Prevent Cognitive Impairment and Disability (FINGER), involving 1,260 older people, was the first in the world to prove that providing simultaneous multimodal intervention guidance on nutrition, exercise, cognitive training and lifestyle is effective in suppressing mild cognitive impairment.
- A Japanese version of the study, the Japan-multimodal intervention trial for prevention of dementia (J-MINT) started in 2019. Sompo Holdings participates in the study as a co-research institute, aiming to create a dementia prevention service with a view to future social implementation.

Collaboration with an Agritech Venture with the World's First Seedling Grafting Technology

9.5 Research promotion and technology improvement through innovation 17.16 Multi-stakeholder partnership

 Using Advanced Science and Technology to Help Solve Issues Facing the Food and Agriculture Sectors —

Sompo Japan is collaborating with Gra&Green Inc., an agritech venture that has developed the world's first technology for grafting seedlings from different plant species (heterogeneous plant grafting). The two companies have agreed to work together to create technologies and services that contribute to solving global social issues in the food and agriculture sectors, including the food crisis, which is one of the SDGs.

In addition, Sompo Holdings invested in Gra&Green on February 7, 2020.

The agricultural industry is currently facing a number of social issues. In Japan, farmers are aging and their number has fallen due to a lack of successors, while elsewhere in the world the advance of desertification has reduced the area of cropland. In addition, as the world's population continues to increase and the food crisis becomes more serious, productivity-enhancing technologies will be needed to achieve sustainable agriculture.

Gra&Green is a venture company founded in 2017 at Nagoya University that has developed the world's first heterogeneous plant grafting technology.* This technology is expected to accelerate the creation of new crop varieties, a process that is said to take more than ten years, by reducing time required to a few years. This in turn will link to solving issues in the food and agricultural sectors, such as the food crisis, by enabling crop

production even on desertified or degraded land that lacks in soil nutrients.

Sompo Japan and Gra&Green aim to improve agricultural productivity from the seed and seedling business, which lies at the heart of the agricultural production process. The two companies agreed to collaborate in joint initiatives relating to the research, development and social implementation of advanced science and technology that leads to the realization of sustain-

Going forward, we will use our Group's customer base to create new varieties of climate-resilient and disease-resilient crops that meet the needs of farmers. Through research and development of related products and services, we will help improve agricultural productivity and contribute to solving social issues in the food and agricultural sectors.

* Grafting is a technique that cuts the stems of two or more crops and glues them together at the cut ends to grow them as a single crop. Grafting makes it possible to increase yields and control pests without resorting to genetic modification. Grafting is a common technique. Grafted seedlings are currently used in about 60% of tomato production and 90% of cucumber production. Traditional grafting techniques were believed to only work on species in the same family. Gra&Green, however, has successfully grafted different plant species for the first time in the world. This technology enables the production of crops even in harsh environments. By grafting, for example, tomatoes with a variety of roots can grow in nutrient-deficient soil.

ALSOK Reliable Accident Site Support Service

3.6 Reduction of the number of global deaths and injuries 17.16 Multi-stakeholder partnership

Saison Automobile and Fire Insurance took on board customer feedback from market research and launched a project that creates new values such as "visible & touchable," "enjoyable driving," and "accident prevention" that were previously lacking

from the automobile insurance. ALSOK Reliable Accident Site Support Service, which the company first offered in April 2016, has been well received by customers, with a service satisfaction rate of 92.8% in FY 2020.

LINE Insurance: A Readily Available, **Easy-to-purchase Insurance**

Sompo Japan partners with LINE Financial to provide LINE Insurance, a service that allows users to subscribe to non-life insurance using the LINE app.

Accessibility to insurance and financial services 17.16 Multi-stakeholder partnership

Product features

(1) Simple and speedy subscription process

LINE Insurance can be purchased through the LINE app whenever a user wants.

(2) Theme-based unique and diverse product range Users can choose the insurance they need according to themes that fit their daily life such as travel, sports, events, golfing, and leases, as well as weather and family. While most of the products are short-term insurance policies sold in 100 yen units, the range of products available is diverse and includes unique policies for seasonal events such as cherry blossom viewing and summer festivals, policies for typhoons and other severe weather, and policies for volunteer work or outdoor concerts, as well as bicycle insurance and legal expenses

Every spring, Sompo Japan donates Yellow Badges that come

tering elementary school in Japan. The aim is to raise students'

awareness of road traffic safety and enlist cooperation from car

Started in 1965 following a newspaper article featuring an

appeal by a mother who lost her child in a road traffic accident,

drivers and local residents to reduce road traffic accidents.

the campaign marked its 57th anniversary in 2021.

with traffic accident insurance to first-grade students just en-

insurance that offer annual coverage.

In May 2019, we also started to offer a half-day automobile insurance policy, which can be purchased in 12-hour units such as for a vehicle borrowed from friends or family.

(3) Affordable premiums and convenient payment options Premiums start from as little as 100 yen, and can be paid for using the LINE Pay smart phone wallet service available.

Yellow Badge Donation Partnerships



Reduction of the number of global deaths and injuries Access to pre-primary education

8.10 Accessibility to insurance and financial services 17.16 Multi-stakeholder partnership







11.b Disaster-resilient community development

17.16 Multi-stakeholder partnership

This program has been conducted jointly with Mizuho Financial Group, Meiji Yasuda Life Insurance Company, and the

Dai-ichi Life Insurance Company. The total number of badges distributed so far reaches to approximately 68.68 million.

Agency Services Partnerships

Sompo Japan supports its agencies to improve their qualities of customer services offering insurance products and services and conducting necessary procedures such as consulting services for a settlement in the event of an accident.

They are working to upgrade agency service levels to ensure that agencies can provide appropriate advice and services to the full satisfaction of our customers.

Agency Support System

Sompo Japan is focusing on training our agencies to provide appropriate advice and services to ensure customer satisfaction. Our agencies are given training opportunities in areas including compliance, product knowledge, sales skills, accident response, legal and tax affairs, as well as management support.

• Training Program

While Sompo Japan provides regular education and training to improve the quality of agency services, its branches and sales offices organize independent, high-quality training sessions that cater to the specific needs of individual agencies.

Each area has specially-assigned personnel with skills to further promote effective agency work and compliance who provide tailored consulting on agency management and operational supervision.

cessibility to insurance and financial services • Improving Consulting Capabilities

Reduction of the number of global deaths and injuries

Sompo Japan offers agencies a paperless system capable of executing the entire insurance transaction process, from policy explanations to the conclusion of contracts, without requiring even a signature or seal. This system can be run on personal computers as well as on tablet computers to enhance customer convenience. The system also has business management functionality that helps agencies improve management efficiency.

Agency Trainee System

Sompo Japan has implemented the agency trainee system to foster insurance professionals. Under this system, an employee hired as a total life advisor is provided with various training programs on insurance canvassing. Sompo Japan Partners provides more practical education programs by combining group training and on-the-job training to target specific needs.

• Ensuring Service Quality

Sompo Japan has stipulated action standards for agency reliability to specify basic action guidelines for agencies related to canvassing, managing policies, and processing insurance claims. The standards were developed based on our analysis of customer feedback and customer satisfaction survey results.

51

SOMPO's various capital as a source of competitiveness

Human capital











We will create "The Ideal Group of Talents" who share the Three Core Values (Mission-Driven, Professionalism, Diversity & Inclusion), and make them the driving force for achieving the Sompo Group's Purpose.

Number of officers and employees*1

74,664 Male: 27,268 employees Female: 47.396

Domestic P&C insurance 36,018

Overseas insurance 10,826

employees

Domestic life insurance 2,666

employees

Number of officers and employees by business

Nursing care and seniors*2 23,610 employees

Others 1,544

Average age of employees*

41.7 years old

Ratio of female directors and executive officers 8.6%

Ratio of the foreign national directors and executive officers*

13.6%

Ratio of disabled employees 2.38%

(as of June 1, 2021)

Selected as "Health & **Productivity Stock"**

Three years in a row

Employee Engagement Targets*5 Gallup Q12 Average Score

(Domestic) 3.70pt (Overseas) 4.10pt

MY Mission training participation rate Targets*5

All eligible employees have completed training

Target values for the health and productivity management indicator, **Work Limitations** Questionnaire (WLQ)*5 Improvement from the previous year at each company

Number of companies recognized & Productivity Management **Outstanding Organizations** Recognition Program*

20 companies

Large companies 13 companies

Small & medium-sized companies 7 companies

Initiatives to Improve Human Capital

Diversity and Inclusion

Initiatives to Promote Diversity and Inclusion

Sompo Holdings believes that diversity and Inclusion (D&I) is the essential management strategy, and established the Diversity Promotion Headquarters in 2013.

The Group's slogan "Diversity for Growth" shows our commitment to translating D&I into our management strategies as a driver

The purpose of promoting D&I is to promote the sustainable growth of the Sompo Group and increase its corporate value through (1) Creating innovation and (2) Improving employee happiness and motivation.

In order to realize "a theme park for security, health and wellbeing," mentioned in SOMPO's Purpose, we need to innovate by welcoming good clashes among diverse people and by discovering new value from such situations. It is important to realize true D&I and link it to major innovation based on the idea that each employee creates new value by using their talents and strengths and anticipating changes regardless of gender, ability or disability, nationality or age.

COVID-19 has provided the world with an opportunity to reaffirm the importance of a sustainable society. In this new era of multi-stakeholder governance, it is important to change our awareness by placing as much value on the happiness of employees as on the interests of companies and shareholders. We believe that employees should be true to themselves, exercise their strengths and work with a sense of contributing to the team, and that these are important factors that link to their happiness. The creation of a culture that recognizes each other's differences is the foundation for such happiness, and the Diversity Promotion Headquarters is leading this group-wide effort.

Female Empowerment

5.4 Recognizing childcare, nursing care, and housework 5.5 Participation and advancement of women

10.2 Reduce inequality

8.2 Improving economic productivity through innovation

We have set a goal of achieving at least 30% female management throughout the Group by the end of fiscal year 2023. In addition to implementing Group-wide female training programs to improve the knowledge and skills of our female employees and to change their mindset and attitudes, each group company also has its own program. Through these programs, as of March 2021, Sompo Japan has appointed one female director, one executive officer and 13 general managers, while Sompo Himawari Life has appointed four executive officers and one general manager.

When the goal was set in July 2013, the number of women in the Group management positions was 305, representing a mere 5% of the management. As a result of the above initiatives, the figure increased to 1,384, which boosted the percentage of women in management to 24.2% as of March 2021

For the four consecutive year, Sompo Holdings has been selected as a NADESHIKO BRAND by the Japan's Ministry of Economy, Trade and Industry, and the Tokyo Stock Exchange. This scheme introduces listed companies that are making outstanding efforts to promote female empowerment as attractive stocks to investors who are focused on improving corporate value over the medium- to

External Recognition

March, 2014 Awarded "Diversity Management Selection 100" by Ministry of Economy, Trade and Industry January, 2015 Awarded "Corporate Activity Award" by the

Tokyo Stock Exchange

September, 2016 Awarded two star rating by the Ministry of Health, Labour and Welfare "Female Career

Advancement Law"

December, 2016 Awarded "the Prime Minister's Award" at Commend Leading Companies Where

Empowering Women

April. 2018 Awarded "the Grand Prize" at the 3rd

> Working Women Empowerment Award by Japan Productivity Center (Working Women's

Empowerment Forum)

November, 2018 Awarded Tokyo "Jisa-Biz Promotion Award

(Work Style Category)" (continuous from 2017) Selected as "NADESHIKO BRAND 2020" by the

Ministry of Economy, Trade and Industry and Tokyo Stock Exchange (continuous from 2017)

女性が輝く 先進企業

Challenged People

March, 2021



Education and professional training for people with disabilities

Full and productive employment and equal pay for work of equal value

8.8 Promoting a safe and secure work environment 10.2 Reduce inequality

The Sompo Holdings Group employs challenged people*1 throughout Japan and is focusing on creating inclusive work environments to stabilize their employment. As of April 1, 2021, Our Group's employment rate for challenged people is 2.42%.

Sompo Japan has a support system in place to create an inclusive workplace for challenged employees. For example, it provides a guidebook for managers and arranges disability consultants across the country who provide support to challenged employees.

*1 "Challenged" is the language to refer to people with physical and mental disabilities arose in the US; Originally intended to give a more positive tone than terms such as disabled or handicapped; with the Implication being that they are entitled to tackle challenges or given a chance called "challenges

SOMPO Challenged Inc. to boost jobs for challenged people

Our Group is promoting the employment of challenged people aiming to provide them with stable opportunities to realize their talents and gain a sense of fulfillment through work and to harness their diversity in innovation that is essential to the growth of the Group. We established SOMPO Challenged in April 2018 as a certified special-purpose subsidiary* to further promote the stable employment of challenged people throughout the Group and to create an environment in which they can work with vitality. SOMPO Challenged plays a leading role in boosting jobs for challenged people in our Group.

* A company approved by the Japanese Minister of Health, Labour and Welfare as satisfying certain conditions stipulated in the Act on Employment Promotion, etc. of Persons with Disabilities, that gives special consideration to the employment of challenged people

53

^{*2} Name changed from Nursing Care & Healthcare Business on April 1, 2021.

^{*3} Includes Sompo Holdings, Sompo Japan Insurance Inc., SOMPO Himawari Life Insurance, and Sompo Care

^{*4} Ratio of the Company's executive officers and senior vice presidents. The ratio of foreign national directors is 8.3% (1 out of 12 directors)

^{*6} Of which, 9 companies were included in the White 500 (large corporation category) and 1 company in the Bright 500 (small and medium size category)

^{*} SDG targets strongly linked to the SOMPO Group's initiative are marked. The SOMPO Group will continuously review this in response to development of initiative, changes in social challenges

Sompo Holdings Joins "The Valuable 500" to **Promote Disability Inclusion**

The Valuable 500 was founded in January 2019 by a social entrepreneur, Caroline Casey, at the World Economic Forum Annual Meeting (Davos 2019). The Valuable 500 aims to encourage business leaders to achieve innovation so that challenged people can demonstrate their potential to add value to businesses, society and the economy. The Valuable 500 pursues support from 500 business leaders across the globe, who already have initiated disability inclusion efforts and those about to embark on such initiatives.

We joined this initiative and made the Group's commitment to

Sompo Group Commitment

(1) Basic Policies

- We will position D&I as one of the essential business strategies for the growth of the Sompo Group. Using the slogan, "Diversity for Growth," we will pour our energy into creating systems and a corporate culture to establish a rewarding workplace in which every employee can maximize their diverse strengths.
- We will continue to promote the employment of challenged people, with the aim of stably providing opportunities to realize their talents and gain a sense of fulfillment through work and creating new value as part of establishing diversity.

(2) Action and Commitment

Under the policies mentioned above, we will commit ourselves to the following actions:

- 1. We will ensure and improve the accessibility of challenged people regarding the various services provided by the Sompo Group. At the same time, we aspire to provide the highest quality services that contribute to security, health, and wellbeing.
- 2. Our management committees will set and promote the employment rate of challenged people.
- 3. We will focus on creating a workplace where challenged people can play an active role. Each of our business teams will appoint a member who will assist employees with disabilities to provide necessary support suited for the level of disability.
- 4. We aim at creating a workplace where employees of all fields, all levels, with various origins can work with no discrimination and maximize their abilities to the fullest extent. To this end, we will carry out D&I workshops, including understanding challenged people.
- 5. We will proactively announce that the Sompo Group is driving the job creation for challenged people.

Employees' Efforts to Create an Inclusive Society



Ryu Inomata is an employee at Sompo Holdings's Human Resources Department, who has a congenital heart disease. In addition to his regular duties, he is involved in the promotion of Help Mark* as a Help Mark Director, a position first established by the prefecture. Furthermore, as a human rights lecturer for the Nagano Prefectural Board of Education, he gives talks to elementary and junior high schools on the realization of a society that

* Mark that lets others know that the carrier has a disability that needs to be considered.





Help Mark

Ryu Inomata is involved in a variety of activities.

He has been visiting elementary, junior high, and high schools in Nagano Prefecture, Japan, to talk about diversity, coexistence and cooperation as a human rights lecturer for the Nagano Prefectural Board of Education (April 2019 to March 2022). He also manages a YouTube channel, Living With Heart -- Our Way to Live, to raise awareness of congenital heart disease and provide reference materials for fellow patients. In addition, he edits training videos for the NPO for Family and Baby's website.

Going forward, we will continue to promote D&I by accepting and utilizing diversity to enhance the happiness and satisfaction of employees, and linking D&I to the sustainable growth of the Group to enhance our corporate value.



- 4.4 Improving job satisfaction through technical and professional skills 5.4 Recognizing childcare, nursing care, and housework
- 8.2 Improving economic productivity through innovation 8.8 Promoting a safe and secure work environment

Sompo Japan has been promoting work style innovations since 2015 to create a friendly workplace where diversified people can increase productivity through effective time management.

To improve the quality of employee output, it is essential to focus not only on skill development but also on the physical and mental health of each employee. Good physical and mental health and a fulfilling private life are the foundation of a dynamic workforce. A dynamic workforce means a vitalized company, which is why we make the flexibility to balance work and private life a high priority.

• Career Transfer Program

We have a career transfer program in which an employee can change his/her work place to a difference branch when there is a compelling reasons and when certain conditions are met. This program can be used by those who are in the positions that would not require job relocations but need to relocate their residence due to unavoidable circumstances.

• System Supporting Employees during Pregnancy, Post-childbirth and Childcare

We provide various types of leave and flexible work style options, such as "maternity leave," "childcare leave," and "reduced working hours for childcare," which offers multiple work hour options. "Reduced working hours for childcare" allows the employee to take a work hour option from multiple choices until her/his child completes the third grade. Working for shorter hours is also available when there is an inevitable reason (e.g., family illness or disability). In this case, they can choose a short-time work option until the child reaches 18 years old. We have other arrangements to create an employee-friendly environment where both women and men can take childcare leave without difficulty. For example, short-term childcare leave is a paid leave, which can be obtained if application is submitted by the day before.

• Forums to Support Employees on Childcare Leave

We organize forums to help employees who are on childcare leave smoothly return to work in Tokyo, Nagoya, Osaka, and Fukuoka and via a video conference. In addition to the employees who are on childcare leave, their supervisors and colleagues attend the forum. This helps relieve anxiety about returning to work by creating a more inclusive business environment. In consideration of the COVID-19 pandemic, in FY2020, the forum was held video and online.

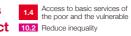
• "Amore Support" for Employees on Childcare Leave

We have extensive support tools to create a workable environment for all employees. For example, we use "guides for pregnancy, childbirth, childcare," "tips for one-on-one interviews with employees on childcare leave," and the "guidance for supervisors who have a staff member on childcare leave." We regularly provide information about the company's important policies.

Support for Nursing Care

Long-term nursing care has become a common issue due to the rapidly aging population in Japan. To help employees balance their work and care responsibilities, we expanded the options to offer a long-term family care leave (up to 365 days in total), nursing leave, shift work for nursing care and reduced working hours. We also held a seminar for balancing work and care responsibilities.

Complying with the Japan's Disabilities Discrimination Act 10.2 Reduce inequality



Sompo Japan provides brochures and application forms that comply with the universal design standards to better meet the needs of people with disabilities and the elderly. We are currently reviewing the details to be considered during in each process, such as contract and payment procedures, the physical environment such as our offices and our customer consultation system, in line with the Act for Eliminating Discrimination Against Persons with Disabilities, which took effect on April 1, 2016. We are also developing

company-wide initiatives such as training for employees.

The Act for Eliminating Discrimination Against Persons with Disabilities* took effect in Japan on April 1, 2016. Sompo Japan had already been using brochures and application forms with a universal design, but the company launched a cross-divisional project team prior to the law to consider and spearhead Group-wide changes to better accommodate elderly people and those with disabilities. These include changes to insurance application and claims payment processes; the physical environment at agencies; consultation services for customers; and internal training curricula.

Going forward, we will continue to provide products and services with due consideration to customers' conditions (impaired cognition, vision, and hearing) by listening attentively to their feedback

especially from persons with disabilities and the elderly.

* This law aims to promote inclusiveness toward people with disabilities by prohibiting unfair discrimination and requiring reasonable consideration of their circumstances.

> Sign showing hearing disability assistance posted at the Headquarters Building and other office buildings



Promoting Empowerment and Respect for **LGBT Persons**

Education and professional training for people with disabilities Promoting a safe and 8.8 10.2 Reduce inequality

With lesbian, gay, bisexual, and trans-gendered (LGBT) persons*1 comprising approximately 8% of the Japanese population,*2 Japanese society has been moving quickly to address LGBT issues.

The Group is working to support LGBT employees in reaching their full potential while delivering products and services that sup-

Sompo Japan amended its benefit programs to enable employees with a same-sex partner to take special leave for weddings and funerals, receive monetary benefits including condolence money, and make use of various welfare services. Also, in order to deepen the understanding of the employees, the company distributed educational materials and workbooks about LGBT to all workplaces and also held seminars.

Through these efforts, employees who acquired the basic knowledge of LGBT and became a good understanding and supporting person (ALLY) in the workplace are positively posting ALLY declaration cards and stickers. By visualizing the declaration, we aim to promote the understanding of LGBT in the workplace as well as to ensure peace of mind for the parties. The company is also engaged in ERG (Employee Resource Group) activities that are open to all genders, helping promote a comfortable and satisfying work environment and corporate culture as well as a network amongst employees. In addition, starting in fiscal 2019, the company is participating in LGBT Finance, a voluntary organization of financial companies working on LGBT policies, to build external networks and hold external exchange meetings.

Initiatives to Improve Human Capital

Sompo Himawari Life provides an abbreviated process for confirming the relationship between insured persons and their same-sex partners when their partners are designated as beneficiaries; the process includes submitting a copy of their certificate of partnership such as a certification issued by Tokyo's Shibuya Ward, which recognizes same-sex partnerships. Also, Sompo Japan reexamined the definition of spouse in insurance products and included "same-sex partner" as spouse.

We will continue our work to embrace LGBT and other values as we strive to realize a society that gives everyone equal opportunity.

- *1 LGBT stands for (L) lesbian, (G) gay, (B) bisexual, and (T) transgender, and is a generic term for sexual minorities.
- *2 Japanese Trade Union Confederation, Survey on awareness regarding LGBT in the workplace in 2016



ALLY declaration cards

Health and Productivity Management Initiatives

3.4 Mental health and welfare promotion
3.a Strengthen tobacco control
8.8 Promoting a safe and secure work environment
17.16 Multi-stakeholder partnership

—Background of the "Health and Productivity Management®"*—

Sompo Group values the health and wellbeing of employees and their families. As stated in its management philosophy, the Group aspires to be an organization that:

- (1) Makes a value judgment from customers' perspectives,
- (2) Provides the highest quality services for customers' security, health, and wellbeing through a broader range of business activities focusing on insurance, and
- (3) Contributes to the society.

It is essential to take care of employees' health and their families, who are the driving force in embodying the philosophy. The Group's Human Respect Policy also states that we are committed to maintaining and improving employees' health to ensure a vibrant work environment.

The Group is actively practicing the Health and Productivity Management initiatives to boost employees' health as one of its most important business themes based on the management philosophy and policies.

The Group will deliver messages to the outside world to raise awareness of health management. It will also support and sponsor external health management programs.

* The term "Health and Productivity Management®" is a registered trademark of an incorporated NPO organization, the Workshop for the Management of Health on Company and Employee.

The implementation of "Declaration of Health" at each group company

"Declaration of Health" has been issued at each group company to embody the idea that "health of employees and their families matter."

- Sompo Japan: "Declaration of Health" (October 2016)
- Sompo Himawari Life: "Project of assisting employees' health" (April 2016), "Health Management Declaration" (October 2020)

Promotion of improvement of employees' blood sugar levels

At Sompo Japan, while aiming at improvement and control of blood

sugar levels, issuances of health reports and provision of health-related information as well as permeation activities are implemented using the intranet in order to help employees prevent the onset of lifestyle-related diseases by acquiring good lifestyles from the youth stage from the viewpoint of productivity enhancement in addition to disease prevention. Sompo Japan also offers opportunities for the employees to start thinking about their health by holding in-house recipe contests by dividing them into divisions of blood sugar improvement and breakfast time-saving etc., depending on employees' needs.

Besides, walking is recommended from the viewpoint of dementia prevention as well as blood sugar level improvement. For that purpose, the practical use of walking apps or examples of utilizing walking apps are introduced.

Distribution of wearable devices to all the employees

At Sompo Himawari Life, wearable devices are lent to about 3,000 employees free of charge. The employees can check with his/her own smartphones for the number of steps taken, heart rates, calorie consumption and hours of sleep, contributing to raising awareness of health. Inter-departmental competitions for the average number of steps taken, for example, are also held for the purpose of boosting mood.

In addition, health examination results, receipt data and data collected on wearable devices are compared with, in order to analyze the relationship with health conditions by collaborating with the corporate health insurance association. Participation in studies of lifestyle improvement by third-party organizations is also made.

Smoking ban during working hours

At Sompo Himawari Life, a smoking ban for all the employees during working hours (except during rest periods specified by the rules of employment) was introduced effective April 2019. Also, from the employment of new graduates in and after April 2020, Sompo Himawari Life clearly defines in the application guidelines that newly hired persons have to be non-smokers at the time of joining the company. Furthermore, the cost of medical treatment for smoking cessation is partially borne by the company in order

to support employees' giving up smoking. Also, the company continually supports smoking cessation by holding seminars or carrying out individual follow-up for smokers to quit smoking.

Space installation for profitability improvement and health promotion

Our group installs working space for employees' profitability improvement and health promotion as part of New Work Style and Health Management. Productivity improvement is achieved through the realization of flexible work style such as space for efficient work and meetings and concentration booths where naps can also be taken as Work From Anywhere. Besides, healthy meals are provided at lunchtime at Sompo Japan and Sompo Himawari Life.

Effect verification

At Sompo Japan and Sompo Himawari Life, "Health Management Promotion Support Service" provided by Sompo Health Support is utilized for the continuous grasp of initiative's results, verification of the effects and subsequent review of the initiative. Solutions of each company's health issues and maintenance/promotion of health of employees and their families are realized this way.

Improvement of presenteeism

At Sompo Japan and Sompo Himawari Life, presenteeism is measured by making use of "Llax WLQ-J" which is a labor profitability program provided by Sompo Health Support. It is pointed out that a loss from a profitability decline due to mental and physical health (presenteeism) has a more profound impact than employees' absence from work, lateness and leaving early (absenteeism) as well as medical cost. At Sompo Japan, productivity improvement is aimed at by working on each individual's fullness/growth through creating rewarding careers, meaningful lives and strength in addition to reduction in working hours as a matter of course through New Work Style.

Health Issues and Major Verification Indicators

Sompo Japan Insurance Inc.									
Health Issues	Target KPI		Target (%)	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020
	1	Rate of regular medical checkup	100%	99.7	99.7	99.8	99.9	99.8	100.0
	2	Rate of detailed examination following regular medical checkup	100%	78.5	77.3	83.2	82.7	69.3	36.0
Lifestyle disease preventive measures	3	Completion of specific health guidance	90%	47.2	65.5	74.6	70.3	67.8	52.3
	4	Maintain appropriate weight (BMI 18.5 - 24.9)	80%	69.7	67.7	67.9	67.3	66.7	66.2
	5	Rate of regular exercise	30%	15.5	18.8	19.1	19.7	18.6	19.8
Smoking prevention measures	6	Rate of smoking	12%	21.6	21.6	19.6	19.1	17.9	16.6
Mental health	7	Rate of stress check examination	100%	89.0	90.4	85.5	91.7	91.7	93.1
measures	8	General health risk	below 100%	107.0	106.0	102.0	101.0	103.0	101.0
Improve presenteeism	9	Total Performance Evaluation* * WLQ-J score (most productive = 100%)	95%	94.0	94.1	94.3	94.4	93.9	94.1

Notes: Target KPI 1, 2, 6, 7, 8, and 9 are for all employees Target KPI 3, 4, and 5 are for employees aged 40+

									-
Sompo Himawari	Life	Insurance Inc.							
Health Issues		Target KPI	Target (%)	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020
	1	Rate of regular medical checkup	100%	97.7	100.0	100.0	100.0	100.0	99.9
	2	Rate of detailed examination following regular medical checkup	100%	50.3	48.6	56.0	63.0	67.0	89.8
Lifestyle disease preventive measures	3	Completion of specific health guidance	80%	98.6	64.9	71.9	76.5	63.6	69.1
preventive measures	4	Maintain appropriate weight (BMI 18.5 - 24.9)	80%	70.3	70.1	67.5	67.6	68.3	68.2
	5	Rate of regular exercise	30%	22.1	25.5	27.4	24.2	23.8	24.0
Smoking prevention measures	6	Rate of smoking	12%	21.4	20.8	20.6	18.3	15.3	11.1
Mental health		Rate of stress check examination	100%	75.0	76.8	74.4	79.1	94.6	95.1
measures	8	General health risk	90%	98.0	94.0	92.0	95.0	96.0	98.0
Improve presenteeism	9	Total Performance Evaluation* * WLQ-J score (most productive = 100%)	100%	_	_	95.0	94.7	94.1	93.9

Notes: Target KPI 1, 2, 6, 7, 8, and 9 are for all employees Target KPI 3, 4, and 5 are for employees aged 40+

Item	FY2015	FY2016	FY2017	FY2018	FY2019	FY2020
Medical Expense/person	219,387	217,901	262,580	216,542	224,936	203,094
Insurance Op Expense/person	27,504	28,507	26,694	27,043	28,850	28,957

(IDV)

External Recognition on Health and Productivity Management

Sompo Holdings Inc. was selected as a "FY2021 Health & Productivity Stock Selection" for three consecutive years. This recognition, co-sponsored by METI and the Tokyo Stock Exchange, acknowledges excellent large-scale companies that strategically carry out efforts to ensure employees' health.

Including Sompo Holdings, 20 companies within the group were recognized as "Outstanding Enterprises Engaging in Efforts to ensure Health and Productivity Management" under the Large

Enterprise Category, co-sponsored by METI and Nippon Kenko Kaigi. Of the 20 group companies, 9 were recognized as White 500 and one as Bright 500.

In partnership with health insurance associations, the Group will continuously deliver updates of the initiatives internally and externally, as well as expand Health and Productivity Management policies across the Group and its client companies.

(List of Selected Group Companies FY2021)

<White 500>

- Sompo Holdings Inc.
 For the 5th consecutive year
- Sompo Japan Insurance Inc. For the 5th consecutive year
- Sompo Himawari Life Insurance Inc. For the 5th consecutive year
- Sompo Health Support Inc.
 For the 5th consecutive year
- Sompo Communications Inc.
 For the third consecutive year
- Sompo Japan Career Bureau Inc.
 For the third consecutive year
- Prime Assistance Inc.
 For the second consecutive year
- Sompo Japan Partners Inc.
 For the second consecutive year
- Sompo Corporate Services Inc. 1st recognition

<Outstanding Enterprises Engaging in Efforts to ensure Health and Productivity Management (Large Enterprise Category)>

- Sompo Risk Management Inc. For the 5th consecutive year
- Sompo Business Services, Inc. For the 5th consecutive year
- Sompo Systems Inc. For the second consecutive year
- Saison Automobile and Fire Insurance Company
 - For the second consecutive year

<Bright 500>

Wellness Communications Corporation

1st recognition (third consecutive year of recognition as an Outstanding Enterprises Engaging in Efforts to ensure Health and Productivity Management)

<Outstanding Enterprises Engaging in Efforts to ensure Health and Productivity Management (Small and Medium Enterprise Category)>

- Sompo Asset Management Co., Ltd. For the second consecutive year
- Sompo Japan DC Securities Inc. For the second consecutive year
- Sompo Business Solutions, Inc.
 1st recognition
- Sompo Commercial Line Claims Support Inc.

1st recognition

Sompo Credit Inc.
 1st recognition

Sompo Warranty Inc.
 1st recognition

Building Resilient Organizations through Human Resources Development

4.4 Improving job satisfaction through technical and professional skills

8.2 Improving economic productivity through innovation

9.5 Research promotion and technology improvement through innovation

10.2 Reduce inequality

Reinforcement of Human Resources

To be the most highly evaluated P&C insurance company in Japan, Sompo Japan is promoting the development of human resources through the cycle of "work, evaluation, remuneration, relocation/ transfer, and training" based on Group Personnel Vision and human resources sought, and provides employees various chances to perform to their full potential.

From April 2020, under a new human resources strategy of "being a great place to work: change yourself, change the company, create the future of Sompo," we will transition to a human resources management system more suited to a "great place to work." The new strategy will ensure that our Group Management Philosophy and corporate culture are embraced by all employees, and they can feel a sense of fulfillment and be highly motivated in their work,

regardless of their seniority or gender.

Of special mention, in addition to providing the environment in which individual workers could grow spontaneously and stick at their duties continuously, it promotes human resource development and corporate culture to foster the workers who can create new value and think outside the box on their own initiative.

Skill development support

We promote an interactive management style based on dialogue and support. Managers are trained to learn and receive support to practice this approach, which encourages them to understand diversity among employees and bring out each individual's strengths.

We have introduced a new video-based training system for all employees as a measure to foster a culture of self-improvement,

and we have created an environment in which employees can acquire knowledge and skills in a variety of areas at their own pace, anywhere, at any time. Topics covered include thinking skills, strategies and marketing, organization and leadership, accounting and finance, and global issues.

In addition to offering grade-specific educational support, we offer courses that are open to all employees so they can develop leadership and communication skills, as part of our efforts to increase internal opportunities for peer training. We are using a web-based conferencing system to expand our online training so that employees in various situations can take courses.

Development of a Globally Competitive Human Resources

We are confronted with increasingly challenging international competition in global markets, including in emerging economies. It is therefore essential that we develop globally competitive personnel with the ability and motivation to carry out missions in the global arena, to understand and accept different cultures, and to communicate effectively in a multicultural work environment.

Sompo Japan considers the increase in both the quantity and quality of globally competitive personnel as a priority issue. As such, in fiscal year 2012, the company established the Global Human Resources Development Group for the purpose of developing personnel that can compete effectively on a global basis.

• Promoting Our Exchange Program

The Exchange Program is one of our human resources development schemes that allow interaction between Group employees from different countries. It is intended to help our diverse employees leverage their strengths and play an active part in the growth of the Sompo Holdings Group. Since its launch in fiscal year 2014 up to the end of fiscal year 2018, the program has provided opportunities to a total of 57 employees from around the world to work at various departments in Japan, helping to make our Japanese headquarters more global.

• Founding of SOMPO Global University

The SOMPO Global University is a program launched in fiscal year 2012 to develop future management personnel both in and outside Japan.

The program consists of customized training provided in cooperation with the National University of Singapore's Business School and on-the-job training at Group companies outside Japan. Through this program, trainees gain sophisticated management knowledge and have hands-on experience to put it into practical use.

In total, 162 selected talents (including those from outside our Group) from 17 countries have participated in this program as of fiscal year 2019. The program produces a globally-competitive workforce with broad perspectives and experience regardless of nationality.

• Improvement of Language Skills

Language skills are essential in an international work environment. To help all Group employees improve their language skills, Sompo Japan encourage them to take the TOEIC IP, an internal English language test. They also provide various programs to help all employees with language learning. These programs include an English skills contest in which teams of employees compete against each other to show how much they have improved, as well as an overseas work program for employees with a certain level of language skills to gain cross-national and multi-cultural experience. They encourage all employees to aim for a TOEIC score of 730 or higher.

Creating Environment to Enhance Our Human Resources

Sompo Japan is striving to develop a working environment and personnel management programs that are instrumental in achieving the goal of building up the most motivated and skilled workforce based on the four principles of the Group Personnel Vision: Action and Achievement; Impartiality and Fairness; Openness; and Diversity.

Working Environment

Sompo Japan respects the sense of values and work styles of employees, which may be as diverse as pursuing higher career goals, seeking further fulfilling work life, or working with pride while balancing their work and private life. To create a better working environment that allows each employee to work energetically and comfortably, the company offers a number of opportunities for both male and female employees to work on new challenges, and further improves support for workers with childbirth, child rearing, or nursing care matters to work efficiently.

The company uses employee satisfaction surveys to monitor the current situation and problems of employees, and feeds the survey results to each workplace. Each workplace has meetings to review them and discuss how to improve and address the problems.

The company also actively encourages non-regular employees to become regular employees as a way to further improve employee motivation and help stabilize employment.

• Personnel Management Programs

The personnel system of Sompo Japan focuses on the employees' performance only, regardless of their gender, nationality, or age, to ensure that remuneration and promotion are decided based on the level of performance in each role. In addition, for the employees who are outstandingly active, the company has set up an "Express ticket" system that enables career advancement of two ranks or more, offering a place of further activity. This has been implemented since 2018. Personnel management programs of the company include the in-house job posting program, which makes it easy for employees to apply for transfers to their desired different departments. With this program, it is possible even for general area staff (a position for an employee in which the location of residence

Initiatives to Improve Human Capital

in principle does not change because of a job transfer) to apply for temporary work outside their designated area. To support the self-directed and autonomous career development of each employee, the company has also introduced another two programs: the Dream Ticket Program, under which employees who meet certain criteria can apply for transfer to a position of their choice; and the

Job Exchange Program, which gives general area staff an opportunity to work at headquarters departments. These programs are aimed at encouraging employees to actively pursue their desired positions by fully leveraging the knowledge and skills acquired in

Sompo Holdings Group's Corporate Citizenship Activities Partnerships

We are proactively taking initiatives to contribute to social welfare as a corporate citizen while working to develop a corporate culture and systems that encourage each employee to voluntarily take part in various activities for the communities we live and work. We also emphasize collaboration with specialist civil society groups to promote our activities.

Corporate Citizenship Policy

Under its Corporate Citizenship Policy, our Group promotes community initiatives from two perspectives: commitment as a corporate citizen and commitment by individual employees.

As a corporate citizen, we promote our activities for future generations mainly through our foundations with focus on the following three areas: fine arts, welfare, and the environment. We also support and encourage individual employees to proactively take part in community outreach activities mainly through the Sompo Chikyu (Earth) Club, a volunteer activity organization of which all employees are members.

Programs to Support and Encourage Employees' Efforts

• Sompo Chikyu (Earth) Club

The Sompo Chikyu (Earth) Club, a volunteer activity organization of which all group employees are members, plays a pivotal role in conducting volunteer activities throughout Japan.

Since its establishment in 1993, the Club is undertaking various activities including forest conservation, cleanups, cleaning and maintenance of wheelchairs in welfare facilities, and collection of second-hand books by collaborating with agencies. Each project is tailored according to the needs and characteristics of local communities.

• Sompo Chikyu (Earth) Club Corporate Citizenship Fund The Sompo Chikyu (Earth) Club Corporate Citizenship Fund is financed by voluntary donations by our employees and directors. The funds raised are used primarily for community outreach activities conducted by the Club, such as the payment of expenses of

volunteer activities performed across Japan, support for disaster

the course of their work and self-improvement activities.

Raising awareness of the need to adapt 3.4 Mental health and welfare promotion Education to promote sustainable 17.16 Multi-stakeholder partnership

relief and donations to civil society groups and other organizations supported by the Fund members.

• Volunteer Work Leave

At Sompo Japan, employees are entitled to take short-term volunteer leave (up to 10 days per year) and long-term volunteer leave (from six to 18 months) in addition to annual paid leave. The employees who take these leaves participate in a variety of volunteer activities.

Corporate Citizenship Activities in Japan

We conduct a diversity of community outreach activities in cooperation with agencies and citizens. The activities include conserving nature, local cleanups, maintaining and cleaning wheelchairs, and donating food to a food bank.

• Sompo Japan [Yamagata] Blood donation



[Tokyo] Donating food to a food bank



[Saga] Cleaning activities



Sompo Holdings Group companies

[Saison Automobile & Fire Insurance]

The company provided support to companies and organizations that are in a difficult situation due to the spread of COVID-19 through the purchase of products.



Corporate Citizenship Activities Outside Japan

Sompo Sigorta –

Employees in Turkey participated in the 40th Istanbul Marathon charity event. On the day of the event, 70 employees collected donations for cancer patients, raising more donations than any other participating company.



Charity marathon (Turkey)

Brazil

- Sompo Seguros -

Employees visited welfare facilities and spent time with the users, enjoying conversations and recreational activities together.



Visit to a welfare facility (Brazil)

SOMPO's various capital as a source of competitiveness

Intellectual capital











The Sompo Group will work to create new customer value by leveraging its knowledge of cutting-edge technologies obtained from its global Digital Labs and the extensive real data accumulated through its diverse business portfolio.

Digital talent development (target for fiscal 2023)

DX Specialists

177
people

DX Planning
Personnel

4,000
people

DX Support Personnel 17,100 people

Development of new products and services that ensure the security, health, and wellbeing of customers

Extensive real data accumulated through business

Nursing care service personnel*1
For about

100,000
people

For about

20 million
policies

Number of newly developed products, services, and rider add-ons*2

109

- *1 Total consisting of about 20,000 employees and 80,000 users
- *2 Simple aggregate of the number of products, services, and rider add-ons newly developed by Sompo Japan Insurance Inc. and Sompo Himawari Life Insurance between fiscal 2016 and fiscal 2020
- * SDG targets strongly linked to the SOMPO Group's initiative are marked. The SOMPO Group will continuously review this in response to development of initiative, changes in social challenges.

Initiatives to boost intellectual capital

Development of Automated Driving Insurance (Tailor-made for Pilot Tests) Services

3.6 Reduction of the number of global deaths and injuries

8.10 Accessibility to insurance and financial services

11.2 Provide access to sustainable transport systems

17.16 Multi-stakeholder partnership

Automated driving is expected to solve social issues, including reducing traffic accidents and the impact on the environment.

Many pilot tests have been conducted jointly by industry, government, and academia to examine both technical development and social acceptability.

Using the long-accumulated insurance design know-how, Sompo Japan has developed and now offers an automated driving insurance (tailor-made for pilot tests) that covers a wide range of risks during automated driving pilot tests.

The product incorporates automated driving insurance that comprehensively compensates for various risks relating to automated driving, risk consulting by Sompo Risk Management, and a dedicated service that supports pleasant automated driving by analyzing driving data using the latest IoT technologies.

As an example, vehicle developers who provide automated driving technology may be obligated to compensate for damages in the event of a system malfunction or other problem. However, not only does it take time to identify the cause of the malfunction, but developers will be likely to hesitate to promote such development if they have to bear indemnity risks.

To ensure that automated driving technology can be

developed without having to worry about such issues, Sompo Japan now offers a new Additional Rider for Insured Parties Such as Automated Vehicle Developers, which eliminates the need to discuss the division of fault among vehicle developers, and does not seek compensation from developers insured under the rider. Through these initiatives, the company aims to solve issues faced by businesses that has adopted automated driving.



Sato Director , Deputy President and Senior Managing Executive Officer (Sompo Japan)



Ceremony for the automate driving pilot tests

Launch of New Protection for Automated Driving Vehicles

The automated driving technology currently in practical use is a driving support technology that assumes a human driver is driving the vehicle, and that the driver assumes liability in principle for accidents. Because of this, the likelihood of a human driver not being liable for compensation for damage under the law is low at present, and in the majority of cases, it is possible to provide insurance payments using current bodily injury liability insurance and property damage liability insurance. However, due to diversified risks resulting from the high pace of recent technological developments and increase in cyber-attacks, Sompo Japan anticipates cases in which it is unclear whether a human driver is liable for damages and cases that will take time to settle.

For such cases they have newly added an special endorsement of the injured (provided for all customers) that pays

3.6 Reduction of the number of global deaths and injuries
8.10 Accessibility to insurance and financial services
9.1 Sustainable infrastructure

11.2 Provide access to sustainable transport systems

insurance payments even when there is no liability for compensation on the part of the human driver, so as to continue to provide peace of mind to customers who use automobiles fitted with automated driving technology* and connected-cars, and ensure prompt injured party relief and early amicable accident settlement.

They have revised their no-fault accident provision (provided for all customers of vehicle insurance) to ensure there is no impact on customers' ongoing automobile insurance policy rating as a result of accidents due to system defects or unauthorized access by a third party in which there is no negligence on the part of the customer.

* Vehicles in which the system simultaneously carries out multiple operations relating to the vehicle's accelerator, brakes, and steering wheel that have already been introduced onto the market by automobile manufacturers.

Business Tie-up and Capital Tie-up with Tier IV to Jointly Develop Level IV Discovery

On February 15, 2019, Sompo Japan signed a business partnership agreement with Tier IV, a company that develops auto-

high precision 3D mapping and drive simulation technologies. The introduction of automated driving services requires a long preparation period and high costs, and involves many issues including technology development, the accumulation of

expertise, and risk analysis.

mated driving systems, and Aisan Technology, a company with

By combining our big data with the expertise relating to the latest automated driving technologies accumulated by our two partner companies, we will work together to develop Level IV Discovery, an insurtech solution to systematic, safe, and secure pilot testing for local governments and transportation operators who are considering introducing automated driving services.

In December 2019, Sompo Japan opened a secretariat to organize a Level IV Discovery Symposium in Aichi Prefecture in February 2020 and to propose solutions to local governments throughout Japan.

In July 2019, Sompo Japan signed a capital tie-up agreement with Tier IV, a company with advanced automated driving

To date, Sompo Japan has been researching the role it should play as a P&C insurance company to ensure that

In August 2018, Sompo Japan became the first insurer to

smart houses and ZEH* (Net Zero Energy House).

launch a fire insurance policy for smart houses, designed to

promote the next generation energy saving housing, including

3.6 Reduction of the number of global deaths and injuries

Accessibility to insurance and financial services

Provide access to sustainable transport systems

17.16 Multi-stakeholder partnership

automated driving technology, which is expected to solve social issues such as a lack of means of transportation and driver shortages in underpopulated areas, is introduced into society in a safe and secure manner. Through this capital tie-up agreement, Sompo Japan intends to accelerate its research and to develop new insurance products and services that make full use of technology, thereby contributing to the realization of a safe and secure automated driving systems in society.







7.2 Expanding renewable energy share

.3 Improvement in energy efficiency 11.3 Enhance inclusive and sustainable urbanization

13.2 Climate change countermeasures



First in Industry to Launch Fire Insurance for Smart Houses

the social environment changes, however, new threats have emerged—there have been incidences in Japan of cyberat-

tacks that target housing equipped with IoT devices.

As IT technology evolves, efforts have been made to promote energy saving housing in recent years, exemplified by smart houses and ZEH*, that controls energy consumption and reduces the burden on the environment.

Energy saving housing includes features such as energy generation from solar PV systems and interconnectivity of IoT devices and equipment, notably smart home appliances. As

Given this situation, we developed a fire insurance policy for individuals that covers costs resulting from cyber risks and the loss of revenue from the sale of electric power due to accidental damage to sola PV systems, in order to protect the security, health, and wellbeing of our customers and to encourage next

generation housing that is both comfortable and energy saving.

* Housing that aims to achieve net zero primary energy consumption per year by achieving major energy savings and introducing renewable energy while maintaining indoor environmental quality.

Development of a Comprehensive Hazard Map Service Using the Latest Digital Technology

Sompo Japan has developed unique hazard maps, the Sumai no Hazard Map, by combining its insurance payment data with the hazard maps issued by public institutions. We started providing these maps at agencies nationwide in April 2018.

1. Aims and concept

- In recent years, Japan has been increasingly prone to natural disasters, such as earthquakes and typhoons, and disaster awareness among customers is increasing. Based on this trend, we have developed a unique comprehensive hazard map service that uses the latest digital technology to visualize natural disaster risks, including the probability of an earthquake, the estimated depth of inundation from flooding, and areas liable to landslides.
- This service is an information tool that staff at our agencies explain to customers when proposing new policies or renewal of fire and earthquake insurance. The service aims to encourage customers to correctly understand the risks of natural disasters in their own communities and to further convince them of the need for the insurance policy.

1.5 Build the resilience of the poor and those in vulnerable situations

1.5 Reduce the number of the dead and victims by water-related disasters 13.1 Adapting to climate change

17.16 Multi-stakeholder partnership

2. Service outline

(1) Main functions and features

Function	Details
Assess and indicate risks for each customer's address	Sompo Japan's insurance payment data and various data published by public institutions are consolidated and visualized using GIS* technology. Customers can enter their address to display an assessment of the risks associated with that exact location.
Show examples of disasters and accidents	Photographs of accidents from various disasters and examples of insurance payments are posted to enable users to conjure up an exact image of the risks associated with natural disasters.
3.Indicate information on evacuation facilities and details of recommended coverage	In addition to hazard maps that indicate natural disaster risks, information on the nearest evacuation facility in the event of an emergency and details of recommended coverage according to the extent of the risk to the customer can also be displayed.

^{*} GIS (Geographic Information System) is a technology that comprehensively organizes, processes, and visually displays location data (spatial data) based on geographical location to facilitate sophisticated analysis and quick judgments.

Addressing Cyberattacks

Along with changes to the social environment, such as the launch of Japan's national identification number system for individuals, amendments to the Act on the Protection of Personal Information, and increased sophistication of cyberattacks, there are growing concerns about information security risks, and various efforts are being made by businesses to strengthen their defenses against cyberattacks.

Our Group supports such efforts through the provision of insurance products and services.

8.10 Accessibility to insurance and financial services 9.1 Sustainable infrastructure 17.16 Multi-stakeholder partnership

Cyber Insurance

Businesses play a key role in the economy, and in order to support their cybersecurity measures, Sompo Japan offers Cyber Insurance with expanded coverage for the cost of investigating the causes of leaks as well as lost profits, caused by digital data corruption, information leaks, and disconnection of network. In the event of an information leak or other incident, it is crucial to minimize losses, so urgent responses are increasingly important: Rapid investigation of the source and causes, and efforts to control the extent of losses. They have tied up with specialized businesses that provide this kind of support, and offer services to support smooth business recovery for all Cyber Insurance policy holders.

Optimized One-Stop Services Against Cyberattacks

With changes in the social and technical environment, such as the spread of automated driving technologies and the Internet of Things (IoT), and the emergence of increasingly sophisticated cyberattacks, the nature of risks facing businesses has changed dramatically, and cyber security has become a major management issue. If customer information or confidential information leaks, businesses would not only suffer financial losses, but the damage to their corporate brand and loss of

customer confidence would also be immense.

Furthermore, if a company accidentally acts as a springboard for cyberattacks on its business partners, the company could lose credibility as a partner even when they do not incur any damage themselves.

Sompo Risk Management provides a multifaceted and optimized one-stop service tailor-made to the needs of our customers using risk management know-how based on our experience in addressing management risks and our robust ecosystem complete with world-class advanced technical capabilities.

<One-stop service covering all fields>

Service	Details
1. Vulnerability diagnostics	We use various means to examine inherent vulnerabilities in systems from an attacker's perspective and propose measures to respond to the vulnerabilities detected.
2. Penetration tests	We conduct penetration tests that simulate actual cyberattacks to investigate how resistant customers' systems are to attacks and which information can be accessed.
3. Cyberattack drills	We provide a variety of drills and training sessions, including evaluation of response to targeted e-mails designed to train employees, table-top exercises using hypothetical scenarios aimed at top management and information security managers, and hands-on exercises in the training environment reproduced at a virtual company.
4. Threat intelligence service	We gather and investigate information on threats that may affect companies from cyberspace, including the dark web and social networking sites.
5. Security monitoring and operational service	We monitor and operate, 24 hours a day, 365 days a year, a series of tasks ranging from operating security monitoring devices, analyzing unauthorized access communication, and responding when an intrusion is detected.
Supply chain risk assessment service	We visualize, in a simple and unified manner, security measures in our customers' overall supply chain, including at partners, contractors, group companies, and foreign bases. We support our customers to monitor and control the overall supply chain by comparing each organization's security measures against the industry average and by assessing compliance with the General Data Protection Regulation (GDPR).

[Japan's First] Telematics Insurance

Sompo Japan has been engaged in research and development aiming to support safe driving using telematics technology and to reduce insurance premiums for drivers. Our product line-up currently includes Smiling Road*1, Portable Smiling Road, and DRIVING!

The correlation between driving characteristics of the driver and the likelihood of an accident has become clear as a result of research and analysis into an enormous volume of big data, using the telematics technology know-how we have accumulated. The company became the first insurance company in

3.6 Reduction of the number of global deaths and injuries
8.10 Accessibility to insurance and financial services
9.1 Sustainable infrastructure
11.2 Provide access to sustainable transport systems

Japan to develop a telematics insurance product that offers up to a 20% discount on insurance premiums*2 according to the results of driving diagnosis by using Portable Smiling Road. The introduction of an insurance premium discount based on the degree of safe driving enables us to offer customers more reasonable insurance premiums and to further encourage safe driving and support the creation of an accident-free society.

- $^{\star}1$ Service for companies that supports safe driving using a dedicated drive recorder.
- *2 Targets insurance premiums for new Sompo Japan policy contracts with new vehicle owners who have not previously taken out a policy.

Safe Driving Support Service "Driving!" for Individual Drivers

While the number of road traffic accidents has continued to fall in recent years following improvements in the safety performance of automobiles, the accident rate among both elderly and young drivers remains high, and it is essential for drivers themselves to take safety measures.

Sompo Japan believes that its mission as a P&C insurance company is to prevent customers from feeling alone when involved in an accident and to reduce the number of car accidents that could have been prevented. In March 2017, the company started to provide "Driving!," a telematics-based service that uses a driving recorder (dashboard camera).

From January 2018, in an effort to improve convenience and accessibility to more customers, the company started to offer the service as a rider for automobile insurance so that it can be used at the same time as applying for automobile insurance. In September 2021, the company started to update driving recorders.

"Driving!" offers driver peace of mind while driving using a dedicated driving recorder with a telecommunications function that supports safe driving, as well as safe driving assessments after driving to help users maintain their driving skills. By using the telecommunications feature to enable users to directly connect to an insurance company, the company can provide an accident reporting service that utilizes the driving recorder's impact detection function and, in collaboration with Sohgo Security Services Co., Ltd. (ALSOK), an accident-scene callout service. Sompo Japan is the first major P&C insurance company in Japan to collaborate with ALSOK in providing this service. In this way, the company provides customers with total support for peace of mind and safety when driving.

Sompo Japan will continue to utilize digital technology to provide further safety and security to all drivers and aim to help realize "a society without accidents."

Insurhealth® Products

Sompo Himawari Life provides Insurhealth®, a new value combining a traditional insurance function with a healthcare function. By integrating healthcare services with the insurance function that helps ensure peace of mind even in emergencies, we strive to prevent customers from experiencing unexpected health issues.

Launch of "Protection for You and Your Family," Income Compensation Insurance to Support Health (First in the Industry)

In April 2018 Sompo Himawari Life updated its income compensation insurance, Family Protection, a key product, to launch Linkx: Protection for You and Your Family.

This product features a "health challenge" system, which allows policyholders to lower their insurance premiums by measuring improvements in their health (stopping smoking, BMI, blood pressure) over a certain period from enrollment, and to receive the amount equivalent to the difference in the premiums paid from the time of first enrollment in the form of a monetary reward for completing health challenges.

Customers want protection not only against death but also for protecting their lives if they find themselves unable to work for some reason. To meet this desire, it has increased the options available as added protection against incapacity.

3.3 Eradication and control of epidemics and infectious diseases

3.4 Mental health and welfare promotion

3.a Strengthen tobacco control

8.10 Accessibility to insurance and financial services

These options include: "incapacity rider" that pays customers an annuity if they are certified as having a grade 1 or grade 2 disability and entitled to receive basic disability pension as a guarantee in order to live and "seven major disease rider with mental disease protection" that, in addition to the provision for seven major diseases, allows customers to receive an annuity if corresponding to specific circumstances as a result of a mental illness recognized as a social issue.

Linkx Pink

Launched in August 2018, Linkx Pink is our initiative to assist women in living fulfilled lives by providing comprehensive support services to ensure early detection of breast cancer and offer insurance coverage if cancer is detected as well as support for patients and survivors.

Inspired by the hope of our female employees to encourage women to live their own fulfilling lives, whether or not they have breast cancer, we started the initiative to do more than just providing support as an insurer.

Linkx Pink (no surrender value cancer diagnosis insurance for women) is a simple cancer insurance that guarantees breast or other cancers. It encourages breast cancer screening by paying a cancer-free bonus once every two years, as well as providing economic support when the insured is treated for cancer. We

Initiatives to boost intellectual capital

have also signed partnership agreements with a number of companies to provide seamless services so that women can continue to live with dignity even during and after treatment. These companies share our desire to alleviate anxiety among women and to solve social issues.

Egao Wo Mamoru Dementia Insurance

In October 2018, we launched Egao Wo Mamoru Dementia Insurance (Dementia Insurance for protecting your smile) that guarantees mild cognitive impairment (MCI). Sompo Himawari Life provides a full range of support to customers by helping them to delay the onset and progression of dementia, along with responding to their nursing care needs. The services include the SOMPO Egao Club dementia support that provides information and services to promote early detection of MCI and dementia and prevent a decline in cognitive function; insurance functions that cover MCI and dementia with a onetime payment; and nursing care and related services of the Sompo Holdings Group to support customers when nursing care is required.

By providing insurance that includes MCI-based services, this "Insurhealth," *1 product aims to deepen understanding of dementia, change the way people approach dementia, support the health of the patient, and reduce the nursing care burden on the care provider.

*1 Insurhealth: a new value that combines insurance and healthcare

"Blue" medical insurance for people with diabetes

On December 24, 2019, we launched "Blue" medical insurance for people with diabetes (lump sum benefit medical insurance for diabetics). There are approximately three million diabetics in Japan, and the number of patients with this classic chronic disease is increasing each year.*1

Diabetes is a disease with no noticeable symptoms that is said to be a silent killer. As a result, diabetics are prone to stop seeking treatment following changes in their living environment. This is why we offer Insurhealth®, a new type of insurance that incorporates a mechanism to prevent severe aggravation that aims to ensure diabetics continue their treatment.

We are working in partnership with H2, K.K., the developer of Health2Sync, an app for managing chronic illnesses such as diabetes, to support the prevention of severe aggravation in people with diabetes by encouraging them to continuously manage their HbA1c levels*2 using the app.

Medical insurance to support health "Protection for Your Health"

On June 2, 2020, Sompo Himawari Life launched a new medical insurance product, Medical Insurance MI-01 (wholelife insurance, pet name: Medical insurance to support health "Protection for Your Health"). In addition to the traditional role of paying insurance claims and benefits, this product includes a new service to help maintain and improve health and thus help prevent serious illnesses. When customers claim health recovery support benefits, we provide them with lifestyle disease-related services they need based on their state of health, offering a new value of preventing serious aggravation of illnesses

Suwan Toku Cancer Insurance

On March 22, 2021, Sompo Himawari Life launched whole-life cancer insurance (C1) (Suwan Toku Cancer Insurance).

Suwan Toku Cancer Insurance is the industry's first cancer insurance designed only for non-smokers and can be bought on the internet. The insurance is built on mutual support among non-smokers who are at low risk of disease and offers coverage at an affordable premium. In preparation for the latest cancer treatment, Sompo Himawari Life supports the cost of treatment and loss of income through a cancer treatment benefit that covers a variety of treatments, and a popular cancer diagnosis benefit.

Sompo Himawari Life offers new value to customers by introducing them to products such as SalivaChecker®, a cancer risk test offered by SalivaTech, Co., Ltd. that can be performed at home, to provide not only financial coverage in the event that a customer develops cancer, but also total support for the prevention, early detection, and early treatment of cancer, as well as post-cancer care.

Launch of Medical Master [First in the Industry]

In June 2021, as part of our comprehensive business activity insurance (Business Master Plus), one of our key products, Sompo Japan launched Medical Master, a plan that covers the risk of executives and employees falling ill.

As labor shortage has become a pressing issue for companies, enhancing employee benefits has become a widespread trend in an effort to secure talented human resources, with the aim of improving employee loyalty and reducing turnover rates.

Meanwhile, there is growing concern among executives and

3.4 Mental health and welfare promotion

8.8 Promoting a safe and secure work environment 8.10 Accessibility to insurance and financial services

employees that they may not be able to work due to illness or other reasons

Medical Master covers the risk of employees falling ill and being absent from work. Sompo Japan aims to contribute to a society in which people can work with peace of mind by supporting the further enhancement of companies' employee benefits through Medical Master, thereby solving the issue of labor shortage and removing the anxiety of being unable to work.

Launch of Stress Measurement App Using AI and Start of Proof of Concept Tests on Blood Pressure Measurement Technology with an Israeli Startup

3.4 Mental health and welfare promotion 3.d Risk reduction and management of health risks

Research promotion and technology improvement through innovation

17.16 Multi-stakeholder partnership

Sompo Himawari Life started to collaborate with Binah.ai, an Israeli startup, in the healthcare field in January 2019. During fiscal year 2020, we will launch a stress measurement app using Binah's digital technology and will start proof of concept tests to measure blood pressure.

Sompo Himawari Life provides Insurhealth® which combines insurance functions with support functions for customers' health. Binah, meanwhile, provides highly accurate data processing and analysis services using its proprietary algorithms

and deep learning technology. Binah's technology will enable us to measure stress using smart phones and, in the future, we expect to be able to obtain accurate blood pressure values from facial images. By actively harnessing cutting-edge digital technologies, we will provide new health support services to customers and, going forward, we will seek to apply such technologies to the automobile insurance sector and other markets our Group operates in.

Launch of the Neurotrack Cognitive Health Program App with Silicon Valley Startup to Detect Risks of **Declining Cognitive Functions at an Early Stage and Support Improving and Preserving Cognitive Functions**

3.4 Mental health and welfare promotion

3.d Risk reduction and management of health risks Reduce inequality

17.16 Multi-stakeholder partnership

Sompo Himawari Life has jointly developed, with Neurotrack Technologies, Inc., a U.S. startup based in Silicon Valley, Neurotrack Cognitive Health Program, an app which detects risks of cognitive function impairments at an early stage and offers support to improve and preserve such functions.

This service, available to anyone with a smart phone, uses digital technology to detect the risk of cognitive function impairments at an early stage from a scientific perspective and support health improvements. By grasping the state of their cognitive functions and regularly taking cognitive tests, users are able to detect a decline at an early stage. They can also

learn about dementia and prevent the decline of their cognitive functions by incorporating advice provided by the program into their day-to-day life.

We are promoting the SOMPO Dementia Support Program aiming for a society that strives to prepare for dementia and enables people to continue living long and happy lives with dignity as individuals, even after being diagnosed with dementia. Going forward, we intend to contribute to solving social issues by using state-of-the-art technologies developed in Japan and overseas

^{*1} Source: Patient Survey 2017, Japan's Ministry of Health, Labour and Welfare

 $[\]ensuremath{^{*}2}$ Hemoglobin A1c: reflects average blood sugar levels over the past one to two

Support Services for Corporate Mental Health Measures and Health & Productivity Management

 Contributing to the creation of highly productive organizations by ensuring employee health and well-being

3.4 Mental health and welfare promotion

Strengthen the prevention and treatment of drug abuse and harmful use of alcohol

3.d Risk reduction and management of health risks

8.8 Promoting a safe and secure work environment

Sompo Health Support teams up with consultants and specialist occupational mental health coordinators (OMC) to provide services to address issues facing corporate customers in various sectors, including support for the development of occupational health systems that focus on mental health measures, support for disabled workers and employees on leave, the employment of industrial physicians, and the planning and implementation of healthcare training.

In addition to services to improve workplace environments using stress checks (57 question version, 80 question version), the company provides two presenteeism* measurement tools,

SOMPOヘルスサポート

WLQ-J and WFun.

With the aim of contributing to creating healthy companies, the company also provides comprehensive support for the promotion of health and productivity management, including support for the preparation of related surveys and the visualization of health issues through data analysis, in order to ensure employee productivity, which is a critical issue for corporate management.

* Situation in which employees report to work despite being ill and work while physically unwell



(ご報告】コンサルティングの結果報告書を提出します

健康経営支援サービスメニュー一覧

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SOMPOヘルスサポート株式会社

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Providing Japan's largest service in specific health guidance

Toward a healthy and vibrant society, we will also
 respond to the super-aged society

Products & Service

Mental health and welfare promotion

3.5 Strengthen the prevention and treatment of drug abuse and harmful use of alcohol

Risk reduction and management of health risks

8.8 Promoting a safe and secure work environment

As Japan's society ages and the increasing number of people suffer from lifestyle diseases such as diabetes and myocardial infarction, the increase in medical and other social security costs has become a social issue for Japan. Meanwhile, since fiscal year 2008, public health insurance providers have been required to provide metabolic syndrome checkups as well as follow-up advice in certain cases that meet criteria laid down by the government.

Since fiscal year 2015, health insurance companies have been required to develop and implement Data Health Plans to promote the health of insured workers based on medical prescriptions and other data. It has become increasingly important to take measures to combat health issues beyond just providing specific health guidance.

Drawing on its nationwide network of health professionals, made up of roughly 1,500 health workers, nurses and national registered dietitians, Sompo Health Support provides support to corporate employees as Japan's largest provider of specified health guidance.

One study shows that approximately 40% of employees

who received follow-up advice from Sompo Health Support improved to the point that they required no further guidance the following year.

The company also provides follow-up checkups to help prevent the severe diseases for people on medication and non-obese people facing risks related to blood pressure, glucose, lipid levels, and smoking. It also offers health advice visits for people aged between 65–74 aimed at lifestyle improvement. In all, it has provided guidance on approximately 460,000 health support cases annually to roughly 640 health insurance associations and other organizations. The company is also developing QUPiO Plus (an online and printed booklet), which provides information using ICT. We publish approximately 600,000 copies of the booklet annually and it has been well received.

Sompo Health Support will continuously provide face-to-face health support that matches each customer's need, as well as original seminars and technical support on health to professionals nationwide to develop a framework that enables the provision of high quality services.

Joint Development of AI to Predict Risk of Diabetes and Other Lifestyle Diseases

Sompo Holdings, Sompo Health Support, Toshiba Corporation, and Toshiba Digital Solutions Corporation have jointly developed an Al technology to predict the risk of diabetes and other lifestyle diseases based on a fusion of our Group's healthcare service-related know-how and the Toshiba Group's Al and big data analysis technologies.

Our Group has an extensive customer network and the know-how of Sompo Health Support, which provides specific health guidance to approximately 500 health insurance associations. Meanwhile, the Toshiba Group has big data analysis technologies cultivated in various fields of industry and expertise related to healthcare data mining* acquired through joint research with universities and other institutions both in Japan and overseas.

Utilizing the know-how, technology and expertise possessed by the two Groups, we developed the AI technology based on

3.4 Mental health and welfare promotion

Strengthen the prevention and treatment of drug abuse and harmful use of alcohol
 Besearch promotion and technology improvement through innovation

17.16 Multi-stakeholder partnership

data from medical examinations of approximately one million persons conducted at cooperating institutions over a period of up to eight years.

As well as improving the accuracy of the AI to predict lifestyle disease risks, the two Groups will promote the development of solutions for encouraging behavioral change, such as improvements in diet and exercise habits.

We will also develop algorithms to support services such as health guidance to prevent the aggravation of diabetes after the onset of the disease while striving to develop and strengthen Al to expand the range of lifestyle diseases it covers.

The Groups also plan to create new businesses by utilizing healthcare data and tie-ups with new partners beyond the boundaries of their own industries.

* Technology that analyzes data in various forms and identifies patterns and regularities mainly for disease treatment and prevention

SOMPO's capital as a source of competitiveness

Natural capital













We aim to contribute to the creation of a green society in which the economy, society, and environment are in harmony, by leveraging our strengths, namely the initiatives and partnerships we have established over the past 30 years to tackle global environmental issues.

Net zero initiatives

Greenhouse gas emissions reduction rate (scopes 1, 2 and 3)

Target for

Reduction in FY2020

FY2030

Target for FY2050 Net zero (including at the investment portfolio)

Efforts to reduce emissions in the value chain

Reduction in paper use

Reduction in business travel

Target for

*1 Compared to FY2017

No. of participants in environmental education programs*2

Participants as of end of FY2020

FY2021 77,080 11,500 (cumulative total)

Renewable energy introduction rate

Target for FY2030

70_{%+}

Target for FY2050 100%

No. of engagements with investment portfolio companies

> Increase compared to **FY2020**

Initiatives to Enhance Natural Capital

Adaptation to Climate Change

AgriSompo: Integrated Global Platform for Agriculture Insurance

Sompo International Holdings (SIH) is developing AgriSompo, an integrated platform on the global market, and provides a wide range of insurance and reinsurance products to agriculture markets, mainly in North America, Europe, Brazil and Southeast Asia.

In March 2018, SIH completed acquisition of A&AS.r.I, the leading agriculture insurance agency in Italy since 1996.

In April 2020, SIH announced a business tie-up with ATLAS Segurmina, an agricultural insurance agency with strong ties to the Portuguese and other European markets, while in

2.4 Resilient agriculture

8.10 Accessibility to insurance and financial services 13.1 Adapting to climate change

8.10 Accessibility to insurance and financial services

13.1 Adapting to climate change

17.16 Multi-stakeholder partnership

September 2020, SIH announced the acquisition of Diversified Crop Insurance Services, the fourth-largest underwriter of the U.S. federally sponsored crop insurance, thereby establishing themselves as a major provider of crop insurance both in North America and throughout the world. Going forward, SIH plans to

Utilizing AgriSompo, SIH underwrites insurance for farmers, agri-businesses and agricultural insurers at a common standard, and provides expertise and technology for a range of products.

expand our services and product lineup to meet market needs.

Providing the Weather Index Insurance in Southeast Asia

Weather index insurance is an insurance product that pays out a contractually predetermined insurance amount when a weather index -such as temperature, wind speed, rainfallfulfills certain conditions.

Utilizing the risk assessment technology provided by Sompo Risk Management and rainfall data estimated using earth observation satellites belonging to the Remote Sensing Technology Center of Japan (RESTEC), our Group provides weather index insurance aimed at reducing agricultural business risks in Southeast Asia, where agriculture is a key industry that is vulnerable to climate change.

In 2010, we launched a weather index insurance for farmers in Northeast Thailand aiming at reducing their damages caused by drought. Sompo Insurance Thailand developed a scheme with Bank for Agricultural Cooperatives (BAAC) to offer the weather index insurance to farmers who maintain loan contracts with BAAC.

We are developing and promoting insurance products as climate change adaptation measures for farmers of Thailand's major agricultural exports. For example, in February 2019, we launched a weather index insurance for longan farmers while in May 2021 we launched a weather index insurance for sugarcane and cassava farmers. These insurance programs were developed using technology provided through AgriSompo.

In Myanmar, we developed a weather index insurance that covers drought risk for rice and sesame farmers in the central









11.b Disaster-resilient community development

13.1 Adapting to climate change

17.16 Multi-stakeholder partnership

arid region. This insurance, developed in partnership with the Remote Sensing Technology Center of Japan (RESTEC), makes use of rainfall data obtained by earth observation satellites. This insurance is sold by Myanma Insurance, with technical support from Sompo Japan.

These weather index insurance in Southeast Asia has been recognized as meeting the requirements for membership in the Business Call to Action (BCtA). The BCtA is a global initiative launched in 2008 by the United Nations Development

Programme (UNDP) and five government institutions that challenges companies to develop business models with the potential to achieve both commercial success and sustainable development outcomes.

In 2016 we received Japan's Environment Minister's Award for demonstrating the Principles for Financial Action towards a Sustainable Society. For our initiative in Myanmar, we received the Minister of State for Space Policy Prize, at the Second Space Development and Utilization Grand Prize presentation.

Development of Flood Risk Assessment Methods for Japan and Asian Countries

To deal with flood risk, which can be affected by medium- and long-term climate change, Sompo Risk Management is engaged in research and development into flood risk assessment methods for Japan and Asian countries to offer new insurance services and risk consulting services that support adaptation to climate change.

In Japan, Sompo Risk Management is utilizing a flood risk assessment system*1, developed jointly with Kyoto University and Kobe University, for insurance risk management and natural disaster risk consulting.

^{*2} Cumulative total of the number of participants in the SAVE JAPAN Project (a conservation project to save rare species in Japan) and Open Lectures on the Environment

^{*} SDG targets strongly linked to the SOMPO Group's initiative are marked. The SOMPO Group will continuously review this in response to development of initiative, changes in social challenges

Initiatives to Enhance Natural Capital

For Thailand, they are using a flood risk assessment system developed jointly with the Foundation of River & Basin Integrated Communications to manage insurance risk and develop insurance products. They have also developed new flood scenario risk assessment methods*2 for major urban areas in China, Vietnam, Indonesia, the Philippines, Malaysia, Singapore, and Brazil aiming at enforce risk management system.

They steadily have expanded the area to which they can apply

these flood risk assessment systems and methods. In 2017, they added Myanmmar to the area aiming to develop services for

- *1 A system to assess the probability of future flood damage, based on various possible rainfall scenarios
- *2 A method to assess flood damage under certain rainfall scenarios, including heavy rainfall observed in the past and probable heavy rainfall (e.g. rainfall of a

First Private-sector Company in **MEXT's SI-CAT Program**

Sompo Risk Management has become the first private-sector company to take part in the Social Implementation Program on Climate Change Adaptation Technology (SI-CAT)*1 run by the Japanese Ministry of Education, Culture, Sports, Science and Technology (MEXT).

By collaborating and exchanging ideas with research institutes and utilizing SI-CAT's research results, Sompo Risk Management aims to quantify the risk of climate change using the typhoon/ flood risk assessment models they have developed, research and analyze the changes in opportunities associated with social

Japanese companies which launch businesses in Myanmmar.

certain intensity with the likelihood of once in 100 years).

systems or changes in supply and demand, aiming to improve analysis techniques and build up expertise about climate

11.b Disaster-resilient community development

17.17 Public, public-private, and civil society partnerships

11.b Disaster-resilient community development

13.1 Adapting to climate change

17.16 Multi-stakeholder partnership

13.1 Adapting to climate change

Our aim is to contribute to a sustainable society by developing and providing new solutions to help companies and local governments adapt to climate change, using the technologies and knowledge gained through this initiative.

*1 A program launched by MEXT in December 2015 to support the development and implementation of technologies to support areas requiring measures against the impact of climate change. The program Ends in March 2020.

Development of climate change impact quantification technology

Sompo Risk Management developed a technology for quantifying the effects of climate change on natural disasters, collaborating with the National Research Institute for Earth Science and Disaster Resilience (NIED) and the University of Tsukuba.

NIED and the University of Tsukuba provides climate forecasting expertise and data analysis methods, allowing Sompo Risk Management to perform large-scale analysis of typhoons and heavy rainfall using weather and climate big data. This analysis identifies trends in the average frequency and intensity of natural disasters as global warming advances, and quantifies

the occurrence of extreme disasters such as major typhoons and large-scale heavy rainfall. These analysis results are then incorporated into the typhoon/flood risk assessment models we have developed for Japan, to quantitatively assess the impact of climate change on insurance underwriting.

By working with NIED, Sompo Japan and Sompo Risk Management aim to enhance the insurance underwriting risk management as well as develop and provide new insurance products and services to help companies and local governments adapt to climate change.

Participation in Global Industry-academia Cooperation Program on Natural Disasters

11.3 Enhance inclusive and sustainable urbanization 13.3 Raising awareness of the need to adapt to and mitigate climate change 17.16 Multi-stakeholder partnership

Sompo Digital Lab, our Group's digital strategy subsidiary based in Silicon Valley, became the first Affiliate Member of the Stanford Urban Resilience Initiative (SURI), Stanford University's industry-academia research program on natural disasters, in January 2019.

SURI was established in 2015 with the purpose of researching and developing the latest technologies and tools to build resilient cities and communities prepared for natural disasters such as earthquakes and floods. The university's prospective PhD students and researchers collaborate on research and

development with government agencies, companies and civil societies who share the program's aims.

Through involvement in this collaborative research program, Sompo Digital Lab aims to fully harness our Group's data platforms including huge amounts of big data on natural disasters and economic losses, as well as our expertise of disaster risk estimation, together with SURI's advanced technology and human resources, to develop new services contributing to safety and security on the global theme of natural disaster risk.

Mitigation of Climate Change

Efforts to Reduce the Environmental Impact throughout the Value Chain

7.2 Expanding renewable energy share 13.3 Raising awareness of the need to adapt to and mitigate climate change 17.16 Multi-stakeholder partnership

From FY2021, we announced a greenhouse gas emission reduction policy, which aims to achieve net zero by 2050. We are working toward a goal of 60% reduction in 2030 (compared to 2017) by promoting measures such as switching to renewable energy as a source of over 70% of electricity used by the Group.

We committed to Science Based Targets (SBT), a global

initiative that supports achieving the Paris Agreement's 1.5°C goal. We also participated in financial SBT expert advisory group and are involved in creating a framework as the only Japanese insurance group. We are also actively engaged in constructive dialogue with investees and business partners on the theme of ESG, and are working to reduce the environmental impact throughout the value chain.

"ONE SOMPO WIND Service" for offshore wind power operators

In July 2020, Sompo Japan and SOMPO Risk Management began selling "ONE SOMPO WIND service" to offshore wind power operators, which provide risk assessment from construction work through business operation and comprehensive insurance covering risks.

By promoting the spread of offshore wind power projects with very little carbon dioxide emissions, we will contribute to the realization of sustainable society.

Risk Assessment

SOMPO risk management has developed a risk assessment model in collaboration with the University of Tokyo to assess the inherent risks of offshore wind power in Japan. This risk assessment model combines the latest research results from the University of Tokyo and data collected by research institutes in Japan and overseas with risk analysis technology developed as an insurance company, thus enabling risk assessment specific to offshore wind power in Japan, which has been difficult to evaluate.

Comprehensive Insurance

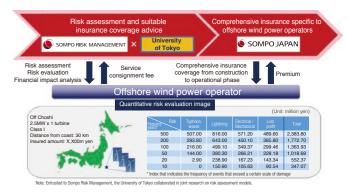
Sompo Japan comprehensively compensates for the risks surrounding domestic offshore wind power operators.

This insurance covers the risks associated with the

7.2 Expanding renewable energy share 8.10 Accessibility to insurance and financial services 13.2 Climate change countermeasures 17.16 Multi-stakeholder partnership

construction of offshore wind power generation facilities and the operation of the business after completion, and compensates for the repair costs of facilities due to accidents or breakdowns during construction or operation of the business.

ONE SOMPO WIND Service illusut



Future plan

We will continue to develop and provide products and services with the aim of providing the highest quality services that contribute to safety, security and health to stakeholders involved in the offshore wind power business.

Insurance Products that Promote Renewable Energy

With Japan's Renewable Electric Energy Feed-In-Tariff system starting to operate in July 2012, and a growing number of companies and other entities have been participating in renewable energy projects. For entrants into the renewable energy electricity market, we offer insurance to cover emergencies as well as risk analysis services for the project facilities' site environments.

Fire Insurance for Wind Power Companies: Special Clause Covers Costs to Prevent Recurrence of Accidents

Sompo Japan offers fire insurance for wind power companies with a rider that covers costs for actions to prevent accidents from recurring. For wind power companies, if accidents occur, the losses can tend to be expensive, and similar accidents are likely to recur. Thus, it is important for the management of wind power companies to identify the causes of an accident, and take measures to prevent recurrence. To address these issues, Sompo Risk Management is supporting the stable management of wind power companies by developing this rider, which incorporates our accident recurrence prevention knowhow, to provide insurance and risk management services.

Property and Casualty Insurance for Offshore Wind Power Companies

For offshore wind power projects, insurance coverage was arranged separately for the construction process and project operations after completion. But from the perspective of preventing gaps in insurance coverage and improving the efficiency of project management, many businesses were asking for unified insurance. In response, Sompo Japan now offers insurance in the event of the occurrence of damage to offshore wind power facilities due to unforeseen or sudden accidents during facility construction and operations.

Risk Diagnosis Services for Renewable Energy

Since September 2012, Sompo Risk Management has been offering risk diagnosis services for renewable energy. These services make use of knowledge accumulated through our risk analysis services relating to natural disasters such as earthquakes, flooding, and lightning strikes, as well as the development of risk maps. The services aim for a stable electricity supply from renewable energy, which has a low environmental impact, and involve analysis and diagnosis of site risks for renewable energy facilities such as photovoltaic and wind power electricity generation facilities.

7.2 Expanding renewable energy share

8.10 Accessibility to insurance and financial services

13.3 Raising awareness of the need to adapt to and mitigate climate change

17.16 Multi-stakeholder partnership

Wind Power Generation Business Risk Assessment Service

Sompo Risk Management analyzes and grades various risks during the operation of both land-based and offshore wind power operations at the phase of development, construction and operation. These services are aimed at reducing the potential risks of projects by encouraging the operators to take steps to reduce risks based on assessments, thereby reducing the amount of risk exposure before starting the projects.

Risk Assessment Model for Wind Power Facilities

Sompo Risk Managemen has developed a risk assessment model dedicated for wind power facilities. Identifying the risk of electrical or mechanical breakdowns and accidents due to natural disasters and other factors using the risk assessment model enables us to quantitatively ascertain the risk of wind power projects and calculate the appropriate insurance premiums. They will further develop their services that use the risk assessment model and contribute to the spread of wind power, and support the formulation of business plans.

Financial Impact Analysis Service for Wind Power Projects

Sompo Risk Management offers a service for wind power projects that evaluates the probability of losses occurring due to accidents from natural disasters and typical breakdowns, as well as losses due to a halt of operations when a breakdown or accident occurs, and then quantitatively evaluates the impacts of identified risks on the cash flows of business plans.

Second Opinion Service for Wind Power Companies

Sompo Japan and Sompo Risk Management started offering a second opinion service in November 2016 for wind power companies that have purchased a fire insurance policy from Sompo Japan. Through this service, they offer advice on how to handle various types of trouble that could occur in operations and maintenance. When consulted on wind power operations and maintenance, Sompo Risk Management compiles advice from wind power maintenance companies, experienced engineers and experts, and then provides it to the client.

Insurance Due Diligence Service for Wind Power Companies

Sompo Risk Management offers insurance design support services, with comprehensive risk assessment in consideration

of the risk reduction effect by preventive maintenance efforts on operation and maintenance (O & M) of wind power companies, before arranging insurance for wind power facilities.

Expanded Environmental Consulting Services

Sompo Risk Management provides customized consultant services to improve the sustainability of the corporate value while mitigating the risk of environmental issues.

The company offers a variety of consultant services such as providing information on environmental laws, supporting for

7.3 Improvement in energy efficiency

11.6 Reduce the adverse environmental impact of cities

12.5 Reduce waste generation

13.3 Raising awareness of the need to adapt to and mitigate climate change

complying with individual laws, and building a management system to promote solutions for environmental issues that are bases for the risk management of environmental issues.

The company also provides services for strategy and policy formulation and information disclosure.

Free Environmental Solution Consulting Services in China

Sompo China, one of our group companies, has partnered with EHB China Environmental Science&Technology (EBH China), a group company of the major Japanese environmental research firm EnBio Holdings, Inc., to start providing environmental solution consulting services to businesses, free of charge, in September 2018.

Following the enforcement of the revised Environmental Protection Law in China in 2015, environmental protection awareness has risen and environmental regulations have been rapidly tightened. Japanese companies have found it difficult to stay on top of all of these changes and there has been a string of cases in which Japanese companies have been fined or ordered to suspend operations. Many companies are also struggling to formulate policies to address the new regulations.

11.6 Reduce the adverse environmental impact of cities

12.5 Reduce waste generation

13.3 Raising awareness of the need to adapt to and mitigate climate change

17.16 Multi-stakeholder partnership

To support these companies, Sompo China has formed an alliance with EBH China, a company with extensive experience in the environmental solution business, to start providing consulting services that propose measures required under Chinese environmental regulations, free of charge.

In April 2021, in addition to our current partnership with EnBio China, we formed a partnership with Ryuki Engineering Inc., a Japanese manufacturer of environmental equipment with high technological capabilities in the environmental field.

At the same time, in addition to the consulting services for environmental measures mentioned above, Sompo China has started to offer free of charge environmental consulting services for SDGs to our clients.