



BUSINESS



Domestic P&C Insurance Business		
Product/Service Name	Overview	
Insurance Industry's First Disaster Risk Reduction Service for Local Governments	Sompo Japan has developed services to support local governments in creating rapid response systems, by providing insurance to compensate them for costs associated with the issuance of evacuation order and other guidance, and by providing weather and response information.	11.b Disaster-resilient community development
Using Drones to Respond to Disasters	Sompo Japan was the first insurer to develop and implement a drone operation system with the aim of quickly and accurately grasping damage immediately after an accident or disaster and expediting insurance payments.	8.10 Accessibility to insurance and financial services
First in Industry to Accept Accident Reports and Respond to Accidents Using LINE	Sompo Japan launched a service that accepts accident reports and responds to accidents using the communication app, LINE. The company is expanding the service to encompass automobile, fire, and accident insurance, in addition to foreign travel insurance.	8.10 Accessibility to insurance and financial services
Support for Corporate and Municipal BCP and Disaster Preparedness	Sompo Risk Management supports local governments to build resilient communities in various ways: Helping renewals of the Local Disaster Management Plans and establishment of BCPs; developing measurements for stranded survivors and related training; making documents on disaster response and lessons learned, and planning and researching for the Urban Renaissance Safety Security Plans in which local governments, corporations and citizens' organizations work together.	11.b Disaster-resilient community development
Risk Management for Global Business Operations	Sompo Risk Management has started to provide risk consulting service for business in other countries.	9.b Support domestic technology development, research and innovation in developing countries
Comprehensive Consulting Services for Food Risk	Sompo Risk Management offers comprehensive consulting services for food risks. These services include assistance and training in addressing core risks such as food safety controls, sanitation management, food labeling and food-related accident response (including online flaming response).	2.1 End hunger
"Wellbeing Support" Service for Elderly Customers	Sompo Japan Partners has started offering "Wellbeing Support," an unique service that allows elderly customers to use the company's products with even greater wellbeing.	8.10 Accessibility to insurance and financial services
Customer Satisfaction of Insurance Claims Service	Sompo Japan is striving to provide a swift and qualified claim service and an added value that meets the needs of each customer to be the most reliable service provider, recognizing that each claim services shall embody each insurance.	8.10 Accessibility to insurance and financial services
Sign Language Service for Customers with Hearing and Speech Disabilities	Sompo Japan started accepting accident reports made using sign language via a telephone relay service provided by PLUSVoice.	10.2 Reduce inequality
Policy on Customer-Oriented Business Operations	Based on Sompo Group's management philosophy, Sompo Japan has established the policy to achieve customer-oriented business operations based on our thorough understanding of our customer's point of view at all points of contact, and to fulfill our corporate social responsibilities to all of our stakeholders.	8.10 Accessibility to insurance and financial services
Reducing the Use of Paper	Sompo Japan developed management systems that prevent the making of needless copies through computerization and rationalization of insurance procedures. Saison Automobile & Fire Insurance has introduced printable digital insurance policies for all customers with policies, and provided electronic files instead of sending paper copies of insurance policy terms and conditions, and accident support books.	13.3 Raising awareness of the need to adapt to and mitigate climate change
Supporting Reconstruction after the Large-Scale Disasters	Our Group provided various forms of reconstruction support based on changing local needs.	11.b Disaster-resilient community development
Road Safety Project in Indonesia	Sompo Japan and PT Sompo Insurance Indonesia have teamed up with Save the Children Japan, international civil society specialized in child support, to launch a road safety project in Indonesia.	3.6 Reduction of the number of global deaths and injuries
Bosai JAPAN-DA Project to Raise Disaster Awareness	In the Bosai JAPAN-DA Project, Sompo Japan host puppet shows and experience-based workshops to teach children and their guardians how to protect themselves and others in emergency situations.	11.b Disaster-resilient community development
SAVE JAPAN Project	Collaborating with civil society groups, Sompo Japan provides opportunities for people to take a greater interest in the environment in their local communities and work towards a sustainable society.	14.1 Prevent and reduce marine pollution
Serving Sustainable Coffee in Our Cafeteria	In the staff cafeteria at our headquarters building in Shinjuku, Tokyo, we now serve sustainable coffee made from coffee beans sourced from Rainforest Alliance certified farms.	12.1 Sustainable consumption and production

Overseas Insurance and Reinsurance Business		
Product/Service Name	Overview	
Launch of Free Disaster-related Services to Partners in China	Sompo China, one of our group companies, is the first insurer in China to start providing the following disaster-related services free of charge to its business partners.	11.b Disaster-resilient community development
Providing Micro-Insurance in India	Universal Sompo General Insurance (USGI), a Group company in India, started to offer micro-insurance services for the protection of low-income individuals who are vulnerable to health risks and have difficulties repaying their loans.	3.3 Eradication and control of epidemics and infectious diseases
Domestic Life Insurance Business		
Product/Service Name	Overview	
Service that Accepts Benefit Claims Using LINE App	On March 30, 2020, aiming to improve customer convenience, Sompo Himawari Life was the first insurer to launch a service that accepts benefit claims using the LINE app.	8.10 Accessibility to insurance and financial services
Health Service Brand Linkx (Link Cross)	Sompo Himawari Life launched their Linkx (pronounced "link cross") brand of services, which they supply as a forerunner in providing new value. Linkx is a concept that helps customers to comfortably and enjoyably maintain good health and it will be developed into a health-related service that focuses on innovative health-centered products and apps.	3.4 Mental health and welfare promotion
Nursing Care & Seniors Business		
Product/Service Name	Overview	
Project to Extend Healthy Life Expectancy: Start of Testing of Sompo Care La Vie Re Tamagawa Housing for Working Seniors	Sompo Care has partnered with Tokimeku Japan to launch an initiative that provides paid employment opportunities to users of nursing homes we operate.	3.4 Mental health and welfare promotion
Improving the Quality of Nursing Care Services	In October 2019, Sompo Care implemented improvements in the compensation of nursing care staff to close the gap between supply and demand. In addition, Sompo Care is also focusing on improving their working environment, training human resources and developing a human resource system, in order to build a workplace so that nursing care staff can fulfill their potential while motivated.	8.5 Full and productive employment and equal pay for work of equal value
Efforts to solve social issues through the foundation		
Product/Service Name	Overview	
Sompo Fine Art Foundation (Sompo Museum of Art)	In 1976, we opened an art museum as part of our corporate citizenship activities. The museum is the only one in Asia where visitors can view Van Gogh's "Sunflowers" and it has attracted over six million visitors since it opened.	4.7 Education to promote sustainable development
The Puppet Theater "Himawari Hall"	The Himawari Hall puppet theater has been jointly operated by the local NPO Aichi Puppetry Center and our Group since its opening in 1989.	4.7 Education to promote sustainable development
Supporting Activities and Researches for Social Welfare — Sompo Welfare Foundation	The Sompo Welfare Foundation, established in 1977, conducts various programs, including providing financial assistance to civil society organizations, holding academic conferences and funding research on social welfare, social security, insurance, and gerontology; and awarding outstanding academic papers.	3.4 Mental health and welfare promotion
Encouraging People to Develop Skills Needed for Environmental Protection — Sompo Environment Foundation	Sompo Environment Foundation, based on its philosophy of "Fostering people who plant trees," supports education, capacity building, action and research in conservation and other environmental fields with the goal of contributing to global environmental protection.	13.3 Raising awareness of the need to adapt to and mitigate climate change
SOMPO Smile Kids Edogawabashi (Tokyo) Nursery School	SOMPO Smile Kids Foundation, established in 2011, operates a nursery school on the first floor of a building owned by the company in Bunkyo Ward, Tokyo.	8.8 Promoting a safe and secure work environment

* SDG targets are most closely linked to the SOMPO Group's initiatives are marked. The SOMPO Group will continuously review this in response to development of initiative, changes in social challenges.