Five CSR Material Issues	Our Vision	Group's CSR KPIs	FY2020 Targets
		Development and provision of products and services that contribute to disasterpreparedness	Ongoing development and provision of products and services
Providing Solutions for Disaster Preparedness	stakeholders to realize a safer, more secure world.	Number of participants in community outreach activities in collaboration with civilsociety organizations that contribute to disaster preparedness and resilience. <aim initiative="" of=""> Promote disaster preparedness education to raise awareness and encourage many people to acquire correct knowledge, and reduce the occurrence of disasters and secondary disasters.</aim>	7,500 (14,622 in FY2019)
		Development and provision of products and services that contribute to health and welfare	Ongoing development and provision of products and services
Contributing to Health and Welfare	Provide high-quality nursing care and healthcare services, and implement projects that promote health and welfare with the aim of creating a society where all people are able to lead a fulfilling life.	Promotion of employee health and productivity	Continuously implement measures to promote employees' health
		Number of participants in health and welfare educational opportunities* (Aim of initiative) As a Group involved in the nursing care business, promote our business and contribute to societyby training human resources to have the correct knowledge and understanding of dementia, which is becoming more common as people live longer, and to respond appropriately. *Combined total of Group employees and insurance agency's employees	Total 19,800 (Total 17,023 by the end of FY2019)
3 Promoting the Manageability of Global Environmental Issues	Contribute to climate change adaptation and mitigation, biodiversity conservation, and other global environmental goals by working through our value chain and providing new solutions.	Development and provision of products and services that contribute to climate change adaptation and mitigation	Ongoing development and provision of products and services
			1,400 (1,173 in FY2019)
		CO2 emissions	Reduce by 1.6% from FY2019
		Electric power consumption	Reduce by 1.6% from FY2019
		Paper use	Reduce by 1.6% from FY2019
		Contribute to developing better community and society.	Initiatives to address solving social issues engaging with NPOs/NGOs
Empowering Community and Society	of people in local communicies and become their most trusted corporate citizen.	Number of participants in community outreach initiatives Aim of initiative> By encouraging employees to voluntarily get involved in community outreachactivities, develop personnel who are highly sensitive to social issues, contributing tosolve such issues on the regional and global scale.	45,000 (36,336 in FY2019)
	Respect the human rights and individuality of all stakeholders, supporting them in their pursuit of professional and personal development.	Initiatives that foster diversity and inclusion	Continuously implement measures topromote and raise awareness of diversity
		Ratio of female employees in managerial positions	Promote with the aim of achieving 30% by the end of FY2020