

Group's CSR Key Performance Indicators (CSR-KPIs) Fiscal Year 2020 Results

Five CSR Material Issues	Our Vision	Group's CSR KPIs	FY2020 Targets	Results for the past 3 years		
				FY2020 Results/Assessment	FY2019 Results/Assessment	FY2018 Results/Assessment
1 Providing Solutions for Disaster Preparedness	Provide products and services to help improve disaster resilience, and collaborate with stakeholders to realize a safer, more secure world.	Development and provision of products and services that contribute to disaster preparedness	Ongoing development and provision of products and services	○	○	○
		Number of participants in community outreach activities in collaboration with civil society organizations that contribute to disaster preparedness and resilience. <Aim of initiative> Promote disaster preparedness education to raise awareness and encourage many people to acquire correct knowledge, and reduce the occurrence of disasters and secondary disasters.	7,500 participants	18,148	14,622	15,486
2 Contributing to Health and Welfare	Provide high-quality nursing care and healthcare services, and implement projects that promote health and welfare with the aim of creating a society where all people are able to lead a fulfilling life.	Development and provision of products and services that contribute to health and welfare	Ongoing development and provision of products and services	○	○	○
		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 society by 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 agency employees	Total 19,800 (Total up to FY2019: 17,023)	21,321	17,023	14,404
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	○	○	○
		Number of participants in environmental conservation awareness and educational opportunities in collaboration with civil society organizations. <Aim of initiative> By participating in environmental conservation activities and educational opportunities, raise awareness and interest in the environment and increase the number of people capable of acting on their own initiative, thus encouraging the resolution of environmental issues.	1,400 Participants	7,199	1,173	6,839
		CO2 emissions	Reduce by 1.6% from FY2019	Reduced by 10.4% from FY2019	Reduced by 5.2% from FY2018	Reduced by 4.9% from FY2017
		Electric power consumption	Reduce by 1.6% from FY2019	Reduced by 0.5% from FY2019	Reduced by 3.7% from FY2018	Reduced by 5.9% from FY2017
		Paper use	Reduce by 1.6% from FY2019	Reduced by 10.4% from FY2019	Reduced by 9.0% from FY2018	Reduced by 9.5% from FY2017
4 Empowering Community and Society	Through community outreach and initiatives in culture and the arts, improve the lives of people in local communities and become their most trusted corporate citizen.	Number of participants in community outreach initiatives <Aim of initiative> By encouraging employees to voluntarily get involved in community outreach activities, develop personnel who are highly sensitive to social issues, contributing to solve such issues on the regional and global scale.	45,000 Participants	29,730	36,336	39,297
5 Supporting Diversity and Inclusion in Private and Public Life	Respect the human rights and individuality of all stakeholders, supporting them in their pursuit of professional and personal development.	Initiatives that foster diversity and inclusion	Continuously implement measures to promote and raise awareness of diversity	○	○	○
		Ratio of female employees in managerial positions	Promote with the aim of achieving 30% by the end of FY2020	24.2%	23.8%	21.3%