

Group's CSR Key Performance Indicators (CSR-KPIs) Fiscal Year 2017 Results

*Only the same targets as of FY2017 are stated because of the revision of the Group CSR-KPI in FY2016

Five CSR Material Issues	Our Vision	Group's CSR KPIs	FY2017 Targets	Results for the past 3 years			
				FY2017 Results	FY2017 Assessment	FY2016 Results/Assessment	FY2015 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	<ul style="list-style-type: none"> Achieved 30,000 total sales of Smiling Road, a system that supports safe driving using a dedicated driving monitor. Concluded Agreements with 56 Japanese local governments including 26 comprehensive cooperation agreements. 43% of customers who received a new service "Tanagaru-Kit" downloaded the App as a result of improving customer touchpoints. 	○	○	○
		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.	11,000 (9,153 in FY2016)	<ul style="list-style-type: none"> Held Bosai JAPAN-DA Project events in 78 locations throughout Japan, attracting 14,836 participants. (Progress rate: 134.8%) 	○	9,153	/
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	<ul style="list-style-type: none"> Provided a telematics service for individuals based on a drive recorder called "DRIVING! Living with a Car" (DRIVING) in January 2018 and achieved 18,000 sales in FY2017. Concluded a comprehensive agreement alliance with The National Center for Geriatrics and Gerontology for the purpose of promoting mental and physical independence among the elderly and contributing to the realization of a healthy longevity society. Developed an elderly driver simulated experience program to improve customer services for car dealers. 	○	○	/
		Promotion of employee health and productivity	Continuously implement measures to promote employees' health	<ul style="list-style-type: none"> 13 group companies received a silver certification as good standing companies by Tokyo health insurance association 6 Group companies were recognized as a Certified Health and Productivity Management Organization (White 500) by Japan's Ministry of Economy, Trade and Industry. Implemented Non-Smoking Policy at the several facilities to improve employee's health condition. 	○	○	/
		Number of participants in health and welfare educational opportunities*2 <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. #2. Combined total of Group employees and agency employees	Total: 6,000 (Total during FY2016: 4,992)	<ul style="list-style-type: none"> Held the Caravan-Mate classes for dementia supporters in Tokyo and Osaka (Participants: 252 Group employees) Held a training seminars for dementia supporter candidates throughout Japan. (Participants: 2,428 Group employees and agents) The total number of dementia supporters is 7,672 (Progress rate: 127.8%) 	○	4,992	/
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	<ul style="list-style-type: none"> The number of the execution of loans for solar power generation system to promote the expansion of renewable energy generation increased by more than 200% compared with last year Promoted initiatives for ESG investment by a participation in Climate Action 100+ as an institutional investor. Worked on environmental issues through consulting on soil contamination and renewable energy and promotion of environmental insurance, etc. 	○	○	○
		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.	4,000 (2,331 in FY2016)	<ul style="list-style-type: none"> Held the SAVE JAPAN Project events 92 times throughout Japan (Participants: 5,234 Group employees and local residents) Held Public Seminars on the Environment 11 times. (Participants: 1,428 including 413 Group employee) 	○	2,331	/
		CO2 emissions	Reduce by 1.0% from FY2016	<ul style="list-style-type: none"> Reduced by 4.4% from FY2016 by reducing paper use Reduced by 1.8% when Somo International which does not have a result in FY2016 is included to calculate a result. 	○	Reduced by 3.6% from FY2015	Reduced by 7.6% from FY2014
		Electric power consumption	Reduce by 1.0% from FY2016	<ul style="list-style-type: none"> Reduced by 2.1% from FY2016 by promoting LED lights, sellouting facilities. Increased by 1.9% when Somo International which does not have a result in FY2016 is included to calculate a result. 	○	Reduced by 2.2% from FY2015	Reduced by 2.1% from FY2014
		Paper use	Reduce by 1.0% from FY2016	<ul style="list-style-type: none"> Reduced by 11.4% from FY2016 by promoting web service and paperless meeting. 	○	Reduced by 15.3% from FY2015	Reduced by 18.5% from FY2014
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*3 <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.	35,000 (32,829 in FY2016)	<ul style="list-style-type: none"> 35,848 employees participated in a variety of volunteer activities in Japan and overseas especially on December, recognizing 5th December is "International Volunteer Day". (Progress rate: 102.4%) 	○	32,829	/
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	<ul style="list-style-type: none"> The company was chosen for the 2017 Nadeshiko List, established jointly by Japan's Ministry of Economy, Trade and Industry in recognition of its efforts to promote women's empowerment in the workplace. Changed the definition of spouse to provide a coverage for same-sex partners as spouses in automobile insurance. Achieved 2.92% of Employment Rate of Person with Disabilities through providing social skills training for employees with disabilities and holding company information sessions at special needs education schools. 	○	○	/
		Ratio of female employees in managerial positions	Promote with the aim of achieving 30% by the end of FY2020	<ul style="list-style-type: none"> Ratio of female employees in managerial positions: 20.7% (as of April 2018) The company expands training programs for female employee such as preparatory management classes and a mentor program. 	○	18.7%	13.2%