Position of CSR at the Japan Post Group

The Japan Post Group has formulated a Basic Group CSR Policy to promote CSR activities by positioning those activities to serve as a means of achieving the Group’s management philosophy and ensuring sustainable growth.

Japan Post Group Management Philosophy

Stressing the security and confidence of the Japan Post Group network, the Group, as a private corporation, is demonstrating creativity and efficiency to the greatest extent possible and will provide customer-oriented services, support the lives of customers in local communities and aim for the happiness of customers and employees. The Group will also pursue managerial transparency on its own, observe rules and contribute to the development of society and the region.

Basic Group CSR Policy

The Japan Post Group recognizes Corporate Social Responsibility (CSR) as indispensable to ensure sustainable growth as corporations. The Japan Post Group will contribute to the growth of each region and society by engaging in initiatives unified as a Group, maintaining the post office network, and providing universal postal, saving, and insurance services in-line with each of the numbered items on the right.

1. Increase customer satisfaction
2. Raise productivity and create new corporate value
3. Promote timely and appropriate information disclosure
4. Enforce compliance and internal controls
5. Create a people-friendly business environment
6. Encourage social and community contribution
7. Promote environmental conservation activities

Japan Post Group CSR (Image)

Co-existing with and strengthening links to local communities, promoting environmental conservation activities, and creating a people-friendly business environment are positioned as priority CSR issues.
Promotional Approach to Group CSR


The United Nations Global Compact is a voluntary initiative advocated by Kofi Annan, Secretary-General of the United Nations at the time, at the World Economic Forum held January 31, 1999. The United Nations Global Compact requires participating companies to practice ten principles in the four fields of human rights, labor, environment and anti-corruption according to their range of influence in each of these fields.

The purpose of the United Nations Global Compact is for each company to actively change the world through the compliance and practice of these guidelines in each of their businesses.

As of July 2015, more than 13,000 organizations (including 8,300 corporations) from roughly 160 countries are participating in this initiative.

In addition, the Sustainable Development Goals (SDGs), which are common global targets to achieve by 2030, were adopted at the World Sustainable Development Summit on September 25, 2015. With this new initiative that aims for the sustainable growth of society for the international society as a whole, the Japan Post Group will contribute to initiatives toward achieving these goals through its business activities in order to realize a sustainable society.

International Social Framework and Japan Post Group CSR

10 Principles of the United Nations Global Compact

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<tr>
<th>Category</th>
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<tr>
<td>Human Rights</td>
<td>Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and Principle 2: make sure that they are not complicit in human rights abuses.</td>
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<tr>
<td>Labour</td>
<td>Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining; Principle 4: the elimination of all forms of forced and compulsory labour; Principle 5: the effective abolition of child labour; and Principle 6: the elimination of discrimination in respect of employment and occupation.</td>
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<tr>
<td>Environment</td>
<td>Principle 7: Businesses should support a precautionary approach to environmental challenges; Principle 8: undertake initiatives to promote greater environmental responsibility; and Principle 9: encourage the development and diffusion of environmentally friendly technologies.</td>
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<tr>
<td>Anti-Corruption</td>
<td>Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.</td>
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Stakeholder Engagement

The Japan Post Group aims to become a Total Lifestyle Support Group to serve for all of its stakeholders from its customers to the local communities. Therefore, we believe clearly understanding the requirements and expectations of every stakeholder through a dialogue and other means is vital to respond to each of those requirements and expectations.

Dialogue with Experts

We invited three experts to the Japan Post Holdings head office in August 2017 to engage in a dialogue with experts (expert round-table conference). These experts shared their opinions from a broad range of standpoints, such as changes in the management environment of the Group both inside and outside of Japan as well as the point-of-view of stakeholders, with the challenges of the direction to take and the improvements to make to achieve the ideal CSR for the Japan Post Group at the heart of the discussion. The Japan Post Group will strive to further strengthen its CSR activities by utilizing the feedback it received.

Non-tenured Professor of Meiji University School of Business Administration
Masao Seki
Today, companies worldwide are engaged in Sustainable Development Goals (SDGs), and the Japan Post Group also needs to take on initiatives toward a sustainable society that incorporate these SDGs into management. The level of social responsibility and the expectations of stakeholders are even greater for large-scale organizations with as much influence as the Japan Post Group. For example, the ISO20400 standard for sustainable procurement was released in 2017. I hope the Japan Post Group will be a pioneer who strives forward in environmentally-friendly and society-friendly procurement.

Chairman of the Japan Sustainable Investment Forum
Masaru Arai
Japanese companies have generally avoided the point-of-view of investors in CSR up until now, but ESG investment initiatives are rapidly progressing in recent years after the United Nations principles for responsible investment were signed by the Government Pension Investment Fund of Japan. The Japan Post Group is furthering initiatives with awareness of investor perspectives as well, such as its responses to CDP questionnaires related to the environment, which I think is excellent. In addition, I think the Group should work to disclose data trends for the next five years because an accumulation of data is vital for informational disclosure.

Representative of Consumer Conference for Sustainability
Yukiko Furuya
I think the Japan Post Group needs to be clearer with its stakeholders about how it sees regional and other social issues, what initiatives it will engage in to find solutions to these issues, and what other efforts it plans to make. Moreover, I think the Group would earn more trust from its stakeholders by disclosing not only data that shines a good light on the Group but also data that may not be so favorable in its informational disclosure.

Expert Remarks

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Dialogue with NPOs and NGOs

In September 2017, the Japan Post Group invited three NPO/NGO members in the environmental field to discuss environmental issues around the theme, “Japan Post Group Initiatives Toward the Realization of a Low-Carbon Society.” We received a wide range of invaluable information from the members of these environmental NPO/NGOs about ways to improve and the ideal direction for environmental efforts based on the current activities of the Group.

We will utilize what we have learned to better respond to the expectations from society, even in terms of the environment.

Utilizing Customer Feedback

Each Group company’s customer satisfaction department* analyzes customer feedback collected from post offices, branches, call centers and its own website with the aim of making required improvements and providing products and services that bring customer satisfaction.

The Customer Satisfaction Promotion Department at Japan Post Holdings also devises ways to utilize customer opinions gathered from Group companies in its management operations.

*Group companies’ customer satisfaction departments:
- Japan Post General Affairs Division, Social Responsibility and Customer Service Promotion office
- Japan Post Bank Customer Satisfaction Department
- Japan Post Insurance Customer Services Department

CSR Surveys

The Japan Post Group conducts CSR surveys to receive a wide range of feedback from all of its stakeholders. In the survey about the Social and Environmental Report 2016 published in 2016, we collected a total of 1,526 responses from our customers, partners and employees. We shared the opinions and impressions that we received throughout the Group to improve our business activities and CSR reporting on a daily basis.