

## **Japan Post Group Basic Sustainability Policy**

We, the Japan Post Group, shall endeavor to achieve sustainable growth for the Group and increase corporate value over the medium to long term, by resolving social issues relating to sustainability through the Group's business activities, with the aim of being a "Co-creation Platform" supporting customers and society.

We will contribute to realizing a safe, secure and prosperous society by maintaining fair, transparent and sound management, while also faithfully fulfilling our role as a key infrastructure of local communities through our post office network and employees.

We will work as a group to address each of the following issues through all of our business activities, beginning with universal services in our postal, banking and insurance businesses.

### **1. Together with Local Communities**

We shall strive for sustainable coexistence with local communities by understanding their issues and demands and communicating with stakeholders to provide the best services that cater to the trust and expectations of customers and local communities.

### **2. Together with the Earth**

We shall strive to undertake business operations adapted to the impact of climate change and actively promote business and environmental conservation activities with consideration toward reducing our burden on the environment, as well as contributing to encouraging carbon neutrality both in Japan and abroad.

### **3. Together with People**

We shall respect the human rights of all people involved in the business activities of the Group, endeavor to ensure a safe and friendly working environment, and promote diversity to build a fulfilling workplace where individual employees - who are the source of power for the Group's sustainable growth - can exercise their independence and creativity.