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Management Policy

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We at Japan Post ...

- ...will strive as professionals to provide every customer with exceptional service.
- ...promise to contribute to the enrichment of people's lifestyles, and the community.
- ...create new value and continue to grow, while reinforcing the foundation of trust that supports us.

1. Japan Post places customer trust at the heart of all our business activities. We will rigorously observe all relevant laws and codes of conduct, act in a fair manner at all times, and fulfill the missions and responsibilities of a public corporation, while taking care not to act in any way that might damage trust in Japan Post.
2. In order to offer services that will provide a high level of satisfaction to our customers throughout the nation, and to ensure that we deliver them in a friendly and trustworthy manner, Japan Post will constantly and creatively seek ways to benefit its customers.
3. We will work to maintain close contact with the public and with local communities. By actively disclosing management information in an appropriate way, Japan Post will continue striving to be an open organization on which people can rely.
4. We fully recognize the significance of personal customer details that come into our possession in the course of our work, and Japan Post will continue to rigorously safeguard the privacy of customer information.
5. Japan Post will aim to form partnerships with local communities that contribute to their welfare and provide them with appropriate services.
6. Looking to the future, Japan Post will actively promote environmental conservation, so as to help pass on a more pleasant world to the next generation.
7. Taking a global perspective, Japan Post will extend its activities into the world at large and actively cooperate with the international community.
8. Japan Post will continue to emphasize financial safety and security, using sound and astute fund management methods while taking into consideration both the public interest and the influence we exert on the market.
9. Japan Post aims to be an organization that is a pleasure to work for, in which all employees can take pride and can envisage bright prospects for the future.

PRINCIPLES

Japan Post shall carry out its business activities in an environmentally friendly manner, with a network that provides services throughout the country, so as to conserve the local natural environment and to pass on to future generations the irreplaceable global environment.

POLICIES

1. | Japan Post shall comply with all laws, regulations, and ordinances as well as related agreements pertaining to the environment, and shall further carry out activities to reduce environmental destruction and strive to prevent environmental pollution.
2. | Japan Post shall set environmental goals and targets and systematically achieve them, and endeavor to improve continuously its environmental management system by building a framework for periodic review of these goals.
3. | Japan Post shall endeavor to conserve the global environment in its business activities, by engaging actively in saving resources and energy and by recycling used materials.
4. | Japan Post shall take an active approach to create a recycling-oriented society, utilizing environmentally-friendly products and other means.
5. | Japan Post shall endeavor to encourage public awareness of environmental issues, by making related information widely available and by promoting educational activities.
6. | Japan Post shall support and take an active part in various environmental protection programs in local communities through its post offices that are members of their communities.
7. | Japan Post shall enhance its employees' understanding and awareness of these environmental policies and make the policies available widely to the public.

Enacted on April 1, 2003

Amended on April 27, 2005

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Management Vision

Providing straightforward customer-oriented service (“Macco Service” in Japanese)

Japan Post will deliver better and more attractive services to all customers nationwide, and will always wholeheartedly strive to serve its customers from their perspective to satisfy them.

Creating a Sound Management foundation

Introducing private-sector management tools, Japan Post will make each of its sectors (postal services, postal savings and postal life insurance) profitable and self-financing, to realize the sound management of the Company as whole.

Providing a Satisfying Working Environment

Japan Post will establish systems to evaluate staff performance in a fair and transparent manner, and will foster a climate in which each employee is encouraged to contribute opinions actively, regardless of rank or place of work.