Initiatives through Business Activities

Japan Post Group CSR Basic Policy

The Japan Post Group will achieve sustainable growth as a company and contribute to the creation of a sustainable society and future with the aim of being a "Total Lifestyle Support Group" that is of service to customers and local communities.

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.



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.



Together with the Earth

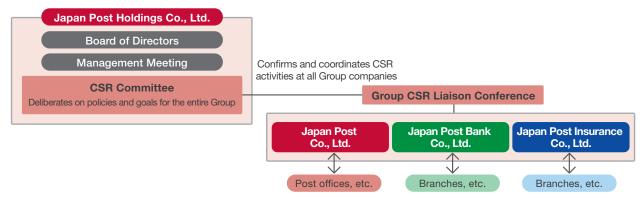
We shall strive to undertake business operations adapted to the impact of climate change and actively promote business and environmental conservation activities with consideration toward reducing our burden on the environment.



Together with People

We shall respect the human rights of all people involved in the business activities of the Group and aim to ensure a safe and friendly working environment and build a fulfilling workplace where individual employees can exercise independence and creativity.

Promotional Approach to CSR



Response to ESG Challenges

The Japan Post Group, recognizing the importance of management that takes into account environmental, social and governance (ESG) issues from a long-term perspective in order to ensure sustainable growth and create corporate value over the medium and long term, established the ESG Office within the Corporate Planning Department at Japan Post Holdings in April 2019.

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.

Participating in Regional Vitalization Funds

JAPAN POST BANK

Impact on society

Vitalization of local economy and alliances with regional financial institutions

Japan Post Bank Co., Ltd. has actively encouraged participation in regional vitalization funds since fiscal 2016 to cycle important customer capital throughout all of Japan by way of alliances with regional financial institutions. (See pages 35 and 51.)

Supporting Healthy and Fulfilling Lifestyles

P JAPAN POST INSURANCE

Impact on society

Promotion of health among customers, etc.

Popularization and promotion of Radio Exercise

To help improve people's health throughout Japan, Japan Post Insurance Co., Ltd. is working to popularize and promote Radio Exercise in cooperation with NHK (Japan Broadcasting Corporation) and the NPO Japan Radio-Taiso Federation.

Festival of 10 Million People's Radio Exercise and Minna no Taiso ("Exercise for Everyone")

As one of our major Radio Exercise events, Japan Post Insurance holds the Festival of 10 Million People's Radio Exercise and *Minna no Taiso* every year, aiming to get 10 million people around the country to participate together in Radio Exercise through TV and radio channels.

Radio Exercise and Minna no Taiso Tour

Japan Post Insurance conducts an annual Radio Exercise and *Minna no Taiso* ("Exercise for Everyone") Summer Tour during the 43-day school summer vacation period from July 20 to August 31, visiting venues around Japan (including the day for the Festival of 10 Million People's Radio Exercise and *Minna no Taiso* ("Exercise for Everyone"))

In addition, Japan Post Insurance runs a Radio Exercise and *Minna no Taiso* ("Exercise for Everyone") Special Tour every year from April to the end of October, stopping at venues across the country mainly on Sundays and public holidays.



58th Festival of 10 Million People's Radio Exercise and Minna no Taiso (Held in Setagaya Ward, Tokyo, on July 28, 2019)

Provision of the Sukoyakanpo health support app

In line with the advent of a super-aging society, the role expected of the life insurance business is shifting from the provision of conventional services, that is, insurance payment in cases such as hospitalization due to illness or injury, to the provision of services for prevention of illness and injury, and for promoting and maintaining health.

To fulfill such a role, Japan Post Insurance is vigorously supporting healthy and affluent lifestyles, and as a measure for such support, it has launched the *Sukoyakanpo* health support app that helps people pursue health with ease. The app is available free of charge, and it features the Standard menu for everyone from January 2019, and the Premium menu mainly for policyholders from April 2019.





Together with Local Communities

Toward a Society in Which the Elderly Can Live with Peace of Mind

JAPAN POST JAPAN POST INSURANCE

Impact on society

Creation of a society in which the elderly can live with peace of mind

The Post Office Watch Over Service

Japan Post Co., Ltd. values the connection between local communities and post offices, and with the aim of growing together, provides the Watch Over Service at 20,000 post offices nationwide.

Impact on society

Initiatives to provide services that the elderly can use with peace of mind

Kampo Platinum Life Service

Japan Post Insurance Co., Ltd. is conducting a companywide initiative called "Kampo Platinum Life Service" to win the favor of its growing number of elderly customers by offering age-friendly services based on a sense of security and trust that has been enabled by improving contacts with all customers from the perspective of our elderly customers.



Free training sessions for the elderly (on tablets, etc.)



Encouraging employees to acquire qualifications
E.g.: Carefitter training

■ Initiatives to Increase Logistics Efficiency Using Next-Generation Mobility

P JAPAN POST

Impact on society

March 2020

Vitalization of the local economy, contribution to innovation and alleviation of labor shortage

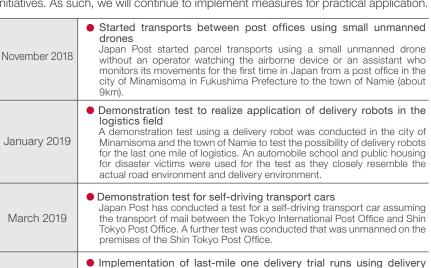
Trial of last mile delivery by delivery robots and drones

robots and drones

conjunction with the elevators.

In light of a labor shortage, Japan Post is undertaking initiatives that use new technology such as drones, delivery robots, and automated driving to provide stable and sustainable postal and logistics services.

Although there are still many challenges to overcome, including technical issues and the development of a legal system, we plan to continue with these initiatives. As such, we will continue to implement measures for practical application.



We conducted trial runs on internal document delivery at the Japan Post

head office (in Tokyo) using delivery robots that went from floor to floor in

We also conducted trial runs using drones to deliver to homes in mountainous areas by our Okutama Post Office in Okutama Town, Tokyo.



Drone



Self-driving car



Delivery robot



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.

Initiatives to Address Climate Change 🔛 JAPAN POST HOLDINGS 🤼 JAPAN POST BANK 🕰 JAPAN POST INSURANCE

Declaration of support for TCFD

Japan Post Holdings, Japan Post Bank. and Japan Post Insurance have declared their support to the Recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) which were established by the Financial Stability Board (FSB).

The Japan Post Group has declared in the Japan Post Group CSR Basic Policy that we will "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." In addition, under the Japan Post Group Medium-term Management Plan 2020, the Group upholds a policy to reduce greenhouse gas emissions as one of our initiatives targeted at achieving the United Nations Sustainable Development Goals (SDGs), and also works to contribute to the creation of a sustainable society through such means as investment in green bonds.

In addition to the above, the Japan Post Group will strive for increased information disclosure by deepening analysis on the impact of climate change on the business of each Japan Post Group company based on the TCFD recommendations.

Japan Post Group Environmental Statistics

IP JAPAN POST GROUP

The Japan Post Group is working to reduce greenhouse gases emitted by its businesses*1 to realize a sustainable society taking climate change and global warming into consideration.

In view of domestic and international trends, the Japan Post Group will continuously promote initiatives to reduce greenhouse gas emissions and has set its greenhouse gas reduction goal for the fiscal year ending March 31, 2031, as well as intermediate benchmarks*2 up to the fiscal year ending March 31, 2021, to achieve this goal.

- *1 Greenhouse gases emitted by the Japan Post Group's businesses refer to CO₂.
- *2 In light of the reduction achievements through the fiscal year ended March 31, 2019, we revised our interim benchmarks for March 31, 2021 (December 2019).

Greenhouse gas emission reductions by the Japan Post Group

* This corresponds to the greenhouse gas reduction goals in Japan's "Plan for Global Warming Countermeasures" (26% reduction compared with the fiscal year ended March 31, 2014) based on the Paris Agreement.

Fiscal year ended March 31, 2017 (Base Year)

Intermediate Benchmark

Fiscal year ending March 31, 2021 Reduction of 120,000 t-CO₂ (11.4% reduction)

Group Goal

Fiscal year ending March 31, 2031
Reduction of 169,000 t-CO₂ (16% reduction)*

Greenhouse gas emissions

	Total emissions volumes (t–CO ₂)	Basic unit (facility) (t-CO ₂ /m ²)	Basic unit (vehicle) (t-CO ₂ /km)
Fiscal Year ended March 31, 2017	1,054,255.7	0.065	0.000134
Fiscal Year ended March 31, 2018	1,048,735.2	0.063	0.000129
Fiscal Year ended March 31, 2019	979,240.1*	0.058	0.000135

Note: We revised our data collection methods from emissions for FY2018

Together with the Earth

Initiatives to Reduce Environmental Load in Logistics

P JAPAN POST

Impact on society

Alleviation of climate change and global warming

Japan Post Co., Ltd. is working to reduce environmental load in logistics through such efforts as introducing electric vehicles (EVs) and reducing re-deliveries.

Expanded introduction of EVs

Japan Post has made the decision to replace 1,500 gasoline-powered light vehicles and 2,200 motorcycles used to deliver parcels and mail over short distances mainly in the Tokyo metropolitan area with EVs by March 31, 2021.



EV-related initiatives

FY2008	Japan Post proceeded with preparations toward full-scale introduction of EVs, conducting demonstration tests of EVs to verify benefits and issues in terms of the environment and business from various perspectives and asking automakers for cooperation in development.
FY2013	Japan Post introduced EVs on a trial basis and conducted tests on the effect on the environment as well as practicality and efficiency. It switched 10 automobiles over to EVs.
FY2014	Japan Post switched 62 automobiles over to EVs.
FY2017	Japan Post started examining collaboration with Honda Motor Co., Ltd. on demonstration testing for environmentally responsible electric motorcycles for postal deliveries.
FY2019	Japan Post switched 400 automobiles over to EVs and 200 motorcycles over to electric motorcycles.
FY2020	Japan Post plans to switch 1,100 automobiles over to EVs and 2,000 motorcycles over to electric motorcycles.

Initiatives to reduce re-deliveries

Under the "send and receive with greater ease" concept, Japan Post is making efforts to improve Yu-Pack service and reduce CO2 emissions generated through re-deliveries while enhancing customer convenience.

In 2019, we expanded our email notification service and designated location delivery service (which enables customers to receive parcels in places such as in front of their doorsteps and delivery boxes) for customers using their Yubin ID. We are also working to expand receipt channels, such as adding "HAKO POST" mail receiving lockers in collaboration with other companies.







Service for leaving parcel in designated areas

Improvement of Yu-Pack service

Expansion of delivery notice emails	Japan Post expanded its mail notification service to customers who use a Yubin ID. Information on the destination provided to Japan Post by the shipper is matched with the information on record for a customer who has attained a Yubin ID, and an email is sent to the recipient with notification of scheduled delivery or stating that they were not at home when the package was delivered.
Expansion of services where delivery location can be designated	Customers who have received mail with notification of scheduled delivery of a Yu-Pack sent by the shipper or stating that they were not at home when the Yu-Pack was delivered can have it sent to a designated location. [Possible pickup locations] • In front of door • Delivery box • Mailbox • Meter box • Storeroom • Carport
Other initiatives	In collaboration with Yper Inc., we distributed free "OKIPPA" delivery bags to 10,000 households chosen by raffle. With this, we reduced re-deliveries for OKIPPA customers by approximately 60 percent. Also, in collaboration with Amazon Japan Goudou Kaisha, we conducted trial runs on promoting the service for leaving a parcel in a designated area in the City of Hatsukaichi, Hiroshima Prefecture, for customers making purchases on Amazon.

Effective Use of Resources and Reduction of Waste



Impact on society

Reduction in paper consumption and workstyle reform

Reducing paper with paperless bank accounts

As of March 6, 2016, Japan Post Bank Co., Ltd. has been offering its "Yucho Direct+ (Plus)" bank accounts that do not require a bankbook.

The paperless Yucho Direct+ (Plus) account is a service that does not issue a bankbook but rather utilizes a cash card for cash deposits and withdrawals, and a website for checking account details.

In addition to this service, Japan Post Bank offers convenient services that reduce paper usage, such as online service for viewing transfer receipt / payment notification. We also work to share the results of the various measures we take so that we can reduce the burden on the environment. Operating under the slogan, "Yucho Eco-Communication," we donate to, and support the activities of, non-profits and other organizations across Japan that work with local residents to protect the environment and contribute to society.

Contributing to environmental conservation through the online provision of Contract **Guidelines and Policy Conditions**

In addition to conventional brochures, Japan Post Insurance Co., Ltd. also provides its Contract Guidelines and Policy Conditions in PDF format on the Company's website. Japan Post Insurance has reduced the amount of paper used by providing online access to Contract Guidelines and Policy Conditions to customers who request this option at the time of enrollment. Furthermore, Japan Post Insurance also supports initiatives such as making donations to forestation activities in order to revitalize forests and increase greenery.

In July 2019, Japan Post Insurance donated a total of ¥34.0 million to 34 environmental groups working on forestation.

Eliminating paper

The Japan Post Group has been endeavoring to eliminate the use of paper since before it relocated its head office building. The transfer provided an excellent opportunity to further strengthen this initiative by installing monitors in meeting spaces and conference rooms, which is helping to realize paperless meetings, even management meetings. Improving the office not only eliminates paper but also prompts employees to rethink their working style.





Paper materials were reduced by installing permanent A meeting space used to further communication monitors in the conference room

Head Office Building Acquires Gold-Level LEED-CI Certification (2009 Version)

P JAPAN POST HOLDINGS

Japan Post Holdings Co., Ltd. acquired Gold-level LEED-CI certification, an international standard in grading systems for the environmental performance of buildings, when the head office was shifted to the Otemachi Place West Tower.

The honor recognized the construction of an office space with world-class environmental performance, the largest of its kind in Japan among office tenants that have acquired the LEED certification.



We shall respect the human rights of all people involved in the business activities of the Group and aim to ensure a safe and friendly working environment and build a fulfilling workplace where individual employees can exercise independence and creativity.

Formulation of Japan Post Group Human Rights Policy

IP JAPAN POST GROUP

Impact on society

Respect for human rights and alleviation of discrimination

The Japan Post Group recognizes that the respect for human rights of all people involved in our business activities is indispensable to the achievement of a sustainable society.

Accordingly, in April 2019 the Group established the Japan Post Group Human Rights Policy in accordance with international principles such as the United Nations Guiding Principles on Business and Human Rights. The Japan Post Group is dedicated to promoting human rights initiatives across the Group.

Initiatives Related to Preventing Discrimination and Respecting Human Rights

JAPAN POST GROUP

Impact on society

Respect of human rights and alleviation of discrimination

The Japan Post Group Charter of Corporate Conduct states that we shall aim for sustainable coexistence by placing importance on maintaining dialogues with diverse stakeholders, as well as respect human rights and provide safe and pleasant workplaces.

As part of efforts to put these ideals into practice, we strive to bring enlightenment on human rights, give training to managers that draw on cases of harassment and distribute a booklet on such matters. We have also set up counters inside and outside the company for consultation on harassment and take consultations anonymously to protect the privacy of the consulter.

Promoting Diversity Management

IP JAPAN POST GROUP

Impact on society

Creation of organizational innovation through the use of diverse ideas and the generation of employment opportunities for persons with disabilities

Response to the aging society and enhancement of employee motivation

Promotion of the active participation of women

The Japan Post Group is implementing various initiatives to ensure that female employees can fully demonstrate their individuality and capabilities and to establish a pleasant workplace environment that continues to be motivating.

Target percentage of women in management (up to April 1, 2021)

100/ or more 140/ or more 140/ or more 110/		td. Insurance Co.,	Ltd. Holdings Co., Ltd.
1076 OF ITIOTE 1476 OF ITIOTE 1476 OF ITIOTE 1176	10% or more 14% or mo	ore 14% or mo	ore 11% or more

We have set the following targets for the percentage of women in management in our Group companies and are pushing ahead with initiatives that include training to raise awareness among women, support of women's career development, and workstyle reform to reduce long work hours.

Advocacy of the "Declaration on Action" by a group of male leaders who will create "A Society in which Women Shine"

Based on an agreement with the tenets of the "Declaration on Action" by a group of male leaders who will create "A Society in which Women Shine" advocated by the Gender Equality Bureau Cabinet Office, the presidents of each Japan Post Group company are proactively promoting the active roles of women who shine. These efforts are in line with the three initiatives set forth under the Declaration, namely "taking actions and sending messages ourselves," "disrupting the status quo," and "developing networking."



Employment of persons with disabilities

Cognizant of the fact that providing suitable employment opportunities to persons with disabilities is our social responsibility as a corporation, we are working proactively to promote such employment. As of March 2020, the employment rate of persons with disabilities was 2.35%, exceeding the legally mandated mark of 2.2%. These persons are engaged in a variety of roles in different places of work.

Empowerment of the elderly

The Japan Post Group will raise the retirement age to 65 starting with employees who turn 60 in the fiscal year ending March 31, 2021 as the working population decreases due to Japan's aging population and dwindling birthrate and to coincide with the arrival of a society in which the elderly are increasingly taking on active roles. The Group plans to create an environment in which elderly employees can play an active part.

Creating a Motivating Workplace



Impact on society

Enhancement of motivation and quality of life

Proper management of work hours

Besides engaging in proper management of work hours in their places of business, Group companies are conducting various initiatives to reduce overtime work through streamlining of business and workplace culture reform.

Initiatives in health management

We believe that a healthy body and mind are vital for each individual employee to take full advantage of his or her skills and work energetically. Therefore, the Group companies are working together with employees to implement health maintenance and promotion measures. These measures include "reducing long work hours," "health guidance toward prevention of lifestyle diseases," and "mental healthcare" in order to realize the "health and happiness of employees and their families" and to "contribute to society through further productivity improvements."

In addition, each of our Group companies carries out stress checks not only at workplaces where checks are required (those with 50 or more employees), but at all workplaces, including those with fewer than 50 employees. These stress checks are used for early detection of mental health problems and improvement of work environments.

Support measures for child care, nursing care, and illness

Regarding child / nursing care, the Japan Post Group has established a support system exceeding the regulations set out by law and is implementing various support measures so that both male and female employees can continue working during times they are needed at home, including from pregnancy to childbirth, for child care and for nursing family members.

We are also taking steps to ensure a good work-life balance that include enhancing sick leave and introducing other leave programs so that employees can devote themselves to getting better with peace of mind in the event of illness, as well as establishing a leave system for infertility treatment.

Together with People

Development of Human Resources



Developing human resources who fulfill their expected roles

Each Group company carries out employee development to nurture human resources to fulfill their expected roles according to their respective career paths. This includes on-the-job training (OJT), in which instruction and education are given through work in actual workplaces, and off-the job training (Off-JT), in which employees acquire the necessary knowledge and skills by participating in training and seminars away from their workplaces (position-based training including stratified training when employees are promoted, as well as training for frontline leaders and training to enhance specific skills such as sales capabilities). Collectively, these companies assist with employee "self-development," including support of qualification acquisition.

Furthermore, Group companies implement training to enhance management skills, particularly for head office staff, as part of efforts to cultivate human resources who can fulfill their expected roles.

Developing human resources who contribute to improving the Group's corporate value

We actively promote personnel exchanges within the Group for integrated operation of the Group's businesses and for optimal assignment of personnel for the Group as a whole.

Also, with the aim of making the Group more competitive, we are conducting training at the Postal College to contribute to fostering a sense of Group unity and deploying synergies. In addition to training for newly appointed executives, we provide joint group training for executives and employees in Group companies that includes all employees hired for career-track positions and those transferred from the front line to career-track positions at the head office.

Comments from an Executive in Charge of Personnel



SHIMA Toshitaka

Managing Executive Officer Japan Post Holdings Co., Ltd.

Over the years, the Japan Post Group has provided products and services that accommodate diverse lifestyles by way of the integrated offering of its three core businesses of postal services, banking, and insurance through post offices. I believe it is important for each employee of the Group to work together to generate synergies that will drive further growth.

Based on this philosophy, the Japan Post Group is striving to promote a unified organization. Efforts include actively promoting personnel exchanges within the Group for integrated operation of the Group's business and for optimal assignment of personnel for the Group as a whole. Also, we are fostering a sense of Group unity through such means as conducting joint training for executives and employees in Group companies.

It is essential to create an environment in which each employee can work in good health and with vitality since employees are the foundation underpinning business activities for postal operations highly dependent on human power. We are currently undertaking measures relating to workstyle reform in order to fully draw out the capabilities of employees. These include reducing overtime; providing strong support for child care, nursing care, and illness; promoting diversity management; adopting age 65 as the retirement age; and improving the employment conditions for fixed-term employees.

In particular, we are promoting health management in a joint effort between employees and the company to maintain and improve health. Also, with the aim of realizing a workplace that encourages a positive work-life balance, we are expanding and enhancing our support systems for child care, nursing care, and illness. By doing so, we hope to prevent the outflow of exceptional human resources with extensive experience.

We believe that improving the compensation of our fixed-term employees, who are essential to the Group's business operations and are an important asset, will contribute to the growth and development of the Group. This comes amid demands for improved conditions for non-regular workers, which has become an issue pervading society on the whole. Therefore, we are implementing a variety of compensation measures in keeping with the equal pay for equal work aspect of the Act on "Part-Time/ Fixed-Term Employment Act."

We will continue striving to drive growth and development in the Japan Post Group through initiatives to create a motivating workplace, which include establishing an environment in which all employees can maximize their potential and work with positivity, and supporting the development of human resources.

ESG Investment

ESG Investment Policy

🔛 JAPAN POST BANK 🔛 JAPAN POST INSURANCE

Japan Post Bank Co., Ltd. formulates and discloses an ESG investment policy as an institutional investor responsible for advancing globally diverse investment.

For details on Japan Post Bank's ESG investment policy, please refer to the Company's website.

https://www.jp-bank.japanpost.jp/en/aboutus/company/en_abt_cmp_esg.html

As an institutional investor managing assets over the long term, Japan Post Insurance Co., Ltd. manages assets in accordance with its ESG investment policy.

For details on Japan Post Insurance's ESG investment policy, please refer to the Company's website.

https://www.jp-life.japanpost.jp/english/aboutus/csr/en_abt_csr_esg.html

ESG Investment

JAPAN POST INSURANCE

From the perspective of fulfilling its social responsibilities to all stakeholders, Japan Post Insurance Co., Ltd. is promoting initiatives to solve ESG issues facing society, and actively taking on challenges toward the sustainable growth of corporate value and social development.

In asset management, Japan Post Insurance considers various factors of ESG in making investment decisions, in order to realize a sustainable society, improve investment results, and reduce risks in the long term.

Integration of ESG factors into the investment process

Initiatives in internal domestic equity investments

Japan Post Insurance manages the following two domestic equity funds in consideration of ESG factors.

- Fund investing in high-dividend companies whose corporate value is expected to increase over the medium- to long-term, based on comprehensive evaluation of companies' initiatives on ESG issues and financial information
- Fund investing in companies that view ESG issues as a growth opportunity, based on evaluation of "contribution to performance" and "growth potential" of companies' technological capabilities and business base which contribute to the achievement of SDGs and resolution of issues related to them, while taking financial information into consideration

Initiatives in internal bond investments, etc.

Japan Post Insurance invests in ESG themed bonds. Japan Post Insurance selects themes that can widely contribute to the achievement of SDGs and the resolution of issues related to them, and invests in projects beneficial to the resolution of ESG issues.

- Investment in solar power generation projects (project finance)
- Investment in a Climate Awareness Bond
- Investment in sustainability bonds in response to the COVID-19

Initiatives in externally managed assets

In its external manager selection, appointment, and monitoring processes, Japan Post Insurance reviews their ESG initiatives.

Stewardship activities

Japan Post Insurance strives to build strong relationships with investee companies, and encourages them to increase disclosure not only of financial information but also non-financial information, including ESG factors. Japan Post Insurance also monitors their initiatives concerning environmental (E), social (S), and governance (G) issues in order to review their status, and conducts constructive engagement with investee companies.

For details on Japan Post Insurance's stewardship activities, please refer to the Company's website. https://www.jp-life.japanpost.jp/aboutus/csr/responsible_investment/stewardship/ (in Japanese)

Initiatives as a signatory to the Principles for Responsible Investment (PRI)

Japan Post Insurance signed the PRI in October 2017 to promote ESG investment and to contribute to the realization of a sustainable society. In accordance with the PRI, Japan Post Insurance is fulfilling its social responsibility as an institutional investor and will report its initiatives in its RI Transparency Report, which will be made available on the PRI website.

Signatory of:

