

# Nippon Life's Important CSR Priorities

**Nippon Life has designated CSR Priorities to respond to stakeholders' expectations and continue working together with society.**

The environment surrounding companies and stakeholders is always changing and social issues are diversifying more than ever. In such an age, we have designated CSR Priorities to provide distinctive Nippon Life values.

## Customers



- Provide value to society through products and services
- Improve customer satisfaction and enhance the provision of information
- Provide universal services
- Contribute to shaping sustainable society through asset management

## Communities and Society



- Provide insurance services suited to every region
- Build cooperative relationships and contribute to the development of communities and society

## Employees



- Recruitment, development and retention of talented human resources
- Promotion of diversity
- Promotion of work life balance

## Compliance/Risk Management



- Strengthen the compliance system
- Upgrade the approach to Enterprise Risk Management

## Corporate Governance



- Long-term stable business operation through the mutual company structure
- Proper distribution of economic value
- Strengthen corporate governance
- Integrate CSR issues in business operations
- Stakeholder engagement

