


Fundamental concepts

In line with our corporate vision of becoming a life insurance company that cares about people first, we established our Human Rights Policy in April 2021. (This policy, following Management Council deliberation and determination, was reported to the Board of Directors.)

The policy is applicable to all officers and employees at Meiji Yasuda. Moreover, we require our Group companies and other relevant entities to implement initiatives in line with this policy while encouraging investees and business partners to respect human rights. In these and other ways, we have clarified our stance on human rights due diligence.

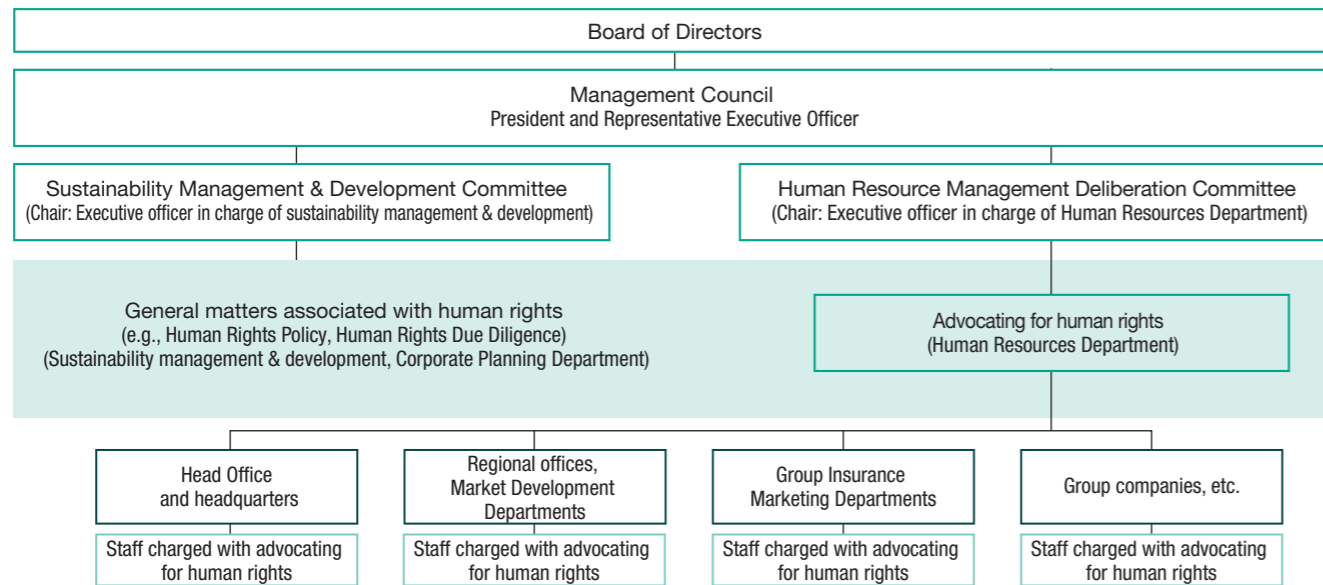
 Our Human Rights Policy is disclosed via Meiji Yasuda's corporate website.
https://www.meijiyasuda.co.jp/english/sustainability/corporate-citizen/human_rights_policy.pdf



Promotion structure

The Sustainability Management & Development Committee, an advisory body to the Management Council, is tasked with deliberating and coordinating general matters associated with human rights.

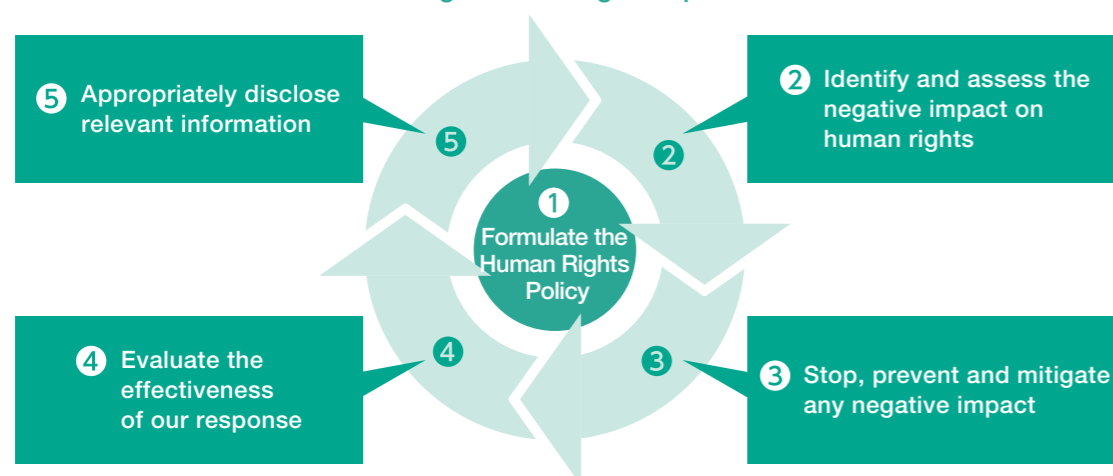
To ensure that in-house initiatives aimed at advocating for human rights are promoted by business units across the board, staff charged with advocating for human rights are appointed at the Head Office and headquarters as well as at other bases nationwide, including regional offices, market development departments, group insurance marketing departments and Group companies.



Human rights due diligence

We are conducting human rights due diligence in accordance with the United Nations "Guiding Principles on Business and Human Rights" and the Japanese government's "National Action Plan on Business and Human Rights (2020–2025)."

Human rights due diligence process



Important human rights risks for Meiji Yasuda

We have created a human rights risk map based on the severity of the negative impact on victims should human rights risks emerge, as well as the probability that such risks emerge. With reference to this map, we have identified important human rights risks for Meiji Yasuda as presented below.

Important human rights risks	Representative human rights violations assumed	Main responses	Stakeholders
Harassment	Harassment and the lack of due consideration to the handicapped <ul style="list-style-type: none"> An employee was subjected to, or subjects others to, discriminatory treatment or remarks at the workplace. Meiji Yasuda's business base lacks reasonable accommodations for people with disabilities, for example, failing to introduce barrier-free facilities. Customer harassment <ul style="list-style-type: none"> An employee at Meiji Yasuda or Group company was subjected to physical threat, discriminatory treatment or discriminatory words by a customer, etc. 	<ul style="list-style-type: none"> Enforce in-house rules that prohibit harassment while implementing various human rights training. Also established counseling desks specialized in human rights-related issues. Establish the "Policy on Our Response to Customer Harassment" to showcase acts that constitute customer harassment and clarify our stance against such acts. Develop a structure to ensure the early detection of customer harassment and the prevention of subsequent damage, in addition to establishing helplines to accommodate employee requests for counseling regarding mental healthcare. 	<ul style="list-style-type: none"> Customers All officers and employees Group company employees General agencies Vendors
Privacy violation	Inadequate protection of personal information <ul style="list-style-type: none"> Meiji Yasuda's server was infected by a computer virus, causing the leakage of a customer's personal information. Customers' personal information was used in data analysis for the development of new services without consent. 	<ul style="list-style-type: none"> Implement thoroughgoing cybersecurity measures while taking steps to ensure robust information security management. 	<ul style="list-style-type: none"> Customers All officers and employees Group company employees General agencies Vendors
Infringement of consumers' safety and right to know	Lack of consumer protection <ul style="list-style-type: none"> A customer cannot receive insurance claims or benefits due to Meiji Yasuda's failure to provide full policy explanations at the time of enrollment. 	<ul style="list-style-type: none"> Defined our policy of delivering optimal products and services as part of our "Customer-Oriented Business Operations Policy." Moreover, established the "Communication Center" to accommodate customer feedback. 	<ul style="list-style-type: none"> Customers General agencies

Promotion of activities to advocate for human rights

Staff in charge of advocating for human rights play central roles in such initiatives as holding human rights training sessions at each business unit and soliciting human rights awareness slogans.

Human rights training sessions are focused on addressing the history of ostracized communities known as the "Dowa Problem" and issues associated with workplace harassment. Sessions are conducted in accordance with Meiji Yasuda's Human Rights Policy and discuss the relationship between business and human rights via the use of the "Human Rights Handbook," which the Company has compiled. Through these sessions, we help employees gain in-depth understanding of human rights-related issues, including those possibly affecting individuals in the supply chain and other stakeholders, and the Company's

stance regarding such issues. In addition, programs designed to help employees raise their human rights awareness have been incorporated into job category- and rank-based joint training sessions.

At Meiji Yasuda, all employees and their families are eligible to contribute human rights awareness slogans. The prize-winning submissions are announced during the publicly designated "Human Rights Week." In conjunction with this announcement, we create posters featuring three outstanding slogans and display them on the walls at each business base.

Furthermore, we proactively participate in training sessions and other events hosted by administrative agencies and human rights groups to update our initiatives to advocate for human rights.

Ensuring remedy and rectification of human rights violations

Establishing the human rights hotline

We have established the Human Rights Hotline administered by dedicated staff. This hotline provides a secure contact for consultation and whistleblowing related to the violation of human rights, including workplace power harassment and sexual harassment.

In addition, we maintain similar hotlines for people with disabilities and members of the LGBTQ community, to swiftly and accurately respond to a variety of consultation needs.

Moreover, we have also established a separate hotline for accommodating reports from external stakeholders about human rights violations and other misconduct by Meiji Yasuda officers and employees or MY Link Coordinators (sales personnel).

 The detail of our initiatives to ensure respect for human rights is disclosed via Meiji Yasuda's corporate website.
https://www.meijiyasuda.co.jp/english/sustainability/corporate-citizen/human_rights.html

