Introduction to the Japan Post Group

Group Management Philosophy

Stressing the security and confidence that Japan Post, as a public organization, has fostered, the Group, as a private corporation, will demonstrate creativity and efficiency to the greatest extent possible, meet customers’ expectations, raise customer satisfaction, and grow together with customers. The Group will also pursue managerial transparency on its own, observe rules, and contribute to the development of society and region.

Group Management Policy

1 We will respect our customers’ point of view, exercise our creativity, and provide through our nationwide network a selection of products and services that customers truly appreciate.

2 We will establish the effective corporate governance and compliance programs, including internal audits and internal controls, needed for the self-reliant management of our four businesses.

3 We will maintain the transparency of the Group’s operations through the timely and proper disclosure of information, the appropriate use of intra-Group transactions, and other activities.

4 We will aim to sell the shares of Japan Post Bank and Japan Post Insurance as soon as possible. Japan Post Holdings will prepare to go public at about the same time as these two Group companies.

5 We will create opportunities for all employees, business partners, and the community to grow and develop through mutual cooperation.

Japan Post Group Charter of Corporate Conduct

1 Earn the trust of customers
• We earn the trust of customers by adopting their perspective and meeting their expectations.
• We protect and manage information strictly so that customers can use our services with peace of mind.
• We fulfill our responsibility to explain our operations by conducting highly transparent business operations and disclosing information in a fair manner.

2 Observe ethical standards
• We continue to conduct business activities with sincerity by complying with laws, regulations, social standards, and internal rules.
• We stand firmly against antisocial forces and organization that threaten the order and safety of civil society.
• We maintain workplace discipline by clearly defining responsibilities and authority and fairly evaluating performance and results.

3 Place priority on coexistence
• We actively promote environmental conservation and make a significant contribution to society through business activities.

• We aim for sustainable coexistence by placing importance on maintaining dialogues with diverse stakeholders.
• We respect human rights and provide safe and pleasant workplaces.

4 Create value
• We provide valuable and high-quality services with value and quality that exceed customers’ expectations.
• We create value consistently by pursuing greater operating efficiency.
• We play a role as individual employees to create corporate value by promoting mutual understanding and cooperation.

5 Be a source of change
• We make improvements by responding swiftly to changes and emphasizing speed.
• We exercise our creativity from a broad viewpoint and lofty perspective.
• We aggressively take on the challenge of conducting global business activities.
The Group Slogan

あたらしいふつうをつくる。
“Atarashii-Futsu-wo-Tsukuru”(1)

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"Futsu"(2) expresses two thoughts

"Futsu" represents the peace of mind and trust
which customers have when using our services and
which are invaluable assets for the Japan Post Group.

"Futsu" also represents
the services available to anyone in Japan.
The Japan Post Group will maintain universal services,
the sources of peace of mind and trust,
even after privatization.

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Thoughts expressed in “Atarashii-Futsu-wo-Tsukuru”

“Atarashii-Futsu”(3) should change constantly with the times,
and, as they do not come into existence automatically,
we need to create them.

Taking advantage of privatization,
we will become a corporate group that creates new universal service,
while emphasizing customers’ peace of mind and trust.

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Notes 1: A Japanese expression by which we intend to show the creation of new value services
2: A Japanese word by which we intend to show value services
3: A Japanese expression by which we intend to show new value services
The slogan “Atarashii-Futsu-wo-Tsukuru” (a Japanese expression by which we intend to show the creation of new value services) expresses our goal of creating new universal services, based on our recognition of the importance of maintaining customers’ peace of mind and trust.

The Japan Post Group uses the nationwide network of Post Offices to distribute products and services in three categories (postal services, banking, and insurance) that the public can choose with peace of mind and confidence.