



TOKIO MARINE
KILN

Section 172

Empowered Expertise

The directors are fully aware of their responsibilities to promote the success of the Company in accordance with section 172 of the Companies Act and have acted in accordance with these responsibilities during the year. There are regular Board meetings and, in the case of Tokio Marine Insurance Limited and Tokio Marine Syndicates Limited, sub-committees with attendance of subject matter experts and external advisors where necessary to maintain high standards of business. In addition, the Board outsources operations outside our expertise (e.g. investment management) in order to help contribute to the success of the Company. We strive to embody our core values of inclusion, empowerment, integrity, innovation, excellence and teamwork in everything we do, and we support the values held by our parent company, Tokio Marine Holdings, Inc. We provide strong, clear leadership and act responsibly in our marketplace, our workplace, our community and our environment. Our values reflect the way we work and behave, and are at the core of everything we do. These are underpinned by a set of behaviours that we all abide by.

The TMK Group aims to live our Good Company values, and to provide clear leadership and act responsibly in:

Our marketplace

We believe we are in partnership with our customers, delivering the highest quality service, striving for excellence and behaving with integrity. We work in an industry that can involve significant and extreme catastrophes – it's about doing the right thing at the right time. That is why we are here.

Our workplace

We take pride in recruiting, retaining and developing proactive, responsive people and we believe in treating them with respect. We are committed to providing an environment that enables them to flourish so that they can best support our clients and benefit our investors.

Our community

We believe that we should all contribute to the local community. Our employees are encouraged to get involved as much or as little as they please; by making donations to local causes, through volunteering, acting as mentors to young people about to enter the world of work, or by taking the lead in supporting a charitable cause. Together we can make a big impact on our community.

Our environment

We are committed to achieving sustainable business growth together with the development of society and the conservation of the global environment. We believe that we should all behave responsibly by making sensible buying decisions, cutting down on what we consume and making the most of recycling opportunities.

Regulators

The TMK Group maintains a transparent relationship with its regulators. Ongoing exchange is valued, providing a means for open communication with UK regulators both at Board level and with business leaders. The Company takes its regulatory responsibilities seriously, with strong engagement on regulatory matters throughout.