

## ISO26000 Comparison Table

| Core Subjects                  | Issues   | Location of Content  |   |  |
|--------------------------------|--|--|---|--|
|                                |  | JTB SUSTAINABILITY REPORT 2022   | JTB GROUP ESSENCE BOOK 2022   | Financial Summary (Only in Japanese)     |
| Organizational governance      | 1. Organizational governance   | <a href="#">JTB Sustainability P10</a>   | <a href="#">The JTB Way P6</a>  | <a href="#">Financial Summary FY2022</a> |
|                                |  | <a href="#">The JTB Way P8</a>   | —   | —  |
|                                |  | <a href="#">JTB Group's Governance Framework P44</a>   | <a href="#">Sustainability Policy P57</a>   | —  |
|                                |  | <a href="#">Compliance and Internal Controls P45</a>   | <a href="#">Organizational Structure &amp; History P76-78</a>   | —  |
| Human rights                   | 1. Due diligence   | <a href="#">Human Rights &amp; Diversity P33-34</a>  | <a href="#">Diversity &amp; Inclusion P62-63</a>  | —  |
|                                | 2. Human rights risk situations  | —  | —   | —  |
|                                | 3. Avoidance of complicity   | <a href="#">Compliance and Internal Controls P45</a>   | <a href="#">Diversity &amp; Inclusion P62-63</a>  | —  |
|                                | 4. Resolving grievances  | <a href="#">Compliance and Internal Controls P45</a>   | —   | —  |
|                                | 5. Discrimination and vulnerable groups  | <a href="#">Human Rights &amp; Diversity P33-34</a>  | <a href="#">Diversity &amp; Inclusion P62-63</a>  | —  |
|                                | 6. Civil and political rights  | <a href="#">Human Rights &amp; Diversity P33-34</a>  | <a href="#">Diversity &amp; Inclusion P62-63</a>  | —  |
|                                | 7. Economic, social and cultural rights  | <a href="#">Human Rights &amp; Diversity P33-34</a>  | <a href="#">Diversity &amp; Inclusion P62-63</a>  | —  |
|                                | 8. Fundamental principles and rights at work                                       | <a href="#">Human Rights &amp; Diversity P33-34</a>  | <a href="#">Diversity &amp; Inclusion P62-63</a>  | —  |
| Labor practices                | 1. Employment and employment relationships   | <a href="#">JTB Diversity Week 2021 P23</a>  | <a href="#">Diversity &amp; Inclusion P62-63</a>  | —  |
|                                | 2. Conditions of work and social protection  | <a href="#">Human Resource Development P30</a>   | <a href="#">Diversity &amp; Inclusion P62-63</a>  | —  |
|                                | 3. Social dialogue   | <a href="#">Transforming the Culture P31</a>   | <a href="#">Summer Festival of Learning &amp; JTB Diversity Week P66</a>  | —  |
|                                | 4. Health and safety at work   | <a href="#">Wellbeing Management P32</a>   | —   | —  |
|                                | 5. Human development and training in the workplace                                 | <a href="#">Human Resource Development P30</a><br><a href="#">Sustainability Data Highlights P49</a> | <a href="#">Diversity &amp; Inclusion P62-63</a>  | —  |
| The environment                | 1. Prevention of pollution   | <a href="#">The Shinano-Omachi Mizunowa Project P20</a>  | —   | —  |
|                                |  | <a href="#">Stage 3 Travelife Certified P42</a>  | —   | —  |
|                                | 2. Sustainable resource use  | <a href="#">Addressing Climate Change P38</a>  | <a href="#">Contributing to a Sustainable Society P57</a>   | —  |
|                                |  | <a href="#">Conserving Water and Reducing Waste P39-40</a>   | —   | —  |
|                                | 3. Climate change mitigation and adaptation  | <a href="#">Addressing Climate Change P38</a>  | <a href="#">JTB's Carbon-Neutral Targets P58</a>  | —  |
|                                | 4. Protection of the environment, biodiversity and restoration of natural habitats | <a href="#">Preserving the Earth's Biodiversity P39</a>  | <a href="#">Sustainability Initiatives: Products &amp; Services P59</a>   | —  |
| —                              |  | <a href="#">Sustainability Initiatives: Programs and Events P60</a>                                  | —   |  |
| Fair operating practices       | 1. Anti-corruption   | <a href="#">Compliance and Internal Controls P45</a>   | <a href="#">The JTB Group Code of Conduct P8</a>  | —  |
|                                | 2. Responsible political involvement   | <a href="#">Compliance and Internal Controls P45</a>   | <a href="#">The JTB Group Code of Conduct P8</a>  | —  |
|                                | 3. Fair competition  | <a href="#">Compliance and Internal Controls P45</a>   | <a href="#">The JTB Group Code of Conduct P8</a>  | —  |
|                                |  |  | <a href="#">Sustainability Based on Global Criteria P61</a>   | —  |
|                                | 4. Promoting social responsibility in the value chain                              | <a href="#">Compliance and Internal Controls P45</a>   | <a href="#">The JTB Group Code of Conduct P8</a><br><a href="#">Sustainability Based on Global Criteria P61</a> | —  |
| 5. Respect for property rights | <a href="#">Compliance and Internal Controls P45</a>                               | —  | <a href="#">Financial Summary FY2022</a>  |  |

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|                                       |  | JTB SUSTAINABILITY REPORT 2022   | JTB GROUP ESSENCE BOOK 2022   | Financial Summary (Only in Japanese)     |
| Consumer issues                       | 1. Fair marketing, factual and unbiased information and fair contractual practices | <a href="#">Pursuing Sustainability as ONE JTB P13</a>   | <a href="#">The JTB Group Code of Conduct P8</a>                        | —  |
|                                       | 2. Protecting consumers' health and safety   | <a href="#">Mental and Physical Wellbeing P25-27</a>   | <a href="#">The JTB Group Code of Conduct P8</a>                        | —  |
|                                       |  |  | <a href="#">The JTB Group Code of Conduct P8</a>                        | —  |
|                                       | 3. Sustainable consumption   | <a href="#">Creating Learning Opportunities that Engage and Inspire P28</a><br><a href="#">Stage 3 Travelife Certified P42</a> | <a href="#">Tourism Business Strategy P33-38</a>                        | —  |
|                                       |  |  | <a href="#">Area Solutions Strategy P39-45</a>                          | —  |
|                                       | 4. Consumer service, support, and complaint and dispute resolution                 | <a href="#">Compliance and Internal Controls P45</a>   | —   | —  |
|                                       | 5. Consumer data protection and privacy  | <a href="#">Information Security P47</a>   | —   | —  |
| 6. Access to essential services       | <a href="#">Creating Regional Allure P35-37</a>                                    | <a href="#">Tourism Business Strategy P33-38</a>   | —   |  |
|                                       |  | <a href="#">Area Solutions Strategy P39-45</a>   | —   |  |
|                                       |  | <a href="#">Emergency Disaster Response P55</a>  | —   |  |
| 7. Education and awareness            | <a href="#">Pursuing Sustainability as ONE JTB P13</a>                             | —  | —   |  |
|                                       | <a href="#">Human Rights &amp; Diversity P33-34</a>                                | —  | —   |  |
| Community involvement and development | 1. Community involvement   | <a href="#">The Role of Sustainability in the Context of Our Vision P9</a>   | <a href="#">Tourism Business Strategy P33-38</a>                        | <a href="#">Financial Summary FY2022</a> |
|                                       |  | <a href="#">JTB Sustainability P10</a>   | <a href="#">Area Solutions Strategy P39-45</a>                          |  |
|                                       |  | <a href="#">Materiality-Guided Sustainability Priorities P11</a>   | <a href="#">Synergistic Initiatives across Strategic Domains P52-54</a> |  |
|                                       |  | <a href="#">JTB Sustainability Priorities and the SDGs P12</a>   | <a href="#">Sustainability Initiatives: Products &amp; Services P59</a> |  |
|                                       |  | <a href="#">JTB Stakeholders P15</a>   | <a href="#">Sustainability Initiatives: Programs and Events P60</a>     |  |
|                                       |  | <a href="#">Stakeholder Communication (Disclosure &amp; Dialogue) P16</a>  | <a href="#">R&amp;D Partnering P70-73</a>                               |  |
|                                       |  | <a href="#">Sustainability in Action: Specific JTB Initiatives P17-23</a>  | —   |  |
|                                       | <a href="#">Personal Growth and Development P28</a>                                | —  |   |  |
|                                       | 2. Education and culture   | <a href="#">Helping Communities and Businesses Shine P29</a>   | <a href="#">Sustainability Initiatives: Programs and Events P60</a>     | —  |
|                                       | 3. Employment creation and skills development                                      | <a href="#">Creating Regional Allure P35-37</a>  | <a href="#">Human Resource Development P64-65</a>                       | —  |
|                                       | 4. Technology development and access   | <a href="#">Sustainability in Action: Specific JTB Initiatives P17-23</a>  | <a href="#">Tourism Business Strategy P33-38</a>                        | —  |
|                                       |  |  | <a href="#">Area Solutions Strategy P39-45</a>                          | —  |
|                                       |  |  | <a href="#">Research &amp; Development P67-68</a>                       | —  |
| 5. Wealth and income creation         | —  | <a href="#">Financial Information P81-83</a>   | <a href="#">Financial Summary FY2022</a>                                |  |
| 6. Health                             | <a href="#">Mental and Physical Wellbeing P25-27</a>                               | <a href="#">The Power of What We Do P26</a>  | —   |  |
| 7. Social investment                  | <a href="#">Creating Regional Allure P35-37</a>                                    | <a href="#">Original Travel Content P45</a>  | <a href="#">Financial Summary FY2022</a>                                |  |