# **CSR REPORT** 2009

Nomura Holdings, Inc.

## **NO/MURA**



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## Message from the CEO

## Contributing to society through our core business is the essence of our CSR policy

Kenichi Watanabe President and CEO Nomura Holdings, Inc.

Kanichi Wotala

Nomura Group has always focused on contributing to social prosperity through the provision of financial and investment services for the benefit of our clients and all of our stakeholders. We place particular emphasis on the following five topics in pursuing our corporate and social responsibility aims.

#### Be client-driven

In restructuring our businesses we have looked long and hard at what our clients need and want from us. The global financial crisis that started in the autumn of 2008 ended the reign of leverage-led financial models and created havoc for many financial institutions and nations. Of course we were not immune to the turmoil and posted a consolidated net loss in the fiscal year ended March 31 2009. While this net loss was partly due to the global financial crisis it was amplified by the fact that we had increased trading on our own account. Realizing that, we had to refocus some of our trading operations and find and deliver the right products and services for our clients.

I tell employees that we should work with clients as if we are looking in the mirror. We have to consider how our clients see us, what they are demanding from us and understand clearly what they expect of us. Client interests range from investing for their retirement to initial public offerings and M&A deals. We must offer specific solutions for each client given their priorities so that they can count on Nomura everything that has to do with markets and investments. Our aim must be to grow as a result of our clients' success.

#### Contribute to financial and economic education

I am always keen for people to learn the essentials of finance and investment – it is an essential life skill in the modern world. Our employees actively support financial and economic education to help people become better at managing and building their financial assets. To do this we provide learning materials and instructors to help people plan effectively for various financial life stages and lead a more prosperous life.

#### Globalize and create social prosperity

Finance and investment is a global business and Japanese corporations and households understand this and are keen buyers of goods and services from all over the world. Indeed many Nomura Group products and services come from foreign financial institutions. But I will admit that Nomura Group does have to increase its exposure to global skills and thinking. The Japanese financial services industry performs slightly below the nation's economic strength as a whole and we, and our domestic counterparts, must build up our resources and influence.

That is why Nomura Group welcomed around 8,000 professionals from Lehman Brothers in Asia-Pacific, Europe and the Middle East. This was a necessary investment in our future. Since I became CEO last year my management vision has encompassed making Nomura a truly competitive global financial services group. I am convinced that the Lehman

Brothers' personnel will help us reach that goal.

## Embrace employee diversity

It is worth noting that nearly 4,000 foreign nationals already worked in Nomura Group before the Lehman Brothers acquisitions and we have been busy building diversity in our business



for some years. Just as we have staff and clients from many nationalities and cultures, our employees each have unique personalities and talents that we need to encourage and respect. I know that our people really are our greatest asset as a financial services group and we have to do everything possible to make sure staff realize their full potential and our clients benefit from their talents. We are updating our personnel evaluation system in order to maximize the effectiveness of each individual and in order to serve the needs of our broad client base.

#### Listen to society and look ahead

There are certain factors that I always consider when making decisions. The three key phrases that I use as CEO at Nomura are:

• create change

- world class
- speed.

These are attributes that we have to have as a business in today's markets. In addition, I have always stressed the importance of listening to society as a whole and what it is saying about finance and expecting of us. Nomura Holdings employs a committee-based corporate governance system. Six of our twelve directors are by intention from outside the company. Of these outside directors, two are legal or

> accounting experts, the other four are executives from companies in the manufacturing sector. We chose these directors because we wanted opinions from business people outside the financial services industry who can help us innovate, make new discoveries and identify additional risks that might otherwise

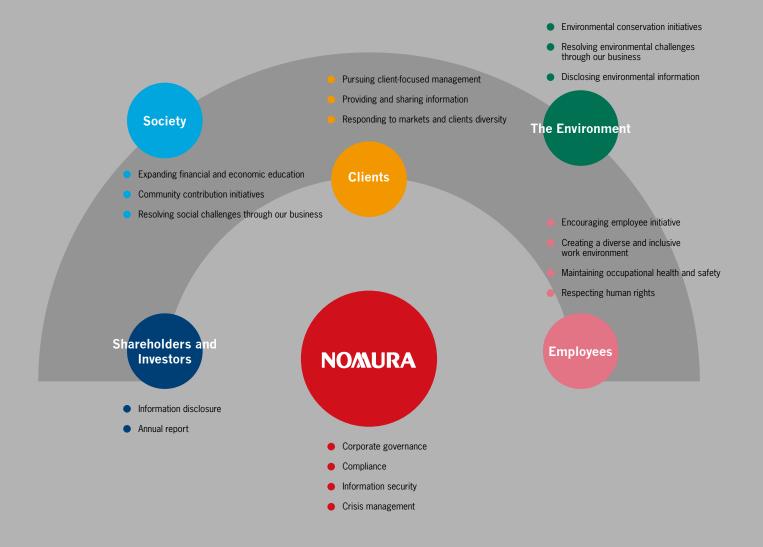
escape our notice.

And looking beyond governance we should constantly strive to absorb ideas and information from the society we work in, particularly from non-government and non-profit organizations. By forging a social consensus we can more quickly identify our challenges and accelerate appropriate decision-making. In order to work in harmony with society we need to agree and understand our principles, discuss how we act on them and share our goals with all employees and the outside world. Frontline executives who are closer to society should have increased daily decision-making capability. Employees should have their own philosophies about the service we offer and, using feedback from society, help us develop products and services that match social needs. Our commitment to these efforts will surely win true social and client trust for the Nomura Group.

## **Stakeholders**

## Nomura Group and our stakeholders

A diverse range of stakeholders support our operations and receive value from us as a result of the operation of our core business. We aim to build a sustainable, virtuous cycle in which we grow and provide additional value to stakeholders, thereby increasing our stakeholders' trust in Nomura Group.



#### Clients

Our clients are individual and institutional investors and corporations with whom we do business and all capital markets participants. We generate value for clients by delivering world-class products and services based on their needs.

#### Shareholders and investors

These are individual shareholders, institutional investors, and creditors who provide the Group with operating capital. We produce value for shareholders and investors by ensuring proper and timely disclosure and generating returns for them by pursuing sustainable business growth.

#### Employees

Our employees work in offices around the world and add value to Nomura Group. We provide them with value by offering working environments that optimize the potential of our diverse people, providing opportunities for personal development and by remunerating them properly for their services.

#### Society and the environment

Although our business activities will affect society and the environment, society as a whole and the wider environment are also stakeholders in financial and capital markets as targets of investment. By considering the impact of our operations, and enabling social progress and resolving environmental issues through investment, we contribute to the creation of a prosperous society.

#### Nomura Group Group companies (As of July 1, 2009)

#### Nomura Holdings, Inc.

#### **Major subsidiaries**

Nomura Securities Co., Ltd. Nomura Asset Management Co., Ltd. The Nomura Trust & Banking Co., Ltd. Nomura Babcock & Brown Co., Ltd. Nomura Investor Relations Co., Ltd. Nomura Principal Finance Co., Ltd. Nomura Funds Research And Technologies Co., Ltd. Nomura Pension Support & Service Co., Ltd. Nomura Research & Advisory Co., Ltd. Nomura Business Services Co., Ltd. Nomura Facilities, Inc. Nomura Institute of Capital Markets Research JOINVEST Securities Co., Ltd. Nomura Healthcare Co., Ltd. Private Equity Funds Research and Investments Co., Ltd.

Nomura Holding America Inc. Nomura Securities International, Inc. Nomura Corporate Research and Asset Management Inc. Nomura Derivative Products, Inc. Nomura America Mortgage Finance LLC Nomura Fund Research and Technologies America, Inc. Nomura International Trust Company Nomura Securities (Bermuda) LTD. Nomura Canada Inc. Nomura Reality Advisors, Inc. Nomura Financial Holding America LLC Nomura Global Financial Products, Inc. Instinet Incorporated

#### Europe & Middle East

Nomura Europe Holdings PLC Nomura International PLC Nomura Code Securities Nomura Bank International PLC Banque Nomura France Nomura Banque (Luxembourg) S.A.

Nomura Bank (Deutchland) GmbH Nomura Bank (Switzerland) LTD. Nomura Italia S.I.M. p.A. Nomura Nederland N.V. 000 Nomura Nomura Sweden AB Nomura Investment Banking (Middle East) B.S.C. Nomura Saudi Arabia Nomura (CIS) Limited Nomura Corporate Advisory (Central Europe) Private Company Limited Nomura Corporate Advisory (Central & Eastern Europe) Sp.z.o.o. Nomura Istanbul Corporate Advisory Services AS Nomura Funding Facility Corporation Ltd. Nomura Global Funding PLC Nomura Europe Finance N.V. Nomura Principal Investment PLC Nomura Capital Markets PLC Nomura Structured Holdings Plc Nomura European Investment Limited

#### Asia-Pacific

Nomura Asia Holding N.V. Nomura International (Hong Kong) LIMITED Nomura Futures (Hong Kong) LIMITED Nomura Securities (Hong Kong) LIMITED Nomura Asia Ltd. Nomura Singapore LIMITED Nomura Securities Singapore Pte. Ltd. Nomura Commodities Singapore Pte. Ltd. Nomura Malaysia Sdn. Bhd. Nomura Securities Malaysia Sdn. Bhd Nomura Australia LIMITED Nomura Securities Philippines, Inc. P.T. Nomura Indonesia Capital Nomura Securities Public Company Limited Nomura Financial Advisory and Securities (India) Private Limited Nomura Corporate Advisory (Shanhai) Co., Ltd. Nomura Asia Investment (India Powai) Pte. Ltd. Nomura Services India Private Limited

Nomura Group: Nomura Group is a financial services group comprising Nomura Holdings Inc. and its domestic and overseas subsidiaries licensed under each different jurisdiction and operating under local laws.



### The basic framework of this CSR report

#### **Editorial policy**

This year's report focuses on three issues:

- cultivating client-focused operations
- diversity and
- the role we can play in creating a prosperous society.

We looked at a materiality measurement and analysis initiative that we conducted in fiscal 2007 with a deeper business perspective and identified these three areas as pivotal to Nomura Group. Each chapter of this report presents our stakeholder-specific efforts regarding these issues. Fiscal 2008 highlights at the start of each chapter show how we went beyond business unit and regional boundaries to focus relentlessly on client needs. We also discuss our approach to providing worldclass services and products and present an employee dialogue on diversity. To convey our efforts more systematically and simply, we are issuing our first CSR Digest which complements the full printed, PDF and online versions of this report. We will use these reports to engage with all our stakeholders and achieve sustainable social progress and continued growth for Nomura Group.

#### About Nomura Group

#### Head Office

Nomura Holdings, Inc. 1-9-1 Nihonbashi, Chuo-ku, Tokyo 103-8645, Japan Tel: 03-5255-1000

Date of Incorporation December 25, 1925

Paid-in Capital ¥321,800 million

(as of March 31, 2009)

Investment and financial services

#### **Report Period**

April 1, 2008, to March 31, 2009(although some content is outside that timeframe)

#### Issue Dates

This report: August 2009

#### Previous report August 2008

Next report July 2010

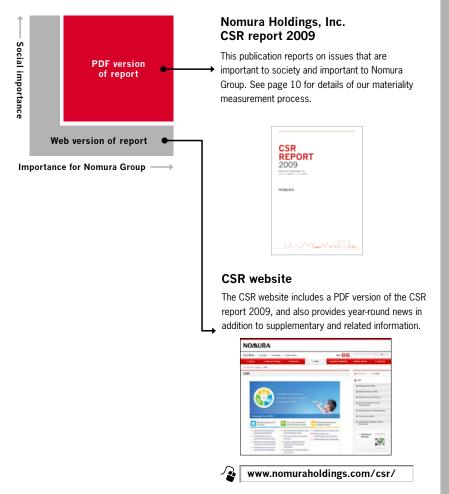
#### Entities Cove

Nomura Holdings, Inc., and subsidiaries (although the report also presents information on specific Group companies)

#### Reference Guidelines

Sustainability Reporting Guidelines (2006) of Global Reporting Initiative and Environment Reporting Guidelines (2007 Version) of Japan's Ministry of the Environment

#### Our CSR information is available through the following:



#### For More Information

Corporate Citizenship Department Nomura Holdings, Inc. Otemachi Nomura Building 2-1-1, Otemachi, Chiyoda-ku, Tokyo 100-8170, Japan Tel: 03-5255-1000 Fax: 03-3278-0687 E-mail: csr@jp.nomura.com

#### Memberships

Nomura Group belongs to and is an active member in numerous business and trade associations, including: Nippon Keidanren Japan Securities Dealers Association The Investment Trusts Association, Japan Japan Securities Investment Advisors Association The Financial Futures Association of Japan



# Nomura Group's CSR

Our founder, Tokushichi Nomura, said that Nomura's mission is to enrich the nation through the securities business. This is something we must absolutely see through.

Our responsibility is therefore to provide superior investment services and achieve sustainable growth along with our clients and society, ensuring that money flows into the real economy to generate value for a wide range of stakeholders.





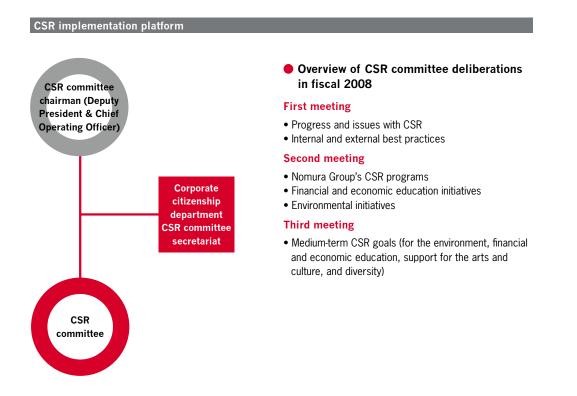
**3.** CSR communication (see page 14)



## **1. CSR structure**

The CSR committee is central to the fulfilment of our CSR objectives and was set up in fiscal 2008 to drive management-level CSR efforts. The chief operating officer chairs this body of five executive officers. The committee met three times in fiscal 2008 deliberating on such matters as progress and issues with our CSR endeavours, developing our CSR programs, financial and economic education initiatives and our medium-term CSR goals.

We launched the corporate citizenship department in fiscal 2006 to coordinate globally with all group units so that they can deploy independent CSR programs that reflect the nature of their businesses. The department's roles include the secretariat of the CSR committee and providing information and support for education and training as part of our efforts to build effective CSR management processes worldwide. The department also engages with stakeholders to respond accurately to their expectations.

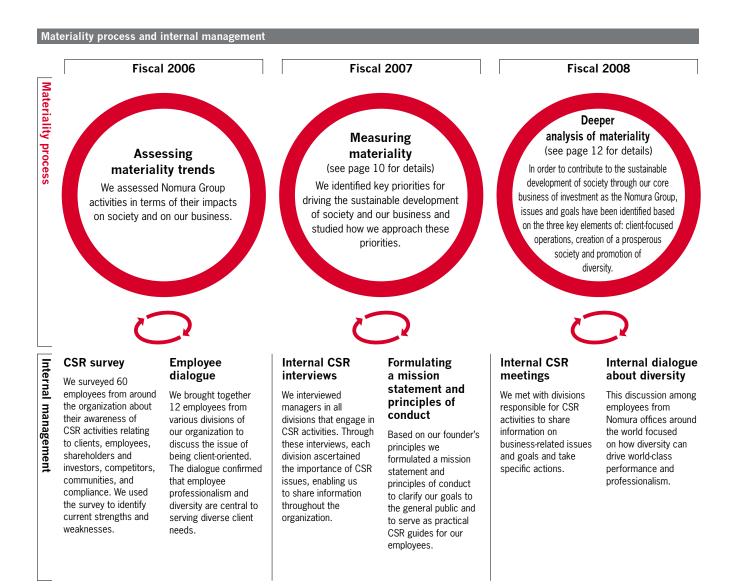


## 2. CSR management

We have phased CSR strategies into our management and business processes in keeping with our belief that CSR demands that we contribute to society through our core business.

We recognize that it is increasingly important for management to identify social changes and respond to stakeholders' expectations.

To this end, we adopted an approach to CSR that assesses issues in terms of their importance to society and Nomura Group, subsequently implementing PDCA (Plan-Do-Check-Act) cycles.



🔏 www.nomuraholdings.com/csr/ Website > CSR > Nomura Group's CSR

2. CSR management

### Measuring materiality

We measured the materiality of our CSR initiatives, thinking and approaches against the expectations of society and business. Over the medium and long term we will focus on these materialities as an integral part of our management processes and will report regularly on progress.

Issues included in Group A have a significant effect on both society and Nomura Group, and will continue to be addressed as priority issues.

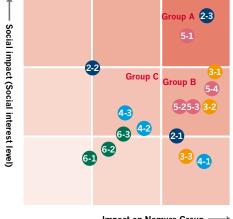
Group B comprises issues that have always had a significant effect on the Group's business activities, and more will be done to address them to enhance recognition from society.

Group C comprises issues that need to be recognized and addressed as being more important than ever in terms of maintaining the Group's sustainable growth.

#### Materiality measurement and analysis

We determined materiality by plotting 125 items expected as issues related with the needs of society on a graph with social impact (social interest level) on the Y-axis and the impact on the Nomura Group on the X-axis on the scale of 1 to 10.

We drew on various guidelines, research, survey items from rating agencies and the opinions of internal and external stakeholders to measure social impact. We gauged the impact on the Nomura Group in terms of medium-to-long-term corporate value from the perspectives of management and communication. We have used the Caux Round Table Japan's\* materiality measurement method to ensure comprehensive and reliable measurements. During the measurement process the head of each related department was interviewed to increase awareness and share our CSR thinking.



Impact on Nomura Group -

High-priority items

Nomura Group's stance and policies

#### Corporate governance and management systems

Through communications with stakeholders we will prevent a gap from developing between the activities of our organization and the expectations of society and we will use our increased responsiveness to enhance trust.

2-1	Ensure transparency and credibility	Prioritize business oversight, strengthen internal controls, and disclose appropriate information $\Rightarrow$ Strengthen internal controls and enhance disclosure and communication	P17-23
2-2	Enhance CSR management system	Become more responsive to changing social demands and boost stakeholder trust $\Rightarrow$ Strengthen CSR management and have employees take action	P8-15
2-3	Commit to compliance	Prioritize proactive and substantive responses based on ethical values rather than just documentation and rules ⇒Build compliance awareness by fostering ethics	P19-20

Caux Round Table: Organization founded by business leaders from different countries in 1986 at Caux, Switzerland. This organization contributes to a sound economic and social Notes development through business.

Responding to markets and

clients diversity

P34

#### 2. CSR management

	High-priority items	Nomura Group's stance and policies	Relevant pages in this report
Client Satisfy	s diverse clients and build trust b	y dealing with them in person	
3-1	Pursuing client-focused management	Ensure that branch offices, departments, and employees embrace our principle of putting clients first ⇒Provide an array of world-class quality products, services, and support group-wide	P28-31
3-2	Providing and sharing information	Ensure that clients fully understand product benefits and risks ⇒Provide peace of mind by following up and providing superior service	P32-33

Emphasise the need to address the needs of clients, the region and society accurately  $\Rightarrow$ Become organization that clients call first because we match diverse needs and inquiries with advanced solutions

#### Society

Improve economic and cultural education through our business as part of being a good corporate citizen.

4-1	Expanding financial and economic education	Emphasis on establishing investment in society as the foundation of society ⇒Provide financial and economic education programs for all ages and establish an education management system	P38-39
4-2	Community contribution initiatives	Prioritize mutual trust and understanding as a good corporate citizen wherever we operate ⇒Meet specific community needs	P40-53
4-3	Resolving social challenges through our business	Evaluate social aspects of our business and help resolve local social issues ⇒Provide financial services that contribute to society	P54-56

#### Employees

#### Harness the strengths of diverse individuals and create an organizational climate in which they and Nomura Group can grow

5-1	Encouraging employee initiative	Prioritize human resources systems and educational and training programs that promote individual initiative. ⇒Provide diverse educational and training opportunities that aid career advancement	P60-61
5-2	Creating a diverse and inclusive work environment	Create friendly work environments that empower diverse people to reach their potential $\Rightarrow$ Cultivate diversity in all business units	P62-64
5-3	Maintaining occupational health and safety	Provide safe and comfortable working environments and manage employee health ⇒Maintain safe workplaces and employees' mental health	P65
5-4	Respecting human rights	Ensure group-wide awareness of human rights ⇒Provide ongoing human rights awareness training worldwide for executives and employees	P66-67

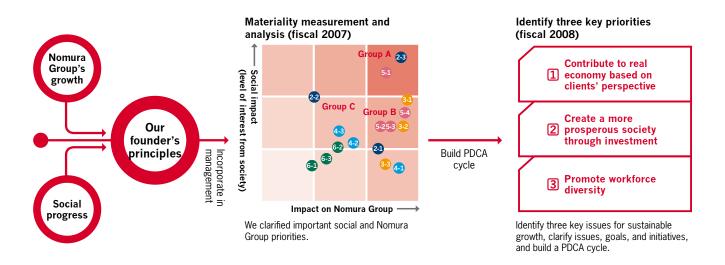
#### The environment

#### We strive to reduce our overall ecological impact and use our financial expertise to help resolve environmental issues

6-1	Environmental conservation initiatives	Systematically undertake groupwide environmental efforts ⇒Have environmental activities working group to drive environmental management endeavors	P71-78
6-2	Resolving environmental challenges through our business	Address environmental issues through financial services ⇒Invest in clean technology ventures and supply environmental research and information	P79-80
6-3	Disclosing environmental information	Present Group environmental information ⇒Disclose Group environmental data and set targets	P81-82

2. CSR management

## Deeper analysis of materiality



#### Key Focus 1

Contribute to real economy based on clients' perspective



Hitoshi Tada Retail CEO

Issues and role: As the shift from saving to investing continues there has been an increase in opportunities for a diverse range of individuals to access financial markets. This includes our traditional client base and people who have never invested before and those with special requirements. Our role is to cultivate healthy financial markets by providing these clients with the highest quality products and services and by helping them to understand investing. **Challenges:** A key challenge is to offer the same quality we have attained in consultation (face-to-face) sales to a diverse range of existing and potential clients. **Policies:** We plan to establish client- and channel-specific systems and strengthen marketing and services while reinforcing branch office capabilities and disseminating information to make investing more attractive. Such efforts will enable us to provide sophisticated solutions for individual needs and boost client satisfaction.



Akira Maruyama Global Markets CEO **Issues and role**: While the financial crisis trigged a global recession, in the long run the real economy will continue to be globally linked. We must therefore always remember that our role is to continue supporting the activities of clients and contribute to the health of the real economy.

**Challenges**: Corporations, institutional investors, and other clients are globalizing their operations. Our challenge is to build a correspondingly global structure and deliver the high-quality financial services that clients demand. **Policies**: We have reinforced our systems and personnel in taking on board parts of Lehman Brothers' operations. We aim to leverage these resources to become much more market-responsive and enhance our global risk management capabilities.



#### 2. CSR management

#### Key Focus 2

Create a more prosperous society through investment



Shinichiro Watanabe Senior Corporate Managing Director Global Corporate Communications

**Issues and role**: Investments and money flows affect not only the parties involved in the transaction but society and the environment as well. We must consider these factors in doing business with customers and act based on a long-term perspective.

**Challenges and policies:** Our challenge in cultivating healthy financial markets will be to broaden the reach of our financial and economic education program. **Other policies:** We aim to resolve social issues through green technology, new venture investment and other investment plans.

#### Key Focus 3 Promote workforce diversity



Akihito Watanabe Senior Managing Director Global Human Resources



David Farrant Senior Managing Director Global Human Resources

**Issues and role**: Nomura has always been regarded as an inclusive organization believing that the best decisions can only arise from diverse viewpoints. We are a true meritocracy and all employees are treated with respect and now, more than ever, inclusion and diversity are simply seen as "the way we do business here". **Challenges and policies**: A robust and transparent performance management and evaluation process underpins our performance culture. At Nomura our people know what is expected of them, what they need to do to achieve their goals, and where they need to improve, or develop further, so that they can perform at their best.

**Other policies**: We understand that our employees have different development needs and career goals. As a result we have created an environment where we can harness talent and allow careers to flourish. Furthermore, the continual development of our people, through informal learning and networks as well as more structured development programs, is the key to the increased performance of our business.

## 3. CSR communication

Nomura Group believes internal and external communications are the key to promoting CSR activities effectively. The self-motivated actions of group companies and departments are also essential because they are directly and indirectly related with various stakeholders of CSR.

To keep CSR momentum high across the group we communicate consistently, disseminating information, conducting educational training and raising employees' awareness. We focus on informing external stakeholders by disclosing financial, CSR and other data, conducting seminars and symposia, and assisting educational institutions. At the same time we reflect the needs of society in our operations by engaging with all our stakeholders in making decisions about business and social contribution initiatives.

Location

London

Powai

Powai

Singapore

Hong Kong

Hong Kong, Seoul, Shanghai, Sydney, and Taipei





#### CSR disclosure

We have traditionally used our annual CSR report to present our economic, social and environmental efforts and seek stakeholder approval. We therefore want to continue to enhance disclosure as appropriate, providing environmental, social and governance information through the CSR report and via our website.

#### Building employee awareness

It is important for all Nomura Group employees to understand their corporate social responsibilities and deepen their awareness of Group CSR activities and processes. As well as disseminating information through our intranet, website, and our internal CSR broadcasts, we held lectures and CSR seminars for employees around the globe in fiscal 2008. More than 2,500 attended the lectures, which explained Nomura's founding principles, history, and social mission in simple terms (see photo a).

 Lectures for employees in Powai, India In February 2009 Koichi Ikegami, senior communications officer of Nomura Holdings' corporate citizenship department, gave a lecture to employees of Nomura Services India, an IT service unit of Lehman Brothers. There were seven of these 90-minute sessions over two days for more than 900 employees. Koichi lkegami has held hundreds of similar lectures for diverse stakeholders. As well as explaining Nomura' s founding principles he described the group' s unique position during constantly changing economic climates. He deepened participants' understanding and interest by also outlining the group's position and plans since our acquisition of parts of Lehman Brothers' operations in Asia-Pacific, Europe and the Middle East (see photo b). CSR seminar for employees in Hong Kong Nomura International (Hong Kong) held an

Number of participants

50

900

700 300

200

375

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Employee seminars

October 13, 2008

February 17, 2009

June 29, 2009

July 1, 2009

July 2, 2009

July 3, 2009

Date



www.nomuraholdings.com/csr/ Website > CSR > Nomura Group's CSR

#### 3. CSR communication

employee CSR seminar in February 2009. As well as discussing how Nomura contributes to society through its core business, the seminar explored the importance of employees, the environment and education, explaining the group's initiatives in each area. The seminar highlighted CSR efforts including contributions from staff in Hong Kong. Many employees attended the seminar after which they gathered informally to discuss internal communications and CSR.

#### • Corporate citizenship (CC) website

All Group employees can access the CC website through our intranet. The site updates CSR news every week, introduces group CSR initiatives and posts basic information on CSR (see photo a).

#### • CSR broadcasts for employees

On releasing our annual CSR report, we broadcast an internal program to share the contents of that publication. In fiscal 2008, we presented a management message and special feature. We also produced and broadcast a cartoon called the CSR report in Action to show how employees can involve themselves in CSR efforts.

• CSR study meetings at branch offices Corporate citizenship department staff hold study meetings for branch office employees to convey the basics and importance of CSR.



#### **CASE** STUDY

#### Conference with Nobel peace prize laureate

Nippon Keidanren arranged a conference in March 2009 with Muhammad Yunus, a Nobel peace prize laureate and founder of Grameen Bank (see note below). The MC was Nobuyuki Koga, chairman of Nomura Securities co., Ltd. and co-chair of Keidanren's Committee on Corporate Philanthropy.

The gathering focused on the role of social businesses in resolving poverty amid the global economic crisis. Mr. Yunus traced the origins of microcredit in his native Bangladesh and outlined initiatives that have started in New York and other large cities in developed nations. Grameen Bank



has developed diverse housing, education, medical and other support services for the poor. It has also launched numerous affiliated enterprises, supports local industries, and is promoting the use of cell phones, the Internet, and renewable energy. Mr. Yunus emphasized that, "Enterprises are multifaceted. They must naturally pursue profits. But they also need to help resolve social issues through business, and that will change the world. Big companies ought to use their technical, capital, and human resources to solve problems that are beyond the reach of governments."

Notes

Grameen Bank was established in 1983. It created a microcredit system to extend collateral-free loans to the poor, who otherwise could not get bank funding. As of 2008, Grameen Bank had 2,539 branches, which lent through 83,566 villages. Women accounted for 97% of its 7.67 million borrowers.



# Corporate governance and management

We aim to stay in tune with society and build community trust by communicating actively with our stakeholders. We maintain strong management oversight and internal controls to ensure that our organization is transparent and trustworthy.

Compliance is a top management priority and we have fostered ethical behavior among employees by strengthening our management systems and educating employees about all CSR issues.

1. Corporate governance (see page 17)

2. Compliance (see page 19)

3. Information security (see page 21)

4. Crisis management (see page 22)

## **1. Corporate governance**

#### Corporate governance

Nomura Holdings instituted a committee-based corporate governance system in June 2003. Most members of the nomination, audit, and compensation committees are outside directors to optimize oversight and transparency. We delegated considerable authority to executive officers to accelerate decision-making. Six (50 per cent) of the 12 people on the board of directors are outside directors; only two are concurrently executive officers. Ten directors (83 per cent) of the board do not serve concurrently as executive officers. The four-member nomination committee, which includes three outside directors, formulates proposals for director elections and dismissals at the meeting of shareholders.

The three-person audit committee assesses implementation by directors and executive officers and produces proposals for auditor elections and dismissals at the meeting of shareholders. The four-person compensation committee which includes three outside directors, determines remuneration policies for directors and executive officers and general remuneration. The executive management board, group integrated risk management committee and internal controls committee deliberate and decide on important matters that the board of directors delegate to executive officers.

#### Internal Controls Structure and Processes

The board of directors and the audit committee play central roles in overseeing executive officers. To ensure independence from management, a non-executive director chairs the board of directors while an outside director heads the audit committee. An internal controls system based on a decision by the board of directors ensures effective audits. The audit mission director is a non-executive, but full-time director well versed in our business and corporate affairs. The office of audit committee provides support. The group internal audit department is independent from all business divisions and works with internal audit departments under its direction at key subsidiaries to assess internal controls at Nomura Holdings and its subsidiaries. The internal controls committee guides this department which reports to business lines, the audit committee and the audit mission directors.

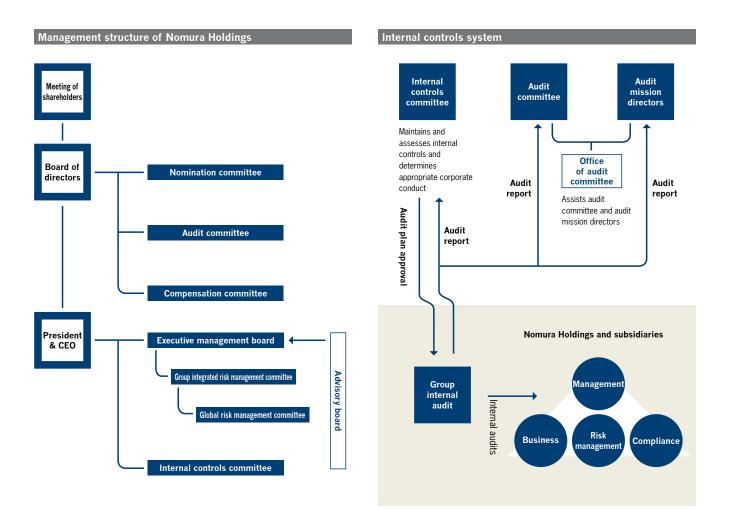
#### ▶ Disclosure

Our statement of global corporate policy regarding public disclosure of information sets out policy directives that protect non-public information and ensure timely and appropriate disclosure. The statement adheres to the US Securities and Exchange Commission's regulation on fair disclosure, which forbids companies from releasing important information to certain parties, such as analysts or institutional investors, before its release to the general public. Nomura Holdings accordingly established a disclosure committee that is chaired by the executive officer for communications. This committee decides on the release of material information, the Securities and Exchange Commission's form 20-F and other mandatory documents, Japanese annual securities reports and other data. The disclosure committee plays a central role in documenting internal controls and evaluating financial reporting effectiveness under section 404 of the Sarbanes-Oxley Act. The relevant operations of Nomura Holdings, Inc., Nomura Securities Co., Ltd. and other major consolidated subsidiaries in Japan and abroad, are documented and appear as key items in financial statements and disclosure items. The internal audit unit tests internal controls reporting its assessments to the disclosure, audit and internal controls committees.



Website > CSR > Corporate governance and management

#### 1. Corporate governance



## 2. Compliance

#### ▶ Compliance

We strive to prevent any behavior that might break the law. We have created a system to inform management promptly of any compliance issues and to take steps to address them. The regulations of Nomura Group management structure require all group companies to comply with legal mandates for their industry and maintain internal rules to ensure adherence. We have integrated group-wide compliance approaches, notably by appointing compliance officers and setting up compliance hotlines.

On April 1 2007 we appointed a group compliance officer to strengthen group-wide collaboration on internal controls, through regular group and global compliance meetings. As part of this effort a group compliance department was set up on July 1 2007.

#### ► Code of ethics

We established Nomura Group Code of Ethics in March 2004 to cover all our executive officers and employees. They annually pledge to uphold its tenets, which embody Our Founder's Principles. Training sessions ensure complete understanding of the code's corporate governance and social responsibility stipulations. You can read the full text of this code on page 85-86 of this report.

#### ► Compliance officers

All domestic subsidiaries have at least one compliance officer, and some have compliance officers for each department or division or for the entire company, and their role is to ensure adherence to our ethical requirements. These officers attend annual training seminars to reconfirm our expectations of them and to underscore the importance of our groupwide regulations and compliance policy.

#### Compliance hotline

Employees in Japan who think that internal conduct may violate laws and regulations can

contact Nomura Holdings management through compliance hotlines. They can direct their concerns to an outside director as well as a legal supervisor (independent attorney) in addition to the designated executive officer. We reassure whistleblowers that they will not suffer retaliation for identifying themselves, although they can remain anonymous if they wish.

## Complying with the financial instruments and exchange law

The Japanese government enacted the Financial Instruments and Exchange Law and associated ordinances on September 30 2007. Nomura Securities Co., Ltd. (NSC) created an internal system to comply with the law and has continued to inform clients about the requirements. For example once a year NSC sends clients a copy of "documents to be provided prior to conclusion of a contract", which describes the risks and fees associated with trading equities, bonds, and other investment vehicles. NSC clearly explains its products and their risks both in order to meet investor protection requirements and to give clients the opportunity to confirm their intentions.

#### Nomura Securities Co., Ltd.'s compliance structure

This structure is based on a detailed compliance program. Nomura Securities Co., Ltd. established the compliance committee to augment groupwide initiatives by creating an internal controls system and to deliberate over related matters. Compliance officers in each branch office and department hold training and study sessions for all employees. Branch offices also have monthly meetings using plainly written compliance materials based on topics directed from the head office, followed by a question and answer session to confirm understanding. Compliance officers must participate in annual training to keep up with changes in social expectations and needs.

#### 2. Compliance

#### ▶ Reinforcing internal control system

Compliance has long been a top management priority and we have accordingly established relevant systems. We will reinforce our internal control systems and compliance structure while focusing on the following areas to promote employee understanding of ethical requirements.

#### 1.Information management

To comply with strict information management rules, particularly the requirements for all M&A advisory department deal meetings to be held in conference rooms, for the use of client code names at all times and to give top priority to managing personnel with a view to maintaining high professional ethical standards.

#### 2. Hiring and making assignments

When hiring personnel to conduct ethics checks and aptitude tests and increase the number of interviews with the personnel department. Assign mid-career hires without sufficient M&A experience to another department for a specific period before posting to the M&A advisory department.

#### 3.Training

We accord top priority to professional ethical training, strengthening the content of programs for newly hired and assigned personnel, while providing on-going ethics education. We tailor training programs for individual employees that explain the details of our ethical requirements. Training reiterates that employees must never leak confidential information on M&A deals. Employees sign pledges twice a year to confirm their consent to our requirements and we use these occasions to confirm their understanding of their pledges and to provide further training as needed.

#### **4.Employee education and instruction** We reconfirm the importance of on-the-job guidance. Managers must ensure that employees fully understand that their attitudes, behavior, and all other aspects of their personalities are subject to daily assessment in the workplace. We will launch a mentor system for mid-career employees.

## 3. Information security

We have established personal and corporate information management systems that are essential to maintaining the trust of clients and shareholders. We will continue to refine these systems, as part of which we will strengthen education and training program for executive officers and employees.

#### Nomura Group information security policy

This policy sets out basic principles for ensuring information security. Group companies additionally maintain their own related rules, tailoring policies for information supplied to clients according to business requirements. Executive officers and employees can read our information security regulations on our intranet.

#### Nomura Group information security committee

We established this committee to deliberate on key information security issues. The President & CEO appoints an executive officer to serve as the chairperson, who chooses executive officers and employees as members. The committee reports as necessary to the group management committee.

## Complying with personal information protection legislation

The Japanese government fully implemented the Protection of Personal Information Act in April 2005 making it even more important for us to manage information pertaining to our retail clients with the greatest care. As well as complying with laws and ordinances we maintain our own internal policy and related rules to safeguard personal information.

#### Privacy Policy

Nomura Group and all of its officers and employees will comply with the following basic policy as well as with all relevant laws and regulations and guidelines from supervising authorities.

- 1. Information will be collected in a manner consistent with all relevant laws and regulations, and necessary measures will be taken to ensure that such personal information is correct and up-to-date.
- Personal information will be used only for the purpose(s) for which notification has been given. Any disclosure or provision of personal information to third parties will comply with all relevant laws and regulations and, unless mandated or other appropriate reason exists, such disclosure shall not occur without the consent of the individual.
- Thorough training will be provided to officers and employees in order to prevent the leakage or inappropriate use of personal information. In addition, managers responsible for controls and inspections will be appointed and appropriate control systems will be established.
- 4. In the event that personal information is provided to an external contractor, the applicable group company will take responsibility for ensuring that said external contractor has proper systems in place to protect the privacy of such personal information.
- 5. All requests from individuals for the disclosure, correction, and usage termination of personal information shall be carried out in accordance with all relevant laws and regulations.
- 6. Each Nomura Group company will establish customer consultation service and continually review and make improvements as necessary to the personal information privacy management system.

## 4. Crisis management

Group companies have had disaster and system failure response strategies in place for some time. Following the terrorist attacks in the US on September 11 2001 we re-worked response plans for all potential crises. April 2005 saw the creation of Nomura Group crisis management committee which builds on regulations of the group crisis management by reviewing action plans and works on crisis management issues throughout the group. One outcome of these efforts was a system to enable the committee to confirm the safety of employees and family members following natural disasters and other emergencies. We provide on-going education and drills to promote crisis management awareness.

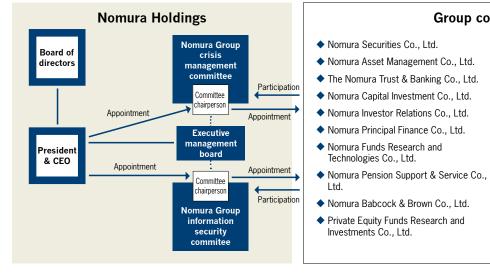
#### Nomura Group crisis management committee

The president and CEO appoints an executive officer to serve as chairperson of this committee, which comprises crisis management officers from domestic and overseas group companies. The committee normally oversees crisis and business continuity management. During emergencies, it sets up a command center to coordinate the responses of affected and supporting departments.

#### Regulations of the group crisis management

Crisis management is pivotal to sustainable growth, so all group companies take measures aimed at preventing crises from occurring. The regulations in the face of a crisis is to take appropriate action quickly and establish clear lines of command.

#### Information security and crisis management systems



#### **Group companies**

- Nomura Research & Advisory Co., Ltd.
- Nomura Business Services Co., Ltd.
- Nomura Facilities, Inc.
- Nomura Institute of Capital Markets Research
- JOINVEST Securities Co., Ltd.
- Nomura Healthcare Co., Ltd.
- Nomura Holding America Inc.
- Nomura Europe Holdings plc
- Nomura Asia Holding N.V.
- Instinet Incorporated
- Unified Partners, Ltd.

Website > CSR > Corporate governance and management

4. Crisis management

#### Business continuity plans

Nomura Securities Co., Ltd. and other group companies have business continuity plans in place, establishing backup offices and data centers to maintain minimal capabilities should a disaster strike. We are formulating Nomura Group plans that would cover an earthquake below Tokyo or a pandemic.

#### Emergency contact systems

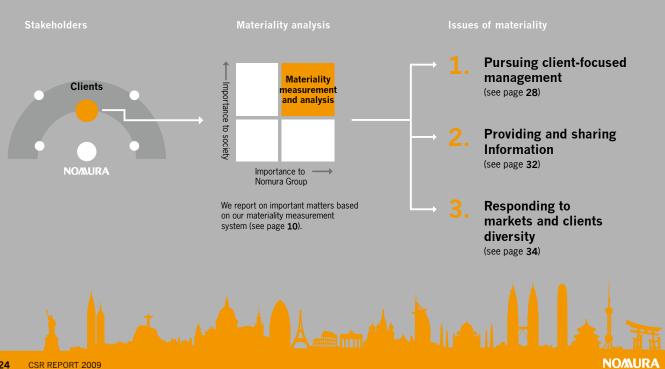
Group companies in Japan have instituted systems to ensure employee safety and an emergency contact network that a Group command center will oversees. There is also a Group contact system.

#### Crisis drills

Drills are essential to maintain and improve crisis management routines and business continuity. Nomura Group companies use various drills to identify shortcomings and refine their plans.

	NOMURA
野村グル-	-プ安否確認カード
	くれているアドレスに [安否確認 なので、裏面の要領に従って安否 い。 常時携帯
ールアドレス・電話番号 やかに登録内容を更新	・居住地・勤務地等に変更が生じた際には、 「し、常に最新の情報をご登録下さい。
	confirmation card
	confirmation card
lomura Group safety o	
Nomura Group safety o Domura Group Empl Register your per	NO/AURA
Nomura Group safety of Domura Group Empl Register your per- safety confirmatio Follow the direction	NO/MURA oyee Safety Confirmation Service sonal email address to receive
Iomura Group safety of mura Group Empl Register your per- safety confirmatio Follow the directio your details and to	NOAURA oyee Safety Confirmation Service sonal email address to receive in emails in case of emergency.

We are committed to doing business with a clear focus on serving and satisfying the needs of a diverse range of clients. Meeting client needs is fundamental to our management structure and this is demonstrated in the activities of our entire organization. We value sharing information with customers not simply to satisfy disclosure requirements concerning our financial products but also to ensure that they understand fully what we are offering. We also take every opportunity to educate people about investment markets, especially those with little or no experience in the area.



## Nomura fiscal 2008 topics World-class research network

**Revamping our service structure from client perspectives** 



In the autumn of 2008 Nomura Group acquired parts of Lehman Brothers' operations in Asia-Pacific, Europe and the Middle East. This strategic move was designed to create a worldclass financial services group. Following the acquisitions, a new global research structure now underpins our efforts to accelerate Nomura's global business expansion. Research and analysis has always been central to Nomura's operations. The Lehman Brothers acquisition has given us truly global research coverage which will help us to keep pace with economic, industrial, and corporate developments worldwide. With this advantage we can deliver information and investment initiatives to our clients more quickly. We will further reinforce our global research capabilities to grow with our clients by identifying and answering their needs.

www.nomuraholdings.com/csr/

## Research

## Addressing the needs of clients and society through the evolution of our global research platform

In November 2008, we set up an innovative global research platform of 30 economists working from seven sites in the U.S., the U.K., and in the Asia-Pacific region. "The goal was to produce a comprehensive, coordinated and globally consistent set of country economic forecasts and outlooks. As well as producing the flagship Global Weekly Economic Monitor, we publish an array of reports and commentary on economic statistics and trends." By further reinforcing our global research structure and better meeting client and social needs, we will continue to evolve into a truly global financial services group.



Paul Sheard Managing Director, Global Chief Economist and Head of Economic Research

## Providing actionable corporate information based on broad research with historical depth

Our mission is to research and analyze companies to provide useful information for equity investors. Our goal is to make our work actionable. In other words, our reports should contain information that clients want to act upon to enhance their returns. Our international clients increasingly seek research that views Asia-Pacific as a whole. We therefore assess companies from that context, closely collaborating with researchers around the region. Nomura Group's corporate research offers historical depth and is broad in that it comprehensively covers each industry. We will take advantage of our strengths to offer accurate information and opinions and thereby help the capital markets function more fairly.



**Jun Konomi** Managing Director, Head of Equity Research Department I

## P

#### **Reinforcing opportunities**

#### The Nomura Now portal ——A Quantum leap in client access to research

One of Nomura Group's ongoing initiatives to provide client-oriented services is the construction of the Nomura Now portal site for institutional investors. While we have offered equity and fixed income market information to these investors, Nomura Now will integrate all information and research on equities, fixed income, economics and foreign exchange markets and quantitative analysis in one site. Not only will this make it easier for clients to access Nomura's diverse global research, but it will also serve as a tool for our sales professionals to communicate with institutional investors. Today, our clients are increasingly demanding information from a global and cross-product perspective. To serve this demand, we are aiming to launch Nomura Now at the end of 2009.



Yuki Higashi Executive Director, Head of Research Marketing Group

www.nomuraholdings.com/csr/

## Serving institutional investors

#### Drawing on stronger research coverage to offer solutions

Our foreign equities business for institutional investors has been transformed in the past year. The Lehman Brothers acquisitions broadened our research coverage in Europe and Asia-Pacific, enabling us to accelerate the delivery of reports to clients that accurately meet their needs. Synergies have arisen, as we have strengthened our pipeline with corporate issuers. With these developments, our salespeople need to efficiently digest research and provide detailed explanations to clients. We also need to propose solutions by sharing the diverse client needs and issues identified in the above process. Based on our enhanced global research capabilities, we aim to act as a bridge between investors and corporations by meeting face-to-face with clients.



Seiichi Kasai International Equity Sales Department

## Serving individual clients

## Supporting branches by following up on products and services and efficiently providing information

The Product Development & Planning Department handles everything from designing products and services, such as equities, bonds, and investment trusts, to providing them to branch offices followed by subsequent promotional support. One area we have been working on is taking the improved quality and volume of reports since the Lehman Brothers acquisitions to deliver the latest information to branch offices and we are creating an environment in which salespeople can fully use the information. We worked together with the Investment Research & Investor Services Department and the Products Marketing Department in launching Nomura 21 China, a group of representative Chinese stocks and revised the group of stocks for which we translate research reports. We are committed to providing support and making customers feel secure doing business with us, and to helping salespeople perform well.

## Employing world-class research to promote globally diversified investments

One aspect of our work is to promote individual foreign equities to branch offices. Retail clients' needs have changed since the 2008 financial crisis. People have become very interested in China because it recovered quickly from the recession. In response, we collaborated with the Global Research Division and the Retail Division (Product Development & Planning Department and Investment Research & Investor Services Department) to launch Nomura21 China, which reports on Chinese stocks. This report is an excellent resource of Chinese stocks for individual investors to use when making investment decisions. We will take advantage of the world-class research network that resulted from the Lehman Brothers acquisitions to supply more information on European stocks, as well as on the BRICs and other Asian equities. We will also help retail clients build assets by proposing Nomura's unique globally diversified investment ideas.



Naka Nakamuta Assistant Section Chief, Product Planning Section, Product Development & Planning Department



Tomoaki Yamanaka Assistant Section Chief, Foreign Equity Section, Products Marketing Department

## **1. Pursuing client-focused management**

Meeting client needs efficiently is a fundamental part of the Nomura Group's management strategy.

We have bolstered our traditional strengths in consulting-based marketing with our nationwide branch offices and increased other marketing initiatives to serve our clients even better. We are reinforcing our structure and our personnel to handle global changes and continue to meet client needs.

By stratifying management along client lines we can offer diverse solutions and become an institution that clients contact first for advice. We will build trust by identifying what clients want and then by providing the right products and services.

### Satisfying our clients

#### Strengthening consulting services

Our 171 branch offices around Japan focus on providing detailed consulting and advice for our clients. Such services are a hallmark of the quality of care that has helped us build such a solid client base over the years.

We have now set up the total strategy promotion department to support these operations further. The department gathers information on client needs for planning and developing new products and services and enhances group-wide client service by providing sales support tools and training for salespeople.

#### Strengthening marketing

In recent years we have put considerable effort into marketing through the internet and contact centers to serve the increasingly diverse needs of our clients.

In April 2009 we integrated the capabilities of the publicity department, the retail strategy department and the hotto-direct service department to strategically unify marketing, our website, home trading and the Hotto-Direct internet service.

In July 2008 we brought our contact center operations under one roof so that we could respond more quickly and accurately to client feedback. We have made it a priority for training contact center operators to identify the needs of clients they speak with.

Such initiatives have enabled us to build on the quality of our consulting services.

1. Pursuing client-focused management

#### Modifying sales channels and developing personnel

An expanded client base has made it even more important that we match our products and services to our many different clients. We made our sales channels client-focused in order to provide information and services to segments that were previously hard to reach. We have stepped up channel-specific training so our people can better understand and serve each type of client. Branch offices hold meetings each month aimed at allowing financial service section staffers to share expertise and case studies and help guide clients to the right channels.

#### Global management structure

The globalization of financial and capital markets prompted corporate, institutional and other clients to also operate globally instead of in regional units. We already had in place a structure to coordinate management of our European, US, Asian and Japanese operations helping us to meet client needs even more effectively. We will continue to reinforce that system. We strengthened our information database and human resources worldwide through the Lehman Brothers acquisitions so we could serve sophisticated client needs more quickly. We appointed a chief risk officer in London and put a director in charge of risk management in Tokyo to support overall risk management.

#### Global initiatives to improve client satisfaction

Since the the Lehman Brothers acquisitions, the Global Markets Division and the Investment Banking Division have been building a platform to provide coverage on a global basis. To help clients grow their businesses and expand globally we will work to disseminate timely information both domestically and abroad by enhancing the global collaboration between our business divisions. 1. Pursuing client-focused management

#### **CASE** STUDY

#### Cient-focused initiatives at Jiyugaoka branch office

This office holds a B&D committee meeting every month. It has convened more than 70 such gatherings since July 2003. The branch manager and department members attend in rotation to exchange ideas on daily issues, discuss client feedback and consider ways to improve operations from the client's perspective.



This Jiyugaoka branch office serves a large number of clients.

Recent meetings have focused on potential new client services, office rules, raising employee awareness and being more thoughtful about clients. The office's monthly goals come from issues raised in these meetings. Example goals are to be more considerate, alert and aware of client needs so that they enjoy their visits more and obtain greater satisfaction from us.

#### CASE STUDY

#### Global collaboration among divisions to support Asian convertible bond issue

The \$332.5 million five-year convertible bonds issued by SK Telecom, South Korea's largest cellular phone carrier, was the biggest such Asian global offering (ex-Japan) since September 2008. Nomura acted as sole book-runner for this transaction, handling the pricing, allocation and communication with clients. After considerations of allocation by region, we prioritized the offering to investors who would likely retain them over the longer term.

The equities finance and investment banking teams successfully demonstrated their expertise in global convertible bond deals, the ability of Nomura units to collaborate across divisional lines and the strong long-term relationships they have fostered with their clients.

Website > CSR > Relationship with stakeholders

1. Pursuing client-focused management

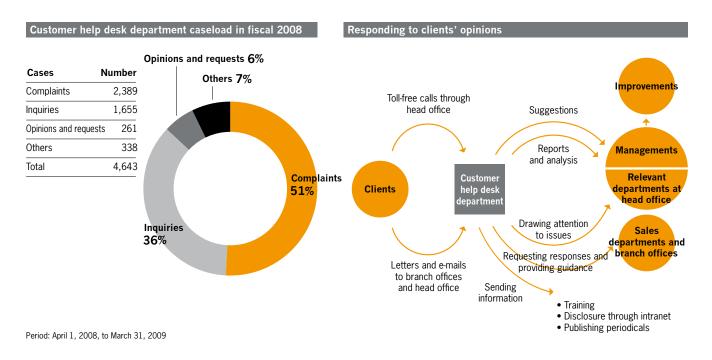
### **Support Systems**

#### Customer help desk department initiatives

Nomura Securities Co., Ltd established its business consultation department in November 1991 and renamed it the customer help desk department in October 2006. The department set up a toll- free opinions & complaints number to assist clients with a broader range of issues. The department analyzes complaints, opinions and requests received through phone calls, letters and e-mails and helps the relevant branch offices to resolve issues. It also informs executive officers and head office units and proposes improvements.

Toll-free phone number for Opinions & Complaints:

Conly available in Japan)



Website > CSR > Relationship with stakeholders

## 2. Providing and sharing information

Sharing information with clients is fundamental to our business. We therefore focus on initiatives to provide readily understandable information, investment education and regular seminars, not just to meet legal disclosure obligations but to empower our clients to make informed choices.

### Stance on developing and providing products

#### Sharing information with clients

Certain securitized products triggered the global financial crisis, revealing massive information asymmetry between the buyers and suppliers of financial products and services. It is crucial to convey clear and accurate information about the nature and risks of increasingly complex financial products to clients.

We examine financial products that we offer to clients carefully, provide them with accurate information about the products and strive to make all documents clear and easy to comprehend. Informed choice is essential so we thoroughly evaluate clients' understanding of financial products and their investment resources before detailing their investment options. In taking this approach we fully comply with the Financial Instruments and Exchange Law, as well as other relevant laws and regulations. We also demonstrate our commitment to being responsible as a financial services business in the areas of product origination, provision of information and business solicitation.

## **Providing inform for clients**

#### Providing timely information

We draw on our global research capabilities to deliver detailed information to institutional investors and other clients who have a level of expertise.

We also established a system through the investment research and investor services department to provide retail clients with the information they want in simple language and in a timely manner.

#### Seminar for working women

In October 2008, the investment research and investor services department and the investment consulting department jointly held an evening seminar at the Otemachi head office that unlike other events was solely for working women in their 30s and 40s. These women typically cannot attend daytime seminars but are keen to build their assets. The investment research and investor services department outlined the investment environment after which the investment consulting department guided attendees through life planning issues as well as how to conduct life planning simulations. 2. Providing and sharing information

#### Branch office seminars

Nomura Securities Co., Ltd branch offices hold joint seminars and lectures with local groups and organizations. For example the Tachikawa branch office collaborated with a university to arrange gatherings at which professors spoke to local residents about a range of community themes. Topics covered included food safety, the life and times of Atsu-hime (a famous Edo-era noblewoman) and the psychology of failure. These seminars provided attendees with a valuable opportunity to listen to local scholars speak.

#### Nomura Asset Management Initiatives

This subsidiary undertakes the following initiatives to develop sound investors and markets:

• Seminars for sales companies

Nomura Asset Management Co., Ltd. (NAM) is building an extensive client service structure to support investment trust sales. It convenes around 10,000 gatherings annually, comprising study meetings for sales company personnel and seminars for clients. Such events assist people who are considering their first purchases of investment trusts. There are also meetings at which NAM reports on performance to clients who own investment trusts. More than 80 employees give lectures at Nomura Securities Co., Ltd branch offices, banks, branches of the Japan Post Bank, and post offices around the nation. NAM considers it vital to continue such communication with sales companies and clients to help them overcome the challenges of the tough market environment.

#### • NAM Support Dial

NAM maintains a toll-free number for people considering purchasing investment trusts, clients who already own investment trusts and sales companies who seek detailed information and explanations.

 Toll-free number
 Image: Oil 120-753104

 (Only available in Japan)

## Initiatives for corporate clients Study groups

Finance officers of corporate clients attend monthly meetings where they are given information that helps them to manage their companies. Meetings are attended by approximately 200-300 members.

#### • Economic forum

This event is for senior executives of clients that are listed companies, and provides an array of information relevant to corporate management. The forum also provides opportunities for attendees to network and exchange opinions.

#### IB-Wave

This Internet site provides around 1,500 corporate clients with the analyst reports, uploaded twice daily, from the Nomura Securities Co., Ltd. financial and economic research center.

#### Nomura Now

This portal will go online in English, Japanese and Chinese in December 2009. It will present a wealth of cross-product and cross-regional information and enable clients to access information including research reports on domestic and overseas macroeconomic information, stocks and interest rates, as well as market data and analytical tools (see photo a).



## 3. Responding to markets and clients diversity

As people shift from saving to investing, it will be important to educate them on the need to build assets over the long term. We attract new clients with little investment experience by opening new types of branch offices, setting up virtual online branches, and installing information booths.

#### Opening new types of branches

Nomura Securities Co., Ltd. jointly operates branch offices in Kamakura and Tsurumi with the popular St. Marc Cafe chain. These facilities attract novice investors because of the relaxing coffee shop atmosphere. Clients can access investment information and seek advice on their investments while enjoying their beverages. Features in common areas that make it easy to learn about investing include large tables with touch-screen monitors (see photo a).

#### Opening more NOMURA CUBE information booths

NOMURA CUBE information booths allow people to simulate investment transactions through information terminals. Even those with little computer experience can comfortably operate the screens with a little help from assistants. In 2008 Nomura Securities Co., Ltd (NSC) opened NOMURA CUBE booths within the Kyoto station building on August 8, Diamor in Umeda, Osaka on July 31 and the Tsukuba branch office on December 4. These additions complemented the initial version in Kasumigaseki station. Virtual branches also operate through various external websites to inform about our services. NSC intends to increase the use of such tools to make investing more appealing (see photo b).

#### Making branches universally accessible

Nomura Securities Co., Ltd is working to make all of its domestic facilities accessible to all including the elderly and the physically challenged. We are also working to install automatic external defibrillators to assist people suffering cardiac or respiratory arrest (see photo c)







#### Virtual branch sites as of May 2009

- Nikkei WagaMaga
- Golf Digest Online
- @nifty
- asahi.com
- YOMIURI ONLINE
- Shin Otona Soken
- WOMEN's PARK



Certified barrier-free	28
With toilets for the physically challenged	58
With elevators for the physically challenged	43
With steps removed from entrances and exits (with ramps, lifted or no steps originally)	112
With installations to mitigate entrance and exit steps (railings or step heights reduced)	13
Number of branch offices equipped with automatic external defibril	



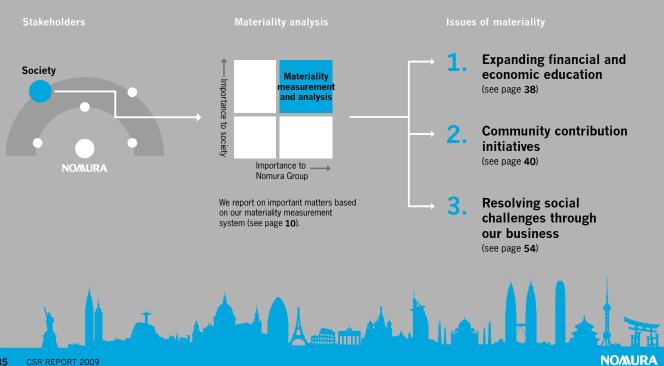
# Relationship with society

Nomura Group is committed to contributing to society by supporting the economy, the arts, and education through its operations.

We educate young people about finance and economics to support healthy financial markets.

All our businesses engage with their communities and build trust through social contribution initiatives.

We contribute to sustainable growth by investing in areas that address social issues.



# Nomura fiscal 2008 topics Expansion of efforts to expand financial and economic literacy

成は、門高・円安という言葉さえ知りませんでした。 日本の「円」の価値が高くなると、円高、任くなると 円安になることが分がまけ。 サイコロを使たゲームでは、買う時を円高の時に 買くしまい、失敗にたと気付き、も、と任くなるまで、 イキでは、良むたと反省しました。 少し社会勉強ができて大人になったみたいでした。 つろいろ教えてくれておりがどうございました。



participants in manabow classes

# Holding manabow classes at elementary schools

We launched these classes to build on our educational efforts in finance and economics. Nomura Group employees visit upper-grade classes at elementary schools to teach the basics about currencies and exchange rates and show how yen fluctuations affect trade. They demonstrate currency changes through games. In fiscal 2008 we held 10 such classes in Japan teaching a total of more than 650 students. 最初の円とドルの勉強し次のケームも 両方楽しくて勉強になりました。輸入の ケームでは、上手に輸入できなかったから、 今度じょ業でやる輸出のケームでは上手に輸 出したいです。この会に参加して、内高と 円安のことが、参加する前と比てるととてもよ く分かるようになったので、これからやく立てると いいな。と思っています。

Date	Business of Nomura represent	ative School	Class year	Number of students
November 13, 2008	Ichikawa Branch	Konodai Girl's School, Chiba Prefecture	6	80
November 21, 2008	Chofu Branch	Daiichi Elementary School, Chofu, Tokyo	1-6	More than 100
November 21, 2008	Corporate Citizenship Department	Harasato Elementary School, Gotemba, Shizuoka Prefectur	e 5	103
January 10, 2009	Kurakuen Branch	Kita-Shukugawa Children's Association, Hyogo Prefecture	1-6	40
January 29, 2009	Toyohashi Branch	Gamagori Miya Elementary School, Aichi Prefecture	5	64
February 10, 2009	Sendai Branch	Sendai Toomizuka Elementary School, Miyagi Prefecture	5	70

#### Manabow classes around Japan in fiscal 2008

### **Results of educational programs**

#### 

Since its publication in fiscal 2008, we have donated 170,000 copies of this textbook to around 2,000 elementary schools across Japan for use in classes.

#### "An introduction to the economy: The t-shirt shop"

We published this textbook 2006 to supplement social studies classes. We have donated around 330,000 copies to about 3,300 junior high schools across the country.

#### **2** Special Sponsorship of Nikkei stock league contest

The Nihon Keizai Shimbun, Inc. holds this annual contest for junior high school, high school and university students. Nomura Group has been a special sponsor of the event since fiscal 2000 assessing the reports of roughly 60,000 people from approximately 14,000 teams.

#### Finance courses at universities

We provide practical finance courses to universities nationwide to cultivate Japan's future economic leaders having taught around 150,000 students since fiscal 2001.

#### Finance seminars for lifelong learning programs

We offer seminars for lifelong learning programs at local communities and workplaces. More than **200,000** people have taken our courses since 2003.

#### Course taught at Nagasaki University for eighth straight year

We began holding practical finance courses at universities throughout Japan in fiscal 2001. In fiscal 2008 we offered classes at Nagasaki University for the eighth straight year. The 13-part program for approximately 400 3rd year economics students covered such areas as globalization and the role of the capital markets, as well as asset management and life planning.



Professor Yusuke Kawamura of the Faculty of Economics said about the program that, Students find it hard to learn about money because it all seems so abstract to them. There are many aspects of finance, particularly securities markets, in which the market comes before theory. And while it's important to study theory, I think it's deeply meaningful for people working in the field to come to our classrooms and discuss their real life experiences and how theory relates to their work. So far, more than 2,000 students have

taken Nomura's course which began with a long-term vision of raising the level of financial literacy. I think that there has been even more effect than that as many students taking the class have shared what they have learned with their families and friends.



Professor Yusuke Kawamura, Faculty of Economics, Nagasaki University

#### Feedback from students

I found the program very easy to understand because the lecturers not only discussed theory but went on to present real-life examples and discuss the latest news and topics. I ended up wanting to learn more. Mari Okuie (Faculty of Economics, 3rd year student).

Parts of the seminars backed up what I'm learning about investment banking, and the lectures about subprime woes and other issues augmented my learning. I thought the program was the most interesting aspect of my studies to date.

Kentaro Tashiro (Faculty of Economics, 3rd year student).

When you're outside the major cities you don't get opportunities like this to hear directly from corporate people and I'd love Nomura to keep this program going. Hitomi Ueno (Faculty of Economics, 3rd year student).



# **1. Expanding financial and economic education**

Rapid changes in the economic and social climate have made it essential for people to learn how to build assets over the long-term instead of simply trying to make profits. These considerations and our desire to support healthy financial markets prompted us to educate young people about finance and economics. After launching a program for university students in 2001, we broadened our educational coverage to include elementary and junior high school students and adults.

### Our educational program framework

For elementary school students

#### "The Economics classroom"

We published this book for upper-grade elementary school students in March 2008. We have donated around 170,000 copies to 2,000 schools across Japan. Schools receive sets of student textbooks and teacher instruction manuals. The book follows the activities of three characters to educate Students

about economics, talking them through 10 topics, including prices, taxes, companies and climate change.



#### "The Secret of Money: The Business of a Securities Company"

We co-sponsored this financial literacy publication for elementary school pupils. It describes the roles of money, banks and securities companies in a simple, comic book style. We donated copies to 24,000 elementary schools

and 2,400 public libraries nationwide in April 2003.



#### Our economics learning site serves people of all ages Man@bow economics education website for general populace

Educational program

Nomura Securities Co., Ltd. and the Nihon Keizai Shimbun., Inc jointly sponsor this website, whose financial seminars heighten general interest in and understanding of finance and the economy. Content includes commentary aimed at the ordinary person

on current topics and market trends. Individual investors can use the site to learn about asset management for example.

Learning materials

Publications



For junior high school students

## "An introduction to the

economy: The t-shirt shop'' We published this text in 2006 to supplement social studies classes. We have donated around 330,000 copies to about 3,300 junior high schools across the country. The set includes a student textbook that explains financial and economic complexities in simple language and pictures. A teacher's manual includes worksheets and examples for class exercises. The book tells the story of three fictional junior high school



beginners'' In February 2005, we published

"Finance for

and donated copies of this book to 11,000 junior high schools and 2,400 public libraries across the nation. It features a qualified financial planner who explains financial and economic mechanisms in lay terms to junior high school students in her neighborhood.



Educational Programs for Junior High School through University Students Special Sponsorship of Nikkei Stock League Contest

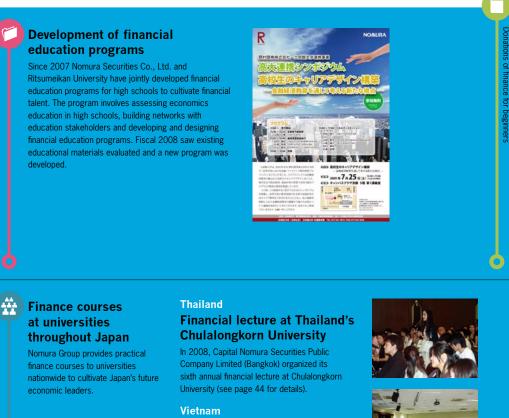
This year marked the tenth year of this contest, held by The Nihon Keizai Shimbun, Inc. for junior high school, high school, and university students. Nomura Group has been a special sponsor since the contest began.



vebsite

for the general public

1. Expanding financial and economic education





learning programs

courses since they were

first offered in 2003.

**Finance seminars for lifelong** 

Most people get few opportunities to learn about financial and economic systems despite the deep relevance to their

lives. Nomura Group addresses this problem by offering

seminars for lifelong learning programs in local communities and workplaces. Courses cover financial planning concepts for

comfortable retirements, and are relatively simple so they even

benefit beginners. More than 200,000 people have taken these

#### Vietnam Financial lectures at Two Vietnamese universities

In September, October, and November 2007, Nomura International (Hong Kong) hosted three financial lectures at the College of Economics of the Vietnam National University and the Foreign Trade University (see page 44 for details).

#### Manabipia sponsorship

The annual National Lifelong Learning Festival (Manabipia) spurs interest in lifelong learning. The 20th festival was held in Fukushima prefecture in 2008. The booths of municipalities and companies highlighted information on



living. Many people visited the booth of the Fukushima branch of Nomura Securities Co., Ltd. which featured money quizzes and a section for children.

#### Participating in the Nenlympics

The booth of the Kagoshima branch of Nomura Securities Co., Ltd arranged a seminar at the Nenlympic Games Kagoshima 2008 (see page 47 for details).

For high school students

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www.nomuraholdings.com/csr/ Website > CSR > Relationship with society

# 2. Community contribution initiatives

Nomura Group offices around the globe maintain close ties with their communities. These operations recognize that understanding local characteristics, cultures, and values and building trust as good corporate citizens are crucial to long-term business success. Nomura offices therefore support the arts, culture and academia and engage in diverse local educational, welfare and revitalization initiatives.

### Supporting the arts, culture and academia

#### PMF(pacific music festival)

This began in 1990 as the brainchild of the late Leonard Bernstein. Nomura Group and the Nomura Cultural Foundation have been special corporate sponsors since the event's inception, sharing its aim of contributing to music worldwide by fostering young talent.

Between July 5 and July 31 2008 127 young musicians selected in auditions in 17 cities around the world, gathered in Sapporo for the 19th PMF. Under a team of top-class instructors, the group held concerts in cities throughout Hokkaido as well as in Tokyo and Osaka. In 1999 the Association for Corporate Support of Arts bestowed the Mecenat Award for significant contributions to the arts on Nomura Securities Co., Ltd. and other sponsors (see photo a).

#### Nomura cultural foundation

This foundation was established in May 1990 to cultivate talent and international exchange in music and fine arts.

• Supporting arts and cultural activities The foundation provides grants for the performances, exhibitions, and symposia of young artists. Fiscal 2008 grants were for 65 artistic and 57 musical events.

#### International student scholarship program

Since 1991 the Nomura Cultural Foundation has granted 180 scholarships to promising foreign postgraduate exchange students in social sciences and the humanities at designated Japanese universities. Recipients have remained active in their fields in Japan or their home countries and many are engaged in activities aimed at fostering exchange between Japan and other countries. A reception in April 2009 brought together around 45 people including students who had completed or begun their scholarships in fiscal 2008 or had started theirs in fiscal 2009. Those who had completed their program received a commemorative gift from Junichi Ujiie, chairman of Nomura Holdings. Fiscal 2009 scholars pledged their commitment to studying hard (see photo **b**)

#### Nomura Prize at Tokyo University of the Arts

The Nomura Cultural Foundation supports promising young artists by choosing exceptional works by doctoral students for the university's art museum collection.

### **A** Nomura Cultural Foundation

http://www.nomuraholdings.com/jp/bunka-zaidan/





#### Assistance through Nomura Foundation for Academic Promotion

Established in 1986 to commemorate Nomura Securities Co., Ltd.' 60th anniversary this organization gives financial support to university researchers in the fields of law, political science, and economics.

In fiscal 2008 the foundation supported 20 research projects, sponsored overseas trips for researchers and invited researchers from other countries to Japan (total of 33 researchers) and sponsored seven seminars.

#### Tokyo Club Foundation for global studies

We established this foundation in 1987 to foster stable global economic growth by conducting research, holding symposia and publishing global economic findings. It has sponsored many research projects, organized meetings among leading minds from think tanks in Europe, the United States and Asia-Pacific. We promote this information through books, journals and its own website. The foundation is currently focusing on macroeconomics and the capital markets, and donates its books and journals to around 210 university libraries and other institutions across Japan.

Seminar themes in fiscal 2008 included world currencies, financial systems and governance; finance and securitization after the subprime crisis; and building China's equity market in an era of full stock circulation. The foundation published "The Future of Investment Trusts" and the "Chinese Capital Markets Research" quarterly. You can view research findings on the foundation's website. Seminars planned for fiscal 2009 will focus on global imbalances and Asian economic growth strategies, the global financial industry after the credit crisis, and governance in managing Chinese sovereign funds.

#### Tokyo Club Foundation for Global Studies

http://www.tcf.or.jp/index.html/

#### Nomura Institute of Capital Markets Research

This institute was founded in April 2004 as a unique body to explore capital markets systems, structures and developments in Japan and abroad. In addition to the pursuit of ideal market economics through research, another mission of the institute is to help cultivate capital markets in China and other emerging countries. The institute's findings are widely disseminated throughout Japan and overseas. Some of the institute's findings appear in the Capital Markets Quarterly, The Selection of Capital Markets Research and in other general books and through its own website. As well as supporting these activities, Nomura Group promptly adopts the institute's findings in its own business activities and in financial and economic education programs.

Nomura Institute of Capital Markets Research
 http://www.nicmr.com/nicmr/english/index.html

#### The Nomura Charitable Trust

Building charitable giving across the Europe and the Middle East, The Nomura Charitable Trust is a grant-giving organization funded by Nomura and its employees. The Trust was formally established in July 2009 and will be funded through an annual employee campaign with matching donations from Nomura and the additional use of unclaimed assets.

Grants made by the trust will initially support disadvantaged young people throughout the region and will be used to create sustainable partnerships that combine grants with employee engagement activities.

#### The Nomura America Foundation

The Nomura America Foundation (NAF) is a New York based non-profit organization established in 1994 to provide grants to organizations for charitable, scientific, literary and educational purposes. NAF supports a variety of large and small organizations that promote the arts, cultural awareness, music, science, education, children's welfare, community projects, international relief for poverty, disease and disaster emergencies. In order to broaden the reach of its goals NAF has set up two matching gift programs where it matches donations made by employees of Nomura Holding America Inc. and certain US affiliates and makes these available to qualified educational institutions and international relief organizations.

#### **CASE** STUDY

#### Excursions to Tokyo University of the Arts

The university arranged excursions to the Ueno campus on October 7 and December 9 2008 for Nomura Group clients wishing to support young artists. Participants enjoyed the Faculty of Fine Arts' Japanese art collection and saw students hard at work in the Japanese and oil painting, printmaking, sculpture and crafts departments. The clients and professors then discussed and agreed on several programs through which they could provide further support.



### Business-academia collaboration

#### The University of Tokyo

In September 2006 Nomura Securities Co., Ltd. started joint research regarding the enhancement of universities' financial bases, a three-year initiative with the University of Tokyo's center for research and development of higher education. Research into making Japan's universities more academically competitive is increasingly important and directly affects the nation's future. These institutions will need to strengthen their financial positions over the medium-to long-term

horizon. The joint project entails evaluating management at US and Japanese universities and how they both generate academic success and utilize financial and capital markets. The project aims to generate new ideas for Japanese universities to bolster their finances as well as provide policy advice for authorities.

One aspect of this project was the 2nd University of Tokyo' Nomura university management forum entitled "Using donation campaigns to strengthen universities' financial bases" at the Takanawa Training Center in January 2009.

#### Kyoto University

Kyoto University and Nomura Holdings established the mathematical analysis and finance department at the university. The Nomura Group endowed the department to commemorate the 2006 Carl Friedrich Gauss prize awarded to the late Dr. Kiyoshi Ito, who was Professor Emeritus at the research institute for mathematical sciences at Kyoto University. He was one of the founders of "stochastic analysis", a key basis for derivatives theory. A research division known by the acronym KIMF began operating in 2007 and will complete its work in 2010. KIMF comprises the Ito research business /academia collaboration division of mathematical analysis at the research institute for mathematical sciences and the mathematical finance division at the Institute of Economic Research of Kyoto University.

In October 2001 Kyoto University's Institute of Economic Research and Nomura Group jointly established the research section for applications of financial engineering which Nomura Group endowed. The section applied financial engineering in various research projects notably to enhance corporate value through project risk management, increase asset management sophistication and consider structural reforms for the financial sector.

On March 14 2009 the section held an economics symposium on exploring new financial systems in the light of subprime problems and the global recession (see photo a).

#### Oxford University

The Nomura Centre for Mathematical Finance was established in 2001 within the Oxford centre for industrial and applied mathematics which is part of the Mathematical Institute at Oxford University. The aim of the Nomura Centre is to promote research in mathematics and finance with a special emphasis on approaches that combine practical relevance with mathematical interest. The Nomura Chair was established early in February 2008 and Professor Xunyu Zhou, who specializes in risk control and behavioral finance, joined as the first Nomura Chair in mathematical finance at Oxford.

The Annual Lecture which is one of the Nomura Centre's initiatives took place on 19 May 2009. Professor Andrew Lo, Harris and Harris Group Professor of Finance at MIT's Sloan School of Management gave the lecture entitled "Kill All The Quants?:Models vs Mania in the Current Financial Crisis" (see photo b).





#### Bocconi University, Italy

In February 2009, Nomura Group signed an agreement with Bocconi University in Milan to create the Nomura chair of corporate finance. The university has built a strong international standing in business, economics and law since its foundation in 1902. This is Nomura Group's second sponsorship agreement with a European university the first being with Oxford University. The new relationship will support Bocconi's research through seminars, workshops, reports, and other publications (see photo a).

#### Chulalongkorn University, Thailand

In 2008, Capital Nomura Securities Public Company Limited (Bangkok) organized its sixth annual financial lecture at Chulalongkorn University.

Masaaki Yamaguchi, managing director of the Asia and emerging market research department in the Nomura Securities Co., Ltd financial and economic research center, presented a special lecture entitled "South Asian Equity Markets: Correlations between Global and Regional Equity Markets" (see photo b).

# Courses at two Vietnamese Universities

In September, October, and November 2007, Nomura International (Hong Kong) hosted three joint finance courses together with the College of Economics of the Vietnam National University and the Foreign Trade University. Nomura International (Hong Kong) offered scholarships, each equivalent to a year's tuition fees, to outstanding students at the two institutions (see photo c).

### Sponsoring seminar on fostering industrial ties between Japan and the United Kingdom

Nomura Group sponsored a joint seminar with the Tokyo University of Agriculture and Technology and the University of Brighton at the British Embassy in Japan in April 2008. It was entitled, "Current and Potential Business/Academia Collaboration".

Masaru Ohmori, general manager of the corporate planning department delivered a speech entitled "Funding at National Universities Today and Business/Academia Collaboration Issues". In front of an audience of academics from pre-eminent British and Japanese universities and company officials, Mr. Ohmori explained that it has become hard for national universities to survive just with government subsidies and that it has become urgent to forge alliances between businesses and academia. In a subsequent panel discussion, Mr. Ohmori emphasized that universities need to proactively approach companies. In keeping with its commitment to fostering career path diversity, Nomura Group has long collaborated with the Tokyo University of

long collaborated with the Tokyo University of Agriculture and Technology by supporting postdoctoral researchers which led to a request for Nomura Group's participation in this international

seminar (see photo d).







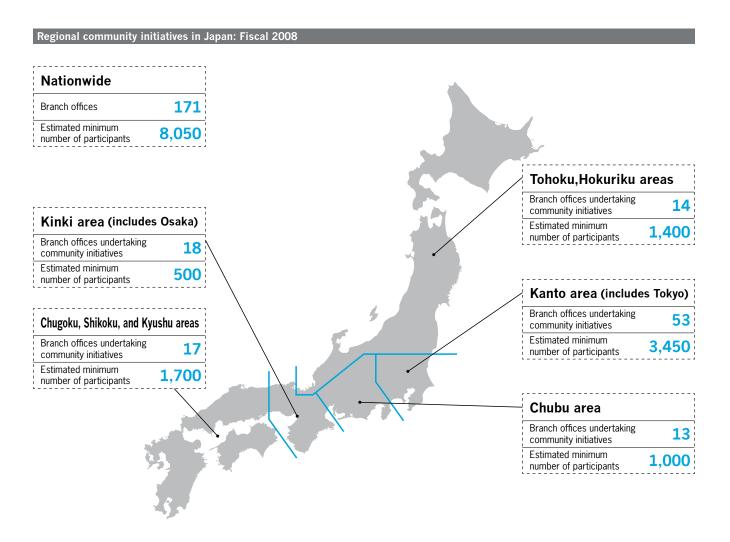


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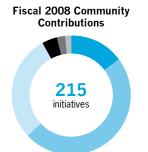
2. Community contribution initiatives

### Community initiatives in Japan

Nomura Group engages in cultural and educational, welfare, and volunteer initiatives, and contributes to local economic growth. This section highlights our domestic efforts in fiscal 2008.



In fiscal 2008, **115** of our 171 branch offices engaged in diverse community initiatives that included sponsoring local festivals, welcoming interns, and holding educational seminars for young people. Bottle cap collection to running recycling companies and cleanup campaigns were among the many environmental efforts. Branch offices also sponsored sporting events, art and cultural activities, and welfare and health initiatives. Our **215** domestic initiatives during the year involved more than **8.050** participants.



Community initiatives	32
Youth education	104
Environmental efforts	62
Sporting event sponsorships	9
Art and cultural activities	5
Welfare and health efforts	3



#### Key initiatives

#### ▶ [Tokyo] Entering FIT for charity run 2008

Around 200 Nomura Group employees participated in the FIT (Financial Industry in Tokyo) for charity run 2008 at the National Kasumigaoka Stadium in November 2008. The inaugural run was in 2005 and the event has grown every year since. The 4,700 people taking part in 2008 raised ¥58 million for 10 charities in Tokyo that serve important needs but lack sufficient funding (see photo a).

#### ▶ [Tokyo] Helping with Nihonbashi cleanup

In July 2008 138 Nomura Group employees and families participated in the 38th annual cleanup of Tokyo' s Nihonbashi district. The Nihonbashi Bridge Preservation Society, the neighborhood association, local businesses, and government bodies collaborated in this event temporarily closing part of Chuo Dori Avenue to traffic to ensure safety. The cleanup attracts more volunteers every year, and in 2008 around 1,550 volunteers braved the 30C heat to help out. After the cleanup, participants threw micro-organism balls into the river that are known to be effective at dissolving sludge and purifying the water (see photo b).

#### **Kanto** Mito branch participates in 23rd Ibaraki cultural festival

Nomura Securities Co., Ltd. Mito branch was an official partner at the national cultural festival Ibaraki 2008 in November 2008. The branch set up a booth that proved very popular for its free textbooks, notably "The Economics Classroom", "An Introduction to the Economy; The T-Shirt Shop"; and "The Secret of Money: The Business of a Securities Company".

This annual festival began in 1986. It has grown to become Japan's foremost event for arts and culture, attracting enthusiasts from all over the nation for key announcements in various fields, competitions, and opportunities to exchange ideas with likeminded people (see photo c).

#### **[Tokyo]** Chofu branch involved in Chofu charity walk 2008

The Chofu branch of Nomura Securities Co., Ltd. took part in the Chofu charity walk 2008 in October 2008. Local businesses organize and run this event every year. The walk began at the Daiichi Elementary School with participants going through checkpoints on their way to the destination.

As part of the event the branch held an entertaining class about foreign exchange for more than 100 children and their parents donating the class fees to the Engawa Fund which provides operating funds to citizens' groups in Chofu (see photo d).











#### Chubul Gifu branch helps with Nagara River cleanup

In August 2008, 31 volunteers from the Gifu branch of Nomura Securities Co., Ltd. again participated in a cleanup by the Nagara River Beautification Society.

This initiative is always held on the morning after the Nagara River Fireworks Festival which starts on the last Saturday of July and ends on the first Saturday of August. It is one of Japan's biggest events of this kind with more than 300,000 people coming to see a total of 30,000 fireworks light the skies. The cleanup covered roughly four kilometers of the river from Ukai Bridge to Chusetsu Bridge. Branch volunteers welcomed the opportunity to give back to the community and show their appreciation for a river prized for its clear waters and cormorant fishing (see photo a).

#### ▶ [Osaka] Kishiwada branch opens Nomura Senshu gallery

In February 2009, the Kishiwada Branch of Nomura Securities Co., Ltd. set up the Nomura Senshu gallery on its second floor. The goals were to disseminate information about the Senshu area and deepen community understanding of its roots. The gallery featured a grand map of the Senshu region, a booth presenting local industries, a section highlighting local history and tourist attractions, and another section profiling famous families from the area (see photo b).

#### **Kyushu** Nagasaki branch sets up stall at recycling bazaar

As part of celebrations of its 60th anniversary, the Nagasaki branch of Nomura Securities Co., Ltd. set up a booth at a garage sale at a municipal government-organized recycling bazaar in October 2008. The families of all branch employees donated a total of around 300 items to the booth. Huge crowds of bargain-seekers amassed before opening time on a day blessed with perfect weather. The booth's sales for the day exceeded ¥90,000.

The branch later gave the booth proceeds and ¥70,000 in donations from employees to a campaign that aims to reduce carbon dioxide emissions in Nagasaki. In April 2009 the campaign used this money to help fund the production of an eco calendar distributed to sixth-graders in Nagasaki (see photo c).

#### **Kyushu** Kagoshima branch takes part in 21st Nenlympics

The Kagoshima Branch of Nomura Securities Co., Ltd. participated in the Nenlympic Games Kagoshima 2008 in October 2008. People of all ages engaged with each other, reflecting the event's theme of drawing on the experience of older people.

More than 2,000 people visited the branch's booth which highlighted the message that life gets even more interesting after 60.

The branch organized a seminar from Professor Atsushi Seike, then Dean of the faculty of business and commerce at Keio University. He spoke about living in an age-free society. Professor Satoshi Morimoto of Takushoku University followed up with a speech on the world today and Japanese diplomacy. The two answered many questions from the audience of around 300 people. The branch valued the experience, and plans to continue such community involvement in the years ahead (see photo d).









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2. Community contribution initiatives

### **Community initiatives overseas**

Nomura Group adopts an organizational system under which the Group's operations in Europe, the US, Asia-Pacific and Japan are managed together. Nomura Group's international operations engage heavily with their communities. Here, we present bestpractice contributions globally.



#### Asia-Pacific

#### **Hong Kong** Charity auction in Hong Kong for children in developing countries

More than 600 people from Nomura International (Hong Kong) and nearby offices attended a new year celebration reception on April 17 2009. The key event of the gathering was a silent auction to raise funds for the Indian and Vietnamese operations of Room to Read, a non-profit organization that provides educational opportunities to children in the developing world. This auction was part of Nomura's commitment to educating future Asian business leaders as part of its CSR program.



Senior managers from Nomura units throughout Asia-Pacific donated the diverse auction items, which included rock climbing lessons, vintage wines, dinner at an upscale restaurant, and a travel package. The auction raised HK\$80,000 (around ¥990,000), enough for Room to Read to educate a student for 40 years or to publish and distribute 7,000 children's books in local languages.

#### India] Sponsoring food aid for Indian children

Nomura International (Hong Kong) and Nomura Holdings support the Akshaya Patra Foundation which is a group of leaders in Indian finance set up to help the nation' s impoverished children. Its activities include supplying nutritious meals to schools to encourage children from poor families to attend. The foundation helped around 1,500 children upon its establishment in 2000. By



November 2007 it was feeding 837,000 children at about 2,000 public schools in 14 regions. This food program aims to tackle India's twin challenges of hunger and poor educational opportunities.

#### Singapore Nomura Singapore employees participate in charity run

On April 16 2009 80 employees from Nomura Singapore Limited joined 9,927 runners from 330 other companies in the fifth annual Bull Run. The race started at the Esplanade, and covered the 5.6kilometer F1 Grand Prix course.



The event's theme was Teaming up for a greener tomorrow. Similar to the previous year race registration was online, waste was recycled and runners had to get to the venue by public transport instead of by car. In fiscal 2008 Runner's World magazine included the Bull Run in its list of the 10 Greenest Races. The 2009 event raised a record S\$3.5 million (around ¥280 million), which went to 14 charities. Employees from our Indian, Australian, and other Asia-Pacific units also participate in other charity runs.

#### ▶ [Singapore] Fifth Nomura Asia equity forum

The Fifth Nomura Asia equity forum was held in Singapore in July 2008. The event embraced a growing interest in the environment and corporate social responsibility. Electricity generated by biomass powered the venue, all printed materials were on recycled paper, and we mounted a campaign to collect bottle caps for purchasing vaccines for children in developing countries.

We donated 10 per cent of the food and beverage budget for the event's lunch to Table for Two,

which provides school lunches in the developing world to help eliminate hunger. Participants donated money to Community Chest, Singapore's largest non-profit organization for distribution to 147 social contribution programs of 58 charities.

Respondents to a questionnaire received a "furoshiki", a traditional and eco-friendly Japanese wrapping cloth.





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2. Community contribution initiatives

#### Europe, Middle East and Africa

A new community affairs program was established this year to provide a strategic platform for engagement in the local community and to build charitable giving across the region. *Highlights* 



#### ► Oaklands School partnership – raising aspirations of disadvantaged young people

The aim of the partnership with Oaklands School is to help create aspirations, support learning and reward achievement for the students and teaching staff. The London offices make an annual grant to support the development of the school's recreational facilities and ongoing development and implementation of extracurricular programs after school. Our support is maximised by leveraging the skills, dedication and action of our employees through the following activities:

- Employee engagement programs: reading, science, numeracy and language volunteer schemes.
- Senior leadership involvement: Malcolm Horton, Global head of recruitment and programs sits on the school's governing body.
- Events: Hosting work experience placements, annual art competition, annual "Induction to Nomura day", award events, training days, revision classes and other celebratory occasions.



#### ► The Nomura Charitable Trust – building charitable giving across the Europe and Middle East region

The Nomura Charitable Trust is a grant-giving organization funded by Nomura and its employees. The trust was formally established in July 2009 with the aim of building charitable giving across the Europe and , Middle East region. The trust will be funded through an annual employee campaign, with matching donations coming from Nomura and unclaimed assets.

Grants made by the trust will initially support disadvantaged young people throughout the region and will be used to create sustainable partnerships that combine grants with employee engagement activities.

#### **UK charity partnership** – a two year fundraising partnership

Our partnership with Teenage Cancer Trust was established to enable our employees to work together in support of a common cause. Money raised by employees in the London offices will directly benefit Teenage Cancer Trust over a two year period, running from May 2009 to April 2011. Teenage Cancer Trust was selected by an employee vote and the launch event was attended by over 2,000 employees. Teenage Cancer Trust focuses on the needs of teenagers and young adults with cancer by providing



specialist teenage units in hospitals. Funds raised by employees will go towards nine specialist treatment pods at University College Hospital, London. The new facilities will provide essential treatment and support to over 2,000 young people with cancer across London.

#### Nomura – Josh Lewsey Rugby Academy – a rugby development program

The Nomura - Josh Lewsey Rugby Academy is a rugby development program in Tower Hamlets, London. Over 120 pupils from primary schools across the borough receive ten weeks of coaching sessions from professional rugby coaches and Nomura volunteers. The academy participants also benefit from inspiring

visits from Josh Lewsey who encourages the pupils to continue their involvement in the game.

The academy has ambitious progression plans over the next three years to raise the level of rugby played in Tower Hamlets prior to the London Olympic Games in 2012. The academy also encourages participants to continue playing rugby in their own time following the ten week program, for example by developing an Under 16s team at Millwall Rugby Club.



#### **United States**

#### University of Delaware Students Visit Nomura Holding America

Forty students from the business school at the University of Delaware visited Nomura Holding America (NHA) on Friday, April 17 2009, as part of their annual "Day on Wall Street" program. NHA's business leaders from equity, fixed income, investment banking, internal audit, corporate communications and human resources met with the students and discussed important topics such as the U.S. economy as it relates to the job market and employment opportunities, careers in financial services and resume writing and interviewing techniques. After each presentation the staff conducted a Q&A session with the students.

#### Toys for Tots 2009

Nomura Holding America Inc. (NHA) participated in the US marines' annual Toys for Tots program. The program, which began on November 26 and concluded on December 19, provides new toys to children in the New York City area, who might otherwise be overlooked during the holiday season. NHA employees who participated brought a new toy to the office and placed it by the Holiday Tree on their floor. The US marines collected the toys donated to the program on December 22, 2008, and distributed them to underprivileged children throughout the New York area.

#### ▶ The Nomura America Foundation

The Nomura America Foundation (NAF), a New York non- profit organization established in 1994, provides grants to organizations for charitable, scientific, literary, and educational purposes. NAF supports a variety of large and small organizations that promote the arts, cultural awareness, music, science, education, children's welfare, community projects, as well as international relief for poverty, disease, and disaster emergencies. In order to broaden the reach of its goals, NAF has established two matching gift programs where it matches donations made by employees of NHA and certain U.S. affiliates to qualified educational institutions and international relief organizations.

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2. Community contribution initiatives

### Disaster relief efforts

As a good corporate citizen Nomura Group and its employees are committed to helping the world's numerous disaster victims, raising funds to send to organizations set up to provide help in these situations.

#### Myanmar cyclone

In May 2008 Cyclone Nargis killed 84,500 people, left 53,800 missing and severely affected another 2,400,000 people as it crossed near Yangon in Myanmar. Nomura Holdings responded by donating ¥5 million to organizations including Japan Platform, a non-profit organization, and the Japanese Red Cross Society.

#### Sichuan province earthquake

A massive earthquake in China's Sichuan province in May 2008 killed 69,227 people and left at least 17,923 missing. Nomura Holdings donated ¥10 million to the Japanese Red Cross Society. To other relief organizations, Nomura International (Hong Kong) donated US\$100,000 and 100 tents, while its employees gave another HK\$100,000.

#### Iwate-Miyagi Nairiku earthquake

Nomura Securities Co., Ltd. donated ¥6 million to the Japanese Red Cross Society and other relief organizations after an earthquake hit lwate and Miyagi prefectures in June 2008.

#### Australian bushfires

In February 2009 raging bushfires in Victoria, Australia took the lives of 210 people. Hundreds were injured and thousands lost their homes in the worst bushfires in decades. Instinet, Nomura Group's electronic brokerage for institutional investors, responded by donating all its brokerage commissions from trades on one day with Australian customers in March 2009 to the Victorian Bushfire Appeal Fund of the Australian Red Cross.

#### Italian earthquake

Following a powerful earthquake in central Italy in April 2009, Nomura International plc and Italian subsidiary Nomura Italia together donated € 10,000 to the Italian Red Cross. Their employees also gave generously. The Italian Red Cross dispatched rescue teams within an hour of the disaster and then sent more than 400 volunteers to distribute food and blankets and build emergency shelters.

#### Receiving appreciation certificate from Japanese Red Cross Society

In November 2008, the Japanese Red Cross Society invited officials from Nomura Group and other corporate donors to its headquarters to hear progress reports on relief efforts in the six months following disasters in Myanmar and Sichuan, China. Tadateru Konoe, president of the society gave Nomura Group a certificate of appreciation for its contributions (see photos a and b).

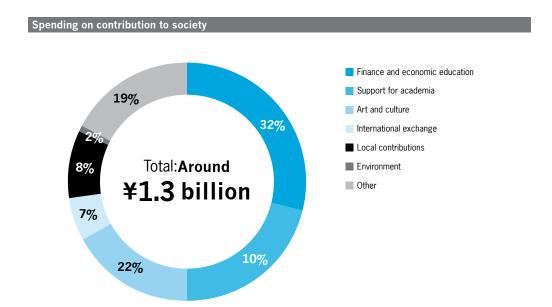


©International Federation of Red Cross and Red Crescent Societies



### Expenditures on contributing to society

Nomura Group companies in Japan and abroad serve their communities by providing education in finance and economics, supporting academia, funding the arts and culture, facilitating international exchanges and making local contributions and helping improve the environment.



# **3. Resolving social challenges through our business**

One of our primary roles is to tackle medical welfare, food resources and other social challenges around the world through our core financial business. We contribute to sustainable development by providing funds and advisory services to unlisted companies, creating and marketing socially responsible investment (SRI) funds, engaging in research, holding conferences, and otherwise leveraging Nomura Group's comprehensive capabilities.

#### Providing financial solutions and advisory services for healthcare

Japan's health and nursing care markets should grow in the years ahead as the population ages. In the meantime it is critical that we help support the deteriorating financial positions of medical institutions and nursing service providers. We are helping tackle the challenges by proposing sustainable investment-based financial models for businesses in these fields, notably through Nomura Healthcare Co., Ltd. Its achievements include real estate securitizations for the Verde Corporation nursing home in Shibukawa, Gunma Prefecture and for the nursing homes of Green Hospital Supply, Inc., based in Suita, Osaka. Such securitizations can shield operators from the risks of higher interest rates and help them standardize fixed costs to improve their financial positions and enhance their creditworthiness and make themselves more attractive to investors. Securitization can also help nursing homes and other medical institutions overcome chronic funding shortfalls.

We will continue to leverage Nomura Securities Co., Ltd.'s nationwide branch office network and draw on our experience and expertise in capital procurement, securitization, and privatization to serve public and private medical institutions and nursing care providers.

#### Establishing research office at Mie University with Hyakugo Bank to address food issues

In June 2008 Nomura Securities Co., Ltd (NSC) and the Hyakugo Bank, Ltd., jointly established the business start-up innovation project research office at Mie University. The collaboration among the three institutions aims to help eliminate the critical global food problems which are expected to occur in the 21st Century.

The university has long been a leader in 1987 when it combined its agriculture and fisheries faculties to create the faculty of bioresources, the first in Japan. Mie University is known as a proponent of university reform. The new research office is the result of a desire to help agricultural venture businesses grow by partnering with financial institutions.

The project office is the first venture business support collaboration between a Japanese national university and the private sector. NSC will continue to explore other ways to resolve social issues through its core business (see photo a).

#### Organizing conferences to keep investors abreast of trends

Nomura Securities Co., Ltd. and Nomura Research & Advisory Co., Ltd. analyze industries with medium- to long-term potential. They hold conferences to present their findings to investors and other parties and thus help resolve global social problems.

• Nomura global environment technology conference 2008

Nomura Research & Advisory Co., Ltd. analyzes and invests in unlisted companies, and has focused in recent years on the environmental and renewable energy sectors. At a conference at the Nihonbashi head office in June 2008, Nomura Research and Advisory raised awareness of these sectors in the capital markets by outlining the latest trends to investors and corporate quests.





3. Resolving social challenges through our business

This sixth such event focused on the theme of bringing Japan's outstanding environmental technologies to the global marketplace. The roughly 140 guests enjoyed presentations on such areas as the development of thermostable enzymes for bioethanol manufacturing, selfsufficient hydrogen production from biomass, and the oil sludge and oil sand recycling business (see photo a).

#### • The 15th Nomura bio conference

This well-established event was held at the Otemachi Sankei Plaza in Tokyo in November 2008. A panel comprising a chief researcher from Nomura Research & Advisory, an alliance official from a leading pharmaceuticals company, and the head of an alliance support firm discussed the issue of alliances for an audience of around 360 bioindustry representatives and venture capitalists (see photo b).

#### • Nomura conference on food resources

This inaugural conference at the Nihonbashi head office in December 2008 disseminated domestic and international agribusiness information amid growing concerns in Japan about global food inflation and the nation's declining self-sufficiency rate. An analyst from Nomura Research & Advisory outlined agribusiness prospects and profiled progress at several companies and organizations. The event attracted more than 320 attendees from diverse fields, including people from agribusiness, food processors and distributors, restaurant chains, banks, institutional investors, venture capitalists, universities, central government agencies and municipalities, and the media (see photo c).

#### Initiatives to improve our socially responsible investment products and services

Interest in socially responsible investments has grown in the light of the worldwide financial crisis, global warming and other issues. We are accordingly increasing our efforts to provide diverse investment products that factor in environmental, social and corporate governance performance of the companies involved.

#### • Launch of investment joint venture with ECPI

In May 2009 we started a joint venture with ECPI, Europe's leader in sustainable advisory services. This business aims to launch diverse environmental, social and corporate governance index tracking products across Asia-Pacific and Europe for retail and institutional investors. It will also aim to make its own contribution to sustainable growth.

ESPI published "The Business of Ageing", in November 2008. This flagship report identified challenges and opportunities for companies operating in a climate in which workers and consumers are living longer.

• Helping resolve social issues through investments and donations

Nomura Asset Management has created funds that invest in life sciences, environmental and renewable energy firms. To commemorate the 50th anniversary of its founding the company donated some of its management fees to organizations that tackle social issues. Population aging in many developed nations should drive demand even higher for pharmaceuticals and for genomic medicine targeting diseases that are otherwise hard to treat as well as for inexpensive generics. Nomura Asset Management responded to these developments by setting up the Nomura Pictet Generics & Genome Fund, whose portfolio includes firms from around the world. It donates some management fees from this vehicle to the WHO Association of Japan, whose mission is to improve human health. Another vehicle is the Nomura RCM Green Technology Fund which invests in companies that do business in such fields as clean energy, pollution prevention and pure water resources. Some management fees similarly go to the Japan Fund for Global Environment.









3. Resolving social challenges through our business

#### Key aocially responsible investment funds from Nomura Asset Management

#### Nomura Global SRI 100 (also known as Nomura global social responsibility investment)

This fund seeks investment gains on a yen equivalent basis from movements in the FTSE4Good Global 100 Index, which covers companies around the world that satisfy social responsibility standards.

#### Morningstar SRI Index Open (also known as Tsunagari)

This fund pursues investment gains from movements in the Morningstar Socially Responsible Investment Stock Index, which targets domestically listed companies and is the first of its kind in Japan.

#### Nomura Global SRI Index Fund DC

This fund for defined contribution pension plans invests in the publicly offered Nomura Global SRI 100 Fund and its mother fund.

Notes

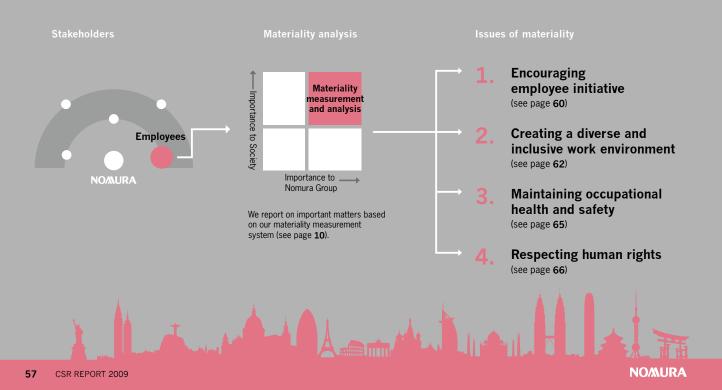
The WHO Association of Japan was established in 1965 to further the charter goals of the World Health Organization in Japan and abroad.
 The Japan Fund for Global Environment was created in 1993 with contributions from the government and private sectors. It assists non-government and non-profit organizations in Japan and overseas.

5

# Relationship with employees

Nomura Group respects employee diversity and aims to be an organization that empowers all individuals to grow together within the Nomura Group. We embrace and welcome the diverse range of people in our business and respect their individual characteristics. We focus on developing systems that help each individual reach their full potential. For this to happen we work to build a creative working environment where a wide range of employees feel comfortable and able to make full use of their abilities.

As an organization we also work to raise global awareness of human rights and we take care to maintain safe and healthy work environments.



## Nomura fiscal 2008 topics Diversity and inclusion at Nomura Group Taking practical steps to unleash employee potential and maximize value

We held a teleconference between our human resources officers and business managers from London, Hong Kong, and Japan to discuss diversity from their different perspectives.

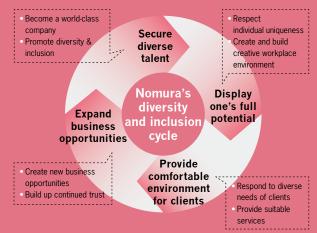


At Nomura Group we believe diversity is not just something that can be represented by numbers and words but exists in a world-class business that is truly inclusive and based on respect for all people. This goes beyond the scope of traditional approaches to diversity and looks to improve business performance by making use of the full potential of all employees. Only this attitude to diversity will create the environment needed to respond successfully to clients' needs. Nomura's diversity and inclusion exists in our daily actions designed to develop creativity and maximize value for employees, clients, shareholders and other stakeholders.

#### Diversity and inclusion today

**Ito:** In previous years diversity at Nomura focused on basic issues such as gender, nationality, and religion. Through the acquisition and integration of the Lehman Brothers employees in Asia-Pacific, Europe and the Middle East the very definition of diversity at Nomura has changed. Now we are more aware of other issues including cultural differences. Now more than ever it is important to embrace and engage in diversity and inclusion initiatives, understanding and harnessing the differences among our employees.

**Keay:** Following the acquisition and the integration of Lehman Brothers I think we are at an exciting point. We are starting with the basics of what diversity is and how we build on that foundation. On top of that the fact that the firm has invested in



and committed resources to establishing a diversity and inclusion office within the firm is a clear indication not only internally but also externally of our true commitment to this area. **Wannenmacher:** The Asia-Pacific region is a diverse environment. Last year, among 70 staff on my team we had 28 nationalities, men and women, many religious backgrounds and so on, all well represented - our team is very diverse. Moreover, our businesses in the region and our clients are also very diverse. It's an exciting starting point for the business. As the businesses expand and become even broader and more diverse that attracts a variety of people to work with us and work for us.

► Diversity and inclusion with client focus Wannenmacher: Our diverse environment is reflective of our

Notes Diversity and inclusion: Diversity and inclusion is about respecting human rights and offering equal opportunities within organizations regardless of gender, age, race, faith, or values, and harnessing peoples' talent

clients; we deal with clients from different nationalities, we deal with employees from various backgrounds and many different functions. From the business perspective, if you present yourself as a stereotype it will reflect negatively on you.

Sweeney: What is clear to me is that really successful organizations are also very successful at integrating diversity and inclusion into the way they conduct all aspects of their business. This is our focal point in Nomura too. Within EMEA we are focused on developing a very clear diversity and inclusion strategy that is right for the new Nomura and is 'future-proofed' to ensure we are responding to our clients' needs and maintaining a true business focus. Teams that are naturally diverse have many different ways of thinking and can respond to client's needs and requirements much more creatively and innovatively than a homogenous team. Every aspect of diversity helps us understand not only our client's needs but also other business opportunities.

**Yanada:** Through this dialog I came to notice that diversity exists within our team as well. Our clients demand not only a simple solution but also an integrated solution. Diversity is not limited to human rights issues. Integration of diversity into our business is a reaction to our client's needs. In this sense we can say that diversity itself is our business.

#### Diversity and inclusion with employees

Miura: There has been a structural change in the branch offices in Japan. Some of our specific area staff started working with whole area staff for the first time. Some of our employees for example have been given new opportunities and have found hidden talents within themselves during the process of change in the organization. Throughout this process of internal change we have seen the challenge of diversification, we see that employees working well together are happy, enjoy their careers and that contributes to our client-services and better business performance.

**Sweeney**: The key points for diversity and inclusion are how we really tap into all the differences of every employee within the business and develop their current level of cultural intelligence. If we develop people who know how to work with others from many different nationalities we will be able to get the best out of our people and enhance collaborative working.

Majajas: Diversity and inclusion is one of the biggest challenges we face-being aware, understanding and appreciating what diversity means. With everything that we are talking about such as our



employees, our shareholders, our stakeholders and our clients, the appreciation of diversity really does go hand in hand with being a meritocracy. Which is what we are building. When employees' differences are understood and appreciated by their colleagues, the result is better performance. The employees themselves feel more appreciated and accepted and they feel part of the business., They work hard to achieve results together with their colleagues, they innovate and they are more effective. That is the appreciation of diversity. Our aim is to be the employer and investment advisor of choice for all.

**Keay:** One of the most challenging issues is to make sure we are not applying the same initiatives everywhere. Diversity and inclusion initiatives have to be applied locally. It's got to be something that we believe in, candidates believe in, clients believe in. On a more practical level the tactical spark in diversity is in things like this discussion, it is in our discussions about the training being done in Europe and outside of Japan and Asia-Pacific. It's about creating the dialog and having leadership talk about it and getting people to start talking about it.

Once you bring the awareness, you start making changes and see the impact.

Sidebottom: It is about removing barriers for people. It is about being a bias-free organization and making sure that people are able to perform at their best and engage across all regions in the challenges they face. That is the spark of Nomura. Our people need to deliver extraordinary world-class business performance by engaging as world-class people and bringing their extraordinary unique talents together.

#### Participants in in-house dialogue

Co., Ltd

#### Japan



Koki Miura Managing Director Fukuoka Branch Nomura Securities Co., Ltd



Mariko Yanada Executive Director Managing Director HR Planning Dept **Risk Solutions Dept** Nomura Securities Nomura Securities Co. I td



Stephen Sidebottom Managing Director HR Dept Nomura International plc



Charlotte Sweeney Executive Director HR Dept / Diversity and Inclusion

Nomura International plc



Tim Wannenmacher Managing Director Global Co-Head Prime Services Nomura International (HK) Limited



Hayden Majajas Vice President HR/Asia-Pacific Diversity & Inclusion Office Nomura International (HK)



Stephanie Keay Managing Director HR/Asia-Pacific **Diversity** & Inclusion Office Nomura Securities Co., Ltd

# **1. Encouraging employee initiative**

It is important to build and enhance personnel systems so people with diverse career backgrounds and values can showcase their talents as part of our global business. To this end, we accommodate diverse working styles and utilize a re-hiring system that provides more opportunities for employees to develop their capabilities. We also provide appropriate assessments and feedback using a merit-based system. Diverse educational and training programs are provided to help all employees develop their careers.

#### ► Hiring

Hiring at Nomura Securities Co., Ltd. reflects the diversity of the financial services business. We provide candidates with a good understanding of our businesses and what to expect when working with us. We prioritize applicants' current abilities as well as potential when making hiring decisions. New graduates are hired as whole area employees, specific area employees or as financial advisors, while mid-career hires are employed as needed by individual business areas, as whole area employees, specific area employees or as specified advisors, specialist employees or as specified employees.

#### Rehiring system

Under a program effective since April 2006 the Group companies can rehire employees who are retiring due to having reached the mandatory age in the relevant jurisdiction, or the age limit of their contract. In principle employees who wish to continue working are re-hired under one-year contracts which can be renewed on an annual or as otherwise specified basis. Nomura Securities Co., Ltd annually rehires around 70% of retirees. In addition to helping our employees achieve a work-life balance following the end of their regular working lives, under this program the Group stands to benefit from the contributions these employees can make using their skills and experience. In addition to providing these employees with work and compensation packages that match their individual abilities and experience, this system allows these employees to select the manner in which they work flexibly, enabling them to achieve their desired work-life balance. A work-life support department was established in July 2006 with the aim of being able to better respond to individual retirement cases including employee duties, welfare benefits and life planning by separating functions

regarding the planning, formulation and operation of the rehiring system which was the mandate of our personnel department. We will continue to improve the system to ensure its smooth operation.

#### Training and development

In the finance and securities business employees must be allowed to realize their full potential in order to provide optimal service to clients. The Group has a system in place to support employees who take the initiative to receive education and training. Nomura Group places importance on giving all its employees greater autonomy. To meet the desire of individual employees for self- advancement we offer a range of opportunities and programs for professional growth. In fiscal 2008 we overhauled our training system to enhance coverage of compliance and ethical issues and enhance training for newly- hired employees. The Lehman Brothers acquisitions created a more diverse workforce and we plan to accelerate efforts to reflect this change in our training programs. As part of our efforts to provide effective education and training that helps employees acquire knowledge and skills, three dimensional-based systems, e-learning and correspondence courses have been added to the traditional group training programs. The aims of group-based training include getting employees to improve their ability to analyse on their own initiative as well as to develop an in-house network that provides an opportunities to learn about the activities of their fellow employees around the country through presentations by external lecturers for example. In addition support is provided to employees who undertake further study to build their skills by paying for examination fees and other expenses associated with acquiring qualifications. In fiscal 2008 Nomura Securities Co., Ltd. spent approximately ¥124,000 per employee on training

Www.nomuraholdings.com/csr/ Website > CSR > Relationship with employees

#### 1. Encouraging employee initiative

#### and education.

• Global learning and performance

A sophisticated and diverse organization needs to ensure all employees are fully equipped and engaged with the long-term challenges ahead. Global learning and performance ensures that our talents and capability is harnessed and performance managed to deliver returns for individuals, the company and our clients. We do this through a number of initiatives ranging from valid and effective performance management processes, development programs, engagement surveys and culture change programs. Core to this is the identification, management and development of our talent and the creation of a culture where talent can perform at its best on the world stage.

#### Business culture courses

For employees working at Nomura Group an understanding of both global business culture and etiquette enhances their ability to interact with colleagues and clients from different cultural backgrounds. Partnership between Nomura's learning and performance department and diversity and inclusion department launched the highly successful Japanese business etiquette and

global business etiquette courses. These two hour sessions were held in Nomura's Sydney, Hong Kong, Shanghai, Mumbai, Beijing, Singapore and Tokyo offices and touched on cultural differences as well as social and business etiquette in various regions around the world. Employees engaged through demonstrations together with problemsolving tasks. In addition 55 Japanese cultural awareness sessions have been run since October 2008 in the EMEA region, with 530 employees attending from across all business areas. Not only did these sessions give employees an understanding of global business culture and norms, they also engaged employees in the diverse cultures within which Nomura operates especially in Japan. The program was incredibly well received and described by one participant as providing an "excellent insight into the Japanese culture". As a result of these programs, employees were empowered to engage stakeholders regardless of background, deepen relationships through cultural understanding and fundamentally aid integration and the performance of our businesses (see photo a).



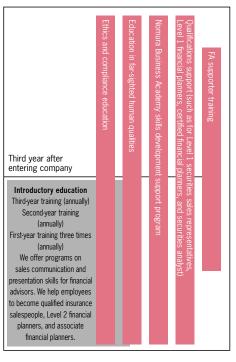
#### Nomura Securities Co., Ltd. training system

#### Whole area employees, specific area employees, and specialist employees $^{\ast 1}$

Knowledge, skills, and human education
 Rank-based, new appointment and management training
 Rank-based, new appointment and management training
 Figlish-Inguage
 Guild and compliance
 Guild and compliance
 Figlish-Inguage
 Guild and compliance
 Figlish-Inguage
 Guild and through Nomura
 Susness Academy
 Susness Academy
 Susness Academy
 Secondyear training (once annually)
 First-year training (wice annually)

#### Financial advisor training system

V Knowledge, skills, and human education



# 2. Creating a diverse and inclusive work environment

Nomura Group is creating an organization that embraces diverse personalities and working styles and is thus streamlining communications between management and employees and across business units.

We are setting up childcare and nursing care support systems to re-inforce our commitment to diversity.

#### Diversity and inclusion initiatives

We promote group-wide networking between a diverse range of employees. Such partnerships among diverse groups are important to meet the many and varied needs of a global client base. Based on this understanding we have launched diversity and inclusion initiatives at business units around the world since the Lehman Brothers acquisitions. We set up diversity & inclusion offices for Europe, the Middle East and Africa(EMEA) and for the Asia-Pacific. These offices foster a corporate culture of respect between colleagues and aim to broaden business opportunities.

# Initiatives in Japan aimed at diversity and inclusion

We launched the happy career and life project in August 2006 with the aim of helping all employees maximize their potential. Employees from different business areas met to discuss ways to better harness the talents of female employees and build networks. They shared information through the company intranets and took steps to increase internal awareness of the issues people face. We plan to target all employees to encompass full diversity. We will work with employee networks in Europe and Asia-Pacific so our diverse personnel can truly join in providing client-focused services (see photo a).

• Progress on diversity and inclusion - Asia-Pacific partnership across the company

Diversity and inclusion announced the launch of a new training initiative in Asia-Pacific outside Japan. The program focused on how to improve crossdivisional/cross-regional collaboration as well as raise awareness about differences in culture and work style.

This program was developed in response to Nomura'sleadership team's efforts to maximize team and operational effectiveness. It specifically recognizes the inherent challenges and opportunities involved in bringing a diverse group of people and businesses together.

The program was rolled out in both Singapore and Hong Kong and was attended by more than 1,500 employees. As a result of the program employees were equipped to develop a better understanding of organizational dynamics and the unique benefits an inclusive and borderless working environment can bring to all of our people and ultimately contribute to our continued business success. Employees have also learned how this approach will ultimately contribute to our continued business success. The program demonstrates the firm's aspirations to be the employer, and investment advisor of choice for all (see photo b).

• Progress on diversity and inclusion- EMEA The launch of Women In Nomura (W.I.N)

Nomura recognizes that diversity and inclusion are essential for the continuous improvement and success of our business. A workforce that feels motivated, valued and is representative of our customer base and the communities in which we work, strengthens our brand, reinforces our employment proposition, and improves bottom line performance.

To set this thinking in motion, Nomura launched our first women's network in the UK on 4 March 2009. This auspicious date also marked the 100th trading day as one company and coincided







Website > CSR > Relationship with employees

2. Creating a diverse and inclusive work environment

with International Women's Day on 8 March. The launch of the network received support from the very top of the organization with Sadeq Sayeed, CEO, EMEA, hosting the event. Sadeq talked about the importance of being a firm that is free from bias and being a true meritocracy by hiring the best talent regardless of their sex, ethnicity, religion or any other unrelated factors.

A representative female employee also spoke at the launch. She highlighted the progressive culture of Nomura and shared her tips on balancing work and home life.

The launch was a positive step with over 150 people attending from across the company (see photo c on previous page).

#### Nomura Group companies achieve next generation law targets

The Japanese government enacted the Law for Measures to Support the Development of the Next Generation in 2005. This legislation requires businesses with more than 300 employees to present action plans for creating parenting-friendly work environments. Since April 2007, companies achieving their targets have been able to apply to heads of municipal labour bureaux to certify these achievements. Nomura Securities Co., Ltd. received certification again in fiscal 2008 because we formulated a plan that would enable male employees to take childcare leave and shorten working hours for employees needing to care for their children (see photo a).

#### ▶ Valuing communication

Communication invigorates the Nomura Group. Our efforts to promote communication range from town hall meetings at domestic and overseas offices to disseminating messages from management and informing employees of important decisions through the intranet and company newsletters.

In addition to messages from top management, it is important that there be good communication

within and across work areas. The communication process must be constant, involving employees and managers alike to properly set goals and evaluate achievements. This also helps us post the right people to the right positions and cultivate their talents fully.

#### • China table

Nomura Asset Management (NAM) launched lunchtime China table meetings for employees who are Chinese nationals, have done business with China or have been posted there, or are otherwise interested in China. The goals were to put diversity into action through vigorous inhouse debate in Chinese and Japanese about contemporary issues as well as Chinese culture and practices, thereby deepening understanding about China and boosting NAM's expertise. The scope of China table gatherings has expanded to include more than 50 people from Group companies including from Nomura Securities Co., Ltd. and Nomura Trust and Banking Co., Ltd (see photo b).

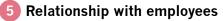
• Nomura Asset Management family day Nomura Asset Management Co., Ltd. held its third annual family day in August 2008. More than 100 participants from 42 families took a workplace tour and enjoyed a summer festival in the company auditorium. First-timers noted that they now better understood what the company and its employees do. This event will continue in the years ahead as part of efforts to create a better working environment.

#### Holidays and employee unions

Nomura Securities Co., Ltd. (NSC) provides up to 20 days of annual paid leave. Average time off in fiscal 2008 was 9.5 days. From April 2007 the company made its system more flexible and attractive by allowing employees to take leave in half-day units. Two employee unions cover 71.7% of NSC employees under collective bargaining agreements.







2. Creating a diverse and inclusive work environment

Nomura Securities Co., Ltd. childcare and family nursing care support framework (as of March 31, 2009)

#### **Childcare support**

#### 1. Pre- and post-natal leave

Female employees can take leave of six weeks before delivery, 14 weeks for multiple births, and eight weeks after delivery. There were 165 such leavetakers in fiscal 2008. An employee whose spouse or partner gives birth can take five days of leave in addition to annual paid vacation.

#### 2. Childcare leave

A parent can take up to two years of leave up to a child's second birthday. Leave can be in two installments (once for a child younger than one and once for a child older than one and younger than two). We reinstate employees to their original or equivalent positions. There were 238 such leave-takers in fiscal 2008.

#### 3. Leave to care for sick or injured children

Employees get up to five days a year of paid leave to care for sick or injured children who have yet to enter elementary school. There were 322 such leave-takers in fiscal 2008.

#### 4. Childcare time

Employees can work up to two hours less per day to care for children up to the third year of elementary school; 61 employees utilized this program in fiscal 2008.

#### 5. Assistance with daycare expenses

We pay half the cost (up to ¥20,000 per child per month) of day-care services for employees' preschoolers. There were 265 employees who received such assistance in fiscal 2008.

#### Family nursing care support

#### 1. Family nursing care leave

An employee can take up to 730 days of leave to nurse a parent, spouse or child. We reinstate employees to their original or equivalent positions. There were eight such leave-takers in fiscal 2008.

#### 2. Family nursing care plan that reduces working hours

Employees can work up to one hour less daily for up to 730 days instead of taking family nursing care leave. Two employees utilized this program in fiscal 2008.

#### Work-life balance

#### Childcare and family nursing care handbook (2007)

An easy reference handbook with information on available childcare and family nursing care support systems was prepared and distributed to employees.

#### ♦ Women's work forum (March 2008)

This event at the Takanawa training center enabled female employees to network and exchange information about balancing their work and home lives. We set up a temporary childcare service at the venue.

# 3. Maintaining occupational health and safety

We have thorough policies in place to ensure that employees are able to work in a safe and healthy environment. We place great importance on employee health with a particular focus on mental health, including treatment, preventive counselling and efforts to raise employee awareness of mental health issues.

#### Creating a safe working environment

We strive to prevent occupational illnesses and injuries while ensuring comfortable and safe workplaces. Key considerations include desk space, lighting, and office temperature controls. Overseas offices comply with local requirements in keeping their work environments safe. We have also undertaken various physical and mental health care initiatives to protect employees.

#### Mental health care

Nomura places particular emphasis on mental health care as part of providing a healthy working environment for all employees. We started offering consultations with psychiatrists at our health care centers in 1990, and began offering the services of a full-time counsellor in 2001. Nomura health dial 24, a round-the-clock telephone counselling service linking employees and their families to physicians and counsellors, was launched in 1995. since and since 2006 employees have had access to face-to-face counselling on a nationwide basis. A dedicated mental health care hotline was established in 2001 to provide additional mental health care with careful consideration of privacy issues. We are raising employee awareness of mental health issues by introducing mental health self-check tools and distributing education pamphlets and providing thorough staff training.

#### Health management

We have taken a number of steps beyond the role played by our internal health care centers to facilitate our employees' health management, including establishing a group that specializes in promoting health care issues. We have set guidelines on regular and comprehensive medical examinations, including making comprehensive examinations compulsory for employees over 30 years of age and subsidizing check-ups. In addition we have for some time required employees working long hours to undergo mandatory health examinations. Following amendments to the Occupational Health and Safety Law in April 2006, we increased the frequency of these examinations and broadened the range of employees covered.

# **4. Respecting human rights**

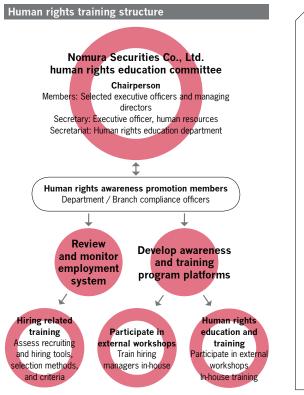
Nomura Group recognizes that respecting the human rights of employees working in our offices around the world is our most basic responsibility. We have put in place a system centred on the human rights education committee aimed at preventing various forms of discrimination and harassment. In addition we strive to raise awareness of human rights on a global basis by holding human rights awareness training for executive officers and employees on a regular basis.

#### Human rights training

Our human rights awareness training aims to ensure that all Nomura executives and employees are personally aware of the Group's social responsibilities. This requires a commitment to upholding the fundamental principle of "neither discriminating, nor permitting or tolerating discrimination." The training seeks to deepen employee understanding of human rights issues and the awareness that human rights is something that concerns us all.

#### In-house human rights training

Our opposition to discrimination drove us to establish the Nomura Group human rights education committee and provide human rights training programs for all executive officers at least once annually. The committee oversees employee human rights classes that address discrimination against Japan's Dowa communities, foreign residents, the handicapped, as well as the issues of sexual and power harassment. In fiscal 2008, Nomura Securities Co., Ltd. held 29 human rights classes for more than 14,000 participants.



### Main in-house training programs

	81 8
Human rights training for the Nomura Group executive officers	1. Primarily lectures on human rights issues conducted by instructors from outside the company
Introductory training for new employees & introductory orientation for mid-career hires	<ol> <li>Explanation of why the Group cares about human rights</li> <li>Nomura Group's platform for promoting human rights awareness and human rights issues that surround us</li> <li>Proper understanding of HIV infection and the Group's basic policy</li> </ol>
Training for newly- appointed managers	<ol> <li>The human rights situation in the world and the Nomura Group's human rights initiatives</li> <li>Human rights issues within the company</li> <li>Matters of which all managers must be aware and the role that they should take</li> </ol>
Training at the head office and branch offices	1. Issues between male and female employees within the company
Human rights education committee training	<ol> <li>Award for human rights slogan</li> <li>Human rights-related lectures</li> <li>Human rights movements in the world and human rights issues within the company</li> <li>Explanation of overview of human rights training sessions held at branches</li> </ol>
Information sharing between Nomura Group and related companies	<ol> <li>The current situation regarding human rights</li> <li>Initiatives by Nomura Securities Co., Ltd.</li> <li>Information sharing among companies</li> </ol>

4. Respecting human rights

#### Human rights seminar at Otemachi head office

Around 3,300 employees of the Otemachi head office attended a training session regarding the importance of empathizing with others held from May 25 through 29 2009. After watching a video the attendees split into groups to discuss workplace problems and presented their conclusions. They were given time to talk about dealing with the increased number of non-native Japanese speakers in Nomura Group since the acquisition of parts of Lehman Brothers' operations. A non-Japanese facilitator participated in a Japanese-language training session. The training was an excellent opportunity for employees to view interactions with colleagues holding different views from a perspective of human rights (see photo a and b).

# •Famous author speaks at 10th senior executive human rights seminar

We hold human rights seminars for all executive officers at least once a year. Nomura held the 10th such gathering at the Nihonbashi head office in October 2008. Famous author Hiroyuki Itsuki spoke to the 102 attendees about issues that the Japanese people have neglected. He said that the past decade was a terrible period for Japan because there have been more than 30,000 suicides a year, and he touched on his experiences while discussing how people should live their lives.

#### Preventing sexual and power harassment

We established our "Sexual Harassment Prevention Guide" in 1999, and created business card size "Prevention Cards" in 2003. Three sexual harassment consultation contacts were set up both within and outside the company and employees are able to lodge complaints in person, in writing, by telephone, via e-mail or through a third party. We are working similarly to prevent power harassment. An external contact point for power harassment complaints was established outside the company in June 2005 and awareness training programs are held to raise employee awareness of this issue.

#### Participating in external workshops

Our human rights education committee and related departmental and branch office units broaden our perspectives on human rights by participating in seminars and workshops offered by government organizations, human rights bodies, and non-profit organizations.

#### HIV policy

We established our HIV Infection policy in 1994, revising it in April 2006 to become the basic policy concerning HIV+ persons. This initiative pledges Nomura Group's commitment to helping eliminate prejudice against HIV sufferers and to protecting their rights.





#### Basic policy concerning HIV+ individuals in Japan

- **1.** Nomura Group shall neither dismiss employees on the grounds of HIV infection nor subject them to any other form of discrimination.
- 2. Nomura Group shall rigorously safeguard the personal data of HIV+ employees.
- 3. Nomura Group shall not test for HIV in regular employee health checks.
- **4.** Nomura Group shall strive to ensure that executive officers and employees have a correct understanding of HIV to prevent infection and eliminate prejudice towards HIV+ persons.
- 5. Nomura Group will create workplaces where HIV+ employees can comfortably work.

4. Respecting human rights

### Employee data (as of March 31, 2009)

Number of Nomura Securities Co., Ltd. employees					
	Total	Male	Female		
Number of employees	13,377	7,176	6,201		
Average ages	38 years, 8 months	39 years, 7 months	37 years, 7 months		
Average years of continuous service	12 years, 1 month	13 years, 8 months	10 years, 3 months		

Age brackets of Nomura Securities Co., Ltd. employees					
	Total	Male	Female		
То 29	3,602	1,688	1,914		
30–39	3,608	1,736	1,872		
40–49	3,581	2,295	1,286		
50–59	2,166	1,303	863		
Over 60	420	154	266		

#### Number of female managers at Nomura Securities Co., Ltd. and percentage of total

	Female	Male	Percentage
At July 1, 2009	160	3,978	3.87%
At March 31, 2009	141	3,677	3.69%
At March 31, 2008	71	3,285	2.12%
At March 31, 2007	52	3,203	1.60%
At March 31, 2006	34	3,093	1.08%

### Numbers of seniors and persons with disabilities at Nomura Securities Co., Ltd.

	Guidelines Yes No	Initiatives Yes No	Number
Seniors (see note 1)	Yes	Yes	451
Persons with disabilities (see note 2)	Yes	Yes	284

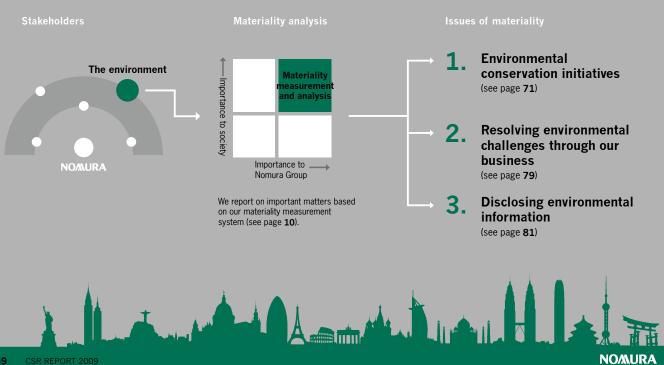
note 1. All people aged over 60 are on short-term contracts. They are not included in the number of employees. note 2. The percentage of employees with disabilities was 1.86% at June 1, 2009.

Nomura Group education and training expenses						
	Nomura Securities Co., Ltd.	s Other domestic subsidiaries	The Americas	Europe & the Middle East	Asia- Pacific	Total
Educational and training expenses (millions of yen)	1,826	164	125	446	85	2,646

\*All employee information is subject to local laws, definitions and customs. These vary greatly from jurisdiction to jurisdiction. Under the laws of each jurisdiction, this data would be different. Consequently, this information is for general purposes only.

# **Our commitment** to the environment

Nomura Group aims to lower its overall environmental impact and address environmental issues through our financial services. We established a group environmental management system to drive comprehensive efforts in Japan, while our overseas offices are looking at ways to reduce their environmental footprints. We invest in clean technology fields, funding companies that strive to resolve environmental problems. We have enhanced disclosure to present group environmental targets and achievements.



# Nomura fiscal 2008 topics Embracing green power and eliminating paper

Our Focus as a financial group to reduce environmental impact

### Embracing green power

Electricity accounts for most of our carbon dioxide emissions. We have consistently replaced equipment with energy-saving models over the years. In fiscal 2006 we began purchasing **5.9 million** kWh in green power certificates annually. These purchases reduce our CO2 emissions by around **2,300 metric tons** every year or by as much as **164,000 cedar trees** would absorb. Green power thus accounts for half the electricity that our Nihonbashi head office consumes and all of what the Takanawa training center uses. In fiscal 2008 we bought **57,000 kWh** of green power through five domestic and overseas events that we ran with biomass-generated electricity.



When it convened its annual general meeting in May 2009 the Green Energy Partnership gave Nomura Holdings an award for contributing so much to the green energy cause.

#### Green Power certificate purchases from Nomura Group events

When	Event	Location	Green power contracted (kWh)
April 2008	28th Chuo Bank Seminar	Tokyo	3,000
July 2008	Nomura Asia Equity Forum 2008	Singapore	25,000
September 2008	Tokai Tri-Prefecture Nomura Asset Management Fair	Nagoya	7,000
December 2008	Nomura Asset Management Fair	Tokyo	7,000
February 2009	Kansai Nomura Asset Management Fair	Osaka	15,000

#### **Eliminating paper**

#### Cutting paper use by distributing digital prospectuses and reports

▶ By the end of May 2009 clients **490,000 customer accounts** or around 10% of the total accepted these documents digitally.

► We cut the paper used for account activity statements by **25%** saving **12 million pages** which would be **four times higher than Tokyo Tower** if stacked up.

#### **Digitizing internal forms**

▶ By the end of May 2009 we had digitized around **150** types of form through our application and approval system which is reducing annual paper consumption by around

#### 160,000 sheets.

▶ In fiscal 2008, Nomura Securities Co., Ltd's. data center stopped producing around **450** of its 2,800 forms, decreasing paper consumption by around **2,74** million sheets annually.

#### Office paper consumption down

▶ In fiscal 2008 Nomura Securities Co., Ltd. consumed 867 metric tons of A4 copier paper or **16%** less than the 1,027 metric tons posted in fiscal 2006.



# **1. Environmental conservation initiatives**

For domestic group companies we implemented an environmental management system and created a structure for comprehensive environmental PDCA (Plan-Do-Check-Act) cycles. Key priorities in efforts to lower our overall environmental impact are to use less energy and paper.

All business sites in Japan and abroad are putting considerable effort into environmental conservation activities.

### **Environmental statement and environmental policy**

All our employees undertake initiatives in line with this statement and policy. We based the statement on an environmental issues commitment in our Code of Ethics. (see P.85)

#### **Environmental statement**

Nomura Group believes a healthy environment is the foundation of stable economic and social conditions for future generations.

We are committed to acting in an environmentally responsible manner and should therefore approach environmental issues positively.

#### **Environmental policy**

- We encourage investment and constructive engagement in environmentally friendly goods and services.
- We will assess environmental risks and continually strive to minimize pollution and improve the environment.
- We will comply with relevant environmental laws and regulations and engage with external stakeholders on environmental issues.
- We are committed to reducing waste and conserving energy and natural resources to minimize the impact of our footprint on the environment.
- We will communicate this policy to all employees to raise awareness of environmental issues and encourage environmentally friendly initiatives.
- We make this policy available for public review.



1. Environmental conservation initiatives

## Environmental management in Japan

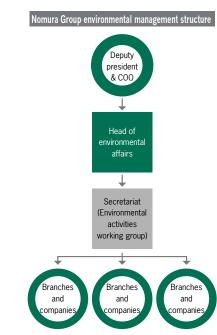
## Environmental management implementation

We formed the environmental activities working group to oversee our efforts under our environmental management system. This body is a secretariat and largely comprises representatives from the corporate citizenship department, the General Services Department of Nomura Securities Co., Ltd., and Nomura Facilities, Inc.

Fiscal 2009 environmental objectives

### Environmental targets

We surveyed all Nomura Group companies and departments about their environmental efforts with respect to core operations and their offices. After evaluating the results, we established objectives and targets for particularly important aspects to lower our overall environmental impact.



No.	Aspects	Objectives	Targets	Initiatives				
Man	Management systems							
1	Build domestic environmental management system*1	Complete domestic environmental management system	Complete domestic environmental management system	1 Conduct in-house training 2 Check environmental efforts 3 Review management				
Gree	enhouse gas emissions							
2	Use of electricity, gas, water, gasoline, and heavy crude oil	Cut overall energy consumption	Assess energy consumption and consider reduction targets	<ol> <li>Launch power consumption data system</li> <li>Launch water and gas consumption data system</li> <li>Assess overall data and identify issue factors</li> </ol>				
3	Nihonbashi Head Office power usage	Cut power consumption	Lower power consumption to 8.4% below fiscal 2002 level	<ol> <li>Turn off unnecessary lights (with patrols to ensure compliance)</li> <li>Maintain proper air-conditioning temperatures</li> <li>Upgrade to high-efficiency lighting</li> </ol>				
4	Branch office power usage	Install high-efficiency lighting	Switch to high-efficiency lighting at 19 branch offices	1 Decide installation details 2 Install 3 Confirm efficiency				
5	Company vehicle emissions	Switch to fuel-efficient, low-pollution vehicles	Fuel-efficient, low-pollution vehicles to account for 67% of fleet	List vehicles to be replaced     Choose replacement vehicles     Replace after approval				
Gree	en purchasing							
6	Office supplies usage	Promote green purchasing	Green products to account for 75% of supplies request system items	<ol> <li>Post product pamphlets on supplies request system</li> <li>Call for the purchase of green supplies at time of order</li> <li>Purchase green supplies</li> </ol>				
Pap	er usage							
7	Copy paper usage	Cut copy paper consumption	Annually reduce consumption of paper bought through supplies request system	<ol> <li>Display posters promoting lower copy paper consumption</li> <li>Encourage all branches and departments to reduce reliance on copy paper by using email and intranet</li> <li>Cut copy paper consumption</li> </ol>				
8	Electronic distribution of prospectuses	Reduce number of accounts receiving hard copies of prospectuses	Increase number of accounts that accept prospectuses in electronic form	<ul><li>1 Expand scope of products with electronic documentation</li><li>2 Inform clients of electronic document delivery option</li></ul>				
9	Switch to paperless internal forms	Employ applications and approvals system to reduce use of paper forms	Reduce use of paper forms	<ol> <li>Identify forms that can be made paperless</li> <li>Add relevant forms to applications and approvals system</li> <li>Internally publicize and promote use of electronic forms</li> </ol>				
10	Eliminated or digitized internal confirmation forms	Reduced less paper for internal confirmation forms	Stopped printing 224 forms, saving around 700,000 sheets annually	<ul><li><b>1</b> Assessing the impact of digitizing or reducing the number of forms</li><li><b>2</b> Eliminating or digitizing relevant business forms</li></ul>				

\*1 EMS=Environmental management system



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#### 1. Environmental conservation initiatives

Fis	cal 2008 environmental o	bjectives			
No.	Aspects	Objectives	Targets	Initiatives	Assessment
Man	agement systems				
1	Build domestic environmental management system	Build domestic environmental management system	Build domestic environmental management system	<ol> <li>Start secretariat (choose members)</li> <li>Hold regular secretariat meetings</li> <li>Internally approve environmental policy and manual</li> </ol>	0
Gre	enhouse gas emissions				
2	Use of electricity, gas, water, gasoline, and heavy crude oil	Cut overall energy consumption	Build platform to assess overall energy consumption	<ol> <li>Choose system to assess energy consumption</li> <li>Assess data within system</li> <li>Partial launch of system</li> </ol>	0
3	Nihonbashi head office power usage	Cut power consumption	Lower power consumption to 7.2% below fiscal 2002 level	<ol> <li>Manage air-conditioning, for example by setting operational times an temperatures and adjusting temperature of cafeteria when not in use</li> <li>Hold lights-off campaign</li> <li>Install high-efficiency lighting</li> </ol>	
4	Branch office power usage	Install high-efficiency lighting	Formulate plans to install high-efficiency lighting	<ol> <li>Choose branch offices for installations</li> <li>Formulate high-efficiency lighting plans at each office (choose lighting fixtures and types of human sensors)</li> <li>Internal approval of p</li> </ol>	- •
5	Company vehicle emissions	Switch to fuel-efficient, low-pollution vehicles	Fuel-efficient, low-pollution vehicles to account for 65% of fleet	<ol> <li>List vehicles to be replaced</li> <li>Choose replacement vehicles</li> <li>Replace after approval</li> </ol>	O 65% of fleet was replaced
Gre	en purchasing				
6	Office supplies usage	Promote green purchasing	Green products to account for 70% of supplies on request system	2 Call for the purchase of green supplies at time of order of supplies at time of order	n products ted for 75% plies request em items
Рар	er usage				
7	Copy paper usage	Reduce copy paper consumption	Annually reduce consumption of paper bought through supplies requisition system by 8%	<ol> <li>Display posters promoting lower copy paper consumption</li> <li>Encourage all branches and departments to reduce reliance on copy paper by using email and intranet</li> <li>Cut copy paper consumption</li> </ol>	per Reduced consumption by 9%

## **Environmental management overseas**

We run our environmental management system based on PDCA cycles. Some offices overseas have secured ISO 14001 certification.

# Nomura international PLC secures ISO 14001 certification

Nomura International has obtained ISO14001 certification from the British Standards Institution for the environmental management system in place at its Nomura House, London HQ. This marks the first time that a US or european subsidiary of a Japanese financial institution has received this certification. Obtaining ISO14001 certification will impress upon Nomura employees and clients that we are taking initiatives to address environmental issues.

To keep ISO14001 certification it is critical that employees are committed to making environmentrelated improvements on a continual basis. In an effort to reduce our environmental footprint the real estate and services team has been working hard to lower electricity consumption and recycle paper resources, aluminum cans and glass bottles.

Also preparations are being made to ascertain the amount of energy consumption at other Nomura offices in Europe.



Term explanation ISO14001: International standard for environmental management. The aim is to encourage corporate initiatives to address environmental issues.

1. Environmental conservation initiatives

## Tackling energy issues

### Reducing power consumption

Our efforts to reduce power include an on-going program of replacing air-conditioning, lighting and other equipment with low environmental impact models and using them more efficiently. We are lowering emissions from our heating systems by replacing oil-fuelled models with gaspowered units. We have shortened the operating hours of air-conditioning equipment and have tightened temperature setting controls. As well as conserving power through our highefficiency lighting program, we have improved facilities to ensure lights are off in unused areas and lighting usage in common areas is reduced. Employee cooperation is contributing considerably to savings.

Energy efficiency is a key consideration in replacing office equipment, and we use the sleep features on computer displays and buy audiovisual monitors that consume less power.

#### Purchasing green power certificates

As part of efforts to reduce our environmental footprint, in fiscal 2006 we began purchasing 5.9 million kWh in green power certificates annually (see photo a). Green power new accounts for half the electricity that our Nihonbashi head office consumes and all of what the Takanawa training center uses (see page 70 for details).

## Achievements under Tokyo metropolitan government global warming initiative

The Tokyo metropolitan environmental security initiative requires businesses that are heavy CO2 emitters to submit anti-global warming action plans. In December 2005 Nomura Securities Co., Ltd. submitted its plan for the main building, annex and former main building of the Nihonbashi head office. For fiscal 2005 through 2009 we aim to cut our CO2 emissions by 6.5% from our average for fiscal 2002 through 2004. We reduced emissions 21% in fiscal 2008.

#### Reducing fuel consumption

Around 65% of company vehicles that we lease in Japan are what the Ministry of land, infrastructure and transport defines as low-emission models. This compares with 63% in fiscal 2007. Our fleet also includes 44 hybrid vehicles, an increase from 27 in fiscal 2007. We will deploy more such vehicles as existing leases expire. We use videoconferencing and other advanced tools to reduce our environmental impact by cutting vehicle use and employee travel. All our offices had installed videoconferencing systems by March 2006.

#### Green purchasing

We strive to minimize the environmental impact of the goods and services we purchase. The green purchasing guidelines of Nomura Securities Co., Ltd. and Nomura Holdings cover personal computers, displays, servers, and printers, and other information technology equipment. Such products must prove necessary and comply with strict energy-saving, toxic substance, and 3R (reduce, reuse, and recycle) requirements.



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1. Environmental conservation initiatives

## Going paperless

## Cutting paper use by distributing digital prospectuses and reports to 490.000 customer accounts

Nomura Securities Co., Ltd. takes advantage of the widespread access to online services to increasingly distribute electronic prospectuses and reports to clients and thereby conserve paper and reduce waste.

We began emailing prospectus files to clients in April 2008. This saves a lot of paper as prospectuses are mandatory for all products and contain many pages of details. Our electronic approach is popular among clients as they can print what they want and easily find the information they need. In August 2008 weenabled investment trust and other clients to request promotional brochures by email instead of by post. By the end of May 2009 clients for 490,000 accounts,or around 10% of the total received such documents electronically.

We switched to emailing account activity statements and designed printed matter more efficiently to cut paper usage 25%. This represented an annual saving of approximately 12 million pages which would be four times higher than the Tokyo Tower if stacked up (see photo a).

## Digitizing internal forms

 Request and approval system cuts annual paper consumption by roughly 160,000 sheets

We are digitizing forms and reports internally through our application and approval system, which we launched in July 2008. At the end of May 2009, we had completely digitized around 150 types of forms, which should reduce annual paper consumption by around 160,000 sheets.

# • Eliminating paper forms saves 2.74 million sheets annually

Nomura Securities Co., Ltd. constantly reviews the daily flow of forms from its data center. In fiscal 2008, the center stopped producing around 450 of its 2,800 forms, reducing annual paper consumption by around 2.74 million sheets.

## Office paper consumption down 160 metric tons from peak

We are assessing our copy paper usage to reduce consumption. In fiscal 2008, Nomura Securities Co., Ltd. used 867 metric tons of A4 copy paper, or 16% less than the 1,027 metric tons used in fiscal 2006.

This was the result of a poster, e-mail, and intranet-based campaign launched in fiscal 2007 to reduce office paper consumption (see photo a).



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1. Environmental conservation initiatives

## Key environmental initiatives

## The eco-cap campaign

This initiative entails collecting plastic bottle caps and selling them to recycling companies. The Japan Committee Vaccines for the World' s Children, a nonprofit organization, uses the proceeds to buy one vaccine for each 800 caps sending the medicine to children in developing countries. Nomura Business Services was the first group company to participate in this campaign; all now contribute. Recycling companies use the caps to make veneer, building materials, stationery and other products, thereby avoiding incineration that would emit CO2. At the end of fiscal 2008, we had provided caps equivalent to 1,719 vaccines (see photo a).

### ► Kids' ISO program

ArTech a Japanese non-profit organization, created this global program to educate children about environmental management systems that underpin the ISO 14001 standard. The children collaborate with other participants around the world. This initiative is part of the framework of the United Nations decade of education for sustainable development. Nomura Group employees and their families have participated in the program during the summer holidays since 2007. In fiscal 2008 16 people spent seven days exploring ways to conserve electricity, gas, water, and other resources, thereby reducing CO2 emissions by 189 kilograms (see photo b).

## Summer holidays environmental event

The corporate citizenship department held this event in August 2008 for 14 employees' children and their friends. The participants started by learning about global environmental and poverty issues, using a world map. They then learned about the importance of plants and life, as part of which they made clay balls containing seeds under instruction from Ryuji Enokida, head of the Yokohama art project. This nonprofit organization Promotes this sowing technique to combat desertification in Africa and other places. After mixing clay and seeds into a small ball, the ball is dried and then left on the ground to germinate. The children took these balls home to grow their own plants as a vital reminder of what they learned (see photo c).

## Participating worldwide in earth hour 2009

Around 30 Nomura Group offices in Asia-Pacific, Europe, and the Middle East participated in earth hour on March 28 2009. More than 800 employees turned off their home lights for one hour from 8:30 p.m. local time. This annual initiative of the World Wildlife Fund raised awareness about conserving energy in around 3,400 participating cities. Nomura Group is committed to using natural resources carefully, conserving energy and helping build a sustainable society. Participating in campaigns like earth hour is valuable for enhancing employee awareness of the issues (see photo d),









b

1. Environmental conservation initiatives

- Environmental preservation initiatives in London
- Nomura International receives the highest level of the "Clean City Awards" for 3 consecutive years based on proactive efforts to preserve the environment

Nomura International (NIP), Nomura Group's UK subsidiary received the platinum clean city award for the third consecutive year. This system was established in 1994 by the City of London and presents awards each year to companies that have been successful in reducing their waste - an issue that both makes the city unsightly and can be a hazard. Following the principle of "Reduce, Reuse and Recycle", upwards of 1,700 companies of differing sizes and from different industries, participate in the initiative including small shops, financial institutions and multinational corporations. Depending on the level of achievement participants receive either a platinum, gold or merit award. Only the top 20 companies receive the platinum award which is the highest level, while 180 companies receive the gold award and the remaining participants receive a merit award. After receiving the gold award for 4 consecutive years from fiscal 2002, NIP has received the platinum award for 3 consecutive years since fiscal 2006.

NIP obtained ISO14001 certification in 2007 and has continued to proactively carry out an environmental program. In addition to recycling paper and refuse or waste and reusing IT equipment, NIP is working to keep down overall building energy consumption using "The Night Watchman", a program that automatically shuts off computers at night and lighting that is equipped with sensors to automatically turn lights on and off by detecting people. The fact that NIP has received the clean city award in recent years shows that people outside the company recognize how NIP's initiatives have led to positive results.

## • Committed recycling activities

NIP is totally committed to recycling. With the " bin the bin" campaign we got rid of trash cans at each desk. Doing so not only promotes recycling by getting employees to take their waste to the recycling bins, but it also creates a better office environment with no waste bins in the aisle. On top of recycling paper, plastic bottles, printer cartridges and computers, we also collect mobile phones and eyeglasses and after they are repaired by a charity organization, we donate them to developing countries where they are reused. We also collect used shoes which are cleaned and repaired and donated via a charity organization to people without homes - literally

• Teaching environmental classes at local elementary schools

helping them to get back on their feet.

On January 29 2009 a NIP employee responsible for our environmental program taught a class on the environment at Londons Alexander McLeod primary school. The 150 students aged 10-11 participated in the class entitled "It's Not Easy Being Green", and learned about the situation for the earth's environment and what they can do to help the earth, making reference to the NIP environmental program. By providing local children with an opportunity to learn about the environment, NIP hopes to raise the overall level of environmental awareness in the local community.









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1. Environmental conservation initiatives

## Environmental features of Midosuji Nomura building in Osaka

The Osaka branch of Nomura Securities Co., Ltd. relocated to this building after its completion in February 2009. The facility received an A ranking from CASBEE Osaka (the acronym stands for comprehensive assessment system for building environmental efficiency). The building has 16 floor, of which two are underground and a floor space of 20,935 square meters. All aspects of the architectural design improved the internal and external environments. The building was the first in Japan to employ a dry mist sprayer, installed inside a 7.5-meter-high piloti ceiling beside the road, which helps reduce the heat island effect. The 13th floor 89 meters above the ground features a rooftop garden. The building is also aesthetically pleasing without compromising the environment, and features energy-saving LED lights to enhance city nightviews (see photo d on previous page).

## Nagoya branch wins eco business office certification

In November 2008, the Nagoya branch of Nomura Securities Co., Ltd. became the first brokerage unit in Nagoya to win recognition from the city government as an eco business office. The certification is for proactive environmental efforts in business activities and is valid for three years. The branch conserved energy by shortening the time air-conditioning was used and keeping lighting at the minimum levels permitted under the Labor Safety and Sanitation Law. As generally reduce part of this initiative 40% of the fluorescent lights in the employee cafeteria were removed. Other initiatives were to use fuel-efficient, low-pollution vehicles, step up waste collection and recycling, educate staff about environmental protection, conduct regular environmental awareness activities and otherwise lower the branchs environmental footprint (see photo a).

## Tokushima and Okayama branches install LED lighting

These Nomura Securities Co., Ltd. branches replaced some internal lights with LED fixtures. The Tokushima branch switched to using LED lighting in its show window as part of its participation in Tokushima prefecture's LED valley initiative. The Okayama branch deployed LED lights on its automated teller machines. LED lights help cut energy consumption because they are very efficient and durable.



# 2. Resolving environmental challenges through our business

Companies face increasing demands to address environmental problems. We consider it crucial to address these issues through our core financial business, as part of which we fund clean technology ventures around the world focusing on clean energy and clean technologies.

Investment in Indian solar company

In 2008 Nomura International (Hong Kong) agreed with Moser Baer, a leading Indian electronic devices company, to invest in subsidiary Moser Baer Solar, a photovoltaic equipment manufacturer.

Since its establishment in 2005 Moser Baer Solar has drawn on its parent's advanced expertise in producing optical disks to expand on its strengths in monocrystalline and polycrystalline silicon, thin films, concentrators and other photovoltaic cell technologies. The company plans to employ these funds to expand capacity in crystalline silicon and thin-film solar verticals for which demand has risen in recent years.

This was Nomura International (Hong Kong)'s second investment in an Indian enterprise and its first in clean technology, demonstrating a commitment to supporting the global spread of photovoltaic technology and the expansion of environmental businesses (see photo a).

## Contributing to the environment through world class clean technology venture funding

In fiscal 2007 Nomura International PLC's new energy and clean technology venture team completed investments of US\$32.3 million (approx. ¥3 billion) in four companies with strengths in either energy-related or power gridrelated technologies. Here we reproduce case studies for two of the four companies.

## • Case 1: Deep Flex

Deep Flex based in Houston in the US, designs and manufactures flexible pipe and is the only manufacturer of un-bonded, non-metallic flexible pipe. Deep Flex's technology was selected for the manufacturing and replacement of 490 meters of flexible, four-inch-diameter pipe used as an oil export riser for PetroSA (the Petroleum, Oil and Gas Corporation of South Africa).

There are many oil and gas transmission subsea pipelines all over the world and some of them are in a "failure stage" due to abrasion of the jacket cover and subsequent corrosion. These pipes need to be replaced quickly and efficiently in order to avoid a costly field shutdown. The Deep Flex flexible fiber reinforced pipe (FFRP) was selected because of its ability to withstand substantial fatigue and stress over years, even decades, in extremely challenging environments. Steel flexible pipe often deteriorates,

compromising flow due to corrosion, reducing the economics of the well by inhibiting production and requiring costly replacement.

The Deep Flex FFRP served as an ideal solution for replacing the existing steel flexible steel pipe because of its non-corrosive properties, higher fatigue resistance and lower weight. Installation of the Deep Flex riser allowed production to be maintained without a shutdown. The innovative composite technology will ensure there will be no release of oil into the environment due to pipe corrosion. Deep Flex was able to deliver this pipe in less than three months from the time of order, allowing PetroSA to replace the riser system in a fraction of the time when compared to other riser solutions.

### Case 2: Novinium

Seattle-based Novinium is an industry leader in applying technology to extend the life of underground power utility cables. Underground power utility cables suffer environmental damage over time and numerous failures occur. Novinium's primary products are novel fluids, methods and tools to inject stranded underground power cables. The injection process rejuvenates and extends the reliable life of the cable up to 40



#### 2. Resolving environmental challenges through our business

years. These products address a primary utility industry infrastructure problem at a fraction of the cost of existing methods. They reduce switching time and offer trouble-free installation using simple and reliable injection equipment and methods.

Saskatoon Light &Power (SL&P), the largest provider of municipal electrical services in Saskatchewan, Canada, has suffered numerous power failures due to deteriorating power cables. SL&P wanted to prevent future failures so it teamed with Novinium to treat feeder cables in Saskatoon.

Novinium started the project with SL&P by leading a training session for all line workers. During the project many of the line workers got a chance to gain first-hand experience with cable injection. In spite of the weather conditions the 5 kilometers of cable was injected in two weeks rather than the three week initial estimate.

# Investing to help tackle food and other social issues

Global food price inflation and Japan's declining self-sufficiency rate are major challenges for the nation which must work harder to secure sources and revitalize domestic agriculture. New agribusinesses are emerging to capitalize on opportunities over the medium- to long-term horizon.

There are considerable needs from the supply and demand sides of agribusiness and many venture businesses and regions in Japan have solid technical capabilities. But agribusiness is essentially in its early days in Japan and it needs proper government policies and systems as well as pipelines to the capital markets.

Nomura Research & Advisory (NR&A) leads our efforts to serve players in agribusiness, the environment and new energy, as well as the life sciences, all of which we believe will be growth areas this century. Nomura Research & Advisory provides unlisted enterprises with research, arranges conferences and supplies venture capital to prepare for initial public offerings so they can expand their markets.

In fiscal 2005 NR&A launched a fully-fledged

research program into foodstuffs in response to soaring prices and reforms to the Agricultural Land Act. This enabled regular private-sector companies to start farming operations. The company began holding conferences in fiscal 2008 to bring together agribusinesses , national and local government bodies, and academic institutions.

During fiscal 2008 NR&A invested in a company that can consistently grow highly nutritious vegetables in completely sealed clean rooms. The firm also funded a company that focuses on rehabilitating agriculture by building new value chains.

Sufficient scale, growth and real social needs are critical in assessing markets. For industries that satisfy strong social needs it is important to know how to enable growth in currently closed markets where underlying growth prospects are particularly high. Another essential ingredient for revitalizing agriculture and regional economic activity is to build business models that help agricultural companies generate sustainable income. In deciding whether to invest in companies NR&A focuses on whether value chain frameworks properly encompass production, processing, sales and peripheral systems. Japanese agribusiness techniques can help resolve global food problems and Nomura Group will harness its global network and expertise to bring together local needs and develop Japanese capabilities. In a complementary focus, NR&A also invests heavily in leading-edge environmental, clean energy and life sciences companies. It is helping to create new industries by assisting companies focusing on development in such areas as LED lighting, wind power technology and new influenza vaccines (see photo a).

## Supporting emissions trading

Nomura Securities Co., Ltd. offers products that enable companies to buy and sell greenhouse gas emissions credits based on government-set caps, thereby contributing to a reduction in greenhouse gas emissions. Companies are able to buy and sell emissions credits on the market to meet their requirements.



# 3. Disclosing environmental information

We have established an environmental management system to assess Group environmental data. We have increased the scope of data collected in fiscal 2006 and in fiscal 2008, and have made base unit improvements. We will continue to comprehensively collect and disclose data to lower our environmental impact on a Group level including overseas operations (see page 82 for performance targets).

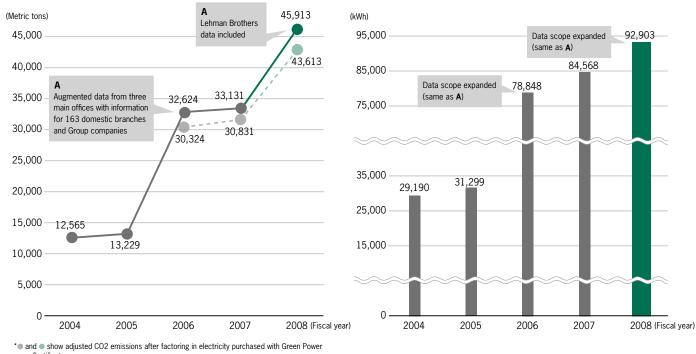
## Key environmental impact reductions in fiscal 2008

- **1** We lowered electricity consumption at the Nihonbashi head office by **21.6** % from fiscal 2002 levels, exceeding the 7.2% reduction target.
- Fuel-efficient, low-pollution vehicles accounted for 65 % of our fleet.
- 2 We increased green product purchases to 75 % of supplies request system items.
- 4 We lowered the consumption of paper bought through the supplies request system by 9 %, compared with a target of 8%.

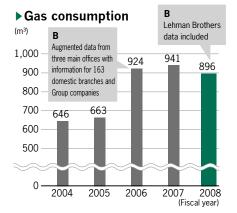
## Nomura Group environmental performance (Japan)

## ► CO2 emissions

## Power consumption

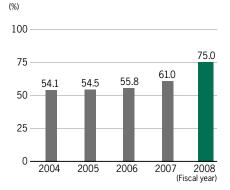


Certificates

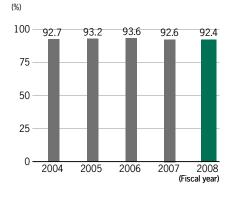


## Green purchasing ratio

6



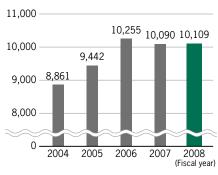
## ► Waste recycling ratio

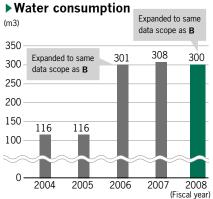


## Nomura Group environmental performance (London)

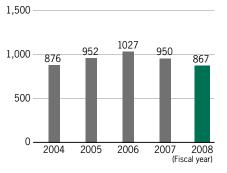
## ► CO2 emissions



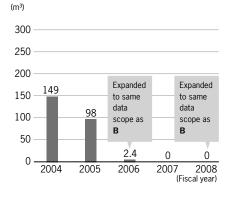




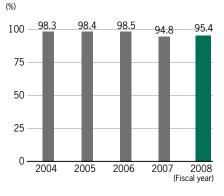
Copy paper consumption (Nomura Securities Co., Ltd.) (Metric tons)



## ► Heavy oil consumption



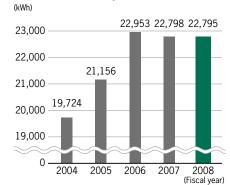
## Paper recycling ratio



## Scope of Nomura Group environmental performance coverage

		Three mai	n offices					
Item	Nihonbashi h Nihonbashi head office	ead offices Others	Osaka branch	Nagoya branch	Otemachi head office	168 branches in Japan (estimate)	companies	Lehman Brothers operations in Japan
C02	0	0	0	0	0	0	0	0
Electricity	0	0	0	0	0	0	0	0
Gas	0	0	0	0	0	0	0	0
Water	0	0	0	0	-	0	-	-
Heavy oil	0	0	0	0	0	0	0	0
Green purchasing product ra	tio ()	0	0	0	0	0	-	-
Copy paper	0	0	0	0	0	0	-	-
Waste recycling ratio	0	-	-	-	_	_	-	-
Paper recycling ratio	0	-	-	-	_	-	-	-

## Power consumption



## **Independent review**

I believe that one cause of the current economic crisis was that corporate management pursued short-term interest excessively leading to the neglect of long-term visions. Therefore, the following three points are necessary intoday's management:

Thorough corporate philosophy as a member of the society.
 Sustainable development based on the management philosophy.
 Flexible decision making environment according to the demand of the society.

Moreover, adjusting CSR activities in aspect of management and communication before promoting CSR activities will be crucial factor.

Nomura Group's overall CSR activities are praiseworthy in several respects.

Firstly, as mentioned in the message from the CEO the ultimate goal of the CSR activities of the Nomura Group is 'Contributing to the establishment of prosperous society through investment'. This has been a slogan since the establishment of the Nomura Group. Five different topics are given to accomplish this goal. The four topics and the result of the measurement of materiality conducted since last year are the topics of importance for the Nomura Group which correlate closely with its key priorities.

Message from the CEO	Management		
Be client-driven	Contribute to real economy based on clients' perspectives		
Contribute to financial and economic education	Create a more prosperous		
Globalize and create social prosperity	society through investment		
Embrace employee diversity	Promote workforce diversity		

Moreover, the fifth perspective 'listening to the society and looking ahead in management' is a key factor on realizing CSR management of the Nomura Group. This commitment includes 'listening to the society' in the process of decision-making by the director to existing factors such as 'world class', 'speed' and 'create change'. Therefore, this development could be considered as the beginning of CSR management of the Nomura Group carried out through responsible departments such as corporate citizenship department and CSR committee. In order to realize further CSR management, more detailed initiatives will be necessary as the direction and purpose will gradually become clear.

Firstly, it is important that the



Hiroshi Ishida Executive Director, Caux Round Table-Japan Associate Professor, Institute of Business and Accounting, Kwansei Gakuin University

Nomura Group keeps to enhance the sensitivity receiving the expectations from the society. It is crucial that the Nomura Group has independent initiatives on CSR. However, there is a need to establish a system to understand what the society requires of the Nomura Group as a global scale corporation is necessary. Reflecting the demand to the actual business activities, evaluate and enthusiastically implement topics that are currently available. Therefore, the effective use of institution such as the CSR committee and presenting the demand and the need of the society to the management class is necessary.

Secondly, more disclosure on the operational data to the society is essential for deeper analysis of topics needed for the future. This is indispensable for showing the individual CSR activities and engaging with stakeholders.

On the communications front, Nomura has focused more on diversity in its activities, partly because new human resources came on board after it acquired parts of Lehman Brothers' operations in Asia-Pacific, Europe and the Middle East in 2008. Nomura also merits praise for strengthening ties with society, notably by going beyond establishing endowments for universities and other institutions to have its employees hold finance and economics classes at primary schools around the nation. On the other hand, to strengthen the Nomura Group's internal communication, it must have a clear stance on CSR. From this perspective, I do hope and expect that the Nomura Group will make effective use of the CSR digest for internal communication uses. The Nomura Group must integrate its stance on CSR to strengthen internal communication.

## **External evaluations**

We have also won strong commendations for our CSR initiatives. Nomura Holdings' stock is part of the Dow Jones Sustainability Indexes, the FTSE4Good Index, and the MorningStar socially responsible index as of September 2006.



Dow Jones Sustainability Indexes These were the world's first sustainability equity indices. Dow Jones & Company and Sustainable Asset Management jointly choose the companies in these benchmarks.



MS-SRI

### FTSE4Good Index

FTSE, which the Financial Times and the London Stock Exchange jointly own, established this socially responsible investment index.

**MorningStar socially responsible index** Morningstar Japan K.K. created this socially responsible investment benchmark, a first in Japan, which covers the share prices of the nation's 150 most socially responsible companies.

## Message from deputy president and head of CSR committee

This CSR report presents the many contributions of Nomura Group's core financial businesses to society and economic progress. It also sheds light on less visible efforts, notably to educate the young in finance and economics and initiatives to build community trust around the world. The people presented in this publication demonstrate our commitment to the CSR activities that underscore our operations. I hope you gained a better understanding of the breadth of what we do from it.

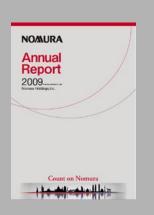


Takumi Shibata Head of CSR Committee Deputy President & COO Nomura Holdings, Inc.

## Nomura Holdings Annual report 2009

www.nomuraholdings.com/investor/

See the Nomura Holdings Annual report 2009 for financial information.



## Nomura Group's basic principles and code of conduct

Nomura Group's basic principles are rooted in our founder's principles and our code of ethics. To serve as a more practical guide for our business operations, we established both a "mission statement" and "principles of conduct" on March 2007 to make clear our social mission as a Group.

## Our founder's principles

#### 1. Nomura's raison d'etre

"Nomura's mission is to enrich the nation through the securities business. This is something we must absolutely see through."

 Principle of putting the customer first
 "We must place our customers' interests before our own."

#### 3. Global ambition

"Nomura is destined to become an active player on the international stage."

**4. Emphasis on rigorous research and analysis** "We have a duty to research scientifically the intrinsic nature of all securities."

#### 5. Staying one step ahead

"Always strive to stay one step ahead. Stagnation is retrogressive."

#### 6. Entrepreneurial spirit

"If, as an entrepreneur, you can determine something to a 70% certitude, you must have the courage to take up the challenge even though some uncertainty remains."

#### 7. Human resources

"Nomura underscores the fact that the development of human resources, acquisition of talented personnel and ability to match the right talent with the most appropriate position are more formidable assets than sheer capital strength."

#### 8. Emphasis on team work

"It is the management's task to see that Nomura employees take responsibility and pride in their work and to form a unified team under the control of branch office managers."

### 9. Business development frame of mind

"We must have the courage to boldly follow the path of our convictions."

### 10.Customer service mindset

"If you conduct your work in a mechanical manner, believing simply that your role is over once the deal is done, there is no use in drawing on the strengths of those around you."

## **Code of ethics**

The Board of Directors of Nomura Holdings, Inc. (the "Company") has adopted this Code of Ethics (the "Code") to guide all directors, officers and employees ("Nomura People") of Nomura Group.

### 1. Social responsibilities

Nomura Group aims to enrich society with due regard to the integrity of the securities business for the purpose of promoting efficient money flow in the financial markets.

- 2. Advancement of customers' interests
- Nomura People must act in the best interests of their customers.

#### 3. Compliance with laws

Nomura People must understand how confidence in Nomura Group could be undermined by any misconduct and how hard it could be to restore it. Therefore, Nomura People must promote proper understanding and compliance with the letter and spirit of all applicable laws, rules and regulations, including those concerning insider trading, money laundering and bribery.

### 4. Corporate opportunity

Nomura People owe a duty to Nomura Group to advance its legitimate interests whenever the opportunity arises. Nomura People are prohibited from taking for themselves personally opportunities that are discovered through the use of corporate property, information or position.

5. Conflicts of interest

Nomura People should not take any actions that could have their private interests interfere in any way (or even appear to interfere) with the interests of Nomura Group. Neither Nomura People nor their family members should receive improper personal benefits as a result of their positions in Nomura Group, including loans, or guarantees of obligations, from Nomura Group.

### 6. Confidentiality

Nomura People must maintain the confidentiality of information entrusted to them by Nomura Group or its customers in the conduct of its business, except when disclosure is authorized or legally mandated.

### 7. Fair dealing

- a. Nomura People must respect fair business practices in jurisdictions where they operate and endeavor to deal fairly with Nomura Group' s customers, suppliers, competitors and employees. Nomura People should not take unfair advantage of anyone through manipulation, concealment, abuse of confidential information, misrepresentation of material facts, or any other unfair-dealing practice.
- b. Nomura Group must reject all contacts with criminal or unethical organizations involved in activities in violation of applicable laws.
- c. Nomura People may give or accept from nongovernment employees gifts or entertainment in accordance with specified guidelines of the relevant company of Nomura Group. In addition, Nomura People may not give gifts to or entertain government officials without specified approval (if required) by the relevant company of Nomura Group.

### 8. Protection and proper use of corporate assets

All Nomura Group assets should be used for legitimate purposes. Nomura People should protect Nomura Group's assets and ensure their efficient use.

### 9. Retention of documents

Nomura People must prepare documents relating to the business or accounting of Nomura Group and retain such documents for specified periods in accordance with applicable laws and internal rules of the Company or the relevant company of Nomura Group. In connection with litigation or examinations by any regulatory body, Nomura People shall not make false statements or intentionally conceal or destroy any relevant documents.

### 10. Environmental issues

Nomura Group is committed to acting in an environmentally responsible manner and should therefore approach environmental issues positively.

#### 11. Corporate citizenship activities

Nomura Group as a good corporate citizen is committed to the pursuit of activities of social benefit.

#### 12. Respect for human rights

- a. Prohibition against Discrimination
   Nomura Group shall respect human rights.
   Nomura Group shall prohibit discriminatory
   practices or harassment because of nationality,
   race, ethnicity, sex, age, religion, creed, social
   status or disease.
- Equal Employment Opportunities and Comfortable Workplace Nomura Group shall promote equal employment opportunities and maintain safe and comfortable workplaces for Nomura People.

#### 13. International harmonization

Nomura People must respect the culture and customs of all the countries where they operate and strive to manage their activities in such a way as to consider the societies and economies of such countries.

#### 14. Media policy

If Nomura People externally publish information relating to Nomura Group business in publications, lectures and interviews, they must follow the guidelines promulgated by the relevant company of Nomura Group.

#### 15. Personal investments

If Nomura People buy or sell securities (including the stock of the Company) for their personal accounts, they must comply with all applicable securities laws and follow specified procedures in accordance with the guidelines promulgated by the Company or the relevant company of Nomura Group.

#### 16. Reporting of illegal or unethical conduct

- a. If Nomura People become aware of any conduct, including accounting, and auditing matters, that they believe is illegal or unethical, they must promptly notify an appropriate contact specified in the guidelines promulgated by each of Nomura Group.
- b. The contact above of Nomura People must take appropriate steps to investigate whether and how such misconduct occurred and, when necessary, to correct it and prevent its recurrence.

#### 17. Protection against retaliation

Nomura People are prohibited from retaliating against any individual who reports in good faith illegal or unethical conduct.

18. Code of ethics for financial professionals

a. All Financial Professionals must, in addition to the

foregoing:

- promote honest and ethical conduct, including the ethical handling of actual or apparent conflicts of interest between personal and professional relationships;
- (2) make full, fair, accurate, timely, and understandable disclosure in reports and documents that the Company and each of Nomura Group files with, or submits to, any applicable regulatory body and in other public communications;
- (3) comply with all applicable generally accepted accounting principles, government laws, rules and regulations;
- (4) promptly report violations of this section to an appropriate contact specified in the guidelines promulgated by the Company or the relevant company of Nomura Group, in cases they believe that such violations have occurred; and
- (5) be accountable for their adherence to this section.
- b. Financial Professionals are prohibited from directly or indirectly taking any action to fraudulently influence, coerce, manipulate, or mislead any independent public or certified accountant in the performance of an audit of the financial statements of any of Nomura Group for the purpose of rendering such financial statements materially misleading.
- c. "Financial Professional" means any professional employee of Nomura Group in the area of finance, controllers, tax, treasury, risk management or investor relations and also includes the Chief Executive Officer, the Chief Financial Officer, and a Chairman of the Disclosure Committee of the Company and all Business Line Heads and Regional Managements of Nomura Group.

#### 19. Amendments and waivers

The Company shall disclose amendments to, and any waivers from, this Code of Ethics in accordance with applicable laws. For this reason, Nomura People shall promptly inform their senior management in the event they become aware of circumstances that may require an amendment or waiver under the Code so that the Company may comply in a timely fashion.

> Established: March 5, 2004 Revised: April 1, 2006

## **Mission statement**

- ① We are committed to enriching society by delivering superior investment services.
- ② We are not afraid to continually challenge conventional wisdom and actively encourage change in order to pursue growth.
- ③ We are committed to putting our clients at the heart of our business, developing and maintaining long-standing relationships based on trust.
- ④ We are one firm, committed to delivering the full range of our capabilities, knowledge and resources to meet the needs of our clients.
- ⑤ We respect diversity and value differences of opinion.

Established: March 29, 2007

## Principles of conduct for executives

As executives of Nomura Group, we undertake to follow the highest ethical standards of honesty and integrity and will adopt the following principles: ① Be creative and innovative.

- ② Seek out opportunities, communicate, execute.③ Manage ourselves, our teams, and the Group.
- ④ Take appropriate risks and actively manage those risks.
- ⑤ Demonstrate leadership, inspire our colleagues. Established: March 29, 2007

## Principles of conduct for employees

As employees of Nomura Group, we undertake to follow the highest ethical standards of honesty and integrity and will adopt the following principles:

## Challenge

Do you embrace challenges without ever giving up?

#### 2 Appreciate

Do you strive to attain customers' trust and appreciate your customers?

#### ③ Change

Do you hesitate to change or make changes? (4) Cooperate

Do you cooperate beyond your business line and position?

#### (5) Propose

Do you make proposals to create new values? Established: September 28 2007

# Questionnaire on Nomura Holdings' CSR report 2009

Please fill out and fax or post the completed questionnaire or fill out a version on our website

01	In what capacity did you read the report?							
	<ul> <li>Individual client</li> <li>Corporate client</li> <li>Shareholder or investor</li> <li>Corporate or organizational CSR officer</li> <li>Nonprofit or nongovernment organization</li> <li>Researcher or educator</li> <li>Government or administrative official</li> </ul>	$\land$						
	☐ Member of the press ☐ Student ☐ Employee ☐ Other( )							
<b>Q</b> 2	What did you think about this report?	Corp 2-1-1 Toky						
τ-	□ Very easy to read □ Easy to read □ Average □ Hard to read □ Very hard to read	orate ( Otemaa o 103-8						
Q3	Was it easy to understand Nomura Group's CSR initiatives from this report?							
•	☐ Most definitely ☐ Quite so ☐ No opinion ☐ Not much ☐ Not at all	Citizenship Der chi, Chiyoda-ku, 170, Japan						
Q4	What sections of the report interested you? (Choose all that apply)	epartm						
Ľ.	Message from the CEO Nomura Group and our stakeholders	ent						
	<ul> <li>Nomura Group's CSR</li> <li>Corporate governance and management</li> <li>Relationship with clients</li> <li>Relationship with society</li> </ul>							
	Relationship with employees       Our commitment to the environment	<u>т</u>						
Q5	What improvements or additions would you like	ma						
C-	in the next edition of this report?							
		င္ဟ 🦯						
		ra .						
		J 🕶						
06	How would you rate Nomura Group's CSR initiatives?	<b>+81</b> - csr@jp.nomura						
γv	Excellent Good Average Poor Appalling							
07	What requests or opinions do you have regarding Nomura Group?							
C-								
Optiona	al Information	Ċ						
	r: ☐ Male							
	will exercise the utmost care in safeguarding the information you provide, ich is solely to assist in improving future editions of the CSR report.							
****								
Thank	vou very much for completing this questionnaire.							

**NO/MURA**