

Environment, social and governance (ESG) Data

Corporate governance

Members of the Board	Unit	June 30, 2015	June 30, 2016	June 30, 2017	June 30, 2018	June 30, 2019	June 30, 2020
Board of Directors	No. of people	12	11	10	10	10	10
Outside Directors	No. of people	7	6	6	6	6	6
	Ratio (%)	58	55	60	60	60	60
Non-Japanese Directors	No. of people	3	3	1	2	2	2
	Ratio (%)	25	27	10	20	20	20
Female Directors	No. of people	1	1	1	2	2	2
	Ratio (%)	8	9	10	20	20	20

Officers (Executive Officers and Senior Managing Directors)

Unit	April 1, 2015	April 1, 2016	April 1, 2017	April 1, 2018	May 1, 2019	April 1, 2020
Men	26	27	33	34	33	38
Women	2	2	1	1	1	3
Ratio of women	7	7	3	3	3	8

Board of Directors meetings

Unit	FY2014/15	FY2015/16	FY2016/17	FY2017/18	FY2018/19	FY2019/20
No. of times held	10	10	11	10	10	11
Average attendance rate	99	100	99	100	100	100
Average term of office	3.8	3.2	3.3	2.7	3.7	4.7

Contributing to Sound and Sustainable Capital Markets

Caseload at Customer Help Desk Department (Nomura Securities)

Unit	FY2014/15	FY2015/16	FY2016/17	FY2017/18	FY2018/19	FY2019/20
Total	5,540	5,767	6,003	7,054	7,843	6,961
Complaints	2,537	2,771	2,531	2,479	2,542	2,315 ²
Inquiries	2,766	2,749	3,267	4,147 ¹	4,852	4,180
Opinions and requests	81	128	98	270	237	323
Other	156	119	107	158	212	143

¹ The increase in the number of inquiries in FY2017/18 is due to system changes.
² Of this total, 25 complaints were related to personal information

Results of customer satisfaction surveys at branch offices (Nomura Securities)

Unit	FY2014/15	FY2015/16	FY2016/17	FY2017/18	FY2018/19	FY2019/20
Average Satisfaction	4.21	4.22	4.29	4.34	8.49	8.56

Note: Figures represent the average score from among the overall company satisfaction ratings received from customers who visited our branches via postage-paid return postcard. From FY2014/15 to FY2017/18, a scale of 0 (worst) to 5 (best) with six ratings was used, while from FY2018/19 a scale of 0 (worst) to 10 (best) with 11 ratings has been used.

Sustainable Finance

Unit	FY2014/15	FY2015/16	FY2016/17	FY2017/18	FY2018/19	FY2019/20
Bonds issued	9	13	15	33	47	72
Proceeds	180,967	94,961	394,886	552,464	1,916,593	1,270,819

¹SDG Bonds (Green, Social, Sustainability bonds) in which Nomura Securities is involved

Sustainable Investment (Asset Management Division)

Unit	March 31, 2019	March 31, 2020
Sustainable investment ratio	74	73

¹To determine the sustainable investment ratio for our assets under management we include the following investment approaches:

- 1 Best in Class (Investment in leading companies in each industry from an ESG perspective),
 - 2 ESG Thematic Investment,
 - 3 Impact Investment,
 - 4 ESG Integration,
 - 5 Active Share Ownership, including the exercising of proxy voting rights and direct engagement with investee company management.
- In addition, to ensure an accurate assessment of our sustainable investment activities, we exclude investment strategies from the overall universe for which our company is unable to directly undertake sustainable investment decisions.

ESG Data <https://www.nomuraholdings.com/csr/data/>

Data for FY2019/20 items marked with  have undergone assurance verification by a third party.

Contributing to Sustainable Communities

Community contribution expenditures	Unit	FY2014/15	FY2015/16	FY2016/17	FY2017/18	FY2018/19	FY2019/20
Total	Millions of yen	1,457	1,325	1,704	1,224	1,717	2,053
Education	Millions of yen	530	562	451	407	410	308
Arts, culture, and sports	Millions of yen	333	102	567	157	476	932
Science and academic achievement	Millions of yen	114	120	116	109	230	241
Community contribution	Millions of yen	161	162	189	261	277	237
Welfare and health	Millions of yen	85	79	53	33	46	48
Environment	Millions of yen	34	29	71	59	69	62
Human rights and labor	Millions of yen	19	39	12	6	16	41
Disaster relief	Millions of yen	68	56	61	9	18	12
Other	Millions of yen	113	176	184	185	175	173

*Subtotals may not add up to totals due to rounding.

Participants and materials in financial and economics education

Unit	FY2014/15	FY2015/16	FY2016/17	FY2017/18	FY2018/19	FY2019/20	
Visiting classes (elementary, junior and high schools, universities, teachers) since 2008	No. of schools	265	304	346	442	393	287
	No. of participants	9,836	9,637	15,317	19,377	18,919	13,847
Financial courses for universities since 2001	No. of schools	108	106	104	106	102	101
	No. of participants	11,000	11,000	11,200	11,000	11,200	10,924
Financial courses for the general public since 2003	No. of schools	566	412	304	270	256	212
	No. of participants	24,712	14,958	10,926	8,105	7,421	7,100
Nikkei Stock League Since 2000	No. of teams	1,361	1,429	1,618	1,832	1,792	1,726
	No. of members	5,167	5,587	6,462	7,180	7,103	6,892
Number of educational materials supplied*	No. of schools	527	440	434	470	730	804
	No. of copies	39,550	27,305	30,167	37,163	61,581	62,698

* The total volume of learning materials donated to elementary and junior high schools by Nomura Holdings.

Developing human resources who respect diversity

Education and training expenses	Unit	FY2014/15	FY2015/16	FY2016/17	FY2017/18	FY2018/19	FY2019/20
Total	Millions of yen	2,972	2,880	2,767	2,987	3,225	3,100
Japan	Millions of yen	2,076	2,020	2,094	2,093	2,004	2,035
Europe	Millions of yen	115	225	161	228	280	228
Americas	Millions of yen	573	426	299	435	694	639
Asia-Pacific	Millions of yen	208	209	213	230	247	196

* Subtotals may not add up to totals due to rounding.

Participation in education and training

Unit	FY2014/15	FY2015/16	FY2016/17	FY2017/18	FY2018/19	FY2019/20	
Total	Aggregate no. of hours	507,639	499,386	501,377	530,869	537,323	565,949
	Aggregate no. of participants	132,672	211,014	195,819	277,824	302,460	187,639
Japan	Aggregate no. of hours	333,305	307,295	303,854	298,571	332,570	440,867
	Aggregate no. of participants	14,398	16,294	15,581	14,896	18,879	22,451
Europe	Aggregate no. of hours	48,434	47,709	33,638	49,288	43,787	29,407
	Aggregate no. of participants	41,654	62,077	44,325	70,240	77,539	41,030
Americas	Aggregate no. of hours	15,439	17,589	15,848	23,139	15,983	9,127
	Aggregate no. of participants	12,255	25,122	19,816	38,169	35,932	17,393
Asia-Pacific	Aggregate no. of hours	110,461	126,793	148,037	159,871	144,983	86,548
	Aggregate no. of participants	64,365	107,521	116,097	154,519	170,110	106,765

* Certain subsidiaries and affiliates were not included in the number of participants in internal education and training in Europe, the Americas and Asia-Pacific as the data was compiled based on persons registered through the Wholesale Division's internal training system.

Developing human resources who respect diversity

Composition of employees ^{*1}	Unit	FY2014/15	FY2015/16	FY2016/17	FY2017/18	FY2018/19	FY2019/20	
Total	No. of employees	28,672	28,865	28,186	28,048	27,864	26,629	
	Ratio of male employees (%)	62	62	61	61	60	60	
	Ratio of female employees (%)	38	38	39	39	40	40	
Japan	No. of employees	15,973	16,083	16,227	15,819	15,852	15,748	
	Ratio of male employees (%)	58	58	58	57	56	57	
	Ratio of female employees (%)	42	42	42	43	44	43	
Europe	No. of employees	3,485	3,424	3,026	3,057	2,909	2,691	
	Ratio of male employees (%)	71	71	70	70	69	68	
	Ratio of female employees (%)	29	29	30	30	31	32	
Americas	No. of employees	2,449	2,503	2,314	2,362	2,357	2,120	
	Ratio of male employees (%)	74	74	74	74	74	73	
	Ratio of female employees (%)	26	26	26	26	26	27	
Asia-Pacific	No. of employees	6,765	6,855	6,619	6,810	6,746	6,070	
	Ratio of male employees (%)	61	61	59	60	59	59	
	Ratio of female employees (%)	39	39	41	40	41	41	
Number of new hires ^{*2}	Unit	FY2014/15	FY2015/16	FY2016/17	FY2017/18	FY2018/19	FY2019/20	
	Total	No. of employees	2,934	2,868	2,763	2,901	2,779	2,416
	Ratio of male employees (%)	67	65	57	61	59	60	
Japan	No. of employees	845	932	1,107	1,008	1,100	1,004	
	Ratio of male employees (%)	57	58	53	54	51	59	
	Ratio of female employees (%)	43	42	47	46	49	41	
Europe	No. of employees	510	405	283	376	346	286	
	Ratio of male employees (%)	76	71	67	69	67	65	
	Ratio of female employees (%)	24	29	33	31	33	35	
Americas	No. of employees	510	424	318	355	333	251	
	Ratio of male employees (%)	75	74	71	74	76	71	
	Ratio of female employees (%)	25	26	29	26	24	29	
Asia-Pacific	No. of employees	1,069	1,107	1,055	1,162	1,000	875	
	Ratio of male employees (%)	67	64	54	60	59	57	
	Ratio of female employees (%)	33	36	46	40	41	43	
Composition of managers ^{*3}	Unit	FY2014/15	FY2015/16	FY2016/17	FY2017/18	FY2018/19	FY2019/20	
	Total	No. of employees	8,329	8,535	9,110	9,174	9,187	8,734
	Ratio of male employees (%)	85	84	85	84	83	82	
Japan	No. of employees	3,673	3,615	4,672	4,493	4,493	4,267	
	Ratio of male employees (%)	94	93	92	91	90	89	
	Ratio of female employees (%)	6	7	8	9	10	11	
Europe	No. of employees	1,790	1,838	1,559	1,624	1,568	1,473	
	Ratio of male employees (%)	83	82	81	81	80	79	
	Ratio of female employees (%)	17	18	19	19	20	21	
Americas	No. of employees	1,343	1,399	1,279	1,366	1,355	1,257	
	Ratio of male employees (%)	81	80	80	80	81	80	
	Ratio of female employees (%)	19	20	20	20	19	20	
Asia-Pacific	No. of employees	1,523	1,683	1,600	1,691	1,771	1,737	
	Ratio of male employees (%)	71	71	70	70	68	67	
	Ratio of female employees (%)	29	29	30	30	32	33	

*1 Employee composition: The Nomura Group is the scope of the totaling (on a consolidated basis).

*2 New hire composition: The Nomura Group is the scope of the totaling (on a consolidated basis). Data for FY2015/16 and prior fiscal years for Japan cover Nomura Holdings and Nomura Securities. Data for FY2015/16 and prior fiscal years for Asia-Pacific cover consolidated subsidiaries with certain exceptions, such as Capital Nomura Securities Public Company Limited and Nomura Asset Management Taiwan Ltd which were added to the scope of consolidation in FY2014/15.

*3 Management composition: The Nomura Group is the scope of the totaling (on a consolidated basis). Data for FY2015/16 and prior fiscal years do not cover certain subsidiaries in Japan. Refer to standards for calculation (<https://www.nomuraholdings.com/csr/data/>).

ESG Data <https://www.nomuraholdings.com/csr/data/>

Data for FY2019/20 items marked with  have undergone assurance verification by a third party.

Our environment

GHG emissions	Unit	FY2014/15	FY2015/16	FY2016/17	FY2017/18	FY2018/19	FY2019/20		
Scope 1: Direct emissions ^{*1}	Japan	t-CO ₂	2,107	1,986	2,005	1,968	1,901	1,895	
	Europe	t-CO ₂	797	752	772	784	683	675	
	Americas	t-CO ₂	69	72	72	73	74	69	
	Asia-Pacific	t-CO ₂	143	169	173	167	201	175	
Scope 2: Indirect emissions ^{*1}	Japan	t-CO ₂	40,965	39,065	36,783	35,302	34,126	30,709	
	Europe	t-CO ₂	14,164	12,822	11,786	10,031	8,364	6,880	
	Americas	t-CO ₂	6,406	6,966	6,168	5,510	5,361	4,728	
	Asia-Pacific	t-CO ₂	22,007	21,892	20,942	19,800	17,207	16,251	
Scope 1, 2: Emissions per employee ^{*1}	Japan	t-CO ₂	2.9	2.7	2.5	2.4	2.3	2.1	
	Europe	t-CO ₂	4.6	4.3	4.2	3.6	3.2	2.9	
	Americas	t-CO ₂	2.6	2.8	2.7	2.4	2.3	2.3	
	Asia-Pacific	t-CO ₂	4.3	4.2	4.2	3.8	3.2	3.1	
Scope 3: Emissions from employee travel ^{*2} (Air, rail, and automobile travel)	Japan	t-CO ₂	20,823	22,013	22,936	24,554	23,417	19,476	
	Europe	t-CO ₂	8,127	7,651	7,023	7,929	5,774	4,342	
	Americas	t-CO ₂	4,349	4,966	4,343	5,547	5,147	4,205	
	Asia-Pacific	t-CO ₂ ^{*3}	10,575	11,587	11,041	12,196	11,628	8,711	
Energy consumption	Direct energy consumption (Natural gas, etc.)	Japan	MWh	11,229	10,573	10,654	10,402	10,054	10,008
		Europe	MWh	4,438	4,201	4,329	4,374	3,804	3,791
		Americas	MWh	340	355	359	360	368	340
		Asia-Pacific	MWh	611	732	743	720	862	758
	Indirect energy consumption (Purchased electric power)	Japan	MWh	72,780	70,520	68,372	67,360	66,807	62,574
		Europe	MWh	30,836	30,133	30,713	30,135	31,666	28,233
		Americas	MWh	22,148	21,882	20,236	18,883	18,345	17,273
		Asia-Pacific	MWh	27,862	26,720	25,577	24,200	24,996	23,912
	Including, renewable power ^{*4}	MWh	32,626	34,652	35,033	34,193	35,560	32,564	
	Percentage of renewable power	%	21.2	23.2	24.2	24.3	25.1	24.7	
(Purchased cooling and heating power)	Japan	MWh	12,400	11,971	12,320	11,680	11,335	10,289	
	Europe	MWh	0	0	0	0	0	0	
	Americas	MWh	238	140	198	254	284	202	
	Asia-Pacific	MWh	1,694	1,617	1,723	1,824	1,832	1,656	
Environmental resource efficiency	Water consumption	Japan	Thousand m ³	171	170	168	161	161	153
		Europe	Thousand m ³	97	115	107	111	109	103
		Americas	Thousand m ³	26	30	29	30	30	27
		Asia-Pacific	Thousand m ³	48	36	35	53	45	47
Copy paper consumption ^{*5}	ton	1,041	1,083	1,018	1,002	1,018	990		
Amount of waste generated ^{*6}	ton	2,281	2,540	2,658	2,403	2,341	2,206		

The scope 1, 2, and 3 classifications follow The Greenhouse Gas Protocol (GHG Protocol):<https://www.ghgprotocol.org/>

The coverage by region is as follows. However, data on air transportation in scope 3 are compiled based on corporate data.

Japan: Group companies located in Japan (<https://www.nomuraholdings.com/company/group/>)

Europe: Offices in London, Paris, Frankfurt, Zurich, Madrid, Milan, Luxembourg, and Cape Town

Americas: Offices in New York and Instinet offices

Asia-Pacific: Offices in Hong Kong, Singapore, India, Dalian, Bangkok, Seoul, and Australia

*1 The Cape Town office was included in the scope for Europe from FY2017/18. The Seoul office and Australia office were included in the scope for Asia-Pacific from FY2019/20.

*2 Data based on airline and long-distance railway travel in Japan and overseas purchased from specified travel agencies. Data for Japan, Europe, and the India, Hong Kong, Bangkok and Seoul offices in Asia include emissions from automobiles used on a daily basis (The Seoul office was added to the scope of calculation from FY2019/20).

*3 Assurance-verified data for Asia totaled 8,512 t-CO₂ in FY2019/20. (Offices in Hong Kong, Singapore, India, Bangkok, Seoul, and Australia.)

*4 Data for FY2014/15 comprise Japan, as well as the London, Frankfurt, Zurich and the Milan offices in Europe. The Luxembourg and Paris offices were included in the scope of calculation for Europe from FY2015/16, while the Madrid office data was added from FY2019/20.

*5 Data for Japan were compiled based on paper purchased from specified suppliers by Nomura Securities for (all types of copy paper), Europe data comprise paper consumed by the London office, while Asia data comprise paper consumed by India, Hong Kong and Bangkok offices.

*6 FY2014/15 data comprise data for Tokyo (the Nihonbashi Head Office building, Dai-ni Edobashi Building and the Urbannet Otemachi Building), the Osaka Branch, the Nagoya Branch, the Kyoto Branch and the Okayama Branch, as well as the London, Paris, Frankfurt, Zurich, Luxemburg, Hong Kong and India offices. From FY2015/16, data for the Nomura Asset Management Head Office building in Tokyo was added to the scope.