

# Stakeholder Dialogue and Collaboration (Engagement)

We practice stakeholder engagement on three fronts: ① Relevant departments in place at each Group company directly engage with key stakeholder groups to address specific themes; ② Relevant departments in place at each Group company conduct intragroup engagement based on input gleaned via dialogue with stakeholders and ESG evaluation agencies; and ③ Relevant departments in place at each

Group company participate in and declare support for various initiatives. Taking advantage of a variety of methods, we are striving to maintain robust engagement so that we can accurately assess opinions, expectations and other inputs from diverse stakeholders and reflect such inputs in business management in order to enhance the qualitative and quantitative aspects of our corporate value.



## ① Dialogue and Collaboration with Key Stakeholder Groups

The Resona Group has established the Resona WAY (the Resona Group Corporate Promises), which translates its Corporate Mission into a basic stance toward each stakeholder group. With the aim of achieving sustainable improvement in

social and corporate value, relevant departments at each Group company work to engage in constructive stakeholder dialogue in line with the Resona WAY.

### Resona WAY (Resona Group Corporate Promises) | Direction of Dialogue and Collaboration (Co-Creation of Value) and Main Initiatives

#### Customers

Resona cherishes relationships with customers.

We strive to deliver ever better services and solutions, including those designed to assist in our customers' pursuit of SX, by drawing on feedback gleaned in the course of customer communications via multilateral channels, including bank counters, sales staff, call centers and our corporate website.

**Main Initiatives**

- Holding customer interviews on SX ➡ p. 47
- Enhancing product and service lineups for customers
- Creating frameworks for heeding customer opinions (questionnaires, call centers, etc.)
- Implementing initiatives for socially responsible investing and lending ➡ p. 57

Resona staff engaging in customer dialogue

#### Shareholders

Resona cherishes relationships with shareholders.

We work to achieve sustainable growth for the Group and medium- to long-term improvement in corporate value by maintaining in-depth and constructive dialogue with shareholders and investors via the General Meeting of Shareholders, shareholder seminars and other IR activities.

**Main Initiatives**

- Pursuing IR activities targeting individual investors
- Engaging in dialogue with domestic and overseas institutional investors and analysts ➡ p. 28
- Holding the General Meeting of Shareholders and shareholder seminars
- Ensuring fair, timely and appropriate information disclosure

Shareholder seminar

Seminar employing YouTube-based streaming

## Society

Resona places importance on its ties with society.

We endeavor to help realize a sustainable society by engaging in social contribution activities, providing financial and economic education and participating in government-private collaboration aimed at vitalizing regional communities.

- Main Initiatives**
- Social contribution activities
  - Dialogue and collaboration with local communities
  - Dialogue with investee companies
  - Dialogue and collaboration with NPOs

Number of Employees Participating in Re: Heart Club<sup>1</sup> Activities

2012–Cumulative total: Approx. 58,000

Number of Children Who Attended Resona / Mirai Kids' Money Academy

2005–Cumulative total: Approx. 44,000

### Expansion of the Scope of Initiatives Aimed at Realizing a Sustainable Society

**TOPICS 1** Initiatives related to Expo 2025 Osaka, Kansai

In anticipation of Expo 2025 Osaka, Kansai, we began recruiting corporations to exhibit in the Osaka Healthcare Pavilion.

Artists' rendering of the pavilion

**TOPICS 2** Collaboration with universities and opening of an endowed course

We have endowed courses at diverse universities, mainly to encourage discourse on corporate and investor initiatives aimed at contributing to SDGs and issues associated with regional economies.

An endowed course at Saitama University

**TOPICS 3** Resona YOUTH BASE opened to provide a place for child support activities

In October 2022, we opened "Resona YOUTH BASE" on the third floor of Saitama Resona Bank's Sengandai Branch. This facility is currently made available at no cost to local child-support organizations to run charge-free learning assistance programs and otherwise create a place for children to flourish. In addition, a number of our employees voluntarily participate in these activities.

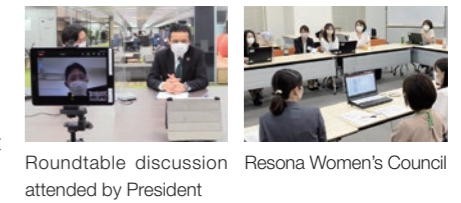
A charge-free learning assistance program

## Employees

Resona highly regards employees' dignity and personality.

We work to develop and ensure an employee-friendly workplace environment in which everyone can feel a greater sense of job fulfillment via awareness surveys targeting the entire workforce and the direct exchange of opinions between management and employees, with the aim of becoming a model bank for future generations.

- Main Initiatives**
- Employee awareness surveys
  - Town hall meetings in which top management and employees exchange opinions
  - Roundtable discussions involving the President and employees
  - Resona Women's Council<sup>2</sup> ➡ p. 51



## ② Intragroup Engagement and Collaboration

Based on input gleaned via engagement with stakeholders and ESG evaluation agencies, relevant departments at Group companies engage in dialogue themed on business strategies, ESG issues and other subjects in an effort to push ahead further with

their initiatives and enhance the content of information disclosure. The status of progress and improvement in these initiatives is reported to the Board of Directors, the Executive Committee, the Group Sustainability Promotion Committee and other bodies.

## ③ Participation in Initiatives

In light of requests from international society and our role as a financial institution, we promote across-the-board efforts to realize a sustainable society and, to this end, participate in and declare our support of various initiatives at home and abroad.



<sup>1</sup> A volunteer organization run by Resona Group employees  
<sup>2</sup> An advisory body operating directly under top management, the council was created to reflect the voices of female employees in business management