Material Social Issues That Should Be Tackled by Resona

Having analyzed various environmental and social issues, including those specified by United Nations Sustainable Development Goals (SDGs), we have identified four priority themes that represent fields in which Resona must actively tackle issues confronting society in light of their significant affinity with the Resona Group's business

operations. These priority themes are disclosed via the announcement of "Resona Sustainability Challenge 2030 (RSC2030)."

In addition, we anticipate that our initiatives to address these priority themes will affect the accomplishment of all 17 SDGs directly and indirectly due to our relationships with diverse stakeholders.

Our Process for Identifying Material Social Issues

Environmental and Social Issues

Analyze various environmental and social issues, including those specified by SDGs























Identify and Specify

Identify material issues in light of the Resona Group's Corporate Mission and business characteristics and in reference to employee awareness with regard to such issues

Affinity with the Resona Group's business operations

Corporate Mission

The Resona Group aims at becoming a true "financial services group full of creativity." Towards this goal, the Resona Group will:

- 1) live up to customers' expectations, 2) renovate its organization,
- 3) implement transparent management, and 4) develop further with regional societies.

Resona's Strengths

- An extensive channel network centered in the Tokyo metropolitan area and the Kansai area
- 16 million individual customers and 500,000 corporate customers
- Largest retail/commercial banking group in Japan with fullline trust banking capabilities
- Diversity in human resources
- Cutting-edge system/digital infrastructure
- Sound financial position

Sympathies of Officers and Employees

Utilized the following measures to assess employees' overall awareness with regard to social issues and reflect their feedback in management discussions

- Workshops for general managers and chief managers of head office departments as well as other business unit leaders
- Questionnaires targeting all employees

Opportunities and Risks Associated with the Four Priority Themes and Their Relationships with Resona's Areas of Business Focus

	Priority Themes for the Resona Group (RSC2030)	Main Opportunities and Risks					Relationships between Social Issues and Resona's Areas of Business Focus						
						Strengthening of Value Creation Capabilities							
te		Opportunities		Risks		SME Loans	Business and Asset Succession	Cashless / DX	Asset Formation (AUM)	Housing Loans	Financial Digital Platform	Inorganic Strategy	
	Local Communities Revitalization of Local Economies	Growing need for SX relations assistance services amon SMEs Growing need for DX solution and the use of AI technolo Fundraising and capital funceds on the back of the evolving macro environments.	g tions ogies nding	Shrinkage of re economies due decline Delays in adapt changes in socindustrial struct	tation to	•	•	•	•	•	•	•	
	Low Birthrate and Aging Society Elimination of Anxiety Triggered by Low Birthrate and Aging Society The Birthrate and Aging Society The Birthrate and Aging Society The Birthrate and Aging Society Triggered by Low Birthrate and Aging Society	Need for solutions that en the smooth succession of businesses and assets Need for long-term asset formation and a shift from savings to investment Need for solutions in preparation for growing fuanxiety		Prolongation of fallout from inflation and its impact on corporate customers Deterioration of strategic execution capabilities due to the lack of essential human resources		•	•	•	•	•	•	•	
)	Environment Response to Global Warming and Climate Change	Need for fundraising aime realizing carbon neutrality Need for financial product designed to address environmental concerns Need for fundraising aime securing preparedness agever more frequent natural disasters	s d at gainst	Delays in corporate customers' response to public calls for carbon neutrality and biodiversity protection Occurrence of a natural disaster causing severe damage to business bases and housing		•		•	•	•	•	•	
	Human Rights Diversity & Inclusion 3 MARCHAEL	Enhancement of competitiveness and productivity thanks to the consolidation of inputs fro workers with diverse value systems Emergence of new marke step with the diversificatio value system	m e ts in	Deterioration in service quality loss of human organizational the stagnation related initiative	as well as a resource and vitality due to of diversity			•		•	•	•	
		Development of Next-Generation Management Platforms		Governance		Human Capital				Intellectual Capital			
	Long-Term Sustainability Indicators → p. 41	Value Creation Capability Indicator		ail Transition Incing Target	Declaration of Greenhout Emissions Investme Financing I	se Gas Carbon Neutrality Target ont and (Scopes 1 & 2)		Targets for the Empowerment and Promotion of Women		Well-Being Indicator			

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