

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.


Sustainable Improvement in Social and 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
<h3 style="text-align: center;">Customers</h3> <p style="text-align: center;">Resona cherishes relationships with customers.</p>	<p>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.</p>  <p style="text-align: center; font-size: small;">Resona staff engaging in customer dialogue</p> <p>Main Initiatives</p> <ul style="list-style-type: none"> Enhancing product and service lineups for customers <ul style="list-style-type: none"> Initiatives to strengthen asset formation support functions https://www.resona-gr.co.jp/holdings/english/about/strategy/asset_formation_support.html Initiatives to facilitate in-depth dialogue on carbon neutrality → p. 43 Creating frameworks for heeding customer opinions (questionnaires, call centers, etc.)

<h3 style="text-align: center;">Shareholders</h3> <p style="text-align: center;">Resona cherishes relationships with shareholders.</p>	<p>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.</p>  <p style="text-align: center; font-size: small;">Seminar employing YouTube-based streaming</p> <p>Main Initiatives → p. 32</p> <ul style="list-style-type: none"> Holding the General Meeting of Shareholders and shareholder seminars Engaging in dialogue with domestic and overseas institutional investors and analysts <ul style="list-style-type: none"> Individual interviews: approx. 240 (of these, interviews with CEO: approx. 50) Theme-specific IR events: 2 etc. IR events for individual investors: 6 presentation meetings (of these, meetings hosted by CEO: 2)
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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.

Number of Employees Participating in Re: Heart Club¹ Activities



2012-
Cumulative
total: Approx.
64,000



Employees who participated in WORLD CLEANUP DAY, a campaign encompassing areas around our Osaka Head Office

Initiatives to Vitalize Regional Communities

Regional Design Laboratory of Saitama

Opening "Resona Koedo Terrace"

Saitama Resona Bank's former Kawagoe Branch building has been designated by the national government as a tangible cultural property. Following the completion of renovations this building was reopened on May 15, 2024, as "Resona Koedo Terrace" to serve as a hub for business incubation and brand communications in Saitama.

Going forward, we will act as a "running partner" of regional communities to help them flourish and, to this end, address a broad range of complex issues confronting them via the application of design thinking that will, in turn, inform in-depth, long-term solutions.



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 questionnaires
- Town hall meetings in which employees exchange opinions with top management
- My Purpose Workshops → p. 21
- Resona Women's Council² → p. 49
- Invigorating communications → p. 78



My Purpose Workshop

1 A volunteer organization run by Resona Group employees

2 An advisory body operating directly under top management, the council was created to reflect the voices of female employees in business management

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.

