

Initiatives Regarding Respect for Human Rights

As we seek to realize our philosophy of becoming the most accessible and trustworthy bank in Japan, the Bank recognizes that respect for human rights is an important social responsibility. We respect the human rights of all people, including our customers, employees, and business partners.

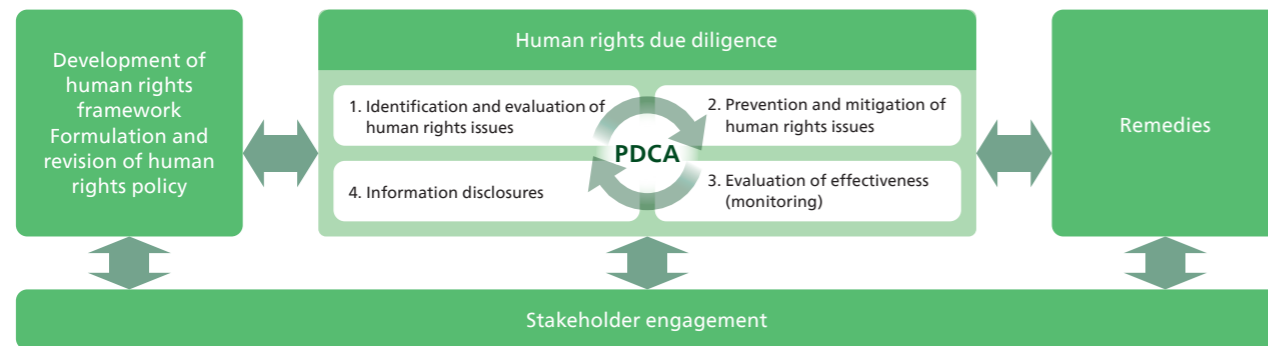
We have also established a Human Rights Policy and are strengthening various initiatives to help bring about a safe, secure, and prosperous society by promoting human rights initiatives through the business and social activities of the

Bank and the JAPAN POST GROUP.

These human rights initiatives are discussed at Sustainability Committee and Executive Committee meetings, and the status of these initiatives is reported regularly to the Board of Directors.

More information
JAPAN POST BANK Human Rights Policy
<https://www.jp-bank.japanpost.jp/en/sustainability/social/supplychain/policy/>

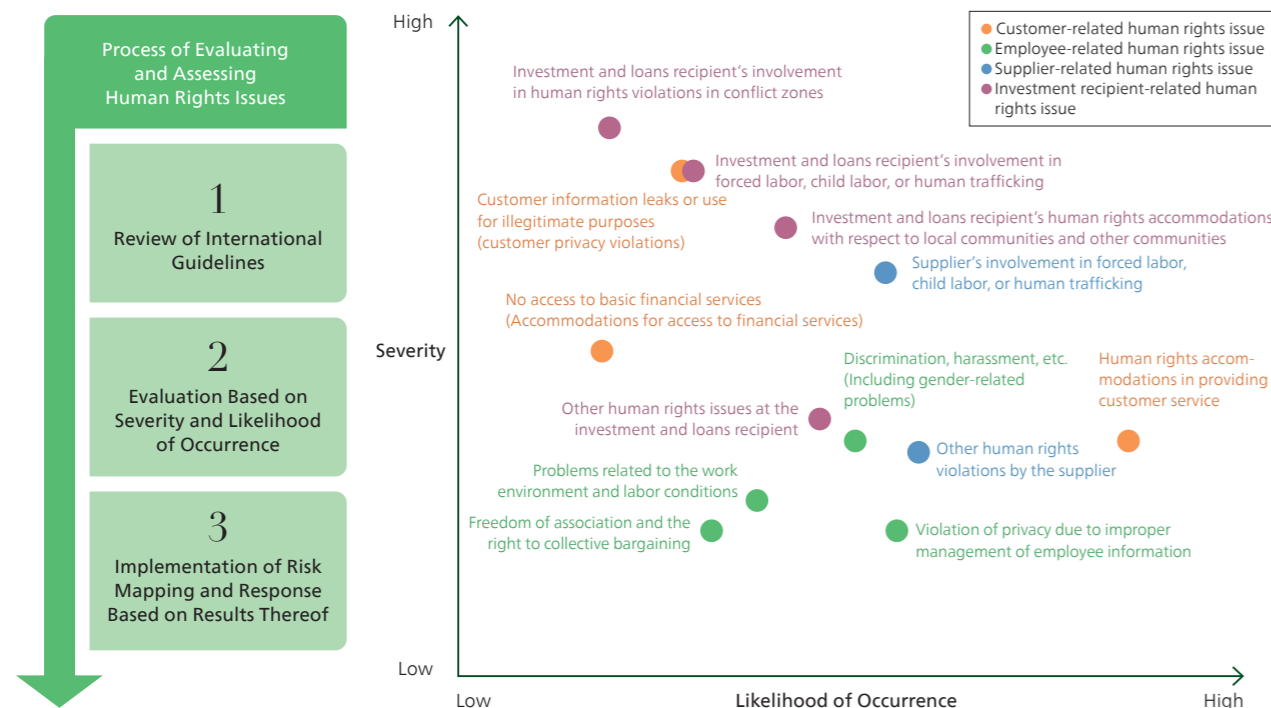
Implementation of human rights due diligence



Identifying and Evaluating Human Rights Issues

In response to growing societal calls for the protection of human rights and informed by the thinking behind statements like the United Nations Guiding Principles on Business and Human Rights, JAPAN POST BANK established a Human Rights Policy in April 2019. We revised the policy in April 2023 and will continue to review it going forward.

In FY2024/3, we identified the human rights issues the Bank should address, based on international guidelines and the roles expected of financial institutions. We evaluated (mapped) the issues we identified along two axes: severity and likelihood of occurrence. We will continuously review the mapping results and revise them in light of changes in the external environment and other factors.



Initiatives regarding human rights issues

For each human rights issue, we are implementing the various measures (prevention and mitigation strategies) for the human rights issues identified and assessed in (1) for each individual stakeholder. We will also monitor the implementation status of human rights due diligence while working continuously on improvements.

Initiatives targeting customers	<ul style="list-style-type: none"> Provision of Financial Services to Customers throughout Japan Initiatives such as barrier-free accessibility and universal design in terms of both physical and systemic aspects 	<ul style="list-style-type: none"> Consideration of human rights in products, services and advertising materials Multilingual support Customer information management, financial education, etc.
Initiatives targeting suppliers	<ul style="list-style-type: none"> Formulation/publication of Japan Post Group CSR Procurement Guidelines Inclusion of human rights considerations in contracts 	<ul style="list-style-type: none"> Awareness of the whistleblower hotline Conducting of supplier questionnaires
Initiatives targeting employees	<ul style="list-style-type: none"> Implementing various training programs and issuing information newsletters regarding discrimination and harassment Promotion of health management initiatives 	<ul style="list-style-type: none"> Promotion of DE&I Building of work environment, etc.
Initiatives targeting investments and financing	<ul style="list-style-type: none"> Formulation and revision of the ESG Investment and Financing Policy Engagement 	<ul style="list-style-type: none"> ESG-themed investment and loan promotion Preventing involvement in human rights violations in conflict-stricken countries

Publication of JAPAN POST BANK Human Rights Report

Our first Human Rights Report was published in April 2024.

In addition to initiatives for each stakeholder, the Human Rights Report introduces the progress made with and status of our human rights initiatives.

More information
Human Rights Report
https://www.jp-bank.japanpost.jp/en/sustainability/social/supplychain/human-rights/pdf/human-rights_report.pdf



Whistleblowing and Harassment Consultation Counter System

As part of our efforts to eradicate human rights violations, provide early relief to victimized employees, and remain a comfortable company free of human rights violations with employee-friendly working environments, we have set up and publicized multiple consultation counters, put in place a system that strictly maintains confidentiality, accepts anonymous consultations, and prohibits retaliation, creating an environment where people can seek advice in confidence.

Stakeholder Engagement

JAPAN POST BANK is engaging stakeholders in dialogue as a way to objectively confirm the status of its efforts to respect human rights. In FY2024/3, we held dialogues with external experts and conducted employee questionnaires on human rights issues. We aim to continue improving our human rights due diligence in the future through continued dialogue with various stakeholders.

Dialogue with Employees

To that end, we conducted a questionnaire survey on specific human rights issues at JAPAN POST BANK, asking employees to identify the most critical human rights issues from (A) their perspective (as employees), and (B) from the perspective of bank users (as customers).

The questionnaire results revealed that "discrimination and harassment" and "leaks or misuse of customer information for illegitimate purposes" are recognized as serious human rights issues, consistent with the results of our risk mapping.

In the years to come, we will continue to review our initiatives on a regular basis while listening to the opinions of our employees, suppliers, and other stakeholders.

