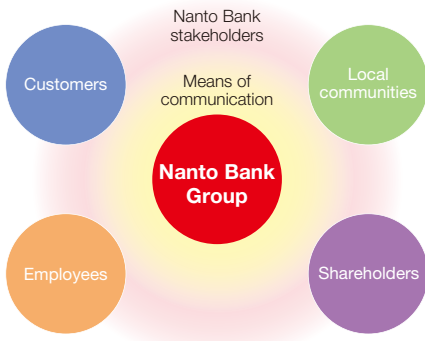


## Initiatives toward enhanced engagement with stakeholders

### Basic thinking

The Nanto Bank Group places particular importance on its engagement with stakeholders, listening sincerely to the ideas and opinions of everyone, including our customers, local community residents, employees, and shareholders, and responding to their requests. We are steadily implementing our Action Plan while engaging in continuous dialogue and creating new value in cooperation with our stakeholders as an avenue toward realizing sustainable management that grows with the community.



Stakeholders	Main issues and needs	Primary means of communication
Customers	Diversification and growing complexity of customer needs	<ul style="list-style-type: none"> <li>Dialogue using customer feedback cards, etc.</li> </ul>
Local communities	Sustainable local communities Developing human resources for the next generation within the community	<ul style="list-style-type: none"> <li>Crowdfunding</li> <li>Donations through trusts</li> <li>Financial and economic education</li> <li>Volunteer river cleanup activities</li> <li>Nanto Scholarship Society</li> <li>Cherry Blossom Preservation Society</li> <li>"Magokoro no Issatsu" ("sincere book") campaign</li> <li>Donations to the Nanto Manyo Charity Walk</li> <li>Nanto Bank Hockey Club</li> </ul>
Employees	Ensuring a comfortable workplace environment Initiatives to reform work styles	<ul style="list-style-type: none"> <li>Increases in basic and starting salaries</li> <li>Childcare support program</li> </ul>
Shareholders	Timely and appropriate information disclosure Appropriate returns to shareholders Enhancement of corporate value	<ul style="list-style-type: none"> <li>IR meetings</li> <li>Publication of a management information magazine</li> <li>General Meeting of Shareholders</li> <li>Dialogue with institutional investors and analysts</li> </ul>

### Engagement with customers

The Nanto Bank Group strives to build relationships of trust with its customers by responding to their various opinions and requests.

#### Customer-oriented business operations

In its commitment to conducting business in the best interests of customers, the Nanto Bank Group\* has established an Action Plan for realizing its "Policy Initiative for Customer-oriented Business Operations."

The Policy for Customer-oriented Business Operations is a concrete expression of our commitment to contributing to customers' stable asset formation in our sales of financial products. We will put this policy into practice, establish indicators (KPIs) to confirm the results of these efforts, and review and disclose the results periodically.

\* Group companies subject to the KPIs: The Nanto Bank, Ltd. and Nanto Mahoroba Securities Co., Ltd.

Please refer to our website for details of our "customer-oriented business management."



#### Customer feedback cards

We are directing efforts to raising awareness of CS activities and establishing a CS mindset by asking customers to evaluate our daily sales activities online using our customer feedback cards (questionnaires) on the LINE app. Seeking to enhance customer trust, we gather information about customers' potential complaints and needs and respond promptly to improve our products, services, and customer services.



#### How to complete friend registration on the LINE app:

##### (1) Using "Friend Search"

Search for "Nanto Bank" and register as a friend.

##### (2) Using "Add Friend"

Search for "@nantobank" in the ID search and register.

##### (3) Using the QR code

Register via the QR code using a QR code reader.



\* The LINE smartphone communication application is provided by LINE, Inc. We ask customers to consider their own preferences when deciding whether to download the LINE app.



## Community engagement

The Nanto Bank Group is committed to sustainable management developed together with its local communities. We participate actively in community activities and events.

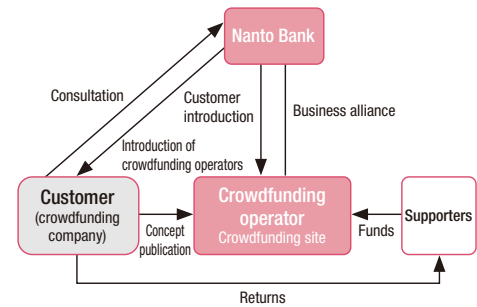
### Crowdfunding

We interconnect the diverse future aspirations of individuals, organizations, and communities by deploying crowdfunding to meet customers' financing needs.

To date, we have mainly devoted the funds to shrines and temples, but we are accelerating our support for local arts, hospitals, food and beverage providers, and tourism facilities.

#### Results

Fiscal year	Crowdfunders	Target amount (thousand yen)	Amount of support (thousand yen)	Achievement rate (%)	Number of supporters
2022	Yamato Koriyama City Watamachi Nicoichi Row House Project	1,800	2,460	136	161
	Religious Corporation Horyuji Temple	20,000	157,000	785	7,456
	Saidaiji Temple	5,000	12,150	243	546
	Religious Corporation Ryubutsuji Temple (Okadera Temple)	2,500	4,176	167	278
	Religious Corporation Possessor of the Way Emperor Shrine	10,000	6,230	62	270
	Religious Corporation Daian-ji Temple	10,000	13,225	132	352



### Donations through trusts

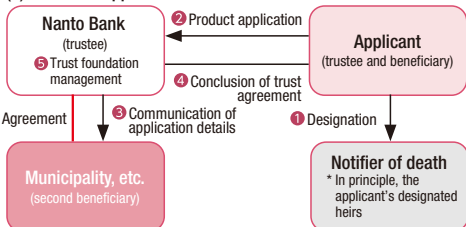
To offer more accessible way to donate inherited property to local governments or other entities, we have entered into an agreement entitled the "Agreement on Donations Through Trusts Instead of Wills" with 37 municipalities and educational institutions and 11 other organizations. The Nanto Anshin Todokeru Trust for Family Happiness (donation course) makes it possible for signed-up municipalities, educational institutions, and other entities to receive assets in donations that would otherwise be inherited, even when no will is left.

#### Agreement signatories (as of March 31, 2023)

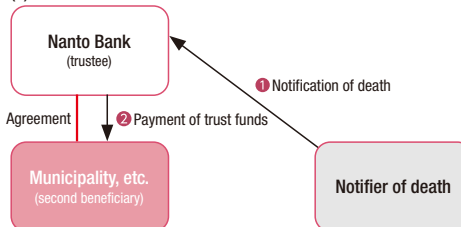
Municipalities	Nara Prefecture					
	Asuka Village	Ando Town	Ikaruga Town	Ikoma City	Uda City	Oji Town
Oyodo Town	Kashiba City	Kashihara City	Katsuragi City	Kawai Town	Kawakami Village	
Kawanishi Town	Kanmaki Town	Koryo Town	Gojo City	Gose City	Sakurai City	
Sango Town	Shimoichi Town	Shimokitayama Village	Soni Village	Takatori Town	Tawaramoto Town	
Tenri City	Totsukawa Village	Nara City	Higashiyoshino Village	Heguri Town	Miyake Town	
Yamazoe Village	Yamatokoriyama City	Yamatotakada City	Yoshino Town			
Kyoto Prefecture		Ide Town	Kizugawa City	Seika Town		
Educational institutions, etc.		Kansai Guide Dogs for the Blind Foundation, National University Corporation Kyoto University, Religious Corporation Kimpusenji Temple, Saidaiji Religious Corporation, Daianji Religious Corporation, Doshisha Educational Corporation, Social Welfare Corporation Nara Prefectural Council of Social Welfare, Public University Corporation Nara Medical University, National University Corporation Nara Institute of Science and Technology, Independent Administrative Institution National Research Institute for Cultural Properties, Nara, Religious Corporation Horyuji Temple				

#### Nanto Anshin Todokeru Trust for Family Happiness [donation course] product plan

##### (1) At time of application



##### (2) In the event of inheritance



\* Donations under the agreement will be made using the Nanto Anshin Todokeru Trust "Family Happiness" product. For product details, please refer to the brochure of "Nanto Anshin Todokeru Trust for Family Happiness."

#### [About the Bequest Donation Program]

We have expanded our services related to inheritance issues by entering into agreements with 18 municipalities and 17 educational institutions to enhance our bequest donation program.

When a municipality, educational institution, or other organization that has signed up with the Bank is offered a donation by means of a bequest, our specialized staff provides support for preparation of a will and/or other documents in connection with the bequest and/or inheritance to fulfill the donor's last wishes.

#### Agreement signatories (as of March 31, 2023)

Municipalities
<Nara prefecture> Ikoma City, Kashiba City, Kashihara City, Kawai Town, Kawakami Village, Kawanishi Town, Kammaki Town, Koryo Town, Sango Town, Tawaramoto Town, Tenri City, Nara City, Yamazoe Village, Yamatokoriyama City, Yamatotakada City
<Kyoto prefecture> Ide Town, Kizugawa City, Seika Town

Educational institutions, etc.
Kansai Guide Dogs for the Blind Foundation, National University Corporation Kyoto University, Public Interest Incorporated Foundation Kyoto University IPS Cell Research Foundation, Religious Corporation Kimpusenji Temple, Saidaiji Religious Corporation, Daianji Religious Corporation, Educational Corporation Tezukayama Gakuen, Educational Corporation Tenri University, Public Interest Incorporated Foundation Tenri Yorozu Consultation Center, Educational Corporation Doshisha, Social Welfare Corporation Nara Prefectural Council of Social Welfare, Public University Corporation Nara Medical University, National Institute of Technology Nara College, National University Corporation Nara Women's University, National University Corporation Nara Institute of Science and Technology, Incorporated Administrative Agency Nara National Institute of Cultural Properties, Religious Corporation Horyuji Temple

## Stakeholder Engagement

### Strengthening relationships with the community through social contributions

#### Promotion of financial and economic education

We provided on-site work experience classes and work experience for local elementary and junior high school students to help them acquire basic knowledge about monetary matters.



#### Volunteer river cleanup activities

We participate in the "Kizu River Basin Cleanup Project," a large-scale project carefully organized by the Kizu River Basin Cleanup Executive Committee, and the "Yamato River Simultaneous Cleanup Project" organized by Nara Prefecture. The Nanto Bank Group aims to achieve sustainable regional growth and development by providing leadership in efforts to achieve the SDGs.



#### Nanto Scholarship Society

The Nanto Scholarship Society offers scholarships for high school and university students of outstanding character and academic ability who reside in Nara Prefecture. As of March 2022, the society had provided scholarship support for 1,461 students since its establishment in 1964.

#### Cherry Blossom Preservation Society

The Bank is a special member of the Yoshino Cherry Blossom Preservation Society, which was established cooperatively by the public and private sectors to protect the Shiroyama Sakura cherry trees (approx. 30,000 trees) on World Heritage Site Yoshino Mountain (Yoshino-cho, Nara Prefecture), which have shown signs of remarkable deterioration in recent years. As a regional financial institution, Nanto Bank cooperates actively with efforts to protect and nurture Yoshino's cherry trees by such means as dispatching volunteer staff to various related events.

#### The Magokoro no Issatsu Campaign

Every year, the Bank donates books recommended by its executive officers and employees to the Nara Training School for Juvenile Delinquents for distribution as Christmas presents.

This activity has been carried on since 1987 as part of our Magokoro no Issatsu Campaign for the purpose of contributing to the emotional education of juveniles.

Besides popular works recently published, the donated books include dictionaries, reference books, and other resources of high value for education.

#### Donations to the Nanto Manyo Charity Walk

We make annual donations to the Nanto Manyo Charity Walk to improve the welfare of residents of our regional community. Our 2022 donation was in the amount of 600,000 yen, unchanged from the previous year. The donations contribute to the operation of a children's cafeteria and the activities of volunteer groups.

#### Nanto Bank Field Hockey Club

In 1982, the Bank established a women's field hockey club, which has been contributing ever since to promoting sports in Nara Prefecture as the "Nanto Bank SHOOTING STARS." The club participates in Nara City sports events, visits schools, and holds field hockey training sessions for local elementary school students. The players are dedicated to contributing to and interacting with the local community through field hockey games.

## Engagement with employees

The Nanto Bank Group seeks to be an organization in which every employee without exception feels a sense of fulfillment and continues to grow day by day. We are taking various steps to create an environment and develop initiatives to foster a corporate culture of this kind.

### Increases in basic and starting salaries

We raised basic salaries for our employees and hourly wages for senior staff and part-time workers for the first time in 28 years in response to recent price hikes and also to make employees feel more motivated to deal with community and customer issues and contribute to regional development. The starting salary increases were also designed to secure more talented, diverse human resources for the next generation.

### Childcare support systems

The Nanto Bank Group has established various childcare support systems as part of efforts to create a comfortable workplace for every employee who seeks to balance work and childcare.

Name	System overview
Paternity leave	Up to four weeks of paid childcare leave to be taken within eight weeks of the birth of a child.
Fertility Treatment Leave System	Employees undergoing fertility treatment are eligible for up to 12 days of paid leave per year.
Extension of the period during which employees can benefit from the existing systems designed to support childcare, including shorter working hours	Employees raising children up to junior high school age will be eligible for shorter working hours.
Expansion of the Family Support Leave System	Employees can now take five days of paid leave before and after the birth of a child (or a grandchild).
Expansion of the Child Nursing Care Leave System	Employees caring for a child up to junior high school age can take five days of paid leave to care for a sick child.



Business model



Performance

## Engagement with shareholders

The Nanto Bank Group strives to disclose information to shareholders in an appropriate and timely manner. We also engage in constructive dialogue with our shareholders in order to achieve sustainable growth and to enhance our corporate value over the medium to long term.

### Investor relations (IR) activities

The purpose of the Bank's IR activities is to provide our valued shareholders and investors with the information they need to make investment decisions in a timely, continuous, and impartial manner as a means of ensuring appropriate evaluation of companies in the capital markets.

The Nanto Bank Group employs IR activities to explain its management strategies and financial results to stakeholders.

In fiscal 2022, the following initiatives were implemented through Web conferencing and teleconferencing.

#### [IR Calendar]

July 2022	Integrated report issued.
July	Publication of disclosure leaflet (reference materials)
October	Annual report (English) published.
December	Fiscal 2022 interim results briefing (large-scale in-person meeting) streamed live.

May 2023	Fiscal 2022 full-year results briefing (large-scale meeting) with both in-person and online attendees.
June	135th Ordinary General Meeting of Shareholders

#### IR meetings

Large meetings for domestic and foreign institutional investors and analysts are held twice a year. We also hold one-on-one and other meetings as required.



#### Publication of management information

In addition to the above presentations of management information, we publish an integrated report and a mini-disclosure leaflet that introduce the Group's initiatives.



#### General Meeting of Shareholders

##### Main questions raised at the 135th Ordinary General Meeting of Shareholders

- The Bank's efforts to improve its P/B ratio as requested by the Tokyo Stock Exchange
- Impact of the declining birthrate and aging population on the Bank's performance
- Changes in the Board of Directors and impact of participation by female directors
- Strategies for overseas operations
- Shareholder benefit programs
- Improvement of shareholder returns
- Investment with an awareness of the cost of capital
- Future outlook for Nanto Mahoroba Securities

#### Dialogue with institutional investors and analysts

Items for discussion in interviews in FY2022

##### Principal themes and concerns

- Future policies for increasing income from services
- Approach to unrealized losses on securities
- Policies on future returns to shareholders and capital
- Status of efforts to improve employee engagement

We are committed to the following activities to promote constructive dialogue with our shareholders.

#### 1. Dialogue with shareholders

To assure constructive dialogue with shareholders, the Director of the Corporate Planning Department, who oversees the Bank's IR activities, plays a central role by participating actively in the dialogue.

#### 2. Internal structure facilitating dialogue

The Corporate Planning Department responsible for IR activities has established a system of compiling information from the relevant departments and providing proper information to shareholders.

#### 3. Means of dialogue other than individual meetings

IR activities are conducted as required to provide shareholders with explanations. We will also continue to enhance our disclo-

sure activities and to disseminate information widely by posting it on our website.

#### 4. Feedback on shareholder opinions, etc.

The Director of the Corporate Planning Department provides management with feedback concerning opinions obtained through dialogue with shareholders at meetings of the Board of Directors and other meetings as appropriate.

#### 5. Management of insider information

The Bank's basic policy is to disclose information in a fair, timely, and appropriate manner. It has accordingly established internal rules for prevention of insider trading and has put a strict information management system in place.