

Initiatives for Sustainability

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Policies governing Sustainability Initiatives

— Target sustainable growth for the entire region through extensive regional support —

The existence of regional financial institutions is integrally tied to the sustainability of regional economy and society. At San-in Godo Bank, we are working on the relationship banking based on the idea that “ESG management and relationship banking are one and the same.” By working through our business and contribution activities for the region to resolve issues the region and customers face, we are helping to achieve SDGs, with the aim of making a sustainable society in the region where growth for the region, customers and the Bank is possible.

Sustainable growth for the entire region

Extensive support for the region

Materiality		
	Key issues to be addressed	Specific initiatives
Environment	Environmental business initiatives	Environment-related financing and investment
	Response to climate change	Endorsement of TCFD Declaration
	Reduction in environmental impact	Reduction of greenhouse gas emissions
Society	Sustainability and growth of regional businesses	Extensive support of the region through relationship banking
	Formation of a safe, secure society	Provision of stable financial infrastructure to all customers
	Contribution to regional society	Development of wide-ranging social contribution activities
	Support for regional and customer SDGs/ESG	Development of new services
	Diversity promotion	Support of active careers for diverse human resources
Governance	Strengthen Group governance	More robust Group collaboration
	Enhance risk management	More advanced management posture for all risks

Risk and opportunities

Risks and opportunities for customers,
the region and financial institutions (page 16)

External environment

Rapid changes in social structure triggered by previously
existing notable trends + the COVID-19 pandemic (page 16)

Policies governing Sustainability Initiatives

Sustainability Declaration

The San-in Godo Bank Group endorses the spirit of the United Nations' Sustainable Development Goals (SDGs), and is striving to make a sustainable regional society possible through initiatives that resolve issues the region faces.

Sustainability Declaration

<https://www.gogin.co.jp/about/csr/sustainability/> (in Japanese only)

Organizational structure (Sustainability Committee)

To promote initiatives for SDGs and ESG, we moved to strengthen governance, establishing the Sustainability Committee, chaired by the president, in May 2021. This was followed by establishment of the SDGs/ESG Promotion Working Group, composed of members from all departments at the head office, as part of our response to climate change and implementation of other cross-cutting organizational initiatives.



Policies regarding sustainability

Initiatives regarding the environment

The San-in Godo Bank Group recognizes that sound social development is vital to its own sustainability and is founded on the existence of a sustainable society, while, as a good corporate citizen walking hand in hand with society, engaging in proactive and consistent environmental protection activities designed to pass on an abundant natural environment to future generations.

Environmental policy

<https://www.gogin.co.jp/about/csr/environment/> (in Japanese only)

Initiatives regarding human rights

The San-in Godo Bank Group works to foster a corporate culture and working environment that respects the basic human rights of customers, employees and all other stakeholders.

Human rights policy

<https://www.gogin.co.jp/about/policy/humanrights/> (in Japanese only)

Investment and loan policy

In light of the principles of the United Nations' Sustainable Development Goals (SDGs), and in a commitment to realizing a sustainable regional society and environment through its business, the San-in Godo Bank Group has a defined policy of fields to actively target and avoid with respect to investment and loan activities.

■ Under the investment and loan policy, in addition to "actively targeted fields," we have defined the following policies regarding special sectors deemed to have significant social and environmental impact.

Policies regarding special sectors

- (1) No investment or loans for entities involved in the development, manufacture or possession of biochemical weapons, cluster bombs or similar weaponry.
- (2) As a rule, no investment or loans to fund the new construction of coal-fired power generation plants.
- (3) Investment and loans for palm oil plantation development must reflect careful investigation after verification of status in obtaining certification and other requirements.

Investment and loan policy

<https://www.gogin.co.jp/about/csr/investmentandloan/> (in Japanese only)

Response to Climate Change

— Responding more robustly to climate change while eyeing more sophisticated information disclosure —

Responding to climate change is emerging as a common concern everywhere as the world grapples with growing devastation caused by abnormal weather and large-scale natural disasters. For customers and the Bank alike, these problems are becoming factors that heavily impact both the business environment and management itself.

Prompted by these conditions, San-in Godo Bank gave its endorsement to the TCFD* recommendations in April 2021. Going forward, we will continue steps to strengthen our response to climate change, while moving for more sophisticated information disclosure proposed as part of the TCFD recommendations.

*TCFD (Task Force on Climate-related Financial Disclosures): Established in 2015 by the Financial Stability Board (FSB), a body comprising central banks and financial oversight bodies from the principal nations, the task force is dedicated to encouraging corporations to disclose climate-related information.

Governance	<ul style="list-style-type: none"> ■ We established the Sustainability Committee, chaired by the president, as a body to deliberate climate change and other sustainability-related matters, developing a structure whereby the committee reports to and is monitored by the Board of Directors. ■ We established the SDGs/ESG Promotion Working Group at San-in Godo Bank headquarters. In addition to promoting initiatives across the organization, this body regularly reports to the Sustainability Committee and Board of Directors on the status of specific initiatives regarding responses to climate change and other ESG issues.
Strategy	<p>The Group has formulated a Sustainability Declaration, which defines our commitment to emphasizing efforts concerning environmental protection, including climate change, in order to make a sustainable regional society possible. We position response to climate change as an important management issue, and advance initiatives that target both the opportunities and risks emerging.</p> <ul style="list-style-type: none"> ■ Opportunities We are bolstering both green financing for renewable energy projects, as well as transition financing to promote the shift toward a zero- and low-carbon society, supporting the region and clients in making this important transition. ■ Risk In terms of climate change-related risk, we recognize the increased frequency of natural disasters and abnormal weather due to climate change as events that bring the risk of physical harm (physical risk), and risk associated with transitioning to a carbon-free society, particularly responding to stronger climate regulations and transitioning to carbon-free technologies (transition risk). Physical risk In this area, possible scenarios include a potential surge in credit risk as companies financed by the Bank see assets and business activities impacted by natural disasters and other issues caused by climate change, as well as operational risk these pose if Group business branches are damaged. Transition risk In this area, one possible scenario is significant credit risk from companies financed by the Bank if business activities are impacted by advancements in technological innovation for meeting climate regulations and curbing carbon emissions. ■ Scenario analysis Going forward, we are exploring the potential for implementing scenario analysis to better assess the impact that climate-change related physical and transition risks may pose to our credit portfolio.
Risk management	<ul style="list-style-type: none"> ■ Recognizing initiatives for the environment, including climate change, as one of our key management concerns, we drafted an "Investment and financing policy that takes into account the Sustainability Declaration," which includes policies for responding to climate change. ■ We recognize the impact that physical and transition risks may pose to the Group's business lines, strategies and financial scope over the medium to long term. At San-in Godo Bank, we position risk management for maintaining management stability and soundness as our most important issue, with a risk management approach led by the Board of Directors. Going forward, we will explore initiatives for achieving an integrated risk management process for climate-related risks, as well.
Indicators and targets	<ul style="list-style-type: none"> ■ Targets Greenhouse gas (CO₂) emission reduction target: 50% reduction in FY2023 vs. FY2013 ■ Monitoring indicator Scope 1 (direct emissions) and Scope 2 (indirect emissions) CO₂ emissions ■ Results FY2020 emissions: 8,686 t-CO₂ (down 28.9% vs. FY2013)

Initiatives for Environmental Protection

— Pursuing activities in partnership with the region and clients
to safeguard the regional environment and natural beauty —

The San-in Godo Bank Group recognizes that sound social development is vital to its own sustainability and is founded on the existence of a sustainable society, while, as a good corporate citizen walking hand in hand with society, engaging in proactive and consistent environmental protection activities designed to pass on an abundant natural environment to future generations.

Initiatives to lessen our environmental impact

At San-in Godo Bank, we strive to reduce the environmental impact of our business activities by promoting resource conservation, energy saving and recycling activities.

● Improving energy-conservation awareness

By requesting energy- and electricity-saving measures, we are raising the level of awareness at the Bank for the need to conserve energy.

● Adoption of energy-saving, eco-friendly products

We are adopting the use of energy-saving and eco-friendly products such as air conditioners, LED lighting, solar panels, and electric vehicles.

● Paperless and recycling

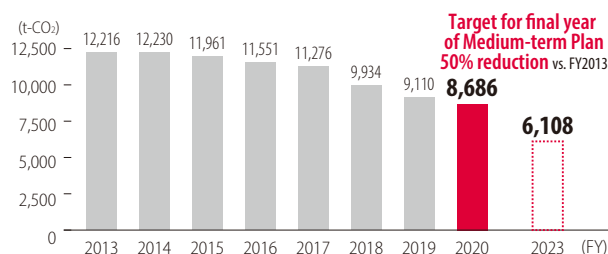
San-in Godo Bank is making progress in going paperless by shifting to digital for internal documents and reducing paper copies and printing. We also recycle waste paper into toilet paper and recycle other waste into solid fuel resources.

■ Greenhouse gas (GHG) emissions, energy and electricity usage

Measurement categories			Unit	FY2018	FY2019	FY2020
CO ₂ emissions	Scope 1 (direct emissions)	Heavy oil, kerosene, light diesel oil, gasoline, city gas, propane gas, etc.	t-CO ₂	1,324	1,324	1,457
	Scope 2 (indirect emissions)	Electricity	t-CO ₂	8,610	7,786	7,229
	Total (Scope 1 + Scope 2)		t-CO ₂	9,934	9,110	8,686
Total energy usage (crude oil equivalent)			KL	3,855	3,747	3,836
Total energy usage			GJ	149,435	145,226	148,669
Electricity usage			1,000 KWh	12,842	12,399	12,522

■ Greenhouse gas (GHG) emissions and Targets (Scope 1 & 2)

San-in Godo Bank has set a "50% reduction in CO₂ emissions volumes compared with fiscal 2013" as a target for fiscal 2023. Initiatives are underway to meet this goal ahead of the Japanese government's own target for fiscal 2030 of a "46% reduction in CO₂ emissions volumes compared with fiscal 2013," as part of the Bank's contribution to national efforts to achieve carbon neutrality as quickly as possible. In fiscal 2020, San-in Godo Bank reduced emissions volumes by roughly 28.9% compared with fiscal 2013 levels.



Environmental protection activities in collaboration with the region

Guided by the philosophy of "Protecting the natural beauty of our home region" and "Continuing commitment to enabling everyone to do what is within their power to help," San-in Godo Bank joins forces with others across the region in activities designed to responsibly manage forests for the sake of future generations.

Forest Conservation Activities

Gogin Kibo no Mori (Forests of Hope) (from 2006)

San-in Godo Bank directors, executive officers, employees and their families conduct practical conservation activities at six forest locations across Shimane and Tottori prefectures.

Protect Our Forests! The San-in Network Council

This networking organization with a membership consisting mainly of volunteer groups and NPOs from across the San-in region. The Bank serves as secretariat for the council, which works to widen the scope of forest conservation activities within Shimane and Tottori prefectures.



Gogin Kibo no Mori Distribution Map



Environmental protection activities through financial products and services

Initiatives in the field of renewable energy

We support corporations to enter into renewable energy businesses, which have lower environmental impact and use natural, renewable energy sources. Also, we are involved in the arrangement of syndicated project financing for large-scale renewable energy proposals.

Developing our own unique approaches to support J-Credit utilization

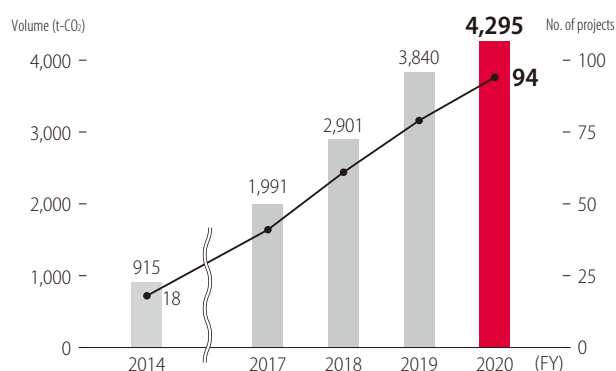
San-in Godo Bank is a long-time supporter of the utilization of J-Credits, which gives environmental value to the absorption amount increased by the reduction of greenhouse gas emissions and forest improvement activities. Through aggressive support for the sale of J-Credits and intermediary services for credit trading, we aim not only to aid in climate change countermeasures and the protection of abundant forest resources, but to provide support for sustainable businesses by encouraging the environmental activities and improvements in corporate value of our clients.

Support for J-Credit Popularization and Brokerage

To promote broader spread of the J-Credit system and carbon offsetting, San-in Godo Bank supported establishment of a “J-Credit Regional Coordinator System” unique to Tottori prefecture. Yabu city in Hyogo prefecture has adopted the same system, allowing San-in Godo Bank to offer sales support utilizing its wide-ranging branch network.

Some regional public organizations are also in talks to create J-Credits, and we provide integrated upstream through downstream J-Credit support.

J-Credit sales supported by Bank (cumulative)



Key Initiative

Participation in the “SDGs Green Loan”

— Re-improvement and operation management for Tottori prefectural hydroelectric power stations —

In July 2020, San-in Godo Bank took part in the “SDGs Green Loan” (syndicated project financing), arranged by Sumitomo Mitsui Banking Corporation, for businesses including re-improvement and operation of Tottori Prefectural hydroelectric power stations. For Tottori prefecture’s four hydroelectric power stations in operation now for nearly 50 years, these businesses, by taking active advantage of the expertise and ingenuity of private-sector enterprise, seek to optimize benefits for the prefecture by extending station longevity and maintaining operational efficiency, along with energizing the local economy in step with market liberalization toward the private sector, the emergence of a fixed-price purchase system for renewable energy, and greater overall efficiency in the power generation sector.

Furthermore, this loan, as a “green loan” limited to use as funding for eco-friendly businesses, received “GA1” evaluation, the highest level of R&I Green Bond Assessment, conducted by an external ratings agency, Rating and Investment Information, Inc. (R&I).

Loan overview

Business operator	M&C Tottori Hydropower
Investors	Mibugawa Electric Power Co., Inc. (100% subsidiary of Marubeni Corporation), Chubu Electric Power Co., Inc., Chubu Co., Ltd., Miho Technos Co., Ltd.
Total amount	Approx. ¥15.7 billion (SDGs Green Loan portion)
Date of contract	July 31, 2020
Arranger	Sumitomo Mitsui Banking Corporation
Participating financial institutions	San-in Godo Bank, and 10 others

Sustainability and Growth of regional business

Extensive Support of the Region through Relationship Banking

— Contributing to regional revitalization by working to provide solutions to regional and customer issues as our core business of a regional financial institution —

With COVID-19, carbon-free society, digitalization and other massive business environment changes, the issues confronting the region and customers are also changing. By highlighting its insight and expertise in business support, San-in Godo Bank is addressing a wide range of issues and needs that customers and the region itself face, with the entire Group committed to further developing a multifaceted approach to consulting.

Local Revitalization Creating local dynamism

Initiatives for “towns,” “people” and “jobs”

Achieve regional revitalization and local regrowth by solving regional issues.

Towns	Participation in town creation projects Promotion of “regional complete PFI”
People	Generation of region-linked, interactive population
Jobs	Business creation support Enterprise support through side-by-side consulting

Deeper relationships with local public organizations

San-in Godo Bank is supporting administrative and budgetary reforms, including moves toward greater efficiency and digitalization in government clerical tasks.
(see page 33 for Key Initiative)

- Support for streamlining of government clerical work (greater simplification and digitalization)
- Handling of outsourced government clerical work (reduction of clerical work burden, improved convenience)

Initiatives leveraging SDGs for regional revitalization

● Voluntary sponsoring of research seminars on SDGs

With the installation of SDG business consulting at our head office, we conduct seminars and offer advice regarding SDGs for private-sector companies, local public organizations and educational institutions alike. Similarly, we propose ways to consider and methods for approaching SDGs deemed effective for local revitalization efforts.



Workshop in Nichinan, Tottori prefecture



Class at Yonago Hokuto Junior High School

● Collaboration with governmental agencies

In order to build connections with a range of related agencies, San-in Godo Bank actively participates in related platforms and other areas. Our Bank employees, meanwhile, are appointed as SDGs ambassadors by Tottori prefecture to support the popularization of SDGs within the prefecture.

[Participating organizations]

- Government-private sector collaboration platform for local revitalization SDGs (Cabinet Office)
- Tottori SDGs Promotion Council (Tottori Resident Action Activation Center)
- Tottori SDGs Network (Tottori prefecture)
- Tottori SDGs ambassadors *First for financial institution employees in the prefecture

Key Initiative

Support for participation in PPP/PFI businesses by local enterprise

— Contributing to sustainable regional town development through support of participation in collaborative government-public sector business —

Realizing “community-based PFI (Private Finance Initiative);” PPP (Public Private Partnerships)/PFI businesses ordered by local governments in which local financial institutions give support for local enterprises to receive the relevant order

— Tottori West Integrated Office New Wing/
Yonago City Office Kojimachi Branch prep business —

In the PPP/PFI businesses executed by Tottori prefecture, San-in Godo Bank served as financial advisor (FA) to the group of representative companies within the prefecture investigating participation, supporting the group's bid for business entry primarily through business plan formulation and proposal preparation.



Photo offered by Miho Technos Co., Ltd.

Support for founding and new business development

We support the creation of business models originating from San-in tied to regional resource utilization and solutions to regional issues.

● Support for university-originated venture businesses

In January 2015, San-in Godo Bank established two funds designed to provide financial and managerial support for university-originated venture businesses: Shimane University Industry-Academia Collaboration Fund, and Tottori University Industry-Academia Collaboration Fund. To date, we have invested ¥1,953 million in a total of 10 projects, supporting the commercialization of venture businesses that utilize patents and other intellectual property, as well as research results, held by Shimane University and Tottori University.

● SAN-IN Innovation Program (SIP)

From fiscal 2018 to 2019, we launched the SAN-IN Innovation Program (SIP), a program to spur creative business ideas based on wants yet to evolve into needs, as well as raise the bar on “outside-the-box” business concepts. To date, 12 businesses (including the establishment of 7 companies) have initiated from the program. In bringing business concepts to life, we provide continuous support for business commercialization, taking advantage of regional economic ecosystem* functions made possible through industry-government-academia-finance and other collaborations. The highly motivated human capital networks emerging from regional revitalization enabled by SIP are also leading to collaborative business concepts thanks to connections being made outside the program.

*Refers to the development of complementary relationships between principal actors, such as enterprises, financial institutions and local public entities, fulfilling their specific roles within a region, coupled with a push for multifaceted collaborations and co-creative endeavors, while holding close-knit relationships with principal economic actors outside the region.

Sowing new business seeds in San-in



Key Initiative

Support for export of local goods through collaboration with local public bodies

— Sponsorship of Shimane Prefectural Fair at the Hon Hai Technology Group Social Welfare Site —

Test marketing of special products of Shimane prefecture via a Taiwan-based website and tourist information transmission business

— Outsourced business on behalf of Shimane prefecture based on the Shimane Revitalization Plan —

Amid fewer opportunities for business meeting and the loss of inbound customers due to travel restrictions triggered by the coronavirus pandemic, San-in Godo Bank launched this project using the increasingly normalized and borderless world of e-commerce. The goal is to stimulate overseas export of attractive special products of Shimane prefecture and serve as a source of tourism PR for the prefecture itself. (Period: Jan. 13 – Feb. 12 2021)

● Test marketing of special products of Shimane prefecture

- Pre-order and sale of products from companies seeking to export to Taiwan
- Conduct questionnaire research among users to provide advice on new product development for participating enterprises and other support for expanding sales channels for special products of Shimane prefecture in the Taiwanese market

● Tourism PR for Shimane prefecture

- Transmit information on tourism within Shimane prefecture and other data to raise the prefecture's profile and stimulate demand for visits to the area in the post pandemic era



Website	Social welfare site of Hon Hai Technology Group *Taiwan-based company that is the world's largest for outsourced production of electronic devices
No. of participating companies	27
Products	40 products spanning, food, cosmetics and general merchandise

Sustainability and Growth of regional business

Extensive support of the Region through Relationship Banking

Corporate Clients Increase added value — Upgrading, expanding and enhancing sophistication of solutions menu —

To respond to clients' diversifying needs and offer additional support for growth, San-in Godo Bank builds in-depth collaboration with external parties to upgrade, expand and enhance the sophistication of its solutions menu across multiple dimensions.

Consulting service

Business plan formulation consulting	We assist in client business growth by supporting management strategy formulation founded on more in-depth analysis of client status
ICT consulting	By spurring the active use in management of data as a vital resource, we support improvements in client productivity and other areas through greater ICT
Recruitment consultancy	To answer human resource retention needs in areas where population is declining, we assist in securing managers and skilled professionals to support efforts to resolve client management issues
Personnel consulting	We support the building of personnel systems that achieve enterprise growth and development by encouraging growth of the organization's key employees.

Capital alliance with side- and multiple-job matching HR service provider JOINS, Inc.

In June 2021, San-in Godo Bank invested in JOINS, Inc., a human resource matching service provider for professionals seeking side and multiple job opportunities in regional and urban settings. The Bank launched its own HR consultancy business in October 2020, enabling the proposal of HR utilization-based solutions to address client issues. As lifestyle patterns and working styles rapidly diversify, the alliance with JOINS is allowing us to support solutions for management issues faced by regional companies by making matching professionals with opportunities, without concern for limitations like location or distance, a more familiar occurrence.

Utilization example

Introduction of professional personnel for solving new business development issues

In trying to resolve issues for growing its business, Tamaki Seimen Ltd., an udon and noodle manufacturer (restaurant industry) recognized the difficulty in using only in-house resources to address these challenges, but also felt similar difficulties were likely in attracting or hiring local human resources for help. After verifying the company's issues and human resource retention needs, we proposed solutions to these issues using side job-seeking personnel.

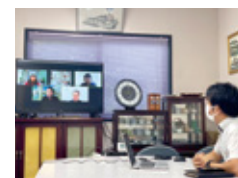
Issues

- Boosting quality by creating a manual and standardization for restaurant operations
- Achieving awareness and penetration of in-house brands internally and externally
- Menu improvement reflective of customer needs and data

Application Status

No. of applicants: 22, **3 contracted**

- Date of first negotiation: Feb. 4, 2021
- Date of application opening: Feb. 4, 2021
- Contract start date: May 1, 2021



Briefing taking place online

Work applied for: Restaurant operation manual preparation and operational stability

Overview of contracted human resources	60s/male/Tokyo resident Manager of ad agency subsidiary/ HR development/operational process improvement/sales to corporate clients	30s/male/Tokyo resident Management consulting/Management planning from role in an IT venture/ production system development/new business development	40s/female/Tokyo resident Product planning and development for domestic food product manufacturer/sales strategy planning at foreign-owned food manufacturer
Operations at Tamaki Seimen Ltd.	<ul style="list-style-type: none"> • In-house brand analysis • Production of in-house brochures 	<ul style="list-style-type: none"> • Production of video manual for restaurant operations • Enhanced efficiency of product sale order services 	<ul style="list-style-type: none"> • Marketing data analysis • Creation of menu improvement measures

Business matching

Utilizing the Bank's wide-ranging branch network and ample information collection capabilities, we are developing activities that link clients in San-in, Sanyo, and Hyogo-Osaka. Actions here include support for development of sales channels and the proposal of high-quality primary products and manufacturing technology from San-in. We also support efforts to attract businesses to San-in through collaboration with government agencies.

Business succession and M&A

San-in Godo Bank supports seamless business succession, most notably through business succession consulting services and business transfers via M&A. We also offer M&A advisory services for consultations on the use of M&A as a growth strategy option.

Supporting the medical and nursing care, tourism and accommodation, and food manufacturing industries

We have installed key personnel at the head office specializing in the region's principal industries – medical and nursing care, tourism and accommodation, and food manufacturing, providing support for resolving management issues through partnerships with outside experts.

Revitalization support

By sharing management issues with clients requiring support of management improvement, we assist in the formulation and execution of management improvement plans while liaising with outside experts.

IT platform "Gogin BigAdvance"

Steps underway to further enhance tools, including using online communication as a non-direct contact option for reaching a wider range of negotiation candidates for more timely matching

Business succession and M&A support structure

- Collaboration with external partners, including tax accounts
- Business alliance with Nomura Securities Co., Ltd.
- Business alliance with Nihon M&A Center, Inc.
- More personnel at headquarters specializing in business succession and M&A
- Establishment of Gogin Business Succession & Investment Limited Partnership

Financing

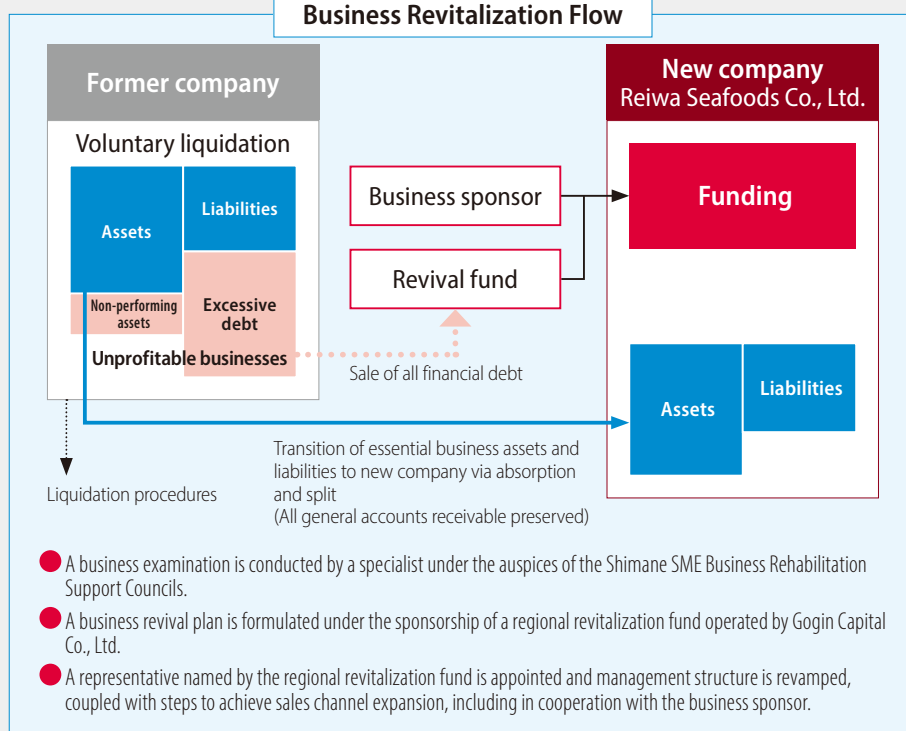
From syndicated loans and finance lease intermediary services to private placement bonds, San-in Godo Bank accurately meets a variety of financing needs of clients, supporting their growth from a funding standpoint as well.

Key Initiative

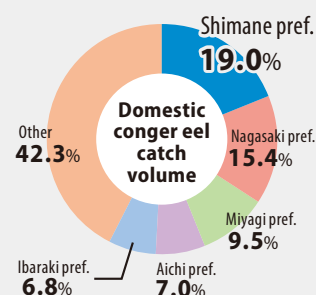
Business revitalization assistance for seafood processors heavily impacted by the COVID-19 pandemic

Nakamura Suisan Co., Ltd. (rehabilitation company), headquartered in Hamada city, Shimane prefecture, is widely known as the prefecture's largest manufacturer of conger eel-based processed foods. However, the company's attempts at sales expansion backfired, followed by deterioration in earnings, resulted in taking on enormous debt. The impact of the coronavirus pandemic exacerbated things further, making the company's already dire predicament even more precarious. San-in Godo Bank determined that through business rehabilitation support, the company's outstanding processing technology could remain intact, allowing it to contribute even more to development of the region's seafood industry.

Business Revitalization Flow



Shimane prefecture ranks first in domestic catch volume for conger eel, the main raw material used in Reiwa Seafoods' processed marine products.



Formation of a safe and secure society

Provision of Stable Financial Infrastructure to All Customers

— Improve our products and services to be closer to customers and user-friendly —

San-in Godo Bank is using digitalization and business alliances to meet customers' increasingly diverse and complex needs. Together with steps to improve customer convenience and services, we are striving to provide all customers with stable financial services as social infrastructure for the region.

Individual customers Support for shaping abundant lifestyles

Improved convenience through digital utilization

● Expansion/upgrade of non-direct contact channel

In a move to enhance customer convenience, we are bolstering our lineup of product and service transactions to allow completion of a wide range of banking transactions anytime via smartphone or PC without ever visiting a physical branch.

The Gogin app

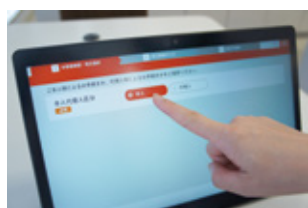
A bank branch in the palm of your hand

- Ordinary saving account opening
- Smart bankbook
(confirmation of account details, balances)
- Internet banking (fund transfers, time deposits, various paperwork, etc.)
- Cashless payments
- Loans (application, contract)



● Use of tablets for in-branch acceptance of application

At Bank branches, digital tablets serve as the reception desk for opening ordinary saving accounts, as well as the location for product description and acceptance of applications for loan products, investment trusts and insurance products for individual customers. This shift to paperless for applications and paperwork, coupled with shorter times to fill in documents and related processing, is leading to improved customer convenience and greater clerical efficiency.



● Promotion of cashless payments

As initiatives prompting the shift to cashless payment spread across the region, San-in Godo Bank is supporting efforts to address the new lifestyle patterns that cashless settlement makes possible, while working to elevate customer convenience.

Gogin Duo Card

Credit card with integrated IC cash card



[Annual fee] Regular members: ¥1,375 (no fee first year)

Gold members: ¥11,000

(Tax included) (As of July 1, 2021)

We have conducted numerous campaigns that prominently feature the Duo Card to encourage the everyday use of credit cards in Japan. Along with spurring the spread of cashless payments, the Bank is working to expand opportunities for consumers to spend and use credit cards in the region.

Online inheritance procedures

Completion of inheritance procedures via non-direct contact (Web + postal mail) launched in June 2021

Inheritance procedures can now be completed without a branch visit.

<Service Flow>

User requests inheritance procedures using their home PC or smartphone

San-in Godo Bank homepage →
Required data for inheritance procedures entered using step-by-step guide on the webpage



User guided to submit required documentation for inheritance procedures via postal mail or phone

Documentation received via postal mail

Procedures completed

New financial services combining strengths of banking and securities

— Comprehensive business alliance in financial product intermediary services with Nomura Securities Co., Ltd. —



Combining San-in Godo Bank's wide-ranging network with Nomura Securities' specialist expertise and wealth of information, we support customer asset formation that anticipates the era of the 100-year lifespan.

● Robust product and service lineup

Products and services currently handled by Nomura Securities, including over 800 types of investment trusts, can be purchased through San-in Godo Bank.

● Highly convenient services

Transactions are available not only in-person at branches but by phone, online and through other non-direct contact channels designed to match customer needs.

● Abundance of information

Through Nomura Securities' global network, we provide customers with the very latest information from Japan and around the world faster than ever.

● More advanced consulting

Our highly specialized consulting staff delivers financial services with even greater added value. All consultations pertaining to finance can be completed at San-in Godo Bank customer service counters.

● Branch structure

Accurately meeting customer needs through the three-distinctive branch structure as follows:

Consulting Plaza	Provider of full line of products and services
Asset management consultation counter	Consultation on asset management and formulation for a wide range of customers Asset management assistance for senior citizens
At other branches	Receive applications for opening of new securities accounts or investment trusts for regular savings plan



Initiatives ensuring "customer-oriented" business conduct

To ensure an extensive commitment to carry out customer-oriented business philosophy, we have formulated a Policy for Customer-Oriented Business Conduct on asset management and asset formulation businesses.

● Pursuit of the best possible benefit for customers

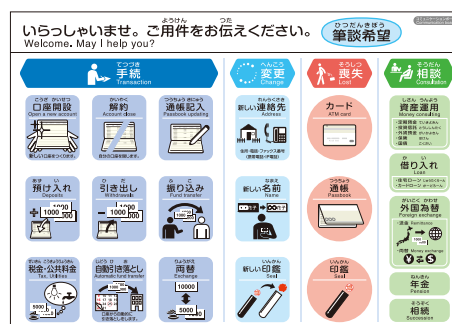
We work diligently to propose optimal products and services for customers that align with their specific objectives, asset status and life stages. When offering proposals, we fully utilize asset management guides and asset design tools, and conduct simulations with customers of life plans that account for family composition, life events, asset status and other relevant factors. Accordingly, we are able to provide consulting services that are easy to understand and more careful from the customer's perspective.

● Providing high-level expertise

Bank employees with specialist knowledge respond accurately to customers' increasingly diverse, sophisticated and wide-ranging needs, providing individual customers with high-quality products and services selected from among the Bank's extensive product and service lineup. In providing a continuous stream of information reflecting changes in market environment, market trends, asset management status and other key data, our employees can respond in line with customers' wishes with asset reviews and take other steps whenever their asset management needs change.

Initiatives for improving service to elderly customers and customers with disabilities

To better enable customers with physical disabilities and elderly customers to access services with peace of mind, San-in Godo Bank is promoting initiatives that address Universal Manners (the "mindset" and "actions" that enable their employees to act from the perspective of these customers), a concept encompassing employee education, improved facilities at branches, and product and service modifications.



Communication board found in Bank branches.

Contributions to Regional Society

Development of Unique and Far-reaching Social Contribution Activities

— Helping through social contribution activities to make an abundant regional society a reality —

Based on the idea of "playing a beneficial role for the region and for customers" even across social, educational, cultural and other social contribution activities, San-in Godo Bank strives to fulfill its responsibilities with respect to regional society, working over many years to develop unique activities in this area.

Social and Cultural Contribution Activities Active participation in regional and social activities

Gogin Hitotsubu no Mugi (One Kernel of Wheat) no Kai (since 1981)

We, Gogin Group directors, executive officers and employees have taken part in this ongoing cash and material donation activity now for four decades. As of March 31, 2021, we had donated wheelchairs, televisions and other items valued at ¥124.93 million to 1,189 regional social welfare facilities and other recipients.

● Donation of hand soap and masks

In an effort to play a useful role in helping protect our future, today's children, from the coronavirus pandemic, we donated hand soap and masks to elementary schools in Shimane and Tottori prefectures in December 2020.



A total of 4,110 bottles of hand soap and 50,000 masks were donated in both prefectures.

Chiisana Shinsetsu (Small Kindness) Movement (since 1997)

As the secretariat for this movement, San-in Godo Bank is working hand in hand with the people of the region in developing a variety of activities that include "Campaigns encouraging kind greetings to others" and "Nationwide cleanup movements."

● Eco-cap collection drive

Money earned through the sale to recyclers of used PET bottle caps, collected in cooperation with members, is donated to UNICEF to help fund the delivery of needed vaccines to children worldwide.



From the start of this movement in 2010 to March 31, 2021, a total of 15,249 kg of caps have been collected, equivalent to roughly 7,600 vaccine doses.

Gogin Cultural Promotion Foundations (since 1992)

These foundations support and sponsor educational, cultural arts and sports activities taking place in Shimane and Tottori prefectures. As of March 31, 2021, the foundations have provided ¥317.01 million in assistance to 1,303 events in Shimane and 1,223 in Tottori.



An Evening of Classical Ballet and Contemporary Dance in Shimane

Youth Education Helping to educate the region's future leaders

Shofukan (page 50)

Financial education — Improving financial literacy —

Through actual worksite visits, guest lectures and other experiences, elementary and junior high school students can learn about the role and functions of banks, as well as money planning for the future.



Fourth class of Shofukan students

Gogin SDGs Private Placement Bonds

Making a sustainable regional society possible and driving clients' social contribution activities through financial products

In step with responding to clients' diverse financing needs, San-in Godo Bank, with the achievement of SDGs objectives in mind, handles private placement bonds in partnership with their issuing companies to support initiatives linked to solving regional issues.

Gogin SDGs private placement bonds - "Regional economic stimulus-type"

The issue of private placement bonds creates donations that fund activity to combat infectious diseases including COVID-19 in the San-in region.

Gogin SDGs private placement bonds - "Donation to medical institution-type"

The issue of private placement bonds creates donations to medical institutions designated to fight infectious disease outside the San-in region.

Gogin SDGs private placement bonds - "Donation to educational institution-type"

The issue of private placement bonds enables the donation of items vital to children's learning and growth, including sports equipment and musical instruments for elementary and junior high schools and other educational institutions.

■ Number of SDGs private placement bond issues - 124 cases (FY2020)

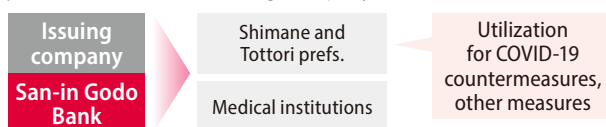
"Regional economic stimulus-type" (Shimane pref.)	17 cases	"Sports promotion-type"	9 cases
"Regional economic stimulus-type" (Tottori pref.)	16 cases	"CSR-type"	9 cases
"Donation to healthcare institutions-type"	27 cases	"Social welfare-type"	3 cases
"Donation to educational institutions-type"	43 cases		



Formal ceremony for donations to Shimane prefecture

■ Donations for regional economic stimulus and medical institutions-type

0.2% of amounts of private placement bonds issued gifted in joint names with the issuing company



■ Donations for educational institutions

Goods under 0.2% of amounts of private placement bonds issued gifted in joint names with the issuing company



Promoting Sports Energizing the region through sports promotion

Gogin Women's Badminton Team (since 1993)

The Gogin Women's Badminton Team's dynamic interaction with the community includes offering instruction on technique to elementary and junior high school students, participation in regional sports events and much more. The team competes in the S/J League, Japan's top league in the sport, bringing the energy and excitement of top-level badminton play to the region.

Rooting for local professional sports teams

San-in Godo Bank supports local soccer team Gainare Tottori and basketball team Shimane Susanoo Magic through sponsorship.



Pair of Yokoyama and Yazaki, playing for the 2021 Badminton women's doubles Japan's national B team

Official national park partnership inked with the Ministry of the Environment

As an official national parks partner, San-in Godo Bank is working with Japan's Ministry of the Environment and other relevant government bodies in activities to better understand environmental protections and encourage more visitors to the country's national parks.

Details of Initiative

- Conduct forest conservation activities, coastline cleanup and related efforts (continued)
- Spread national park information at San-in Godo Bank-sponsored seminars, training events, etc.
- Share attractiveness and information pertaining to national parks, other activities

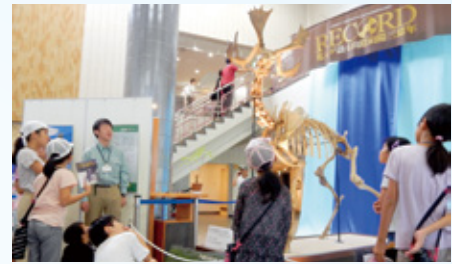


国立公園
オフィシャルパートナー



Signing ceremony
(Photo offered by the Ministry of the Environment)

Together with the Region — Helping to educate the region's future leaders —



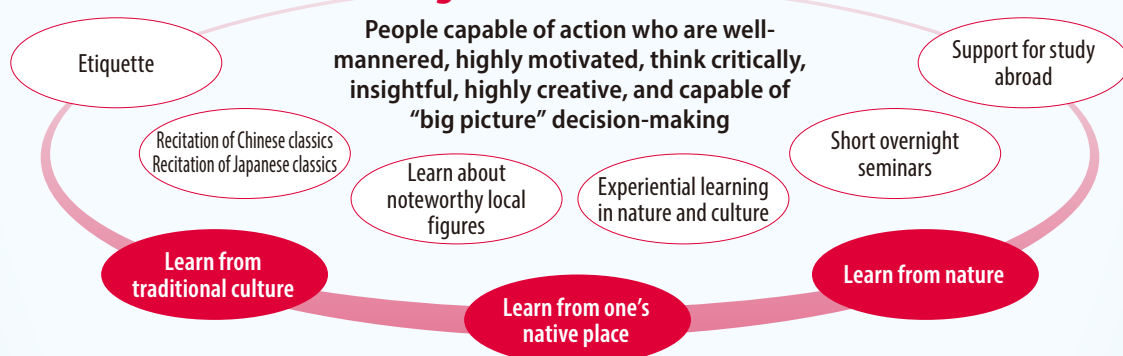
Shofukan

Youth development
activities

Instilling a powerful will to usher in change

"Shofukan" private school was first opened by the Gogin Shimane Cultural Foundation in 2012. In learning how to live and think about life through classical literature from Japan and other countries, local history and nature, traditional culture and other areas, the hope is that participating children will grow to play dynamic roles in society in the future. In contrast to typical cram schools, classroom sizes are intentionally kept small, with the image of old-fashioned Terakoya (private temple school) and Hanko (clan school) in Edo period in Japan, allowing instruction that respects for the individuality of each child. In addition to classroom lectures, through out-of-school field trips and overnight seminars in summer, the school emphasizes the importance of students engaging all of their senses to thoroughly experience the backdrop and true nature of the world around them.

Target Ideal as a Person



Novice course (3 years) : 20 students

Learning from the cornerstone of the three pillars valued by Shofukan (learn from traditional culture, learn from one's native place, and learn from nature).

- The Analects of Confucius
- The Tale of the Bamboo Cutter
- Hyakunin Isshu poems
- Notable local figures
- Proper etiquette
- Creatures and nature of Lake Shinji
- Mathematical discussion, others



Middle course (3 years) : 14 students

With novice course learning as a base, along with diving deeper into topics, students learn to open their horizons through learning of cultures outside Japan.

- Koto
- Calligraphy
- Shoshi Hyakka (the Various Masters of the 100 Schools: Thinkers of Ancient China)
- Izumo Fudoki (records of regional cultures, etc.)
- Shimane Peninsula exploration
- Learning of sciences
- Debate
- Useful English expressions
- Learning of notable global figures
- Practice of foreign cooking, others



Advanced course (until adulthood) : 17 students

Reflecting on what they learned previously, students aim for and learn to be autonomous individuals able to act with intention.

- Topic report (3 times a year)
- Group lectures (held occasionally)
- Learning of regional issues
- System to assist in studying abroad available for interested students

