

# Social Contribution Activity Initiatives

At the Gunma Bank, our mission is to be a good citizen and contribute to the development of local industry and culture, as well as to the enrichment of people's lives. As such, we are committed to supporting the arts, culture, sports, and financial and economic education, and to protecting local cultural heritage.

## Gungin SDGs Private Placement Bonds

In our fundraising support for customers (companies) who wish to participate in activities that contribute to environmental protection, social contributions, and achievement of the SDGs, we deal in private placement bonds in which part of the issuance fee received by the bank will be donated to schools, local public bodies, and groups that work to achieve the SDGs.

We now also deal in private placement bonds that offer preferential fee treatment to customers who conduct businesses that help achieve the SDGs.

Donations from SDGs private placement bonds (As of March 31, 2021)

- Total amount issued 82.6 billion yen (including private placement bonds for environmentally-friendly projects and regional revitalization)
- Total amount of donations 75,233 thousand yen; 460 cases (including private placement bonds for regional revitalization)
- Donations to public healthcare providers 1,900 thousand yen / 13 donations

## Donations to Gunma Prefecture World Heritage, Gunma Silk Inheritance Succession Fund

We work with the Silk Inheritance of Gunma, which donates part of the trust fee received by the Bank and the trustee company for the protection of the World Cultural Heritage site of the Tomioka Silk Mill and related sites. We also handle donations to funds through the donation course of the shareholder benefits program.

- Donations from the Silk Inheritance of Gunma investment trust
  - ..... 912,933 yen (cumulative total: 7,684,901 yen)
- Donations from the donation course of the shareholder benefits program
  - ..... 62,000 yen (cumulative total: 105,000 yen)

## Support for Finance Education

### (1) Dispatching of instructors to Gunma University

Since fiscal 2017, we have been conducting collaborative seminars with Gunma University. In fiscal 2020, we dispatched three instructors to teach the Learning Literacy course and conducted a course on economics and finance.

### (2) Working person lecture at a high school

Under a comprehensive partnership agreement with the city of Ota, Gunma Bank employees conducted a lecture entitled "Customer-centered Business Operations and Customer Service," as part of the Working Person Course taught at Ota Municipal High School.

### (3) Admission of elementary, junior high, and high school students for experiential learning

We admit local elementary and junior high school students for experiential learning courses conducted at our branches, as well as a company tour for high school students at our head office.

### (4) Economics Koshien

In order to provide opportunities for high school students to enjoy learning about finance and the economy and acquire financial literacy while having fun, we organize the Gunma Tournament of the National High School Finance and Economics Quiz Championship "Economics Koshien."

## Support for Sports Activities (Gunma Bank Green Wings)

The Gunma Bank Green Wings clinched its second consecutive victory this season in the V2 level of the Women's V. League for volleyball. The team narrowly lost in the exchange match against a V1 team, and their promotion to the V1 League was unfortunately postponed.

The team will continue to play in the V. League and other national-level competitions, as well as actively contribute to the local community through activities such as volleyball classes.



Gunma Bank Green Wings

## Support for Arts and Cultural Activities

We support activities such as sponsoring regular concerts for the Gunma Symphony Orchestra.

The Gunma Symphony Orchestra is engaged in artistic activities closely connected to regional communities and contributes to the improvement of regional music culture by holding traveling music classes for elementary and junior high school students in addition to regular concerts.

## Installation of Vending Machines in Support of the Gold Ribbon Campaign

As a means to support childhood cancer research and development through the gold ribbon network, an authorized NPO, Gunma Bank has installed Gold Ribbon Support Vending Machines. A portion of the proceeds from the sale of each vending machine goes to support children with cancer.

# Efforts to Help Elderly Customers and Customers with Disabilities

We conduct activities for each individual elderly customer and customer with physical disabilities.

## Installation of Communication Tools at All Branches

Various communication tools that can be used by customers who are elderly or those who need hearing or writing assistance are available at the counters of all sales branches, including hearing aids, ear mark plates, and writing boards for communication.

## Introduction of a Remote Sign Language Interpretation Service

A remote sign language interpretation service was introduced at 26 banking outlets in June 2019. Operators who know sign language provide interpretation using laptops.



## Barrier-free ATMs

ATMs with handsets have been installed at all branches so that visually impaired or elderly customers can use ATMs smoothly. Operations such as deposits and withdrawals can be made according to the voice guidance from the handset placed next to the ATM. We are also proceeding with installing universal design ATMs so that customers using wheelchairs can easily access ATMs.

## Barrier-free Support at Banking Outlets

We are promoting the creation of a banking service environment that is safe and convenient for the elderly or customers with disabilities, such as by eliminating steps inside and outside banking outlets, and installing parking areas convenient for disabled people and those in wheelchairs.

## Other Measures

- The transfer fee at the counter for visually impaired customers will be the same as that for ATM transfer fees.
- For customers who are visually impaired or have difficulty reading, our staff will do the procedure by reading or writing on behalf of the customer.
- We will send notifications in braille by postal mail upon request from the customer.
- Braille business cards are used for visually impaired customers.
- Our website is equipped with a voice reading function.

## Participation in the Dementia Supporters Program

Since fiscal 2010, the dementia supporters training lecture has been a part of Gunma Bank's training program. We conduct this lecture for new employees as part of our efforts to understand and support those with dementia.

## Telephone-based Communication Relay Service

Since July 2021, we have handled part of our operations through a telephone-based communication relay service, which enables the hard of hearing to communicate with the hearing through an interpreter.



Multifunctional toilets



Priority seats



Writing tablet