

Aozora Bank Group Outsourcing Policy

1. Basic Philosophy

Our economy and society are built on a foundation of various mutually beneficial transactions with other parties and supported through collaborations with suppliers who facilitate the purchase of goods and the subcontracting of services (hereinafter referred to as "outsourcing") required for business operations, including IT systems and facilities. The Aozora Bank Group will actively contribute to the sustainable development of society by promoting responsible outsourcing activities that take into consideration environmental and social issues, such as human rights, in collaboration with its suppliers.

2. Role of Outsourcing Policy

In addition to its in-house initiatives, the Aozora Bank Group recognizes that environmental and human rights initiatives conducted throughout the supply chain are an important management issue. The "Aozora Bank Group Outsourcing Policy" outlines the Bank's outsourcing initiatives based on the "Aozora Bank Group Environmental Policy" and "Aozora Bank Group Human Rights Policy", which were both developed based on the Bank's "Code of Ethics and Conduct" in accordance with its management philosophy.

3. Aozora Bank Group Outsourcing Policy

1) Fairness in choosing suppliers

- When choosing suppliers, the Aozora Bank Group considers factors such as proper quality and service, adherence to delivery deadlines, economic rationality, compliance with laws and regulations, information management, as well as respect for human rights and the environment. In the case of an ongoing business partnership, including operations subcontracting, the Group will monitor the supplier as necessary.

2) Compliance with laws, regulations, and social norms

- The Aozora Bank Group conducts outsourcing in compliance with all applicable laws and regulations as well as in adherence with social norms.
- The Aozora Bank Group firmly confronts any antisocial forces that threaten social order and safety, and completely blocks relationships with them.
- The Aozora Bank Group maintains a fair and transparent relationship with its

suppliers. To that end, the Group prohibits all officers and employees from giving and receiving corporate hospitality or gifts with suppliers beyond socially-acceptable limits.

3) Consideration of the importance of human rights and the environment

- The Aozora Bank Group strives to respect human rights and reduce its potential impact on environmental factors, such as climate change and biodiversity, when conducting outsourcing activities.

4) Collaboration with suppliers

- The Aozora Bank Group respects all of its suppliers as partners and strives to maintain a relationship of trust and cooperation by responding with fairness and sincerity. The Group also publicly discloses its Outsourcing Policy and communicates closely with its suppliers in consideration of environmental and human rights issues in order to develop a mutual understanding with them that contributes to the sustainable development of society.

4. Expectations for Suppliers

In order to implement outsourcing in accordance with the policy set forth in Article 3, the Aozora Bank Group expects its suppliers to understand and cooperate on the following:

1) Compliance with laws, regulations, and social norms

- Compliance with all applicable laws and regulations as well as social norms

2) Information management

- Appropriate protection and management of information in accordance with the Act on the Protection of Personal Information and related laws and regulations

3) Respect for human rights

- Provision of a safe and comfortable working environment for employees
- Prevention of discrimination and harassment
- Respect for freedom of association and collective bargaining rights under the law
- Due consideration to not engage in child labor, forced labor, or human trafficking in overall business activities, including the supply chain

4) Environmental considerations

- Reduction in the use of resources and energy
- Use of low-carbon/carbon-free energy and lower greenhouse gas emissions
- Effective use of resources by reducing, reusing and recycling waste
- Reduction in the use and emission of substances that impact the environment and people

- Sustainable use of forests and other natural resources
- Consideration of impacts on biodiversity and ecosystems