

This Policy was established on June 28, 2019

Revised on July 30, 2022

Voluntary Declaration of Consumer-Orientation

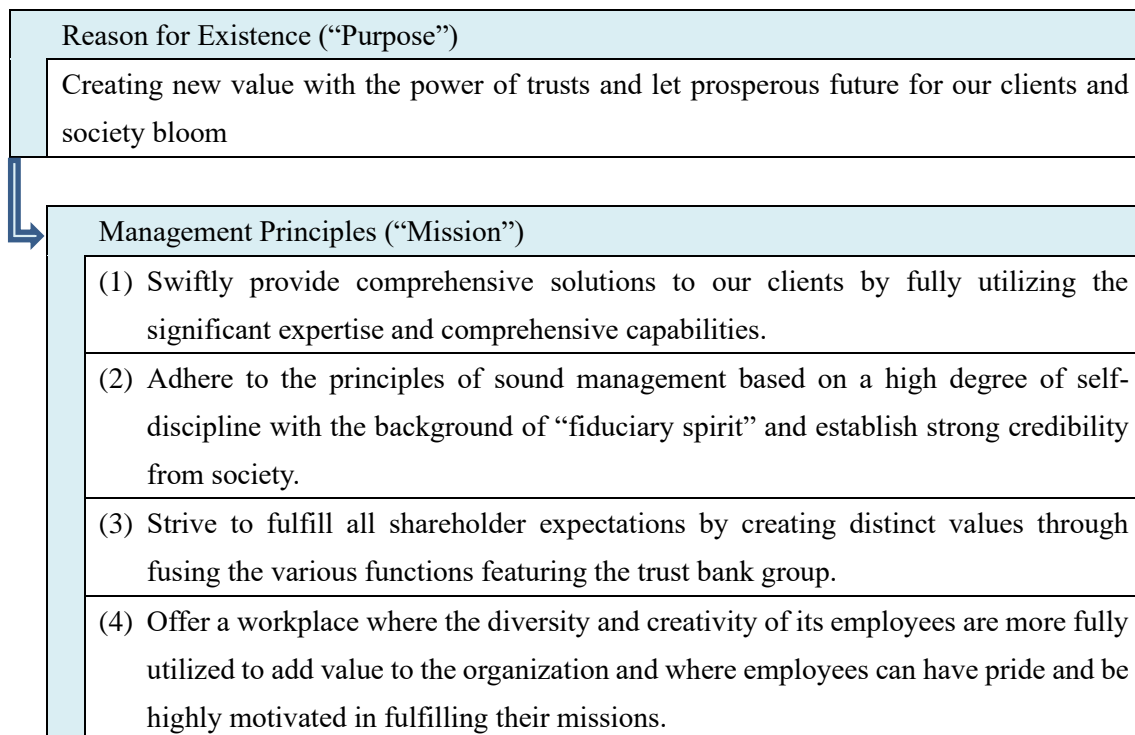
~To continue to grow together with our clients and society~

1. Our Philosophy

Sumitomo Mitsui Trust Group (“the Group”) defines its reason for existence (Purpose) and has also placed the idea of “balanced creation of both social value and economic value” at the core of its management approach.

This Purpose reflects our awareness of the Group’s mission to take responsibility for the next generation and contribute to the building of a society that is even more capable of coping with change and to also achieve sustained growth ourselves by actively helping to solve issues in society as the “Best Partner” most trusted by our clients based on the Group’s client-oriented philosophy that remains unchanged since our founding.

Holding this Purpose as our shared ethos, our executives and employees share “management principles (Mission)”, “ideal model (Vision)”, and “codes of conduct (Values),” and we strive to promote client-oriented (fiduciary duty) practice and consumer-oriented management.



Ideal Model (“Vision”)	
Based on the “fiduciary spirit” and with significant expertise and comprehensive capabilities, the Sumitomo Mitsui Trust Group will create distinct values by leveraging a new business model, combining its banking, asset management and administration, and real estate businesses, and will move onto the global stage as a leading trust bank group which boasts the largest and highest status in Japan.	
Codes of Conduct (“Value”) (excerpt)	
(1) Completely Client-oriented - Truthfulness and Loyalty	(4) Establishment of Individuality - Self-help and Self-discipline
(2) Contribution to society - Dedication and Development	(5) Strict compliance with applicable laws and regulations
(3) Realization of organizational capability - Trust and Creativity	(6) Resolute stance against antisocial forces

«Policies regarding the Fiduciary Duties of the Sumitomo Mitsui Trust Group (Basic Group Policies (Principles for Action))»	
(1) Implementation of a client-oriented approach to consulting	(5) Provision of financial services that leverage the diverse functions of the trust bank group
(2) Provision of easy-to-understand information	(6) Client peace-of-mind and satisfaction, and contribution to society and the economy
(3) Development and provision of products and services that meet the diverse needs of our clients	
(4) Enhancement of our client-oriented focus and expertise	

2. Our Approach

(1) Listen to and leverage various opinions

As part of our efforts to provide better products and services based on client feedback, our branch offices and head office are working in cooperation to consider measures to improve, taking into consideration the many opinions and requests we receive from our nationwide network of branches, call centers and websites, as well as from various questionnaires. In addition, evaluations, etc. by external organizations are also used to improve products, services, and management.

As an initiative based on feedback from employees, we hold the “Future Creation Festival”, in

which employees can take on the challenge of commercializing products and services that they propose and conduct initiatives to create the future of our Group with ideas generated by employees.

Furthermore, Sumitomo Mitsui Trust Bank has established “FD & CS Committees” in each branch office and department to systematically and proactively engage in discussions on FD (client-oriented) and CS (customer satisfaction), improvement activities based on client feedback, and improvement activities based on issues identified through sharing good examples and lessons learned.

In addition, our Group has formulated the “Policies regarding the Fiduciary Duties of the Sumitomo Mitsui Trust Group” for putting into practice and enforcing a “client-oriented approach” throughout all Group businesses. The status of efforts based on this policy and the results indicators (KPI) are available on our Company website.

(2) Make efforts for the future and for the next generation

Our Group has established its Sustainability Policy to respect dialogue with all stakeholders, including clients, shareholders, investors, employees, business partners, local communities, NPOs, government and international organizations, and to play an active role in building a sustainable society. Through strategic sustainability initiatives, we aim to “create common value” that contributes to solving social problems while also pursuing our own economic value. The status of initiatives based on this policy is disclosed in the Sustainability Report.

« Sustainability Policy (Overview) »	
1. Contribute to Solving Social and Environmental Problems through Business	4. Address Environmental Issues
2. Serve Clients with Sincerity	5. Respect the Individual
3. Earn the Trust of Society	6. Participate in and Contribute to the Community

(3) Compliance with laws and regulations / Strengthening corporate governance

In order to adhere to the principles of sound management, based on a high degree of self-discipline with the background of fiduciary spirit, and to establish strong credibility with society, the Group commits itself to enhancing its corporate governance system in line with the basic philosophy indicated below, with the objective of supporting sustainable growth and medium- to long-term enhancement of the enterprise value of the Group. The status of corporate governance is disclosed

in the Integrated Report.

«Basic Policy on Corporate Governance (Basic Philosophy)»
① SuMi TRUST Holdings shall respect shareholder rights, and endeavor to develop an environment in which shareholders can exercise their rights appropriately and effectively, and to secure the effectively equal treatment of shareholders.
② By recognizing the importance of its social responsibilities and public mission, SuMi TRUST Holdings shall endeavor to appropriately cooperate with its stakeholders, including shareholders, clients, employees, business partners, and local communities, and to establish a corporate culture and climate in which it conducts sound business operations based on a high degree of self-discipline.
③ In order to establish a basis for constructive dialogue with its stakeholders, SuMi TRUST Holdings shall separately set out its Disclosure Policy, and endeavor to appropriately disclose corporate information, including non-financial information, and ensure the transparency of its corporate management.
④ As the financial holding company that assumes the corporate management function of our Group, SuMi TRUST Holdings adopted the institutional design of a “company with Three Committees,” and, by separating the execution and supervision of business, shall endeavor to ensure the Board of Directors’ role of effective supervision.
⑤ SuMi TRUST Holdings shall engage in constructive dialogue with its stakeholders in order to contribute to sustainable growth, as well as the medium- to long-term enhancement of the enterprise value of SuMi TRUST Holdings.

In addition, at our Group, the business supervision departments and the client support management departments investigate and analyze the reasons behind client comments and identify the problems, regularly report to management, and take initiatives to share information to the relevant sections within our Group companies and coordinate action. We use a management system regarding client complaints, etc., and undertake responses and improvements by timely information sharing and organic coordination among the branch offices, business supervision department, and the various departments at headquarters.

3. References

Policies regarding the Fiduciary Duties of the Sumitomo Mitsui Trust Group
https://www.smth.jp/en/about_us/management/customer/fiduciaryduty
KPIs for initiatives pursuing to be "Best partner" for our clients
https://www.smth.jp/en/about_us/management/customer/fiduciaryduty

Sustainability Policies
https://www.smth.jp/english/sustainability/management/philosophy/csr_policy
Sustainability Reports
https://www.smth.jp/english/sustainability/report
Basic Policy on Corporate Governance
https://www.smth.jp/english/-/media/th/english/about_us/management/governance/policy.pdf
Integrated Reports / Annual Reports
https://www.smth.jp/english/investors/report/disclosure