

# Responding to the COVID-19 Pandemic

The Group has been focusing on supporting various stakeholders in the prolonged efforts to combat the COVID-19 pandemic. To continue providing services in an unprecedented situation as a financial group specialized in trust banking, we will continue to take action based on three basic stances: ensuring business continuity as a key piece of social infrastructure, ensuring the health and safety of employees and their families, and preventing the spread of infection in society (including activities to create a society that is less prone to the spread of infection).

As a financial institution that plays an important role in social infrastructure, we will continue to ensure the stable continuation of business operations while maintaining the safety, security, and health of our clients and employees as our top priority.

## Response Policy 1 Ensuring business continuity as a key piece of social infrastructure (response to clients)

Considering the safety of our clients, each of the Group's sales branches is taking steps to prevent the spread of infection by holding online seminars and erecting transparent acrylic boards to minimize transmission from respiratory droplets.

### Banking business

- Establish procedures for accepting deposits and investment trusts using the Internet, procedures for address change by postal mail, etc.
- Encourage clients to make appointments before visiting a branch and open business on holidays in order to avoid the Three Cs (crowded places, closed spaces and close-contact settings) for visitors
- Flexibly respond to consultations on personal and corporate loans
- Establish a consultation counter for interest-free and unsecured loans
- Expand coverage contents of "housing loans with special clauses of guarantees against the eight major diseases," and newly introduce loan repayment guarantee coverage during unemployment period

### Strengthen contactless online client support

• Opened trust type next generation branch  
SuMi TRUST Bank is striving to improve client convenience in the COVID-19 era, providing online consultation services at all branches from July 2020, and opening the first trust type next generation branch that offers online consultation in the Chukyo area in November 2020.

Clients are able to receive online consultations from the comfort of their own home, with a representative reviewing the materials with them on a computer screen, just as if they were meeting in person at the office. Family members who live far away can also join the consultation session. Our online consultation services have become easier and safer than before because of the enhanced convenience of online procedures.

We also strive to enhance convenience for our clients by switching the handling of various procedures and consultations to websites and online tools or by telephone, and by developing new products that respond to COVID-19.

### Trust-related business

- (Pension) Continued administrative, management, and reporting tasks to ensure reliable delivery of pension and lump-sum payments
- (Stock Transfer Agency Services) Provided support for preparation and operation of General Meeting of Shareholders
- (Asset Management) Continued operations to maintain the flow of capital markets
- (Asset Administration) Continued to settle securities and funds for smooth capital market operations
- (Real Estate) Continued accounting and settlement reporting services for real estate securitization trusts and J-REITs  
Strengthened customer service through online face-to-face channels

- Online consulting on personal business  
The number of services offered has increased because of growing familiarity.

	FY2020			FY2021	
	2Q	3Q	4Q	1Q	2Q
Number of online consultations	574	2,317	5,318	12,545	13,113

- Opening of Online Consultation Plaza  
In July 2021, SuMi TRUST Bank opened an office to provide consulting, as well as products and services via online and telephone, with financial consultants and other experts also posted on-site. We serve a wide range of needs for our many clients.

## Response Policy 2 Ensuring the health and safety of employees and their families

Each Group company is focusing on initiatives to avoid the “three Cs” (crowded, close contact, confined) in the workplace and to promote diverse work styles among employees.

SuMi TRUST Bank has strived to take various preventive measures such as the addition of partitions in office spaces and the distribution of masks and portable disinfectant sprays to all employees. It also distributes homecare kits (daily necessities such as food, daily supplies, etc.) to COVID-19 patients and their close contacts in case of emergency. We have also established a total of 30 satellite offices (as of June 2021) by utilizing the extra space at branch offices in the Tokyo metropolitan area, Chukyo area, and Kansai area, which allow employees to temporarily work at a branch close to their home. We also distributed devices for teleworking to establish a system allowing employees to work from home. In addition, Sumitomo Mitsui Trust Asset Management and Sumitomo Mitsui Trust Research Institute

are making group-wide efforts to promote teleworking through various initiatives such as distributing devices for teleworking to all employees.

While it has become more difficult for people to gather since the spread of COVID-19, the increasing use of web conferencing has made it easier for people to communicate without being bound to a specific location. SuMi TRUST Bank has held 26 meetings where the president explained the ideas behind the Group’s Purpose to all employees using web conferencing, with approximately 12,000 employees from Japan and overseas participating.

In addition, to ensure smooth communication even when the work place is scattered among offices, home offices, satellite offices, etc., we introduced a business chat system, conducted remote management training for section managers, and provided company support for informal online receptions.



Employees can utilize satellite offices in Ichikawa, Urawa, and Fuchu, depending on their department and responsibilities.



Students are offered internships online and lecture videos are distributed in advance to deepen participants’ understanding of the lectures.



Monitor installed near the entrance of the head office building to measure the body temperature of people entering.

## Response Policy 3 Preventing the spread of infection in society (including activities to create a society that is less prone to the spread of infection)

The Group carried out a workplace vaccination program from June to September 2021 to help reduce the healthcare burden of local communities and accelerate the vaccine roll-out. Approximately 18,000 people, including employees of Group companies, their families, and clients, took part in the workplace vaccination program. We also plan to administer booster vaccines.

In addition, SuMi TRUST Bank launched the “Medical Support Donation Trust” (the “Trust”) in April 2021 to assist universities that conduct medical research. The Trust enables donors to select a recipient from among the 13

participating universities under the common theme of medical support, based on a comparison of specific research and activities such as the creation of future medical care, research to overcome serious diseases, and the improvement of medical systems.

Furthermore, in addition to the previous testamentary gifts/donations, we have released the “Testamentary Donation Trust” (also known as “Donation to the Future”) to respond to the request of those who simply wish to donate a portion of their assets in case of passing, taking into account the needs of diversifying donation methods.

\*See pages 159-160 for more information on the Medical Support Donation Trust.