

Communication with Stakeholders

Our Approach

SMBC Group strives to contribute to the sustainable development of society. To this end, we work diligently to provide greater value to our various stakeholders: “Customers,” “Shareholders and the market,” “Employees” and “The environment and society.”

Stakeholders of SMBC Group



Stakeholder Type	Example Communication Activities
Customers	In-branch questionnaires, Customer satisfaction surveys, Call centers
Shareholders and the market	General meeting of shareholders, Investors meetings, One-on-one meetings
Employees	Opinion exchange meetings with top management, Employee surveys
The environment and society	Support for initiatives in Japan and overseas, Volunteer activities of employees

Engagement with Society and the Environment

In addition to the contribution to society through our business operations, SMBC Group will contribute to realize a flourishing society in the future by pursuing diverse social contribution activities in order to fulfill responsibilities as a “good corporate citizen.”

For example, our employees and their families have taken part in numerous volunteer activities, including retrieving valuables and other belongings from collapsed houses and sorting garbage, in regions still recovering from large-scale natural disasters, such as the Great East Japan Earthquake, 2016 Kumamoto earthquakes, the heavy rains that hit northern Kyushu in 2017, and others.



Volunteering activity in northern Kyushu area

Engagement with Shareholders and the Market

SMBC Group recognizes that appropriate disclosure of corporate and management information must form the foundation of our efforts to realize one of the statements posted in “Our Mission”: “We aim to maximize our shareholders’ value through the continuous growth of our business.”

For this reason, we are enhancing disclosure through investor meetings after announcement of financial results, conferences, one-on-one meetings, large meetings for individual investors, and other activities.



The 17th Ordinary General Meeting of Shareholders



SMBC Group IR Day



Large meeting for individual investors

Activities in FY2018

General meeting of shareholders	585 attendees ^{*1}
IR meetings for institutional investors and analysts ^{*2}	11 meetings
One-on-one meetings with institutional investors and analysts	343 meetings
Conferences held by securities companies	6 conferences
Large meetings for individual investors	3 meetings

*1 143 attendees at site of broadcast in Osaka

*2 Investors’ meetings, SMBC Group IR Day, etc.

Engagement with Employees

Each company at SMBC Group holds town hall meetings and discussion forums to enhance mutual understanding between top management and all employees.

In addition, SMBC holds the “SMBC Pitch Contest,” which provides opportunities for all domestic and overseas employees to present their business ideas directly to top management.



Town hall meeting (SMBC NIKKO)



“SMBC Pitch Contest” award ceremony (SMBC)