

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”, “The environment and society”, and “Employees.”

Stakeholders of SMBC Group

Customers

- Sales staff
- Call centers
- Customer satisfaction surveys
- In-branch questionnaires

Shareholders and the market

- General meeting of shareholders
- Annual report
- IR meetings
- One on one meetings

The environment and society

- Cooperation with NGOs and NPOs
- Support for initiatives in Japan and overseas
- Volunteer activities of employees

Employees

- Opinion exchange meetings with top management
- Town hall meetings
- Employee surveys



Engagement with Shareholders and the Market

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



The 16th Ordinary General Meeting of Shareholders

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.



SMBC Group IR Day



Large meeting for individual investors by the Group CFO

Activities in Fiscal 2017

General meeting of shareholders	827 attendees ^{*1}
IR meetings for institutional investors and analysts ^{*2}	18 meetings
One on one meetings with institutional investors and analysts	467 meetings
Conferences held by securities companies	6 conferences
Large meetings for individual investors	3 meetings

*1 193 attendees at site of broadcast in Osaka

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



Town hall meeting (SMBC NIKKO)

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.



“SMBC Pitch Contest” award ceremony (SMBC)