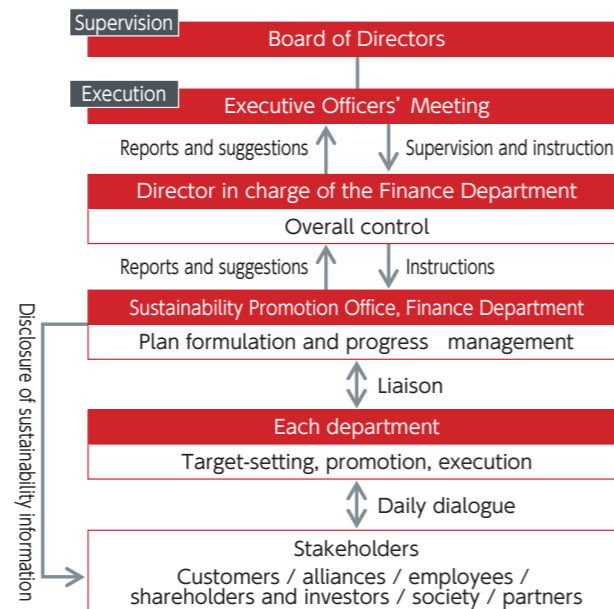


## Basic Policy on Sustainability

Under our founding spirit of “Circle of Trust,” we aim to both solve social issues and raise enterprise value, and realize a sustainable society, through our corporate philosophy of “The Spirit of Human Dignity,” “Customers First,” and “Creative and Innovative Management.”

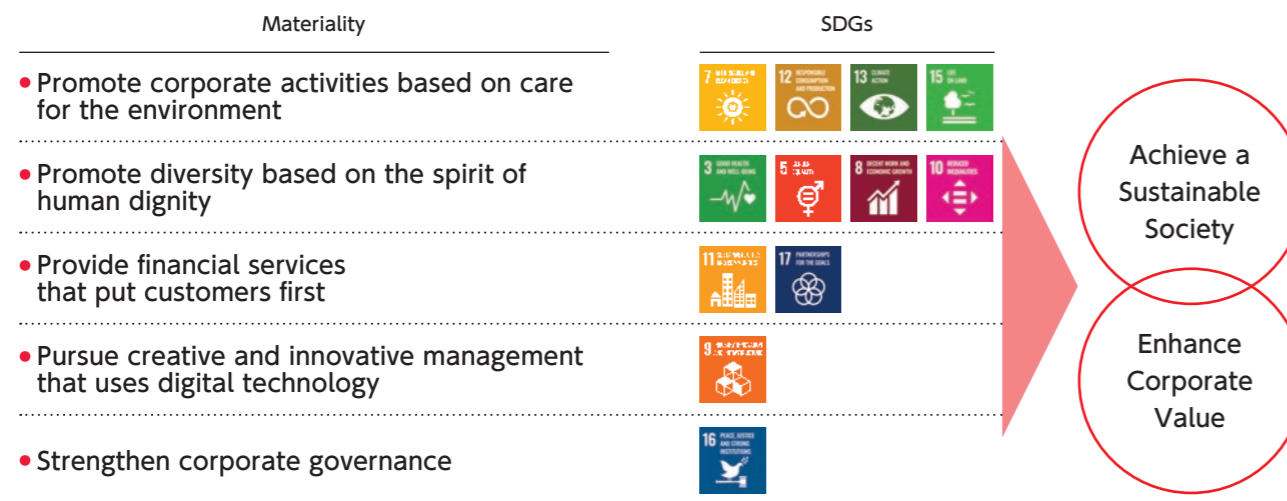
## Sustainability Promotion Organization

Under ACOM's sustainability promotion organization, Sustainability Promotion Office, which is part of the Finance Department, studies and formulates company-wide sustainability plans, while key matters are examined and decided by the Executive Officers' Meeting and the Board of Directors. The KPI and progress reports for identified materialities (priority areas) are reported to the Executive Officers' Meeting and the Board of Directors on a quarterly basis.



## Materialities (priority areas)

We have selected key areas for priority action, based on the corporate philosophy that embodies the universal values we must give the highest priority, and on the expectations of our stakeholders for our action on social issues. In the course of our corporate activities, we solve the issues that we are uniquely suited to solve, and contribute to progress in society.



## Materialities (priority areas)

<b>E</b>	<p><b>Promote corporate activities based on care for the environment</b></p>	<p>Environmental issues such as climate change have been worsening in recent years, and the situation demands that companies take action for the environment, including cutting CO<sub>2</sub> and other greenhouse gases. As a member of society, we will go beyond making effective use of limited resources and reducing environmental loads through our corporate activities, to actively tackle environmental conservation as part of our social contribution activities.</p>
<b>S</b>	<p><b>Promote diversity based on the spirit of human dignity</b></p> <p><b>Provide financial services that put customers first</b></p> <p><b>Pursue creative and innovative management that uses digital technology</b></p>	<p>The “spirit of human dignity” means that we have a constant sense of gratitude to all stakeholders, extending to shareholders and business partners as well as customers and employees, as we build relationships of mutual respect. We set respect for the fundamental human rights of all people as the foundation of our actions. By respecting, recognizing, and accepting each other’s differences in attributes such as gender, age, ability, marital status, and nationality, we promote making the most of the innate abilities of all people and allowing them to do their best.</p> <p>At the endpoints of the customer’s funding needs are ideas like “I want to get the goods I like” and “I want to use that service.” We provide safe and secure financial services that match those feelings in our customers. We recognize that ACOM Group’s financial services play an important role in supporting Asian economies, centered on ASEAN, as well as in Japan, and we carry out our social mission on that basis.</p> <p>As all of society moves forward with digitization, we need to generate new value by using data and digital technology to the full, rather than just reacting to change. We are the leading company in the consumer credit market, and we have always been innovating, with things like developing MUJINKUN, the first automated application booths in the industry, and starting our credit card business. We will go on delivering new value, with the mindset of “surpassing yesterday’s ACOM,” unbound by conventional concepts.</p>
<b>G</b>	<p><b>Strengthen corporate governance</b></p>	<p>We will strengthen corporate governance as a key management priority and ensure the soundness, transparency, and efficiency in management and achieve sustained increases in our shareholder value. We recognize that effective internal control systems are essential to creating an appropriate corporate governance framework. Based on this recognition, we are encouraging all members of our organization to join forces in building internal control systems and assuring their effectiveness, under the leadership of the management. At the same time, we are constantly evaluating, verifying, and improving the effectiveness of internal control systems already in place.</p>

## Materiality Identification Process



## Sustainability Targets and Achievements

Priority Areas	Major Initiatives	Targets and Initiative Direction	Initiative Achievements in the Fiscal Year Ended March 2024	Achievement Level	Related Key Medium-term Themes	SDGs
<b>E</b> Promote corporate activities based on care for the environment	Introduction of renewable energy	Switching to renewable energy sources for power consumption under direct contracts during the fiscal year ended March 2023	Switched all direct contracts with electric power companies by June 2022 (approx. 630 stores, 3 corporate locations) <b>▶ P.28</b>	○	Strengthen sustainability promotion system and expand the initiatives	   
	Efforts to achieve net-zero GHG emissions	Achieving net-zero GHG emissions in house by 2030	Electricity contracted by management companies is being gradually switched to renewable energy sources	○		
	Reduction of power consumption for ATMs, electric signboards, etc.	Energy use intensity: 1% year-on-year reduction	91.9% compared to the fiscal year ended March 2023	○		
	Continued implementation of "green purchasing," where items with the lowest possible environmental impact are selected and purchased	Considering environmental impact when purchasing goods and promoting the purchase of low-impact products	Continued implementation of preferential green purchasing in accordance with purchasing operation rules	○		
	Participation in community cleanup activities	Participating in cleanup activities held in the areas with ACOM locations	Participated in cleanup activities in Tokyo's Minato, Chiyoda, and Chuo wards, as well as Osaka City and Yokohama City (160 cumulative participants)	○		
	Implementation of forest conservation activities	Running "ACOM Forest" Forest Conservation Program	Held 11 times at activity sites in Kanagawa and Osaka prefectures (163 cumulative participants) <b>▶ P.27</b>	○		
<b>S</b> Promote diversity based on the spirit of human dignity	Creation of comfortable work environments (promotion of health and productivity management, consideration of diverse work styles)	Number of employees working long hours (over 80 hours of monthly overtime): 0 as of the end of the fiscal year ending March 2025	Two employees as of the end of the fiscal year ended March 2024	×	Establish human resource base by strengthening recruitment, training and retention	 
	Promotion of female employee empowerment (promotion of diversity)	Increasing the ratio of female managers	As of April 1, 2024, the ratio of female managers is 9.4% (Up 0.7 percentage points year on year; section manager or above) Held for the second time of "Woman Career Program" training for young female employees <b>▶ P.32</b>	○		
	Support for persons with disabilities	Ratio of employees with disabilities (upholding the statutory ratio)	2.65% as of the end of the fiscal year ended March 2024 (statutory ratio: 2.30%)	○		
	Implementation of the Vision Ingraining Program to improve engagement	Improving employee attitude survey scores	Up 0.9 percentage points compared to the fiscal year ended March 2023 <b>▶ P.31</b>	○		
	Implementation of "Challenge What You Want to Start! Project"	Implementing "Challenge What You Want to Start! Project" every year (total: three times)	Held for the second time. Total of 1,142 applicants (up 729 from the previous year); 3 were selected	○		
	Support for culture and the arts	Continuing to hold ACOM Miru Concert Monogatari	Held 13 times, with a cumulative total of 8,017 visitors and 202 employee volunteers	○		
<b>S</b> Provide financial services that put customers first	Promotion of CS management	Improvement of customer satisfaction (CS) mindset	Held the CS Awards in February 2024, viewed by all employees <b>▶ P.34</b> 3,030 CS experience cards submitted	○	Provide high-quality customer experience through optimization of human and digital resources	 
	Reflection of customer feedback	Ongoing implementation of improvement activities based on CS improvement cards	1,559 CS improvement cards submitted (36 adopted) Expanded repayment methods for products for sole proprietors Modified member website and application	○		
	Efficient and effective customer attraction	Ongoing implementation of customer feedback review meetings	Held a total of 12 customer feedback review meetings	○		
	Stimulation of local economies through the Guarantee Business	Loan and Credit Card Business outstanding balance: 908.5 billion yen at the end of the fiscal year ended March 2023, 946.8 billion yen at the end of the fiscal year ended March 2024, 984.2 billion yen at the end of the fiscal year ending March 2025, 260,000 new customers each fiscal year (780,000 total)	At the end of the fiscal year ended March 2024, 1,001.3 billion yen balance (+54.5 billion yen compared to plan), 430,000 new customers (+170,000 compared to plan) <b>▶ P.35</b>	○		
	Contribution to the Asian economy, especially ASEAN	Expanding new guarantee partnerships and revitalizing existing partnerships, resulting in consolidated guarantee outstanding balance of: 1,197.9 billion yen at the end of the fiscal year ended March 2023, 1,254.0 billion yen at the end of the fiscal year ended March 2024, and 1,319.4 billion yen at the end of the fiscal year ending March 2025	At the end of the fiscal year ended March 2024, 1,278.2 billion yen balance (+24.2 billion yen compared to plan) <b>▶ P.37</b>	○		
	Contribution to the Asian economy, especially ASEAN	Expanding into new countries	ACOM (M), a subsidiary in Malaysia, opened in September <b>▶ P.33</b>	○		
<b>S</b> Pursue creative and innovative management that uses digital technology	Support for cashless payments	Supporting payment by smartphone	Released a function that makes it easy to register a credit card on a smartphone <b>▶ P.41</b>	○	Challenge to create new businesses and services for next growth	
	New business offering financial services in the "as-a-service model"	Launching new business during the fiscal year ended March 2023	Established GeNiE, Inc. in April 2022. Started system development in June 2023 after plans had been moved back	×		
<b>G</b> Strengthen corporate governance	Advancement of Corporate Governance Code compliance	Properly complying with the Corporate Governance Code	Disclosed compliance with the Corporate Governance Code in our Corporate Governance Report	○	Strengthen governance by upgrading risk management	
		Establishing organizations and meeting bodies	Implemented analysis and evaluation of the effectiveness of the Board of Directors <b>▶ P.48</b>	○		
	Risk management	Implementing company-wide activities to foster a risk-aware culture	Held internal study sessions and training sessions a total of 277 times, with participation by 2,078 employees	○		
		Practicing risk management based on risk ownership	Each of the Representative Directors and Executive Officers concurrently serving as Directors sent a "Risk Message" to all employees	○		
Compliance	Implementing measures to revitalize communication	Developed and implemented communication measures in all departments and offices	○	Foster a compliance culture		
	Promoting measures for ensuring no harassment company-wide	Held 37 harassment training sessions (with 1,309 participants) Regularly provided harassment-related information	○			