

## Business continuity management

In light of our social responsibility and the important role Mizuho plays within the social infrastructure as a financial institution, ensuring the continuity of financial settlement functions and the swift and efficient recovery of operations in the event of an emergency is one of our top priorities within the group.

To improve business continuity management practices across the group, we assess the potential impact of emergencies beforehand and formulate necessary countermeasures in order to minimize such impact, and to ensure the swift and efficient recovery of operations.

One of the ways in which we are working to achieve this is by establishing Crisis Management Offices within Mizuho Financial Group, Mizuho Bank, Mizuho Trust & Banking, and Mizuho Securities that are responsible for business continuity management and our responses in the event of emergency.

These offices function as a controller in the event of an emergency that may materially impact business management, by collecting and analyzing information, formulating countermeasures, and taking other necessary action. In addition, their role includes collecting and analyzing signs and indicators of a potential crisis, and reporting their findings promptly to management.

Particular focus is placed on strengthening our response to natural disasters, covering not only earthquakes and tsunamis but also volcanic eruptions, large-scale wind or water damage, and facilitating initial responses to acts of terrorism and riots. We also focus on responses to cyberattacks that have been occurring with increasing frequency around the world.

Also, to secure the effectiveness of our measures to deal with emergencies, group-wide practice drills and training sessions are conducted on an annual basis.

### Response to COVID-19

In response to the COVID-19 outbreak that began in January 2020, we established Emergency Response Headquarters at Mizuho Financial Group, Mizuho Bank, Mizuho Trust & Banking, and Mizuho Securities to address the situation as it developed. Since then, coordinating our efforts through these headquarters, we have been taking measures to prevent further spread of the virus, with our customers' health and safety as our highest priority. Because we provide financial infrastructure that is indispensable for the functioning of society, we have been working as a unified group to maintain our provision of business funding to clients, our settlement services, and our other financial functions.

A primary example of our infection prevention and business continuity measures is that we have been asking visitors to our branches for their cooperation in avoiding congestion in lobbies and other places in order to prevent potential transmission among customers. We have also implemented thorough

measures to prevent droplet transmission, installing acrylic partitions at our counters and having our staff wear face guards. For our employees, we have endeavored to prevent infection and to ensure business continuity by implementing such measures as shift work, reducing crowding at peak business hours. In addition to shift work and remote working, our Head Office has promoted methods to minimize contact between employees through, for example, use of telephone and video conferencing.

Going forward, Mizuho will quickly respond to the structural shifts COVID-19 is causing in the economy, industry, and society and continue working as a unified group to support our customers and society in facing these new challenges. Through this support, we will build new forms of partnerships with our customers and aim to transition to the next generation of financial services.