# Human capital management



The source of Mizuho's corporate value is our people. Through our new human resources framework in Japan, CANADE, we will continually help our people develop their skills and careers. In doing so, we will create social value and enhance corporate value in line with our medium-term business plan.

# Nobuhiro Kaminoyama

Member of the Board of Directors Group Chief Human Resources Officer (Group CHRO)

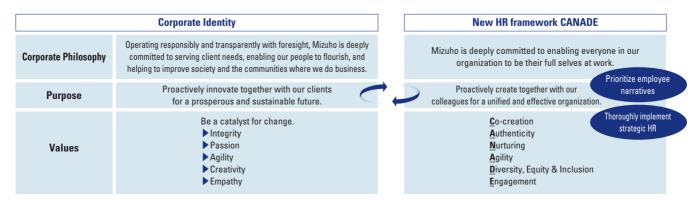
One of the most indispensable forms of capital for business is human capital. Even as the relationship between employers and employees shifts with the changing times and business environment, the need for companies to secure a sufficient number of qualified professionals is a constant. Under the revised Corporate Identity, we are aiming to continuously help our people—the source of our corporate value—to develop their skills and careers. With this goal, we have already begun moving towards a new HR framework in Japan, and we plan to transition fully in fiscal 2024. One of our main aspirations in designing the new framework was to ensure a harmony between the organization and individual employees, enabling collaborative creative input. Accordingly, we are calling the new framework "CANADE", a reference to the Japanese word for the beautiful harmony musicians create when they play together in concert.

The HR system under CANADE will be a unified platform covering five of our group companies,\* previously unseen in either the financial or other industries. Employees will be able to transfer between companies based on business area, allowing for optimal allocation and rigorous development of personnel. In order to execute our strategies, we will continue disciplined optimization across the overall organization. Along with this, we will thoroughly implement strategic HR that allows each business area to take the lead on its own HR management, including in aligning compensation with promotion, roles, and results.

At the foundation of our HR under CANADE will be employees' narratives. We believe our people will be able to maximize their latent potential if they take their own individuality as a starting point towards building their own career paths. In addition, we will strive to improve support for them and give them a greater sense of purpose.

CANADE will further develop the talent that supports our business while also enabling each person to demonstrate their individuality and skills. In this way, it will be an integral part of our deep commitment to serving client needs, enabling our people to flourish, and helping to improve society and the communities where we do business. We will proactively innovate together with our colleagues to enhance our human capital and achieve a prosperous and sustainable future.

\* Mizuho Financial Group, Mizuho Bank, Mizuho Trust & Banking, Mizuho Securities, and Mizuho Research & Technologies.



#### **O** The new Corporate Identity and CANADE

# **Structure for HR management**

Important matters of HR management are deliberated by the business execution line and supervised by the Board of Directors. The Group CHRO is responsible for HR strategy and human capital policy, planning and facilitating HR management initiatives for the overall group. The Group Chief People Officer (Group CPO), a position established in May 2022, promotes talent and organizational development and diversity, equity, and inclusion as part of HR management. The Group CHRO and Group CPO work together to enhance our human capital.



mum		apro	ai ni 13	КРІ	FY2022 result FY2025 target	
CANADE			o o	Management	2x or more Maintain at 2x or more the number of executive officers	
	Thoroughly implement strategic HR		Develop personnel with qualifications in focus areas as part of implementing business strategy at Mizuho	Digital transformation <sup>1</sup>	N/A <b>+100</b> employees	
				Digital transformation basics <sup>2</sup>	N/A <b>+1,000</b> employees	
				Personal consulting <sup>3</sup>	1,790 employees 2,100 employees	
				Business succession <sup>4</sup>	N/A +100 employees	apita . 'Y
			nel witt mentinç	Startups/innovative companies <sup>5</sup>	N/A +200 employees	Expand and enhance human capital Realize Corporate Identity
			personi f imple	Global business <sup>6</sup>	N/A +150 employees	ice hu
	Prioritize employee narratives		Develop as part o	Sustainability Sustainability management experts	1,300 employees 1,600 employees	enhan Corpo
				Sustainability Environmental / transformation energy sector consultants	130 employees 150 employees	d and ealize
			Ensuring an organizational culture that enables everyone to actively participate	Engagement score <sup>7</sup>	<b>51</b> % <b>65</b> %	R
			Ensur organiz culture th everyone t partic	Inclusion score <sup>7</sup>	<b>55</b> % <b>65</b> %	
			Advance diversity in the organization and make workplaces even more inclusive	Percentage of management positions fille by women (general manager equivalent)	ed 9% 14% Target 3	
	Prio			Percentage of management positions fille by women (manager equivalent and abov	ed 10, 21, 2030s	
				Percentage of paid annual leave taken by employees	78% Maintain at 70% or above	

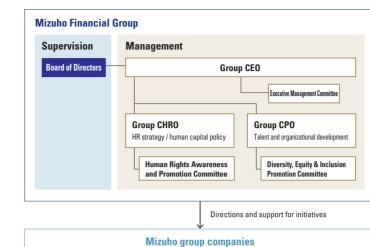
1. Digital Transformation Skills Certification Lv. 4 (equivalent to Level 3 or above in the Skill Standards for IT Professionals of the Information Technology Promotion Agency, Japan; able to perform all assigned duties and lead projects independently; program launched in FY2023).

2. Digital Transformation Skilled Professionals of Financial Planning 1st-grade or Certified Financial Planners (international certification).

In-house certified personnel (program launched in FY2023).
 In-house certified personnel able to support startups/innovative companies (program launched in FY2023).

6. New international assignees from Japa

7. Based on the positive response rate (selection of 4 or 5 on a scale from 1 to 5) for four Staff Survey questions related to engagement and inclusion



Business strategies for value creation

# New HR framework in Japan, CANADE

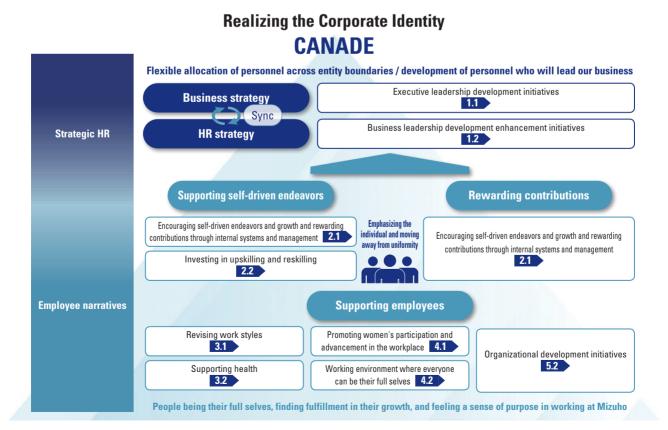
At Mizuho in Japan, we are launching a new HR framework covering five of our group companies.\* It will allow for strategic development of management candidates and business leaders and for flexible allocation of personnel in line with our business strategy.

What underpins the corporate culture transformation we are currently working towards is the ability of every person to feel support and a sense of purpose at work. People should be able to demonstrate their strengths and individual talents, remain enthusiastic in both their attitudes and actions, and find fulfillment in their growth. Through the bold revision of our HR framework, we are aiming to realize this for each individual. The evaluation system will also change to make Mizuho's Values the core of the evaluation criteria. The new evaluation system will ensure the Corporate Identity firmly takes root at Mizuho and will also put greater emphasis on individual contributions to the organization, which will in turn encourage our people to transform their mindsets and behaviors. CANADE consists of this series of initiatives and will move forward from the following three perspectives.

- 1. Company initiatives:
  - (1) Support self-driven endeavors: Expand investment in training and reskilling for career development and improve systems that support people in taking on challenges
- (2) Reward contributions: Encourage people to strive and grow and reward their contributions through internal systems and management
- (3) Provide supportive working environments: Improve employee health and become an organization where people from a variety of backgrounds and with a range of values respect one another and enjoy engaging in constructive discussions
- 2. Employee initiatives:
- Put the Corporate Philosophy, Purpose, and Values into practice 3. Company and employee joint initiatives:
- Co-create the new HR framework with "co-creators" as bridges

The name CANADE comes from the Japanese word for the beautiful harmony musicians create when they play together in concert. It reflects our aspiration of fostering a harmony between the organization and individual employees to enable collaborative and creative input for the future of Mizuho. Matching this aspiration, we are giving attention to the views and feedback of employees and outside directors in creating the new framework. Both the business execution line and Board of Directors will continue their discussions ahead of the full transition in April 2024.

\* Mizuho Financial Group, Mizuho Bank, Mizuho Trust & Banking, Mizuho Securities, and Mizuho Research & Technologies.



CANADE

### O Employee co-creation framework with "co-creators"

The approach of the company and the views of employees are both vital for creating CANADE in Japan. "Co-creators" represent one channel of communication between the company and employees. These are employees that have volunteered to move forward various initiatives for CANADE alongside their regular duties. Through their activities, we are adapting CANADE to reflect employees' views and implementing employee narratives.



From a co-creator

# I applied to be a co-creator because I wanted to communicate the views of the employees on the frontlines, roll out Mizuho's new initiatives both internally and externally, and demonstrate Mizuho's appeal to a broader audience. I was involved in the call for applications for the CANADE logo design. I felt this would be a good chance to generate interest in CANADE among people who had not given it much notice yet. In fact, we ended up receiving 160 proposals, and 2,818 colleagues voted in the final round. It turned out to be a solid first step towards realizing CANADE's goal of creating and harmonizing together.

I want coming up with ideas and setting a path towards the future to be a collaborative process

The essence of CANADE is in the relationship between the company and employees and in enabling every person to learn about and exercise their own individuality. I want to encourage my colleagues to search for their individuality without trying to fit themselves into boxes. By doing this, more of us at Mizuho will be able to take greater ownership over our initiatives and information sharing, and more of us will become co-creators, collaborating with the company and one another to come up with ideas and set a path towards the future. I hope our co-creator activities will show everyone that if they take action they can effect change.

#### O Revision of HR systems and management that reflect employee feedback

Employees and Mizuho are engaging in ongoing discussions on both work and work styles, so that every person can enjoy work-life satisfaction. Outside of co-creator activities, we are accounting for employees' views in revising our systems and management across a number of areas.

#### Revisions of awards recognizing employees who have New leave system for accompanying partners made outstanding contributions to Mizuho's development on long-distance personnel transfers My partner is moving due to a long-distance personnel transfer. There are too many awards, which makes them less meaningful for the awardees. I want to go with them, but under the current system the only Also, in a lot of cases, people don't seem to know about the option for that is to quit my job. views awarded initiative, so it would be better to be more selective We revised the number of awarded initiatives to We established a new leave system that allows employees to raise employee's motivation for taking on accompany partners who are moving due to long-distance personnel transfers. The new system is one of our efforts to create challenges and to better communicate exemplary a working environment in which employees experiencing various initiatives. life events can still have agency over their career development. Maki Kurusu Akane Tsuchida Talent Planning and Management Department, Mizuho Financial Group Talent Planning and Management Department, Mizuho Financial Group

#### Executive messages / Features Mizuho's value creation process



Rie Asakura Mizuho Bank Utsunomiya Branch

#### > Human capital management

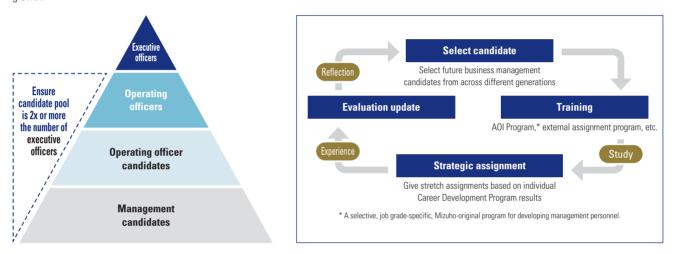
# **Developing Mizuho's personnel through CANADE**

To ensure we have a talent pool that can sustain our business management going forward, we have reorganized our executive leadership development program and are cultivating personnel who will lead the organization and individual business areas at Mizuho. Another essential element is the development of each individual's capabilities. As such, we are supporting self-driven endeavors and providing the necessary career design training.

#### O How are we developing and producing personnel who will lead the organization and individual business areas?

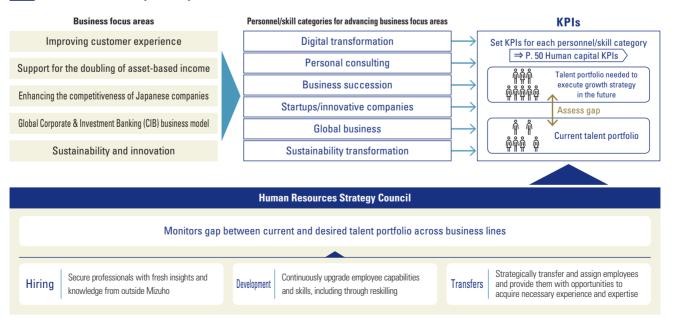
#### 1.1 Executive leadership development initiatives

Given the fast-paced changes and uncertainty in the business environment, developing personnel who will lead our business is critical to Mizuho's sustainable growth.



Identify potential candidates early on, provide them with multiple assignments, and promote discontinuous and enduring behavioral change

#### **1.2** Business leadership development enhancement initiatives



## O Elevating individual employees' capabilities by encouraging them to strive and grow

For employees to take on challenges and build their own unique careers, they must have opportunities to do so that extend beyond entity boundaries. They must also have support from middle management, which serves as a channel of communication between the company and employees. Because of this, we are working to provide more cross-entity opportunities and further improve middle managers' skills. We are also expanding our investment in personnel development to enable our people to pursue their endeavors in line with their own individual growth and life stages.

## 2.1 Encouraging self-driven endeavors and growth and rewarding contributions through internal systems and management

#### Our people's self-driven endeavors and growth contribute to implementing business strategy Implement growth strategy Initiatives supporting self-driven endeavors Employees apply for positions they are interested in **317** assignments Internal job posting system across the group Employees spend part of the week working in another Fmnlove Internal concurrent assignments **100** assignments department while still continuing their main duties **Employees** Suitable feedback encouraging endeavors Employees can use their time after work and their time on self-driven endeavors and growth External part-time work system 606 approvals weekends to explore possibilities outside their usual duties Employees take on assignments at other companies to gain **External concurrent assignments 12** assignments more diverse outlooks and improve their skills and knowledge Revision to feedback system to encourage self-driven endeavors and growth Assess employee's \* Percentage of respondents who selected the most positive responses on a four-point scale (FY2021 to FY2022). growth and provide Improve **55%** → **72**%<sup>\*</sup> Satisfaction with supervisor's explanation of your individual strengths accurate feedback feedback system 51% → **69**%<sup>\*</sup> Satisfaction with supervisor's explanation of areas for improvement **46%** → **66%**\* Satisfaction with supervisor's advice on overcoming challenges Improve Expand management training to improve the skills of those in middle management, who serve as a channel of middle managers communication between the company and employees. skills

# 2.2 Investing in upskilling and reskilling

Enable employees' continuous acquisition and application of new skills for reaching their full potential at work, position this as upskilling and reskilling for Mizuho, and expand investment in it

Initiatives to raise employee expertise							
Self-	Reskill	Study through digital learning platforms       531 courses         Cloud / Al       Sustainability         Analytics       Innovation	Investment in personnel development FY2025 outlook (estimate) ¥100,000/yr				
directed study	Upskill	Skills training       Training to improve general skills such as problem-solving and leadership       Industry exchange training       Training on launching new business and/or working to resolve social issues with employees from other companies	Per employee (+ ¥1 billion overall from FY2022				
Studying with colleagues	Internal emplo Expert knowledg various business	¥70,000,∨r per employee (V3.3 billion overall) Trining ¥60,000,∨r vectorises [per employee] (v2.3 billion overall)					
Employees Mindset f directed		FV2021					

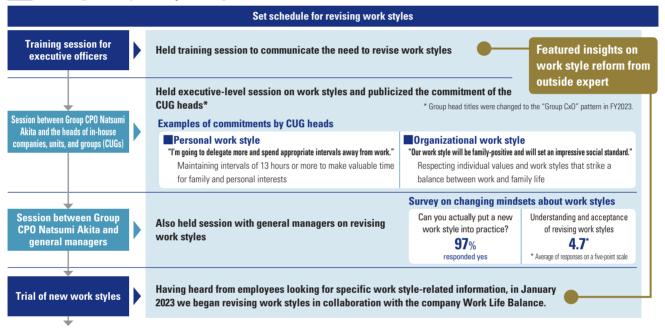
# Establishing workplaces that support the active participation of people from a variety of backgrounds

To raise our ability to respond to changes in the business environment, continue transforming as an organization and achieve sustainable growth, we will focus more than ever on providing our people with support and a sense of purpose. We will put in place working environments that promote sound physical, mental, and financial health and enable our people to reach their full potential at work. This will further acceptance of diverse backgrounds, experiences, and values and draw out the strengths and individuality of everyone at Mizuho.

#### O How are we supporting and motivating our people so that they can be themselves and realize their full potential at work?

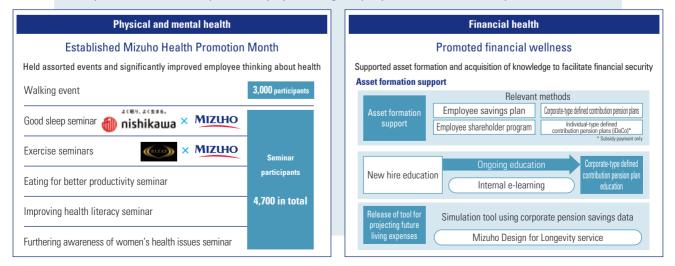
With the support of outside experts on work style reform, we are changing executive officer and employee mindsets and reviewing work styles at each of our offices. We are also making efforts to support employee health. We consider a shift in employee thinking on health to be important for improving their health. As such, in fiscal 2022 we held a wide range of events and seminars on healthy lifestyles and exercise habits.

#### 3.1 Revising work styles and promoting work-life satisfaction



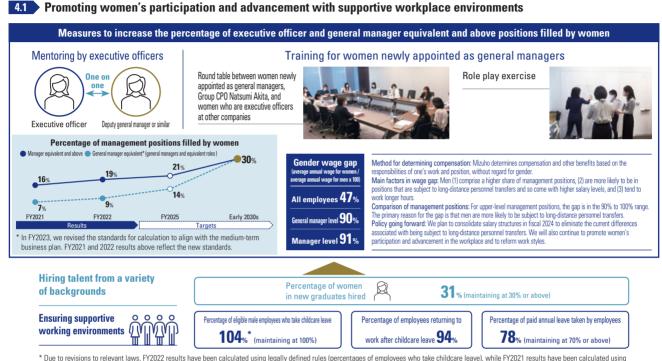
#### 3.2 Supporting employee health so that our people can reach their full potential at work

Improve motivation and productivity by ensuring our people can reach their full potential at work



#### O How do we promote the active participation of personnel from a variety of backgrounds?

To raise our ability to respond to various changes in the business environment and achieve sustainable growth, we need to further embrace diverse perspectives, ideas, and values. We will become a more inclusive organization where everyone respects the diversity of each other's experiences and values and where all members can fully exercise their individuality and abilities. We are moving forward a number of measures to advance diversity at the decision-making level, including management, as well.



Mizuho's own methods.

#### 4.2 Creating working environments where people with different values can be their full selves

Global initiatives	Locally led organizatio Maintain and expand management ba Locations, regions, and Head create succession development	positions outside Japan positient emp	rcentage of management ions outside Japan filled by loyees hired outside Japan <b>84%</b> intaining at 83% or above)	Each region or Head Office holds leadership training Local management Broaden outlook Extend scope of duties
LGBT+	<ul> <li>Initiatives at Mizuho</li> <li>Implemented training for all executive officers and employees</li> <li>Conducted anonymous survey to be completed alongside the training and disseminated results internally</li> </ul>	Initiatives outside MizuhoWe embarked on a Pride project with Japan's other megabanks to raise awareness about LGBT+ issues among employees and their familiesPride Art: Mosaic artPride Learning: Online event for raising awarenessPride Movie: Ally-centric video		Increase in employee awareness of LGBT+ issues* <b>2</b> , <b>2</b> , <b>2</b> * The percentage of employees who responded that they did not know any LGBT+ people was half that of the previous year.
Promoting the active participation of employees with disabilities	<ul> <li>importance of employing people with a</li> <li>While up until now some employees w office operations, we have begun look</li> </ul>			Percentage of employees who are individuals with disabilities 2.7%

# Ensuring an organizational culture that enables everyone to actively participate

#### O Working with colleagues towards a culture of think, act, and deliver

Under our revised Corporate Identity, we are improving working environments so that everyone can speak their mind and take action without unreasonable restraints, and we are fostering a corporate culture where everyone can demonstrate initiative and where constructive discussions can take place. Instilling in our people a sense of ownership over our new Purpose of "Proactively innovate together with our clients for a prosperous and sustainable future"—which expresses what we are seeking and what we value—will be crucial to transforming our corporate culture. As such, those of us in management are leading the way by putting the Purpose into practice in our own actions and communicating it in our attitudes. Along with this, we are implementing messaging based on the Purpose.

On the other hand, corporate culture is not something that can be top-down. It will move forward only when all of our people identify with the Purpose and apply it in their actions of their own accord, thus fostering a set of common values. Given this, management is doing all we can to create more opportunities to talk directly with employees, proactively integrate their views and feedback, and support them in the achievement of their selfdriven efforts and ideas. The success of our corporate culture transformation depends on everyone here adopting the new Purpose as their own.

If we can cultivate a better culture, our people will be able to reach their full potential at work and, in doing so, identify their own individual sense of purpose and pride. Part of this cultivation is people from a variety of backgrounds being able to play an active role here, which accelerates innovation, improves our brand value, and ultimately advances our longterm competitiveness. Producing and maintaining such a virtuous cycle is not possible without corporate culture transformation, and we are pursuing it from this long-term perspective as well.

Corporate culture transformation and HR system reforms are also tightly intertwined. In 2024, we will be transitioning to a new HR framework in Japan, one that will allow for the company and employees to be fair and equal partners striving and creating value together. Building such a relationship requires improving engagement with each and every person and becoming a more inclusive organization. Accordingly, in fiscal 2022 we focused on reflecting our people's views in management and on advancing mutual understanding through organizational development, undertaking a range of initiatives in this regard. However, there is still room for improvement in our engagement and inclusion scores. We will enhance our initiatives going forward while continuing to listen to our colleagues.

2023 marks 150 years since the founding of First National Bank, one of the three banks to which Mizuho traces its roots. Mizuho's legacy, established over the last 150 years, is of growth through positive contributions for our clients and society. As we preserve this legacy, we will communicate our new Purpose and our determination as a unified group to audiences both inside and outside Mizuho.

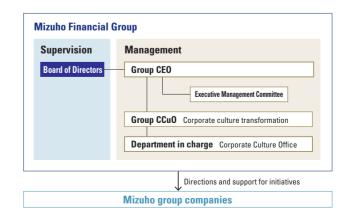


Natsumi Akita Senior Executive Officer Group Chief Culture Officer (Group CCuO) and Group Chief People Officer (Group CPO)

#### O Structure for corporate culture transformation

Important matters for corporate culture transformation and responses to results from staff surveys are deliberated by the business execution line, including at meetings of general managers of relevant departments chaired by the Group CCuO and at meetings of the Executive Management Committee. The matters are supervised by the Board of Directors.

The Group CCuO and Corporate Culture Office proactively consult with outside experts and utilize their input in corporate culture transformation initiatives for each group company.



#### O How are we drawing out our people's motivation and improving our organization towards transforming our corporate culture?

In fiscal 2022, we renewed our Staff Survey, implementing a structure that allows us to more effectively analyze underlying causes and design specific approaches. We then came up with comprehensive scoring for positive response rates on engagement and inclusion and set these scores as KPIs.

We are reflecting our people's views in management and bringing up their motivation by supporting their efforts to reach their full potential at work. In tandem, we are improving engagement and our organization with frameworks and opportunities that further internal communication and mutual understanding.

	FY2022 result	FY2025 target	Component items
Engagement score	<b>51</b> %	<b>65</b> %	Willingness to recommend Mizuho, pride in work, sense of achievement, desire to contribute
Inclusion score	<b>55</b> %	<b>65</b> %	Diversity, individual expression, relationships with colleagues, sense of belonging

#### Reflecting the views of our people in management 5.1 Initiatives for our people to take ownership of management areas and lead transformation Our people's views are being reflected in management areas such as internal operations and the Corporate Identity • Elimination of unnecessary internal processes based on employee recommendations Revision of the Corporate Identity Coordinate with Recommend Departments in Employee-led working departments in charge Management reviews Corporate charge of groups discuss Culture Office procedures and Employee survey other aspects prox. **3,200** submissio Share progress Report results **Final Corporate** Management discusses Employee recommendations: approx. 1,000 > Processes improved or eliminated: approx. 400 Identity and tagline

#### Workplace-led organizational development initiatives



5.3 Ir

5.2

Introducing new communication tools to ensure robust connections within the organization

#### Improving internal communication

#### We have introduced new communication tools our people can use to connect with one another, and we are already seeing more vibrant interaction across departmental and operational boundaries.

#### Launch of internal social media

【 会社全体 】 木原社長が9水ス会議に参加されました!	【 子育て"あったか"】 最近、投稿やいいね!が増えてます!	【 進め! みずほの DX!】 BK加藤頭取からもコメント頂きました!
	THE STREET	
	CLOFEPT T	Abdertaratives.com

Users have created over 100 communities, and the number of daily active users can surpass 2,000.

#### Launch of tool for sending words of encouragement to colleagues

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Eight offices participated in a trial of the tool. 72% of participants in the trial said the tool fostered a more positive atmosphere, and we plan to roll it out to more offices.

#### Redesign of break rooms



Colleagues enjoy trying out a novel vending machine that gives out drinks for free when two people swipe their passes together.



Governance for value creation

#### > Human capital management

# Global initiatives to cultivate organizational culture

Mizuho HR leaders across all of our locations are working together to improve our HR and organizational culture worldwide.

#### O Global HR Conference



FG: Mizuho Financial Group; BK: Mizuho Bank; SC: Mizuho Securities

#### Discussion topic 1

#### What sort of culture should offices aim to develop worldwide?

Participants discussed cultivating an organizational culture where people can act and take on challenges on their own initiative as one way of supporting individual careers and attracting outstanding talent.



#### Discussion topic 2 Globally unified training and development

Participants confirmed with one another that a global perspective and global connections are critical for developing leaders who can drive Mizuho's business, and they discussed having HR departments in different locations collaborate on training and development platforms.



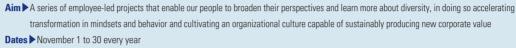
\* Personnel transfers between offices outside Japan

# **Global DEI initiatives**

In June 2022, we released Mizuho's Commitment to Diversity, Equity & Inclusion (DEI) to publicize our basic approach to DEI. Each of our offices is undertaking its own DEI initiatives. Every November, we hold Mizuho Diversity & Inclusion Month (Mizuho D&I Month). Our offices worldwide spend the month holding events around a common theme for that year as a way to further move forward DEI across our organization.

## O Mizuho D&I Month

M-DI



Number of participants ► Approx. 8,000 group-wide

Location	Event	Summary	Results	Photo
Japan	Events on the theme of being one's full self	25 events provided opportunities to learn about and respect one another's individuality. Examples below. Dialogue between employees and Group CEO Masahiro Kihara Round table for CEOs of group companies to talk about individuality Round table between women who are executive officers of financial institutions in Japan	7,246 participants in total	
US	Employee Resource Group* Happy Hour	Five employee resource groups—supporting women, LGBTQ employees and allies, employees of African descent, employees of Asian heritage, and employees of Hispanic heritage—introduced their activities as attendees chatted with one another.	Approx. 200 participants	HAPPY HOUR
UK	Movember: Month for men's well-being	The event raised awareness about men's health with a guest lecture and sessions on work-life balance.	Approx. 110 participants	
Singapore	Mission to Million Steps step challenge	Members of many different departments, roles, and nationalities formed teams and competed for the highest number of steps in this walking event.	443 participants	111:
Hong Kong	Thank You Campaign	To foster a more inclusive corporate culture, participants wrote thank you messages to their colleagues and posted them in a common space.	Approx. 100 participants	

\* Employee resource groups are voluntary activity groups comprised of employees from different areas of the organization and of varying ages. They aim to contribute to the growth of members and the organization by creating connections around specific topics.

# Networking beyond the boundaries of the organization: Alumni

We are expanding our network of former Mizuho employees who are now flourishing in diverse fields outside Mizuho. With discussion events between employee-led working groups and alumni, we are gaining a new perspective on Mizuho's strengths and issues that we can utilize in corporate culture transformation. Such networking is offering an opportunity for both Mizuho and alumni to mutually benefit from each other's insights. Collaborating in this way, we are striving to be a part of resolving societal challenges.

