

Initiatives Supporting Business Activities

# Quality Control

SoftBank Corp. believes it is important to provide high-quality products and services that meet social needs (customer and market expectations), that comply with relevant laws and regulations, and that customers can use safely and with confidence through the implementation of quality control.

## Base Station Quality Control

To provide pleasant, safe and secure communications environments, we are constantly working to maintain base station quality control.

Using AI, drones and other cutting-edge technologies, we are advancing the automation of work in this area, including base station installation, inspection and performance tuning.



## Product Quality Control

We strive to provide safe, secure products and services based on universal design. To this end, we implement exacting quality control, from design to market quality after launch, with a focus on safety. In addition to ensuring compliance with laws, regulations and guidelines, we have established our own safety standards, using them to thoroughly confirm safety across the design, development and manufacturing processes.

We also implement all labeling required by relevant regulations during shipping and delivery. If failure or quality issues arise after a product is released, we accept repairs at stores nationwide and online, promptly investigate the cause, and work to improve and increase quality. In the event of a serious malfunction, we establish an Emergency Response Headquarters led by the President to determine the details and cause of the malfunction, decide policy and promptly respond. In an effort to prevent the misuse of products, we also engage in safety promotion activities through various announcements in collaboration with the MCPC\* and other industry organizations.

\* MCPC: Mobile Computing Promotion Consortium

### ▼ Quality Control Flowchart



# Brand Management

## Corporate Identity

### Company Name Origin

SoftBank Corp.'s parent company, SoftBank Group Corp., started out in 1981 as a distributor of personal computer software. As software is called "soft" in Japanese, the name "SoftBank" literally means "a bank of software." The word "bank" was chosen based on the grand aspiration to be a key source of infrastructure for society in the information age.

### Corporate Logo



The SoftBank logo consists of the brand symbol, which is a combination of two lines and the color silver, and the word "SoftBank." The double-line forms the "=" (equal) sign, symbolizing the Group's role as an actor in the Information Revolution. It shows that the SoftBank Group offers answers to help solve the various problems faced by customers and the world. The double-line also expresses interactive communication and unlimited possibilities. The brand color silver shines brightly on its own, unaffected by surrounding colors. Combined with the double-line, it forms a timeless banner that symbolizes the Information Revolution.

### Responsible Advertising and Public Relations Activities

When conducting advertising, public relations activities and other communication activities, SoftBank Corp. is careful to consider the accuracy of information concerning management policies, business descriptions, technologies, products and services, as well as the ethics of such content (to ensure sufficient consideration of human rights, the environment, confidential information, intellectual property rights, personal information and other issues). At the same

time, we listen to the opinions of wider society and incorporate them in our business.

When it comes to advertisements and other forms of publicity, we consider advertising ethics and endeavor to display content that complies with the Act Against Unjustifiable Premiums and Misleading Presentations and other applicable laws, as well as the "Voluntary Standards and Guidelines Concerning Telecommunications Service Advertising Displays" established by the Telecom Services Promotion Conference.

In our legal, technology, marketing and other departments, we verify content in terms of legal compliance, consumer protection and the customer's perspective while also consulting with attorneys, other external experts and specialized organizations as needed to verify that advertising display content is accurate and appropriate.

After a major advertising proposal has been selected, its advertising content is verified at the management level by presenting the content in a managerial meeting or by providing explanations to individual managerial personnel.

Feedback concerning advertising activities which have already been executed is accepted by SoftBank Customer Support. Moreover, we monitor previously conducted advertising activities by subjecting them to a regular advertising check scheme conducted by an industry organization (Telecom Services Promotion Conference) to verify that there are no legal, guideline-based or ethical issues with the content.

In this manner, we maintain a strict verification process and mechanisms for detecting problems. In the unlikely event that a customer, administrative authority, consumer group or other organization points out a problem with our advertising activities, we revise the content in question.

During FY2022, there were no cases of unjustifiable and misleading representation as stipulated in the Act Against Unjustifiable Premiums and Misleading Presentations resulting in government action within SoftBank Corp.'s advertising activities.

In order to continue responsible advertising activities, it is important to improve internal ethical awareness with respect to advertising content. At SoftBank Corp., we conduct periodic group training and e-learning regarding advertising content ethics to promote an understanding of the relevant laws, advertising content rules defined by the industry, internal rules, etc.

In addition, in order to further enhance our responsible advertising activities, we participate in the Japan Advertisers Association (JAA), which aims for the sound development of advertising activities. We then ensure the knowledge, obtained through discussions with other participating companies and leading experts, is fed back into our advertising activities.

### About Advertising

SoftBank Corp. implements highly popular, memorable advertising, such as the Shirato Family series of commercials launched in 2007. Recently, we have run a wide range of ads aimed at specific target audiences, such as "Shirato Family x SPY" series featuring actors Hidetoshi Nishijima and Taiga Nakano as spies on an undercover investigation into the oh-so-happy Shirato Family, as well as ads featuring the video content creator HIKAKIN as a "smartphone debut supporter" to highlight a SoftBank Corp. project to support families concerned about letting their children have their first smartphones.

In addition, we began commercials for SoftBank Corp.'s low-priced smartphone brand Y!mobile in 2014. These commercials are humorous and friendly, aimed at straightforwardly conveying the value of the Y!mobile.

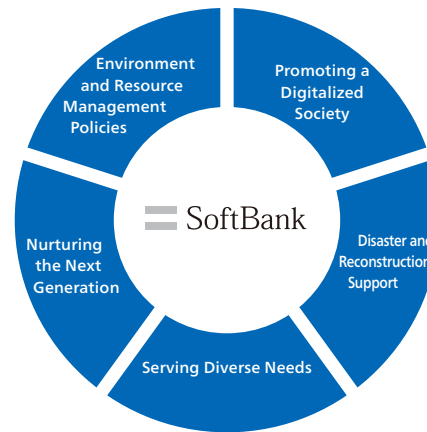
Advertising for the LINEMO online-only brand launched in March 2021 communicates valuable and attractive services for LINE users, such as the LINE Giga Free service, under the concept of "Fun surprise."

# Community Participation | Social Contribution Activities (CSR Initiatives)

## Basic Approach

As a leader in the Information Revolution, SoftBank Corp. utilizes its strengths in technology to implement activities that contribute to society. Based on our Sustainability Basic Policy, to create a sustainable society, we have designated five focus themes of our social contribution activities: "promoting a digitalized society," "nurturing the next generation," "serving diverse needs," "environment and resource management policies" and "disaster and reconstruction support." These focus themes are linked to our corporate philosophy, "Information Revolution — Happiness for everyone," and our growth strategy, "Beyond Carrier," and we apply the knowledge and connections with society gained from social contribution activities to further improve our business activities.

While engaging in ongoing discussions with local communities and other stakeholders, we earnestly undertake the resolution of social issues in order to create a society in which everyone can enjoy a convenient and comfortable lifestyle.



Five Social Contribution Activity Focus Themes

## Promotion Structure

SoftBank Corp.'s CSR Division formulates basic policies for CSR activities and identifies focus themes for the company and the entire SoftBank Corp. group. These are shared throughout the group. Each SoftBank Corp. group company has established its own CSR department or person in charge of CSR and has built a system to promote its own activities in accordance with its specific business and characteristics.

In order to monitor the results of CSR activities and the annual activity plans across the group, information is exchanged on a regular basis by such means as CSR group liaison meetings. In addition, the results and status of SoftBank Corp.'s CSR activities are reported to management, who provide feedback to promote effective social contribution activities.



## Social Contribution Activity Expenses

	Social Contribution Activity Costs (Millions of yen)		Notes
	FY2021	FY2022	
Cash Donations	295.0	127.9	Donations to organizations, etc.
In-kind Donations	52.9	3,103.0	Free provision of various services for disasters, etc.
Time Donations*	2,460.6	2,551.8	Monetary equivalent of time spent on social contribution activities, etc.
Administrative Expenses	1,083.4	721.4	
(Of which) Implementation of social contribution activity programs	525.8	350.3	
(Of which) Environmental measures	557.5	371.1	Recycling costs, etc.

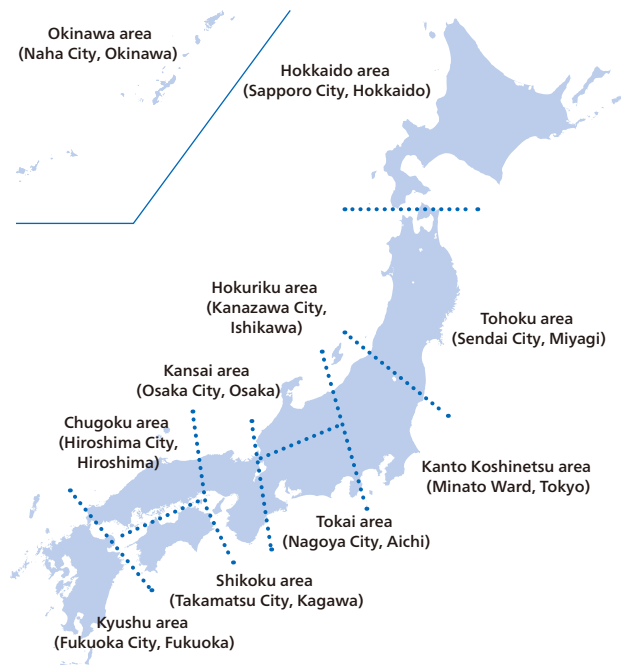
\* Converted to monetary value

## Community Participation | Social Contribution Activities (CSR Initiatives)

### Deploying Senior Personnel to Resolve Regional Issues

To help resolve local social issues in close cooperation with local communities, we have established bases for CSR activities in Hokkaido, Tohoku, Hokuriku, Tokai, Kansai, Chugoku, Shikoku, Kyushu and Okinawa, where we deploy about 60 senior CSR employees with a wealth of experience and achievements. As ICT professionals, they play a central role in resolving local social issues and supporting regional revitalization. This initiative also promotes workstyle reforms as a new model for utilizing senior human resources.

#### ▼ Regional CSR Deployment Bases



#### Working Closely with Local Governments Using ICT to Resolve Social Issues

SoftBank Corp. contributes to regional revitalization through cooperation with local governments and other authorities, including through the Ministry of Internal Affairs and Communications' Regional Revitalization Personnel Exchange Program as well as by serving as advisors. Through efforts like these, we are involved in frontline efforts to solve social issues using ICT.



SoftBank Corp. employee (left) taking office as a municipality advisor

#### Counseling Events to Eliminate the Digital Divide (Sera, Hiroshima)

A SoftBank Corp. employee serving as a DX promotion advisor in the town of Sera, Hiroshima, is holding smartphone counseling events aimed at eliminating the digital divide in cooperation with local high school students. At these events, students of Hiroshima Prefectural Sera Senior High School act as instructors, working one-on-one with local seniors to teach them the basics of using a smartphone. SoftBank Corp. shares its accumulated know-how regarding smartphone use with the students, who then take the lead in planning and running regular events, helping to eliminate the digital divide for local seniors while improving the local living environment.

#### Preventing Over-the-phone Fraud Targeting Seniors (Kanagawa Prefecture)

SoftBank Corp. is working with the Kanagawa Prefectural Police and the prefectural government to help prevent seniors from falling prey to fraud committed over the phone. Specifically, we are providing information about preventive measures using the spam call filtering functions of SoftBank's



Spam call prevention class with Pepper as an instructor

Ouchi no Denwa fixed-line service and Y!mobile's Kantan Smartphone 2+. We are also holding classes highlighting examples of over-the-phone fraud and explaining ways to prevent spam calls.

By holding these classes at SoftBank Shops in Kanagawa Prefecture and using the humanoid robot Pepper as an instructor in crime prevention classes held by the Kanagawa Prefecture Police, we are striving to further raise awareness.

#### Zero Litter Project (Kameoka City, Kyoto Prefecture)

In April 2022, SoftBank Corp. and Kameoka City launched the Zero Litter Project. The project contributes to the beautification of the city by strengthening measures against littering. Efforts include environmental education for city elementary schools using the humanoid robot Pepper, asking residents to post information about litter they encounter on the city's official LINE account, and, based on the information collected through such posts, installing IoT-enabled trash cans. By starting with the Hozu River, which is located upstream of the Yodo River, this initiative aims to contribute to the beautification of the entire Yodo River environment.



IoT-enabled garbage cans installed at Kameoka Station

#### Adopting Short Time Work (Nisshin City, Aichi)

Nisshin City and SoftBank Corp. have formed an agreement regarding business cooperation concerning issues such as child-rearing support. As part of these efforts, the city has adopted a short time work system promoted by SoftBank Corp., working with local companies to advance the social participation of parents with young children in the city. In September 2022, we launched a cross-regional short time work initiative, utilizing human resources from Nisshin City and companies promoting diverse work styles outside the prefecture. We hope to expand this new workstyle from Nisshin City to the rest of Japan, so that talented human resources can play an active role in society, even when working reduced hours and regardless of their location.



## Community Participation | Social Contribution Activities (CSR Initiatives)

### Donations as Social Contributions

#### Tsunagaru Bokin—Connected through Fundraising



SoftBank smartphone users can add a donation to their smartphone bill payments or make a donation using their SoftBank points. By providing a platform that allows people to more easily participate in a wider variety of non-profit fundraising activities, we will continue to support the efforts of non-profit organizations and the resolution of social issues.

##### FY2022 Results

Registered groups: 622  
Total annual donations: Approximately ¥300 million

#### Charity Smile



Charity Smile is an optional mobile phone service aimed at providing ongoing support to children who have lost their homes due to abuse, or have lost their parents to accidents or disasters. Customers make monthly donations of ¥10, which SoftBank Corp. matches, to provide a monthly ¥20 per customer to non-profit organizations that support children.

##### FY2022 Results

Total donations: ¥7,016,292

#### Charity Mobile



When customers sign up for a new mobile phone line or phone upgrade through a special application page, SoftBank Corp. donates a fixed amount of ¥6,000 and 3% of their monthly mobile phone usage fees for two years to a non-profit organization of their choosing (with no additional fees or burdens for the customer).

##### FY2022 Results

Total donations: ¥31,120

### Employee Volunteer Participation

#### Employee Volunteer Activities

To encourage employees to participate in volunteer activities, SoftBank Corp. provides up to two days a year of volunteering leave. Through volunteer efforts such as cleanup activities, support for people with disabilities and support for areas affected by large-scale disasters, employees engage in close communication with the community beyond the Company's core business. Furthermore, by applying the experience and knowledge obtained through volunteering to our core business, we aim to contribute to the creation of a better world.

#### Volunteering Leave Utilization

FY2019	FY2020	FY2021	FY2022
179 people	16 people	56 people	98 people

#### Employee Volunteer Systems

We offer a number of systems to enable employees to utilize the experience and skills they have accumulated through their work and hobbies through volunteering. These include the SoftBank Group Employee Pro Bono System, which supports the efforts of non-profit organizations to resolve social issues, as well as a system by which employees can support and participate in events held by local municipalities to enliven the community.



#### Employee Blood Donations

We hold blood donation drives for employees at our Head Office and regional bases. In recognition of our ongoing blood donation promotion efforts, we received the "President's Special Commendation for Corporate Distinguished Service" at the 2017 Japan Red Cross Nationwide Conference.

In FY2022, we conducted our first blood donation drive for employees since moving the SoftBank Corp. headquarters to the new location in Takeshiba.

#### Employee Fundraising

Our employees want to support non-profit organizations. In response, SoftBank Corp. established an employee fundraising system in April 2013. Moreover, when a major disaster occurs, we create a separate fund for employee donations. SoftBank Corp. then matches these to provide double the amount of support for the relief efforts of non-profit organizations in disaster-stricken areas.

##### FY2022 Results

Total donations: ¥8,112,448

## Community Participation | Social Contribution Activities (CSR Initiatives)

### Promoting a Digitalized Society

Leveraging information technology, we aim for a society in which everyone everywhere can live comfortably and freely.

#### Supporting Education on Appropriate Information Use for Children to Promote Better Communication

SoftBank Corp., Yahoo Japan and the LINE MIRAI Foundation have launched the Digital Usage Skills Development Project to create an environment in which



children and adolescents can acquire knowledge about appropriate information use, aiming to promote better communication and sound Internet usage. This project brings together the knowledge and expertise of each party in the field of appropriate information use education to provide content that is easier to understand and use.

Specifically, we are promoting the use of the GIGA Workbook. The GIGA Workbook comprises a wealth of educational materials that focus on appropriate information use, covering the characteristics of the Internet, appropriate communication methods and the risks of information. In addition to the creation and provision of teaching materials, we also focus on providing guidance on their use, training and support for teachers.



#### Seminars on the Proper Use of Information Technology

Many people, especially seniors, are concerned about risks and problems that could arise from Internet and smartphone use.

To address these concerns, we have formulated a curriculum of seminars for adults, including seniors, which we began holding in FY2022. Designed to provide information useful to all participants, these seminars cover smartphone and Internet basics, such as using Wi-Fi and cashless payments, as well as examples of problems and scams so participants learn what to look out for.



#### Tekuteku Digital Childcare Notebook: Promoting DX in Childcare Support

The Tekuteku digital childcare notebook is a web service\* that SoftBank Corp. provides to municipalities to support parents during pregnancy, after childbirth and with childcare.



Through Tekuteku, users can access helpful childcare information and utilize maternal and child health handbook functions, as well as a development assessment function that helps identify developmental issues early. Tekuteku also encourages users who are concerned about their child reaching developmental milestones later than expected to seek consultation at their municipality's designated contact point. By providing a mechanism that aids in the early detection of developmental issues and early intervention by relevant agencies, Tekuteku supports the creation of community environments in which parents can raise their children with peace of mind.



Tekuteku digital childcare notebook screens

\* Provided by SoftBank Corp. subsidiary Healthcare Technologies Corp.

## Community Participation | Social Contribution Activities (CSR Initiatives)

### Nurturing the Next Generation

By providing equal opportunities to experience the latest technologies, regardless of region of residence or educational environment, we seek to contribute to a future in which children ambitiously pursue their dreams and to realize a more parent-friendly society.

#### Educational Program to Develop AI Skills: AI Challenge



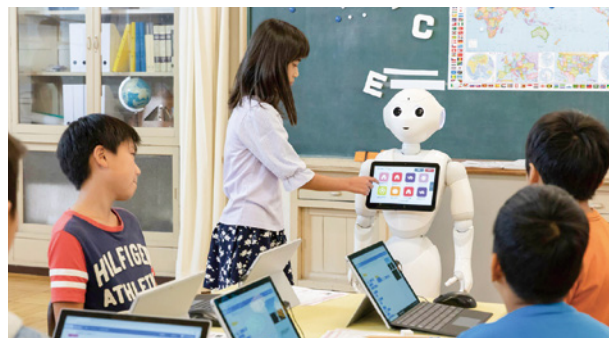
Japan is facing a shortage of people with skills in AI, and developing young human resources to fill the shortfall is an urgent task facing the country. In light of this, in April 2022, SoftBank Corp. launched AI Challenge, an educational program in which junior high and high school students learn the basics and mechanisms of AI through practical study. Through this initiative, we aim to promote the development of talent that can effectively use AI.

After first learning and understanding the basics of AI, the students think up ways of using AI to solve problems. SoftBank Corp. group employees involved in AI work then provide feedback and advice regarding their ideas from the unique perspective provided by their real-world experience.



#### Educational Support Using Humanoid Robot Pepper

Since April 2017, we have been offering learning opportunities utilizing the humanoid robot Pepper. In addition to learning programming, participants think about the relationship between humans and robots. They also get to actually experience the process of solving real-world problems by programming Pepper. This fosters logical thinking, problem solving skills and imagination through exploratory learning. Pepper is also used to support children's learning by acting as an assistant teacher, providing content for classes on such topics as disaster readiness, the proper use of information technology and sportsmanship.



#### Nurturing the Next Generation Using ICT to Support Gym Classes and Club Activities: ICT Support for Extracurricular Activities



SoftBank Corp. uses the Smart Coach service to provide remote support for school gym classes and sports clubs. Specifically, we aim to support the communities of remote islands and other isolated areas, as well as teachers who lack experience and instructional skills in sports. Teachers and students can watch videos on their smartphones, tablets and PCs to receive online distance learning from professional coaches who have a wealth of knowledge and experience.

This initiative is also being used in classes at universities with the aim of developing future instructors while supporting school teachers and nurturing children.

→ Utilization of Technology in Education P. 71

#### Adoption to Date

Cumulative municipalities: 60  
 Cumulative school clubs: 225  
 Note: As of March 31, 2023





## Community Participation | Social Contribution Activities (CSR Initiatives)

### Serving Diverse Needs

Leveraging its strengths in information technology, SoftBank Corp. aims to realize environments in which each individual can freely live in the way that makes sense for them.

#### Supporting the Education of Children with Disabilities: The Maho Project



Since 2009, SoftBank Corp. has been implementing the Maho Project, an experimental research project on utilizing cutting-edge mobile devices to benefit children with disabilities. The project is researching the potential of ICT as a tool for communication and understanding by lending tablets and the humanoid robot Pepper free of charge for a fixed period to participating schools for use in learning and daily life. For example, tablets are used to display words in order to facilitate communication for children who have difficulty with spoken conversation, and apps facilitate learning, such as by displaying a picture of a timer to help children understand the abstract idea of “wait a minute.”



#### Short Time Work Initiative to Promote Diversity by Working Together



We are creating work environments that empower individuals who want to work but have not had the opportunity to do so due to such factors as disability, illness, or responsibilities for childcare and nursing care. Specifically, they can work short hours, even less than 20 hours a week. In this way, we are expanding the range of diversity in workstyles and promoting environments that enable diverse individuals to take part in society. In addition, to spread the practice of short time work more broadly across regions and industries in order to create environments that make it easier for anyone to work, we set up the Short Time Work Alliance\* in February 2018.

\* 224 endorsing and practicing organizations (as of March 31, 2023)

#### Introduction at Municipalities

- Isogo Ward, Yokohama City (from March 2019)
- Aoba Ward, Yokohama City (March to August 2020)
- Sukagawa City, Fukushima Prefecture (from February 2021)
- Nisshin City, Aichi Prefecture (from October 2021)
- Gifu City, Gifu Prefecture (from April 2022)
- Seki City, Gifu Prefecture (from January 2023)
- Nishio City, Aichi Prefecture (from January 2023)





## Community Participation | Social Contribution Activities (CSR Initiatives)

### Disaster and Reconstruction Support

We carry out disaster readiness initiatives and provide support for people and areas affected by disasters.

#### Efforts to Support Disaster-stricken Areas

When a natural disaster occurs in Japan, SoftBank Corp. lends mobile phones and other digital devices and donates funds to support disaster-stricken areas. We provide liaison support, maintaining close communication with local governments about disaster conditions and the support they need so that we can act quickly. We lend mobile phones and other devices to local governments, as well as Self-Defense Forces dispatched to provide disaster relief. We also provide assistance including usage fee deadline extensions, communications fee reductions or exemptions, and free or reduced-rate repairs for damaged devices.

Additionally, Yahoo Japan Corporation works to conclude Disaster Agreements with local governments. These agreements help improve access to disaster information for local residents by enabling impacted municipalities to disseminate information both online and through the Yahoo! JAPAN Disaster Alert app.

As a telecommunications company and a member of society, we will work to restore infrastructure and provide support to disaster-stricken areas.

#### Main Support Efforts in FY2022

Date	Disaster	Smartphones/Mobile Phones			Internet/Fixed-line Phones			Electricity	
		Payment date extension	Device loans	Repair/ replacement fee reduction/ exemption	Payment date extension	Base fee reduction/ exemption	Free device replacement	Payment date extension	Fee reduction/ exemption
July 16	Heavy rains starting July 14	○	○	○	○	○	○	○	○
August 4	Heavy rains starting August 3	○	○	○	○	○	○	○	○
September 18	Typhoon No. 14	○		○	○	○	○	○	○
September 24	Typhoon No. 15	○	○	○	○	○	○	○	○
December 20	Heavy snow starting December 17	○		○	○	○	○	○	○
December 24	Heavy snow starting December 22	○		○	○	○	○	○	○
December 31	Landslide in Tsuruoka, Yamagata	○		○	○	○	○	○	○
January 25	Heavy rains starting January 24	○		○	○	○	○	○	○
February 9	2023 Turkey–Syria earthquake		○						

## Community Participation | Social Contribution Activities (CSR Initiatives)

### Disaster and Reconstruction Support

SoftBank Corp. has provided various forms of support for the communities impacted by the February 6, 2023 Turkey–Syria earthquake.

#### Support Following the 2023 Turkey–Syria Earthquake

##### 2023 Turkey and Syria Earthquake Relief Fund Project

SoftBank Corp. implemented the 2023 Turkey and Syria Earthquake Relief Fund Project from February 9 to April 6, 2023. Along with donations from employees, the funds donated through this project were donated through the Japanese Red Cross Society to support relief and recovery efforts implemented by the International Federation of Red Cross and Red Crescent Societies.

##### Waiving Communications Fees

To support communication with the affected areas, SoftBank Corp. made voice calls and SMS between Japan and Turkey and within Turkey free of charge for customers using its SoftBank, Y!mobile and LINEMO branded smartphone and mobile phone services between February 6 and May 31, 2023 (JST).

##### Providing the WOTA BOX Portable Water Reuse System

To provide safe and clean water for showering and hand washing to victims, medical personnel, aid workers and others in the affected areas, SoftBank Corp. lent five WOTA BOX portable water reuse systems made by WOTA Corp. to NGOs working on the ground. SoftBank Corp. has a capital and business partnership with WOTA Corp.

##### Lending Satellite Phones to Aid Organizations

SoftBank Corp. lent satellite phones to NGOs and other aid organizations working in the affected areas for use as a means of communication and confirming the safety of those in said areas.



#### Humanitarian Support for Ukraine

The companies of the SoftBank Group are providing various forms of support in response to the humanitarian crisis in Ukraine. We will continue support efforts going forward and hope for a swift resolution to the crisis.

##### Waiving communications fees

##### Employee fundraising

##### Ukraine Relief Fundraising Project

##### Ukrainian refugee support portal site

##### Lending smartphones to Ukrainian refugees free of charge

(as of June 30, 2023)

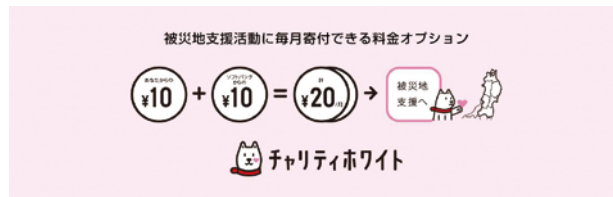
## Community Participation | Social Contribution Activities (CSR Initiatives)

### Disaster and Reconstruction Support

#### Charity White

Launched in August 2011, Charity White allows mobile phone users to add ¥10 donations to their monthly fees.<sup>1</sup> SoftBank Corp. matches these donations, for a total monthly donation of ¥20. The donated funds, which to date total more than ¥1.1 billion,<sup>2</sup> are used to provide educational and psychological support to children in the Tohoku region.

1. Recipient organizations: Ashinaga Foundation and Central Community Chest of Japan
  2. As of January 31, 2023
- Note: This service has ended new sign-ups as of July 31, 2020.



#### Commendation from the Director-General of the Japan Meteorological Agency for Elementary and Junior High School Disaster Readiness Classes

In June 2022, a SoftBank Corp. initiative to hold disaster readiness classes at schools across Japan using the humanoid robot Pepper received a commendation from the Director-general of the Japan Meteorological Agency in recognition of its contribution to promoting knowledge of disaster readiness.

Under this initiative, we have been holding disaster readiness classes across Japan, mainly at elementary and junior high schools. These classes use the disaster readiness content (with lessons on heavy rains, earthquakes and tsunamis) of the Robo Blocks School Template (part of the Pepper social contribution model), prepared with oversight from the Japan Meteorological Agency. Since first being used in Fukuoka in 2019, these classes have expanded to 26 prefectures to date, reaching more than 9,000 students.

Disaster readiness education using Pepper will continue to help participants learn what to do when a disaster strikes while providing students across the country with opportunities to experience cutting-edge technologies.



#### Disaster Readiness Classes Using the Humanoid Robot Pepper

We hold disaster readiness classes at elementary schools using a Pepper program created by SoftBank Corp. based on the disaster readiness handbook distributed to fifth grade students in Miyagi prefecture by FM Sendai. Pepper talks about and quizzes students on precautions to take in the event of an earthquake. This approach helps participants think of natural disasters in real, practical terms. Raising awareness of disaster prevention, the program also helps students predict potential disaster-related hazards in everyday situations.



# External Evaluations

## ESG Evaluations

### DJSI World Index and DJSI Asia Pacific Index

SoftBank Corp. has been selected for inclusion in the Dow Jones Sustainability World Index (DJSI World Index), which surveys the top 3,500 listed companies in the world by market capitalization and selects the top 10% from each industry. SoftBank Corp. was selected for the first time in FY2022 and received the highest score among the companies selected from Japan. SoftBank Corp. was also the only Japan-based company selected for the "Telecommunication Services" industry group. In addition, in FY2022, SoftBank Corp. was selected for inclusion in the Dow Jones Sustainability Asia/Pacific Index (DJSI Asia/Pacific Index) for a second consecutive year.



### MSCI Japan ESG Select Leaders Index

SoftBank Corp. has been selected for inclusion in the MSCI Japan ESG Select Leaders Index, a leading environmental, social and governance (ESG) index that has been adopted as a benchmark for passive ESG investing by Japan's Government Pension Investment Fund (GPIF), one of the world's largest public pension funds.



### MSCI Japan Empowering Women Index (WIN)

SoftBank Corp. has been selected for inclusion in the MSCI Japan Empowering Women Index (WIN), which is made up of companies with excellent performance in gender diversity.



### FTSE4Good Index Series

Since 2020, SoftBank Corp. has been selected for inclusion in the FTSE4Good Index Series, a world-leading environmental, social and governance (ESG) index run by FTSE Russell.



### FTSE Blossom Japan Index

Since 2020, SoftBank Corp. has been selected for inclusion in the FTSE Blossom Japan Index, an environmental, social and governance (ESG) index run by FTSE Russell designed to measure the performance of Japanese companies implementing outstanding ESG initiatives.



### FTSE Blossom Japan Sector Relative Index

Since 2022, SoftBank Corp. has been selected for inclusion in the FTSE Blossom Japan Sector Relative Index, an index that reflects the performance of Japanese companies that demonstrate strong environmental, social and governance (ESG) practices relative to their respective sectors.



### Five Stars in the Nikkei SDGs Management Survey 2022

For a second consecutive year, SoftBank Corp. received the maximum five stars in the Nikkei SDGs Management Survey 2022, which evaluates companies' overall SDGs management based on the four pillars of SDGs strategy/economic value, social value, environmental value and governance.



### SOMPO Sustainability Index

SoftBank Corp. has been selected for inclusion in the SOMPO Sustainability Index operated by SOMPO Asset Management Co., Ltd. This index is used for "SOMPO Sustainable Management," an initiative for investing broadly in companies that SOMPO Asset Management Co., Ltd. evaluates highly in terms of environmental, social and governance (ESG) performance.



### EcoVadis Silver Medal Certification

SoftBank Corp. received a Silver Medal rating in the EcoVadis 2022 sustainability questionnaire. Our efforts received high ratings across all four themes: Environment, Labor & Human Rights, Ethics and Sustainable Procurement.



### Digital Transformation Stock 2023

In recognition of its efforts to solve social issues through new businesses, SoftBank Corp. was the only company in the information and telecommunications industry to be selected as a Digital Transformation Stock 2023 by the Ministry of Economy, Trade and Industry and the Tokyo Stock Exchange.



### Eco-First Company

SoftBank Corp. has been certified as an Eco-First Company by the Minister of the Environment for declaring that it will engage in "advanced, unique and industry-leading business activities" in the field of the environment, including measures against global warming, waste and recycling.



### S&P/JPX Carbon Efficient Index

SoftBank Corp. has been selected for inclusion in the S&P/JPX Carbon Efficient Index, an index that determines the weighting of constituent stocks based on the disclosure of environmental information and the level of carbon efficiency (carbon emissions per unit of revenue).





## External Evaluations

### ESG Evaluations

#### CDP 2022 Climate Change

In recognition of its strategy and response to climate change, SoftBank Corp. received an “A-” rating from the CDP (headquarters: London, UK), an international non-profit organization that conducts environmental assessments of major corporations and cities around the world.



In CDP's Supplier Engagement Rating, SoftBank Corp. was selected for the leaderboard, the highest designation, for its efforts to combat climate change throughout the supply chain.



#### Verified by Science Based Targets Initiative

The targets of SoftBank Corp.'s Carbon-Neutral 2030 Declaration, aimed at achieving zero greenhouse gas emissions by 2030, were verified by the Science Based Targets initiative (SBTi) as being soundly science based targets.



#### Initiative based on the Declaration of Biodiversity by Keidanren

In addition to participating in the Keidanren Committee on Nature Conservation, SoftBank Corp. has endorsed the aims of the Declaration of Biodiversity by Keidanren and, in June 2023, further endorsed the “Initiative based on the Declaration of Biodiversity by Keidanren.”



#### TNFD Forum

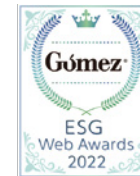
SoftBank Corp. has endorsed the principles of the Task Force on Nature-related Financial Disclosures (TNFD) and joined the TNFD Forum in May 2022. We will actively promote information disclosure based on the TNFD disclosure framework.



### Website and Information Disclosure

#### Selected as a Top10- Excellent Company in the Gomez ESG Site Ranking 2022

SoftBank Corp. was selected as a top-10 excellent company in the Gomez ESG Site Ranking 2022 conducted by BroadBand Security Inc.



#### Gold Prize in Gomez IR Site Ranking 2022

SoftBank Corp. received the Gold Prize, with the No. 1 overall rank, in the Gomez IR Site Ranking 2022 run by BroadBand Security, Inc.



#### Commendation Award in Daiwa IR's 2022 Internet IR Awards

SoftBank Corp. received the Commendation Award in Daiwa Investor Relations Co. Ltd.'s 2022 Internet IR Awards, which recognize listed companies that make effective use of their IR websites.



#### Selected as an AAA Website in the 2022 All Japanese Listed Companies' Website Ranking

SoftBank Corp.'s website was selected as an AAA Website in the 2022 All Japanese Listed Companies' Website Ranking survey run by Nikko Investor Relations Co., Ltd.



#### Gold (Grand Prize) in the Sustainability Site Award 2023

SoftBank Corp. received a gold award (grand prize) in the Sustainability Site Award 2023, a ranking of websites according to the level of information they provide, run by the Association for Sustainability Communication, a general incorporated association that conducts surveys and provides consulting services on sustainability information disclosure.

#### Silver in the Asia Sustainability Reporting Awards 2022

At the Asia Sustainability Reporting Awards 2022, held by CSRWorks International, SoftBank Corp. received silver in the category of Asia's Best SDG Reporting.



## External Evaluations

### Labor Practices

#### 2023 Health & Productivity Stock Selection

SoftBank Corp. was selected under the Health & Productivity Stock Selection, run by the Ministry of Economy, Trade and Industry and the Tokyo Stock Exchange, for the first time. This program recognizes companies that proactively work to advance health and productivity management for employees from a corporate management perspective.



#### Excellence in Corporate Health and Productivity Management (White 500)

SoftBank Corp. was selected under the Certified Health & Productivity Management Outstanding Organizations Recognition Program, operated jointly by the Ministry of Economy, Trade and Industry and Nippon Kenko Kaigi, in the large enterprise (“White 500”) category. 2023 marked the fifth consecutive year that SoftBank Corp. has earned White 500 certification.



#### Next-generation Certification Mark (Kurumin)

In 2017, SoftBank Corp. obtained Platinum Kurumin certification from the Minister of Health, Labour and Welfare. This designation is granted to companies that have already received the standard Kurumin certification and further introduced and utilized systems for supporting work-life balance to a considerable extent, implementing high-level efforts.



#### Eruboshi

SoftBank Corp. has received the “Eruboshi” designation (class 2) from the Minister for Health, Labor and Welfare in recognition of being a company that excels in the empowerment of women. Going forward, we will continue to advance efforts to promote the professional success of women, such as holding career training for female employees and implementing mentoring programs.



#### Hataraku Yell 2023 Welfare Promotion Corporation

SoftBank Corp. was recognized as a Welfare Promotion Corporation for its particularly outstanding initiatives under Hataraku Yell 2023, a program that recognizes enterprises making efforts to enhance and effectively utilize employee welfare initiatives.



#### PRIDE Index Gold Rating

SoftBank Corp. has been awarded the highest rating of “Gold” in the PRIDE Index for policies regarding LGBTQ and other sexual minorities within the company.



#### Five-star Rating in the Nikkei Smart Work Management Survey and Grand Prize in the Nikkei Smart Work Awards 2023

SoftBank Corp. has received the maximum five-star rating in the 6th Nikkei Smart Work Management Survey.

In addition, we received the Grand Prize, the highest evaluation in the Nikkei Smart Work Awards 2023, which select leading companies that are ambitiously revolutionizing productivity through workstyle reforms. SoftBank Corp. was particularly praised for realizing flexible workstyles using teleworking and its investment in human resources, including training systems, as well as its proactive joint development with other companies and involvement with outside institutions.



#### Tokyo Sports Promotion Company Certification

SoftBank Corp. has been certified as a Tokyo Sports Promotion Company for excellence in sports support and the promotion of sports activities for employees.



#### Sports Yell Company

SoftBank Corp. has received bronze certification as a Sports Yell Company by the Japan Sports Agency for its proactive promotion of sports to improve the health of employees. This is the fifth consecutive year that SoftBank Corp. has been certified.



#### Award of the Minister for Internal Affairs and Communications within the Top Hundred Telework Pioneers

SoftBank Corp. was included in the Top Hundred Telework Pioneers, a group of companies and other organizations advancing the introduction and utilization of teleworking. Furthermore, SoftBank Corp. received an Award of the Minister for Internal Affairs and Communications, a distinction given to a select subsection of the Top Hundred companies making outstanding efforts that serve as a model for other organizations.



#### SoftBank Corp. Becomes the First Japanese Company to Receive the CompTIA Certified Team Award for Two Consecutive Years

The CompTIA headquarters in the United States provides the annual CompTIA Certified Team Award, recognizing organizations in which at least 80% of staff is CompTIA certified and that demonstrate the skills and dedication to provide superior service internally and externally. SoftBank Corp. became the first Japanese company to receive the CompTIA Certified Team Award for two consecutive years.



# Third-party Assurances and Certifications

## ISO 9001



This is a copy of the original certificate.

The main registration scope for ISO 9001 certification is as follows:

- Process Management Division
- Cloud Engineering Division
- IaaS Engineering Department 1
- Tokyo Data Center No. 2
- Tokyo Data Center No. 4
- Tokyo Data Center No. 5
- Sapporo Data Center
- Osaka Data Center
- Osaka Central Data Center
- Osaka Data Center No. 3
- Kitakyushu e-Port Data Center
- Kitakyushu e-Port Data Center No. 2
- Oita Data Center
- ICT Operation Division
- Kanto Network Center, Area Network Division
- Kansai Network Engineering Department, Area Network Division
- Hokkaido Network Engineering Department, Area Network Division
- Tohoku Network Engineering Department, Area Network Division
- Tokai Network Engineering Department, Area Network Division
- Hokuriku Network Engineering Department, Area Network Division
- Chugoku Network Engineering Department, Area Network Division
- Shikoku Network Engineering Department, Area Network Division
- Kyushu Network Engineering Department, Area Network Division
- Network Operations Division
- Solution Operations Division
- Corporate Information Technology Division
- IT Operation Division
- Enterprise Network Department, IP & Transport Technology Division
- Backbone Network Department, IP & Transport Technology Division

## ISO 14001



This is a copy of the original certificate.

The main registration scope for ISO 14001 certification is as follows:

- Contact Center Operations Department, Process Management Division
- Tokyo Data Center No. 4
- Sapporo Data Center
- Kitakyushu e-Port Data Center
- Kitakyushu e-Port Data Center No. 2
- Oita Data Center
- Kanto Network Center, Area Network Division
- Kansai Network Engineering Department, Area Network Division
- Hokkaido Network Engineering Department, Area Network Division
- Tohoku Network Engineering Department, Area Network Division
- Tokai Network Engineering Department, Area Network Division
- Hokuriku Network Engineering Department, Area Network Division
- Chugoku Network Engineering Department, Area Network Division
- Shikoku Network Engineering Department, Area Network Division
- Kyushu Network Engineering Department, Area Network Division
- General Affairs Division
- CSR Division

## ISO 27001



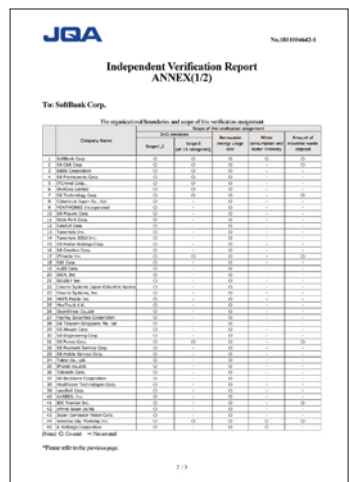
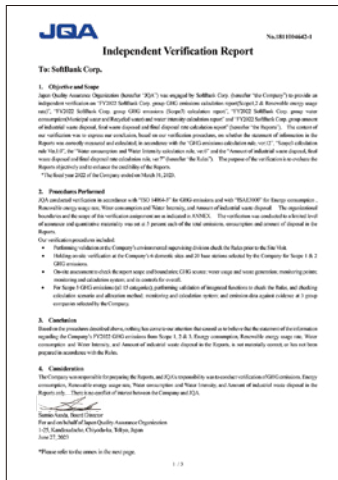
This is a copy of the original certificate.

The main registration scope for ISO 27001 certification is as follows:

- Billing Center Operation Department, Process Management Division
- Contact Center Operation Department, Process Management Division
- SE Department 1, UC Design Division, Solution Engineering Division
- IaaS Engineering Department 1, Cloud Engineering Division
- Tokyo Data Center No. 2
- Tokyo Data Center No. 4
- Tokyo Data Center No. 5
- Sapporo Data Center
- Osaka Data Center
- Osaka Central Data Center
- Osaka Data Center No. 3
- Kitakyushu e-Port Data Center
- Kitakyushu e-Port Data Center No. 2
- Oita Data Center
- ICT Operation Division
- SaaS Service Department, Enterprise Product & Business Strategy Division
- Cybersecurity Division
- Network Operations Division
- Solution Operations Division
- Corporate Information Technology Division
- IT Operation Division

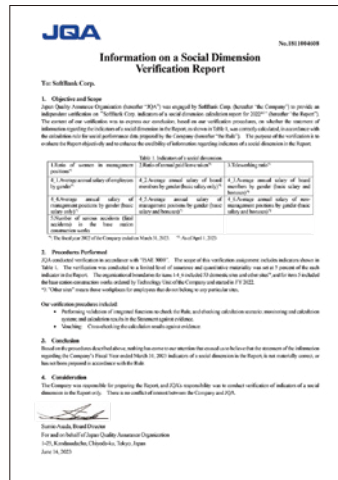
## Third-party Assurances and Certifications

### Greenhouse Gas Emissions Verification Report



➔ Verification Report  
➔ ESG Data Book 2023

### Information on a Social Dimension Verification Report



➔ Verification Report  
➔ ESG Data Book 2023



➔ Verification Report

### Materiality Assessment Process Verification Report



➔ Verification Report



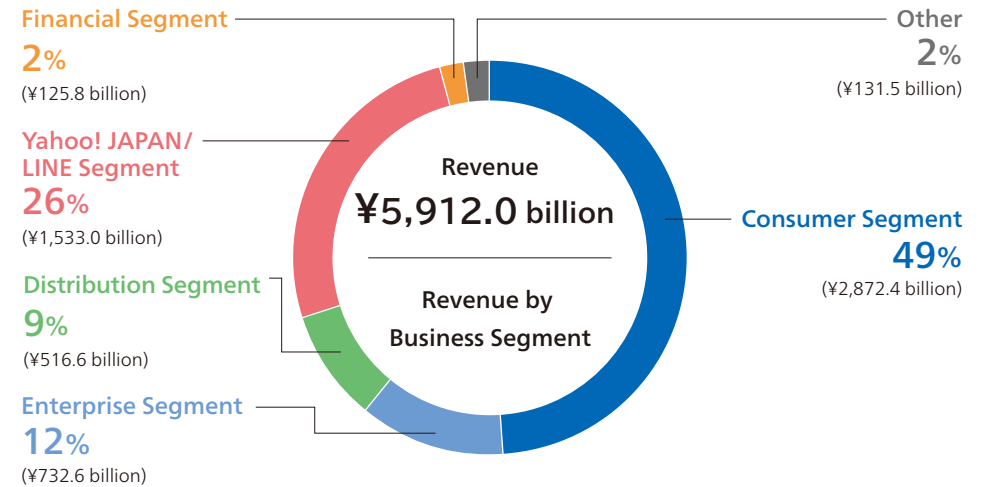
# Company Overview (as of March 31, 2023)

Company name	SoftBank Corp.
Description of business	Provision of mobile communications services, sales of mobile devices, provision of fixed-line telecommunications and ISP services
Established	December 9, 1986
Corporate headquarters	1-7-1 Kaigan, Minato-ku, Tokyo 105-7529 Japan
Representatives	Junichi Miyakawa, President & CEO Jun Shimba, Representative Director & COO Yasuyuki Imai, Representative Director & COO
Common stock	¥204,309 million
Number of employees	Non-consolidated 19,045 Consolidated 54,986
URL	https://www.softbank.jp/en/

## Certifications

Description	Certification
Integrated Management Systems	PAS 99
Quality Management Systems	ISO 9001
Environmental Management Systems	ISO 14001
IT Service Management Systems	ISO 20000-1
Information Security Management Systems	ISO 27001
Personal Information Protection Management Systems	JIS Q 15001
ISMS Cloud Security Certifications	ISO 27017 JIP-ISMS517-1.0

## FY2022 Performance (Consolidated)



### Notes:

- The revenue ratio for each segment is calculated based on sales to external customers.
- The components of revenue include ¥148,111 million in revenues from other sources, excluding those arising from IFRS 15 "Revenue from Contracts with Customers" (mainly from Enterprise Segment leases).
- "Mobile" and "Business solution and others" in the Enterprise Segment include telecommunications service revenues and revenues from sales of goods and others.
- Effective October 1, 2022, the company revised its reporting segment classifications following the acquisition of PayPay as a subsidiary and added the Financial Segment. The main subsidiaries that constitute the Financial Segment are PayPay Corporation, PayPay Card Corporation, SB Payment Service Corp. and PayPay Securities Corporation.

## Information Disclosure Approach

SoftBank Corp. discloses information to all stakeholders based on the following approach.

### ■ Compliance with laws and regulations

Regarding corporate information that may influence investment decisions, SoftBank Corp. discloses information in accordance with the Financial Instruments and Exchange Act and various regulations stipulated by the Tokyo Stock Exchange. In addition, SoftBank Corp. makes every effort to prevent the infringement of copyrights and intellectual property rights.

### ■ Information accuracy and editorial independence

To ensure information disclosure accuracy, SoftBank Corp. thoroughly checks accuracy using an internal system and incorporates objective evaluations. In addition, in the process of determining content for disclosure, we avoid the influence of external organizations and individuals to ensure editorial independence.

### ■ Timely and appropriate information disclosure

SoftBank Corp. discloses information in a timely, appropriate, and easily understandable format to facilitate the investment decisions of shareholders and investors. In addition, even when the disclosure standards of various laws and regulations are not applicable, we proactively disclose actionable information to our shareholders and investors through our website and various reports.

### ■ Fairness of information disclosure

We strive to disclose information fairly so that there are no discrepancies in information disclosed to different stakeholders. Materials and videos, such as those of financial results briefings and subsequent Q&A sessions, are posted on SoftBank Corp.'s website, and efforts are made to disclose information in English to ensure access for all stakeholders.

### ■ Information ethics

When disclosing information, SoftBank Corp. makes an effort to avoid violating social ethics by respecting diversity and taking care to disclose information in a way that is free of bias from a human rights perspective.

## Editorial Policy

This report communicates the SoftBank Corp. group's efforts toward sustainable growth while using Global Reporting Initiative (GRI) Standards as a reference. In addition, this report strives to cover not only financial information but also non-financial information with the aim of enabling stakeholders to comprehensively assess the value of SoftBank Corp.

### ■ Disclaimer

This report contains forward-looking statements, such as statements about plans, forecasts and strategies. These forward-looking statements are based on the information available to SoftBank Corp. as of the preparation of this report and assumptions that it believes are reasonable, and they inherently contain various risks and uncertainties. Future results or performance may differ materially from forward-looking statements due to changes in the operating environment or other factors.

### ■ Trademarks

The names of products and services used in this report are the trademarks or registered trademarks of their respective owners.

### ■ Report period

FY2022 (April 1, 2022 to March 31, 2023)

Note: Certain information concerning matters before and after this period has also been included.

### ■ Organizations covered

SoftBank Corp. and its Group companies

### ■ Publication date

September 2023 (next report planned for September 2024)

### ■ Referenced guidelines

- Global Reporting Initiative (GRI) Standards
- Sustainability Accounting Standards Board (SASB)
- OECD Guidelines for Multinational Enterprises
- International Financial Reporting Standards
- ISO 26000

### ■ Website

SoftBank's Sustainability

<https://www.softbank.jp/en/corp/sustainability/>  
IR Documents

<https://www.softbank.jp/en/corp/ir/documents/>

### ■ Inquiries

ESG Promotion Office

SoftBank Corp.

Tokyo Portcity Takeshiba Office Tower

1-7-1 Kaigan, Minato-ku, Tokyo

105-7529 Japan