Foundations for Our Corporate Value

Stakeholder Communication

Having articulated its fundamental ethical posture toward its stakeholders in the Mizuho Code of Conduct, Mizuho proactively undertakes communication activities and strives to ensure that its corporate activities are in harmony with common sense as well as being fair and transparent.

Mizuho’s Stakeholder Communication

- Dialogue at branches and through our sales staff
- Customer feedback cards
- Call centers
- Website
- Questionnaires for customers and customer satisfaction surveys
- PR activities

- General meeting of shareholders, brochure entitled “Report to Our Shareholders”
- Investor briefings, IR contact website page
- Dissemination of information through websites and disclosure materials
- PR activities
- Responding to socially responsible investment surveys, etc.

- Appropriate responses to supervisory authorities
- Activities through industry groups
- Public-private partnership initiatives
- Policy recommendations

- Social contribution activities
- Support for financial education
- Stakeholder dialogue
- PR activities

- Education and training
- In-house communication activities
- Employee opinion surveys
- Labor-management consultations
- Arrangement for responding to consultations and complaints

- Purchasing activities and outsourcing contracts based on the Mizuho Code of Conduct as well as on compliance regulations, outsourcing regulations, etc.
- Coordination and cooperation in business activities
- Cooperation through industry groups and diverse initiatives
Mizuho places one of its highest management priorities on continuing to disclose information to our shareholders and investors in a fair, timely, and appropriate manner, in order for them to form relevant judgments and appraisals of the Group.

For individual investors, we participate in Investor Relations (IR) events and convene investor information meetings in various locations in Japan. In September 2015, we also held an online IR meeting (live over the Internet) for individual investors, led by the executive officer in charge of IR.

For analysts and institutional investors, following periodic announcements of financial results, Mizuho holds Internet conferences and IR meetings where members of management give presentations on management strategy, financial position, and other topics.

Ordinary General Meeting of Shareholders

We endeavor to improve accessibility to the Ordinary General Meeting of Shareholders held each year at the end of June by avoiding the day many companies hold their shareholders’ meeting so that our shareholders are able to attend our meeting.

The most recent meeting, the 14th ordinary general meeting of shareholders, was held on June 24, 2016 at the Tokyo International Forum, and was attended by 2,797 persons. At the shareholders’ meeting, we used a large screen to make the content as visually easy to understand as possible, and shareholders participated actively in the question and answer session.

In addition, Mizuho holds meetings for explaining the management strategy of its operating areas and participates in conferences arranged by securities companies for investors.

Communication Activities Example (2): Participation in Initiatives

Mizuho, given its global perspective and role as a financial institution, participates in domestic and overseas initiatives to advance activities for the formation of a sustainable society.

United Nations Global Compact
Ten principles addressing matters like human rights, labor, the environment, and anti-corruption

Equator Principles
Principles to require consideration of environmental and social impacts of large-scale project-related financings

UN’s “Principles for Responsible Investment” (PRI)
Principles which ensure environmental, social, and corporate governance issues are incorporated into the decision-making processes of investment

Montreal Carbon Pledge
Initiatives by institutional investors for measuring and disclosing the greenhouse gas emissions of the equities portfolio they manage

UNEP Finance Initiative (UNEP FI)
International partnership of financial institutions concerning sustainable practices in the various operations in which financial institutions are involved

Principles for Financial Action for the 21st Century Website
Initiatives by financial institutions in Japan for financial action toward a sustainable society

Business and Biodiversity Offset Program (BBOP)
Initiatives to create a common global framework for protection of biodiversity. Mizuho is a member of the BBOP advisory group