

# Business continuity management

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

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

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

emergency that may materially impact business management, by collecting and analyzing information, formulating countermeasures, and taking other necessary action. In addition, their role includes collecting and analyzing signs and indicators of a potential crisis, and reporting their findings promptly to management.

Particular focus is placed on continuous efforts to confirm the content and processes of our system and business contingency plans and strengthen our group-wide, hands-on training and drills with management participation, in order to minimize the impact on customers in the event of an IT system failure.

We are also strengthening our first response to natural disasters, covering not only earthquakes and tsunamis but also large-scale wind or water damage, and improving readiness against terrorism and conflict as well as cyberattacks in order to improve the effectiveness of our business continuity management system for securing operational resilience.