

Initiatives for Local Communities and Other Stakeholders

Becoming an Environmentally Friendly Bank

With our headquarters in Kyoto, which boasts more than 1,200 years of history, and operating widely in the Kinki region, a place of magnificent natural settings and rich history and culture, the Bank of Kyoto strives to achieve sustainable development together with the community in which we operate.

Stage 3 Environmental Plan (FY2017–FY2019)

Our numerical target under the plan is to reduce the amount of electricity, gas, and gasoline we use by at least 1% every year with fiscal 2016 as the base year.

Initiatives of the Bank of Kyoto

- Promotion of energy-saving activities
- Building of environmentally-friendly branches
- Resource-saving and recycling
- Information disclosure

Initiatives for Customers and Local Communities

- Forestry preservation activities
- Environmentally-friendly financial products and services
- Collaboration with environmental projects in the region

Initiatives of All Bank Employees

- Eco-lifestyle for the families of all bank employees
- Environmental volunteers

The Bank of Kyoto's Forest Preservation and Cultivation Activities

Kyoto Prefecture is a heavily wooded area with forests occupying about three-quarters of its total land area. To pass on this wonderful environment to future generations, the Bank actively promotes involvement in initiatives to preserve forests.

The Bank of Kyoto is engaged in activities to cultivate the Kyogin Furusato Forest within the Bank's Arashiyama grounds in Kyoto's Nishikyo-ku, as well as the Kyogin Manabi Forest on the premises of the Kyoto Banking College Katsuragawa Campus. We also maintain the Kyogin Fureai Forest within the Motoyama National Forest area in the Kita-ku area of Kyoto.



Becoming the Best Supporter of Communities

Contributing to the Community by Supporting Local Sports Teams

To contribute to vitalizing the community through the promotion of sports, together with the local community we support the local Kyoto soccer team, Kyoto Sanga F.C., and the basketball team, KYOTO HANNARYZ.



Enhancing Customer Satisfaction

Initiatives to Further Improve Customer Service

With the goal of being Japan's No. 1 bank in customer satisfaction, the Bank collectively works to raise customer service levels, an effort that is led by the Customer Service Office, which promotes initiatives for enhancing customer satisfaction (CS), as well as by designated CS promoters and CS leaders at each branch.

Barrier-free Initiatives

Barrier-free branch facilities

We are eliminating steps at entrances and installing slopes, handrails and studded guidance tiles, and voice guidance chimes.



Product and Service Enhancement Initiatives

The Bank works to improve products, services and administrative quality and prevent problems and complaints in advance by reporting to management and branches the opinions, requests and negative feedback of customers.

Communication tools

We have equipped all branches with desktop conversation support devices, cane holders, reading glasses, hearing aids, communication boards, writing boards, and instruction signs for the hearing impaired.



The "COMUOON" desktop hearing aid device

ATMs with visual impairment support

All the ATMs at our staffed branches support use by people with visual impairments. In addition, transfer charges at teller counters for customers with visual impairments are discounted to the same amount as transfers made through our ATMs.

Services that include Braille transaction statements, balance notices and maturity notices

Writing and reading services provided by bank staff for applications and contracts, etc.

Sticker indicating hearing impairment put on end-page of passbooks

Training for bank employees on providing service to elderly customers and customers with disabilities

Toll-free number for the customer service desk for people with disabilities



ATM with visual impairment support

Creating Workplaces Where All Employees Excel

Promoting Women's Participation and Advancement: Kirameki Career Support Program Started as General Support Measure

The Bank has traditionally provided active support for women's workplace participation and advancement.

In addition, we began a new initiative in April 2017 called the Kirameki Career Support Program. The program seeks to fully establish the conditions that make it possible for women employees to participate and advance at the workplace by more thoroughly implementing related promotion measures.

In April 2016, the Bank acquired third-level certification, the highest rank, in the Eruboshi program under the Act for Promotion of Women's Participation and Advancement in the Workplace, and going forward we will continue to further promote women's participation and



Eruboshi certification mark
Third level

advancement by working to more fully develop workplace conditions that allow employees to wholly demonstrate their ambitions and abilities in order to excel.

Kirameki Career Support Program

For Fully Promoting Women's Workplace Participation and Advancement

Support for career advancement

Initiatives to increase the ratio of women managers and proactively promote women to branch manager positions

Support for returning early after leave

Development of programs that allow employees to return early from childcare leave with greater peace of mind

Job encouragement and support

Cultivation of an organizational culture that encourages every employee to excel