

Respect for Human Rights

With the development of information technology and the advance of globalization, companies have an increasing impact on people's lives. Respect for human rights is a fundamental responsibility for each company, and it is a critical part of achieving the SoftBank Group's vision of becoming the corporate group needed most by people around the world.

The SoftBank Group respects human rights across its businesses and is working to develop and implement appropriate systems to protect human rights. In addition, we are working to raise awareness of respect for human rights throughout the Group, and we require our investees and business partners to act in compliance with all laws and regulations related to human rights.

Human Rights Policy

The SoftBank Group has established its "Human Rights Policy" that acts as the minimum standard with which all directors, officers and employees of the Group must comply.

The policy calls for respecting the human rights of all stakeholders, treating them with dignity and respect, always complying with laws and regulations, and acting with the utmost respect for international human rights principles. The policy also strictly forbids discrimination, harassment, forced labor, and child labor.

Key points in our Human Rights Policy

- We support the international standards regarding human rights such as the International Bill of Human Rights, while promoting group-wide measures to respect human rights.
- We will comply with human rights laws and regulations and respect international human rights principles to the fullest extent possible.
- We will not engage in any acts of discrimination, directly or indirectly, on the basis of characteristics that define an individual's identity.
- We will not engage in harassment of any kind.
- We will not engage in any human rights violations or illegal activities, including forced labor, child labor, slave labor, or human trafficking.
- We will strive to maintain a safe, sanitary, and healthy working environment.
- We will respect fundamental labor rights.
- We will strive to pay competitive, above-living-wage monetary compensation and benefits.
- We will identify human rights risks and work to reduce them.

[See our corporate website for the full text of our Human Rights Policy.](#)

✓ Supplier Code of Conduct

The SoftBank Group conducts business in various areas and sectors across the globe and has built a diverse supply chain in order to become the corporate group needed most by people around the world. The SoftBank Group places importance on sustainability in these supply chains, and believes that it is essential not only to comply with laws, but also to conduct business based on high ethical standards. Therefore, the SoftBank Group has formulated the "Supplier Code of Conduct," which sets forth what we expect our suppliers to comply with, and requires them to work in accordance with the ethical standards set forth in that code.

[See our corporate website for the full text of our Supplier Code of Conduct.](#)

Improving Awareness of Human Rights

In order to disseminate our Human Rights Policy to directors, officers and employees and raise awareness of human rights, the SoftBank Group conducts ongoing education and awareness activities through training and other programs. In addition, we require our external stakeholders, including investees and business partners, to act in compliance with all laws and regulations related to human rights.

Stakeholder Engagement

In order to prevent and reduce the negative impact on human rights that may occur in the course of its business activities, the SoftBank Group identifies specific human rights risks at each Group company as part of its human rights risk assessment, works to prevent and mitigate occurrence of such risks, and promotes the establishment of a system that enables the Group to promptly take appropriate measures.

SoftBank Corp. conducted two stakeholder-dialogue events in 2020, inviting experts to discuss human rights issues related to the company's business, based on the information provided by the experts. The first session focused on the role that telecommunication companies should play in respecting privacy, and the second session on human-rights issues brought about by technological development. In each case, the participants engaged in vigorous discussion to identify what human rights issues should be recognized and prioritized as the responsibility of a company leading the Information Revolution.

The SoftBank Group will continue to communicate with its stakeholders on an ongoing basis to strengthen its commitment to respect for human rights.

Outline of stakeholder dialogues (SoftBank Corp.)

1st stakeholder dialogue

Keiichi Ushijima; Part-time Lecturer, Graduate School of Tohoku University
The role of communication carriers in promoting respect for privacy

- Current trends surrounding human rights issues
- Potential human rights risks identified by SoftBank Corp.
- Ideas for SoftBank Corp's future activities

2nd stakeholder dialogue

Daisuke Takahashi; Attorney, Shinwa Sohgo Law Offices
Human rights issues brought about by technology development

- Effects of AI and other technologies on human rights (e.g., the human rights of socially vulnerable people, privacy, freedom of expression)
- The importance of promoting activities targeting human rights issues (human rights due diligence, mechanisms for responding to complaints)

Training to Raise Awareness of Human Rights

In order to raise awareness of human rights and with the goal of creating a better human resources system and a stronger corporate organization, SoftBank Group Corp. holds periodic roundtable discussions between the human resources department and employees. Furthermore, in light of the enforcement of the "Revised Act on Comprehensive Promotion of Labor Measures," SoftBank Group Corp. holds regular meetings for line managers organized by the human resources department, to provide them with not only basic information but also the latest trends in harassment and detailed points to keep in mind, and to instruct them on how to respond appropriately.

SoftBank Corp. stipulates respect for human rights and prohibition of discrimination and harassment in the "SoftBank Code of Conduct". In addition to training for each level, such as new employee training and newly appointed manager training, all employees in management positions and above undergo both regular training and training upon receiving promotions, regarding methods for responding to consultations and reports on bullying or harassment incidents.

List of training programs conducted in FY2020 (SoftBank Corp.)

Name	Trainees	Type of training
Compliance training for new hires	Mid-career hires/ New employees	e-Learning
Pledging adherence to the SoftBank Code of Conduct	All employees	Other
Compliance training (orientation for mid-career hires)	Mid-career hires	Group training
Harassment prevention course (on abuse of power, sexual harassment)	All employees	e-Learning
Course on prevention of harassment (LGBT version)	All employees	e-Learning
Work instructions in remote work/ training on remote harassment	All employees	e-Learning
Compliance magazine (cautions regarding remote harassment)	All employees	Other
Training for newly appointed managers	Newly appointed managers	e-Learning
Compliance training for management executives (on harassment)	Managers; General Manager level and above	Group training
Compliance test	All employees	e-Learning

Human Resources Strategy

For the SoftBank Group, which continues to develop innovative businesses, human resources are the source of innovation, and the employees who work for the Group are important stakeholders that support sustainable growth. As a company that leads the Information Revolution, we are working on development and promotion of human resources. This is based on the belief that creating an environment where diverse talent can take on challenges and play an active role while making the most of their individuality and maximizing the potential of individuals and organizations, will increase corporate value.

Development of Professionals

The SoftBank Group strives to create a diverse work environment where everyone can thrive, regardless of age, gender, nationality, disability, sexual orientation or gender identity.

> Professional Recruitment and Career Development

SoftBank Group Corp. hires professionals based on the “Three Core Competencies” - Smart, Professionalism, and Relation. Our basic policy is to hire the best person for the position regardless of age, gender, nationality, and other factors and we are committed to a more diverse workforce. In addition, from the perspective of human resource development, the company has established a system for self-driven career development so that each employee can enhance their Three Core Competencies aforementioned. We provide internal education and training services, including English conversation courses, and also allocate education budgets to each department so that employees can independently select and attend external training programs of their choice. We have also established a dual-employment system, under which employees may engage in a second job to promote personal growth through diverse experiences and lead it to their career development.

“Three Core Competencies” we seek in our employees



> Support System for Career Realization

The SoftBank Group emphasizes the importance of self-driven career development and encourages employees to think about their future goals and career plans, and understand the experience, knowledge and skills they need. By providing opportunities and helping them to achieve their own career plans, we aim to develop professionals with rich individuality.

SoftBank Corp. has established a job posting system for in-house recruitment of members to start up new businesses and companies, a free agent system that enables ambitious employees to transfer to the department of their choice, and a system to support the acquisition of certifications as opportunities for career development, providing an environment where anyone can take on the challenge of personal growth and self-realization. The company allows secondary jobs as long as it does not have an impact on the company's business, based on the belief that skill enhancement and growth through such experiences will lead to the revitalization of its business and innovation. The company has also introduced a SoftBank-style internal secondary job system, which allows employees to experience work outside of their own departments. This system expands opportunities for employees to utilize their abilities and brings organizational vitality to the workplace through inter-departmental exchanges.

Diversity & Inclusion

➤ Advancement of Women in the Workplace



The SoftBank Group believes the driving force for growth across the Group is the empowerment of women in the workplace, and it is actively advancing the hiring and promotion to management positions of female employees. SoftBank Corp. provides female employees with workshops on career development and a mentoring program for leaders to receive advice from female managers who serve as role models. In addition, to enable employees to raise their children with peace of mind and to balance work and childcare after returning to work, the company allows employees to take childcare leave and to work shorter hours beyond what is stipulated in the law. As a result, the rate of female employees returning to work after taking childcare leave was over 98% as of the end of March 2021.

➤ Support and Promotion of Appreciation of Foreign Employees



Based on the belief that each employee fully demonstrating their individuality and ability in a diverse workplace will be the driving force behind the growth of the entire Group, SoftBank Group Corp. advances the hiring and promotion of employees to management positions regardless of nationality. In addition, as an effort to support the active participation of foreign employees, official documents such as notices, internal training contents, and internal systems are provided in Japanese and English as a general rule to facilitate communication.

In order to deepen the understanding of foreign employees within the company and to strengthen ties among employees, SoftBank Corp. conducts enlightenment activities through internal events such as the “Diversity Week” and training programs. By continuing these activities in parallel with developing its internal systems, the company is working toward the creation of a more accepting working environment for all employees.



Internal event with foreign employees

➤ Advancement of Promotion of People with Disabilities



The SoftBank Group makes no distinction between potential employees in the hiring process or after they join the Company and aims to create a work environment where all employees can work to the best of their capabilities. As part of this effort, SoftBank Corp. introduced a full-scale short-time work system in May 2016. This system enables people with mental or developmental disabilities who have difficulty working long hours, even if those disabilities are not a hindrance to the execution of duties, to work less than 20 hours per week. The company will continue to collaborate with companies and municipalities help create a society in which anyone can actively contribute their unique attributes.

➤ Support for LGBTQ Employees



The SoftBank Group promotes LGBTQ inclusion in the workplace. Since October 2016, the SoftBank Group Corp. and SoftBank Corp. have defined a spouse in their internal regulations to include same-sex partners, and have provided the same benefits to those employees' spouses, such as special leave and congratulatory and condolence payments. In addition, SoftBank Corp. has established a consultation desk for LGBTQ employees, their coworkers and superiors, and provides LGBTQ-related training for employees, and supports the activities of the “Colorful Project,” an internal community launched jointly by employee volunteers and the human resources department. Through these activities, the company is working toward the creation of a more accepting working environment for everyone.

☑ Human resources and diversity data (SoftBank Group Corp.) *1

Ratio of female employees	Ratio of female employees in management	Ratio of female in new hires
42.3%	23.9%	33.3%
Average years of employment	Ratio of mid-career hires	Ratio of foreign employees
Men: 8.8 years Women: 8.9 years	90.0%	6.2%

*1 As of March 31, 2021

📄 See our corporate website for human resources and diversity data.

Creating a Supportive Working Environment

We aim to create a working environment where all employees of the SoftBank Group can maximize their abilities, work with enthusiasm, and take on the challenge to achieve further growth. In addition to respecting the rights of employees and striving to ensure equal opportunities as well as occupational safety and good health, we aim for becoming the corporate group needed most by people around the world by promoting internal communication and creating a working environment where each employee can maximize their abilities.

Work-style Reform

The SoftBank Group encourages the work-life balance of its employees and has established programs to help ensure that balance. We also take various measures to reduce long working hours, including the use of technology.

Examples of measures to promote work-style reform (SoftBank Group Corp., SoftBank Corp.)

- Company-wide introduction of Work from Home
- Company-wide introduction of the super flextime system^{*1}
- Attendance management linked to the office entry-exit management system using facial recognition
- Periodic delivery of attendance alert e-mails using an RPA^{*2} system
(understanding of the attendance registration status, long-working-hour alerts based on a predictive simulation of working hours, and encouragement of taking annual leave)
- Promotion of "Premium Friday"^{*3}

^{*1} Flextime system without core time

^{*2} RPA stands for robotic process automation, a technology that automates business processes and tasks carried out on computers previously performed by humans.

^{*3} A private-public initiative aimed at revitalizing consumption and changing lifestyles by moving the end of the workday forward on the last Friday of each month.

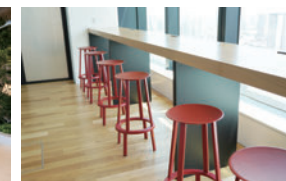
➤ New Office Aiming to Transform Work-styles

With the aim of further transforming work-styles and strengthening our business continuity plan (BCP), in September 2020, the SoftBank Group Corp. and some of its Group companies began relocating their headquarters to the "Tokyo Portcity Takeshiba Office Tower," an office building that opened in the Takeshiba area of Minato-ku, Tokyo, and completed the move in December 2020.

The new office was designed by the Group company, WeWork, and employees working there are able to freely choose a location where they can work efficiently according to their objectives at the time, such as when they want to concentrate on their work or have discussions with multiple people. In this new office, we aim to create open innovation across departments and practice a more innovative and creative work-style that is not bound by location, space, or community.



Lounge



Counter area



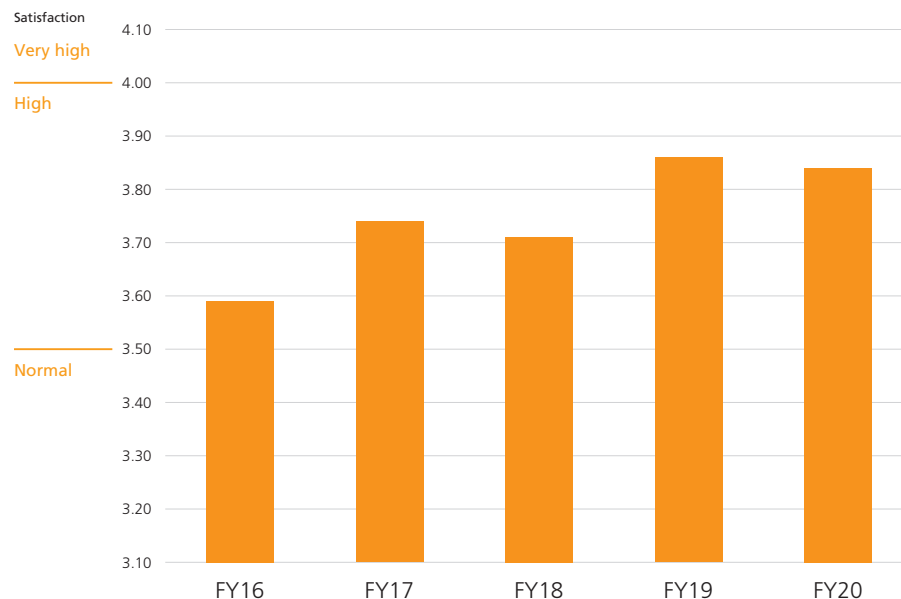
Open meeting space

➤ Employee Engagement

Once a year, the SoftBank Group conducts an employee satisfaction survey (ES survey) for all employees in order to better understand employee sentiment with the aim of building a stronger organization and enhancing employee motivation. This survey was developed based on the characteristics of the Group, and in fiscal 2020, it was conducted at 26 Group companies.

The ES survey provides a score for each item on the level of satisfaction with the organization (job, workplace, superiors) and the company, allowing for comparison over time. In addition, continuous monitoring of the results of the survey enables early identification and improvement of organizational issues. In the fiscal 2020 ES survey of SoftBank Group Corp., each item received a high score of 3.60 or higher, indicating a particularly high level of satisfaction with superiors and the workplace. We will continue proactive employee engagement to create a more comfortable workplace going forward.

SoftBank Group Corp. employee satisfaction survey (ES survey)*1



*1 Organizational satisfaction (overall satisfaction for surveys before FY18)

Industrial Safety and Health

➤ Identifying and Addressing Labor Risks

To prevent the occurrence of occupational accidents and ensure compliance with established labor practices, SoftBank Group Corp. conducts labor risk assessments, which include regular employee stress checks, monitoring and forecasting of long working hours, and checks for harassment as part of employee satisfaction surveys. As part of its effort to optimize working hours for employees, we also simulate monthly and annual working hours for individual employees by using an attendance tracking system, take action in response to employees expected to work long hours, and continuously report working hours to management.

➤ Safety Measures in the Event of an Emergency, Including a Pandemic

SoftBank Group Corp. has systems in place to ensure the safety of employees whenever an emergency strikes, including natural disasters such as an earthquake or a typhoon and pandemics. With the government declaring a state of emergency in response to the spread of COVID-19 in April 2020, we required all employees in principle to work from home. Further showing our commitment to creating an environment in which employees can work with peace of mind, we introduced measures designed to prevent the spread of the virus in August 2020, including periodic saliva PCR tests and a temperature-sensing entry system.

With an eye toward ongoing changes in how our employees work, we are promoting the development of an office automation system allowing work at any time or place, the use of cloud computing for systems and information, and enhanced security measures.



Facial-recognition entry-exit system with a temperature-sensing function



Displays temperature simultaneously with facial recognition

Participation in Our Community

It is essential for a company's sustainable growth to be a good corporate citizen that walks together with society and responds to society's expectations through participation in the community. Under the corporate philosophy, "Information Revolution — Happiness for everyone," we at the SoftBank Group will contribute to the resolution of various societal issues and help support the realization of a prosperous society by building good relationships with local communities and stakeholders.

TOMODACHI SoftBank Leadership Program (SoftBank Group Corp.)

— Development Program for Leaders Charged with Recovery from Great East Japan Earthquake —



The "TOMODACHI SoftBank Leadership Program" is a program conducted by the SoftBank Group Corp., which expressed its support for the "TOMODACHI Initiative," an initiative led by the U.S. Embassy in Japan and the U.S.-Japan Council, that invites high school students from Iwate, Miyagi, and Fukushima, areas affected by the March 11, 2011 Great East Japan Earthquake, to a fully-paid three-week intensive course at the University of California, Berkeley in the U.S., and encourages them to engage in community activities after returning home. Students actively take part in various projects in their local areas by leveraging the knowledge of community service and problem solving they have learned in the program. By helping them improve their leadership skills through activities in the real world, we are developing community members who will support the future of Tohoku.



Program participants at the University of California, Berkeley (4th year)

[See our corporate website for further details.](#)

Pepper Social Contribution Program (SoftBank Group Corp.)

— Supporting Programming Education in Elementary Schools —



SoftBank Group Corp. is conducting the "Pepper Social Contribution Program," lending its humanoid robot "Pepper," with the goal of supporting education and society. For programming education in elementary schools, which became compulsory in 2020, we also provide the "Robo Blocks School Template," which allows teachers to easily formulate lesson plans, to support the educational field and improve the logical thinking and problem-solving skills of students. These support activities for educational institutions using Pepper are not limited to Japan, but are also being implemented in the U.S. and China.



Elementary and junior high school students participating in the program

[See our corporate website for further details.](#)

Future Energy Project (SB Energy Corp.)

— Providing Opportunities for Children, the Future Leaders of the World, to Think Independently and Creatively about Energy Issues —

SB Energy Corp., a renewable energy business operator, offers a hands-on environmental education program, the Future Energy Project, for elementary school students living near its power plants. This program was launched in 2012 to create opportunities for children to independently and creatively think about energy by using video materials and tablet devices, and to deepen their learning about energy through discussions and presentations. The company will continue to provide opportunities for children, who will lead the future, to think for themselves about environmental and energy issues.

[See the project website for further details \(available only in Japanese\).](#)



Elementary school students participating in the hands-on environmental education program



Providing Equal Learning Opportunities (Cyber University Inc.)

— Online Higher Education for Everyone —

Cyber University, Japan's first full online four-year university dedicated to advanced IT education, is working on activities to eliminate gender, age, and regional disparities in education so that all people can have equal learning opportunities. To promote the advancement of women into professional and management positions, where the proportion of men has been high in the past, the company is focusing on eliminating the disparity in the ratio of male to female students in higher education in information technology. As a result, the percentage of female student body has increased from about 15% in 2007 to over 25% in 2021. Going forward, the company aims to further increase this ratio to 35% by 2030.



Employment of Local Talent (SB Logistics Corp.)

— Contributing to the Local Community through Employment and Human Resource Development —

SB Logistics Corp., which operates logistics-related businesses, actively recruits people from the surrounding region for employment in customer support and warehouse operations.

The Ichikawa Logistics Center is equipped with the world's most advanced robot technology, including automatic packaging equipment. By having locally hired employees handle advanced technologies through its operations, the company believes that it can contribute to the local community through talent development. In the future, the company will also contribute to the local community in ways other than employment, such as providing opportunities for local residents and educational institutions including universities to observe its cutting-edge technology.

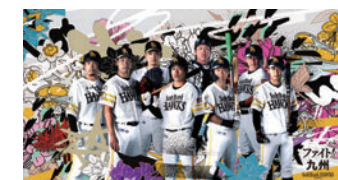


Fight! Kyushu (Fukuoka SoftBank HAWKS Corp.)

— Initiatives for Disaster Recovery and Community Revitalization Rooted in Kyushu Area —

"Fight! Kyushu" is a project launched by Fukuoka SoftBank HAWKS Corp.

in April 2016 to support the recovery from the Kumamoto and Oita earthquake. Since its launch, the company and the Fukuoka SoftBank HAWKS Players Association have continuously carried out many recovery support activities. In the midst of COVID-19 pandemic where there was little to be cheerful about, the company pursued what as a baseball team rooted in Kyushu area should do, and redefined the purpose of this project not only as recovery support but also as the "HAWKS' activities to make Kyushu brighter," and continuing these activities. The company will continue to work with the HAWKS players to involve the whole of the Kyushu area in activities to make society brighter and more vibrant.



Fight! Kyushu project website



[See the project website for further details \(available only in Japanese\).](#)

Next Action → Social Academia Project (SoftBank Corp., Yahoo Japan Corporation)

— Project to Support Human Resource Development and Business Creation in Areas Affected by the Great East Japan Earthquake —

On March 10, 2021, the 10th anniversary of the Great East Japan Earthquake, SoftBank Corp. and Yahoo Japan Corporation, together with General Incorporated Association Pionism, launched the "Next Action → Social Academia Project" for the recovery of Minamisoma City in Fukushima Prefecture.

This project will promote the development of the next generation of leaders and the creation of businesses from 2021 to 2030 by maximizing the expertise, resources, and assets of the three parties in entrepreneurship and commercialization. The project is calling for a wide range of projects, including responses to issues faced after the disaster, and will create opportunities to maximize synergies while encouraging interaction and collaboration among participants and with companies, organizations, and local governments in and outside of the prefecture. By creating more businesses and producing talented people with world-class skills over the next 10 years until 2030, the project aims to become a model case for sustainable recovery.

[See the project website for further details \(available only in Japanese\).](#)



Emerge (SBIA)

— Accelerator to Support Underrepresented Founders —



The technology and venture capital communities are not yet representative of the communities they serve. As an industry, we're missing out on the diverse perspectives and innovative thinking that can lead to the next world-changing companies.

In 2020, SBIA launched Emerge, an accelerator aiming to improve diversity in tech and entrepreneurship by supporting and investing in innovative underrepresented founders and their start-ups.

Emerge founders participated in an eight week intensive curriculum consisting of workshops, access to mentors from across our ecosystem and sessions with SoftBank executives. The accelerator culminated in June 2020 with a showcase event which connected founders with over 150 investors. The SBIA Emerge Accelerator has since invested in 13 Emerge companies and launched the second Emerge program in Europe this June 2021.



Emerge cohort 1 program participants

Emerge cohort 1 (from March to May 2020)

Program highlights		Founder demographic	
Mentors	40	Female	9
Accelerator curriculum (hours)	80	Black	7
Investors attended showcase	150+	Latinx	2

[See the website for details of the Emerge.](#)

SB Opportunity Fund (SB Opportunity Fund Manager LLC)

— Investment Fund to Support Underrepresented Founders —

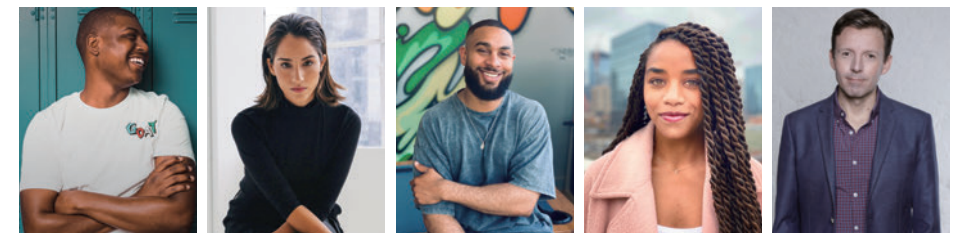


To help diversify the tech sector, the SoftBank Group established the \$100 million fund, SB Opportunity Fund, to invest in businesses led by Black, LatinX and Native American founders in the United States.

The primary goal of the SB Opportunity Fund is to generate exceptional returns, demonstrating that there is no trade-off between racial diversity and investment performance. Through this fund, we have invested in 54 companies,*¹ and the fund will continue to seek out and invest in exceptional underrepresented founders.

Fund portfolio companies (partial)

PlayVS	PlayVS	Operates an eSports platform to organize high school and collegiate esports
Eight Sleep	Eight Sleep	World's first sleep fitness company redesigning sleep with cutting-edge AI and machine learning models
Career Karma	Career Karma	Helps people to navigate their careers in technology and through career advice and job training
Praxis Labs	Praxis Labs	Reimagines corporate bias training, integrating research-backed curriculum with cutting edge VR technology
Zoe Financial	Zoe Financial	Helps people find independent, fiduciary financial advisors



Delane Parnell
PlayVS

Alexandra Zatarain
Eight Sleep

Ruben Harris
Career Karma

Elise Smith
Praxis Labs

Andres Garcia
Zoe Financial

*1 As of the end of June 2021

[See the website for details of the SB Opportunity Fund.](#)

Disclaimers

This report provides relevant information about the Group and does not constitute or form any solicitation of investment, including any offer to buy or subscribe for any securities in any jurisdiction.

This report contains forward-looking statements, beliefs or opinions regarding the Group, such as statements about the Group's future business and future position, including estimates, forecasts, targets and plans for the Group. None of the Group nor its management gives any assurance that the estimates expressed in these forward-looking statements will turn out to be correct, and actual results or performance could materially differ from expectations.

Inquiries

SoftBank Group Corp.

<https://group.softbank/en/contact>



SoftBank Group Corp.

<https://group.softbank/en/>

Copyright © 2021 SoftBank Group Corp. All Rights Reserved.