

Excellence

We strive for excellence in championing innovative solutions that create value for customers and society.



Employ a Customer-Focused Approach

ORIX Group strives for excellence in seeking innovative solutions that create value and benefits for our customers and in earning and maintaining the trust of our customers by adhering to our Core Compliance Values.

WHAT TO KNOW

- ✓ Satisfied customers are the foundation upon which the success of ORIX Group is built and secured for the future. Trust lies at the core of every customer and ORIX Group interaction. To build enduring business relationships, we must treat our customers fairly and in an open, honest, and respectful manner.
- ✓ Our competitive advantage comes through our superior products and services, never through unethical or illegal business practices.



WHAT TO DO

- ✓ In conducting business on behalf of ORIX Group, each of us must:
 - Be guided by our shared commitment to ethical behavior and follow the Guiding Principles in all areas of our work.
 - Continuously improve and maintain the professional skills and knowledge needed to perform our responsibilities and best serve our customers.
 - When seeking business opportunities, strive to understand the customer's needs and offer products and services that are tailored to these needs.
 - Always deal fairly and in good faith with our customers.
 - Describe our services and products fairly, honestly, and legally in marketing, advertising, and sales activities, and make them easily understandable to our customers.

Embrace Diversity

ORIX Group finds power in diversity. Different life experiences lead to different perspectives, and different perspectives lead to new discoveries and innovation.

WHAT TO KNOW

- ✓ ORIX Group strives to create an inclusive culture in which different backgrounds, abilities, and perspectives are valued and respected.
- ✓ We aim to hire diverse talent and educate and develop an inclusive workforce where all employees are treated with respect and dignity and are valued for who they are and the differences they bring.

WHAT TO DO

- ✓ Provide equal employment and advancement opportunities to all applicants and employees.
- ✓ Examine and be mindful of our unconscious bias and take proactive steps to create an inclusive culture and positive and supportive workplace based on mutual trust, respect, and understanding.



Respect the Environment

[LEARN MORE](#)
[Sustainability Policy](#) ↗
[Sustainable Investing and Lending Policy](#) ↗

As set out in the ORIX Environmental Policy, ORIX Group strives to contribute to environmental conservation through the products and services we offer to our clients as well as through management of our own environmental footprint.

WHAT TO KNOW

- ✓ ORIX Group is committed to combating climate change and protecting and promoting the environment.
- ✓ ORIX Group has made a public commitment to reduce our greenhouse gas emissions. We have also committed to reduce our exposure to certain industries that have a harmful impact on the climate and the environment.

WHAT TO DO

- ✓ If you work with or outsource work that involves any hazardous substances, ensure their proper use, storage, and disposal.
- ✓ In your business transactions, consider the impact of the transaction on the climate and the natural environment. Be aware of ORIX Group's Sustainable Investing and Lending Policy and the restrictions we have on certain environmentally harmful transactions.

