

MONEX Code of Conduct

Monex Group is a totally new, redefined type of financial institution established with the goal to create the very best financial services individuals need.

To consistently provide our customers innovative, high-quality products and services and to be a company that is trusted and respected by society, we have created a Code of Conduct for our Group Officers and Employees.

1. Creativity and high ethical standards
We shall pursue creativity and high ethical standards as we aspire to design the future of finance.
 2. A customer-first stance
We shall make customer feedback the company's foremost guideline and maintain and be vigilant about communication to provide the best financial services for individuals.
 3. A relationship of unwavering trust with society
We shall strictly abide by all laws and regulations, disclose information in a timely and appropriate manner and conduct business activities as a responsible and thoughtful citizen to build a relationship of unwavering trust with society.
 4. Respect for human rights and diversity
We shall exercise caution to ensure equal opportunity in employment and an appropriate work environment. And we shall create an open and fair company that respects the diversity of people's values without discrimination or human rights violation.
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1. Creativity and high ethical standards
 - 1-1 Creativity
We understand the importance of being cheerful, optimistic and doing our best. We shall open new territories in finance through step-by-step improvements.
 - 1-2 An open and free workplace
We believe new ideas that create the future are born in an environment that is open and free. We shall strive to explain all essential information with an unwavering eye to the future.
 - 1-3 High ethical standards
We shall eliminate any conflict of interest and think and act with high ethical standards to maintain an environment that can create the future of finance through new ideas.
 - 1-4 Consideration of the global environment

As a company that leads the future, we shall recognize the importance and always act with consideration of the global environment.

2. A customer-first stance

2-1 Respect of customer feedback

We shall accept with humility and sincerity customer feedback provided through a diverse range of channels and make it the primary guideline of our corporate activities.

2-2 Good communication

We shall strive to communicate with politeness, accuracy and timeliness to realize the best in customer services.

3. A relationship of unwavering trust with society

3-1 Relationship with society

As a company that is supported by society and provides a wide range of products and services to individuals who live in that society, we shall act as a good corporate citizen.

3-2 Relationship with stakeholders

We shall conduct our corporate activities with a strong awareness of the trust of our customers, shareholders, supplier and business partners, and provide information from the stance of our stakeholders.

3-3 Strict adherence to laws and regulations

In addition to company regulations, we shall strictly adhere to social norms, laws and regulations as a good citizen.

3-4 The handling of information

We shall appropriately manage customer, employee and other personal information and prevent its loss, theft or inappropriate use. We shall not allow the unauthorized use or acquisition of confidential information by third parties.

3-5 Antisocial forces

We shall have no ties whatsoever with forces that disrupt societal order and safety.

4. Respect for human rights and diversity

4-1 Equal opportunity

In terms of both employment and promotions, we shall not discriminate or infringe human rights on the basis of race, nationality, beliefs, religion, disabilities, family origin, gender, sexual orientation, gender identity, age, or health status.

4-2 An open work environment

We shall establish a healthy, safe and open work environment free of discrimination or harassment.

4-3 Respect for diversity

We shall create an environment that is accepting and considerate of others and has a diverse range of values.

4-4 A fair internal reporting system

We shall formulate an internal reporting system independent of the usual chain of command and protect the whistleblower from unfair treatment.