

# CSR Report **2009**

Data

# Seven & i Holdings Co., Ltd.

## Management Data

### Revenues from operations (Breakdown by business segment) (Million yen)

	FY2006	FY2007	FY2008
Convenience store operations	2,249,648	2,395,701	<b>2,308,690</b>
Superstore operations	1,882,935	2,109,049	<b>2,125,029</b>
Department store operations	988,357	1,025,354	<b>993,877</b>
Food services	121,683	113,980	<b>102,711</b>
Financial services	100,295	117,955	<b>124,866</b>
Others	32,340	36,653	<b>35,079</b>
Eliminations / corporate	-37,454	-46,302	<b>-40,305</b>
Total	<b>5,337,806</b>	<b>5,752,392</b>	<b>5,649,948</b>

### Operating income (Breakdown by business segment) (Million yen)

	FY2006	FY2007	FY2008
Convenience store operations	206,090	201,032	<b>213,367</b>
Superstore operations	29,170	34,058	<b>24,742</b>
Department store operations	26,772	25,764	<b>18,335</b>
Food services	931	-4,231	<b>-2,948</b>
Financial services	24,547	21,071	<b>25,485</b>
Others	1,621	2,488	<b>2,069</b>
Eliminations / corporate	-2,296	902	<b>814</b>
Total	<b>286,838</b>	<b>281,088</b>	<b>281,865</b>

### Revenues from operations (Breakdown by geographic area segment) (Million yen)

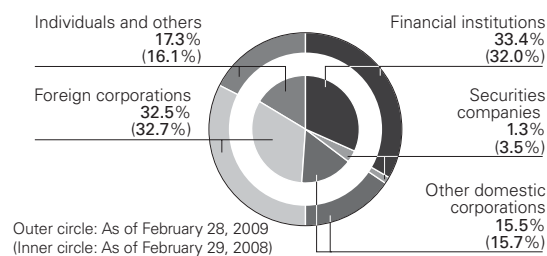
	FY2006	FY2007	FY2008
Japan	3,562,372	3,822,210	<b>3,806,717</b>
North America	1,728,481	1,867,067	<b>1,766,169</b>
Others	49,759	66,043	<b>80,401</b>
Eliminations	-2,806	-2,928	<b>-3,339</b>
Total	<b>5,337,806</b>	<b>5,752,392</b>	<b>5,649,948</b>

### Operating income (Breakdown by geographic area segment) (Million yen)

	FY2006	FY2007	FY2008
Japan	253,968	247,272	<b>245,248</b>
North America	31,985	31,582	<b>34,441</b>
Others	879	2,228	<b>2,328</b>
Eliminations	4	3	<b>-151</b>
Total	<b>286,838</b>	<b>281,088</b>	<b>281,865</b>

## Stock-Related Data

### Shareholder composition



### Summary of the latest annual shareholders' meeting

Date: Thursday, May 28, 2009

Attendants: 973 persons

Meeting duration: 92 minutes

Voting rights exercised: 79.99%

## Bond Ratings (as of June 30, 2009)

		S&P	Moody's	R&I	JCR
Seven & i Holdings	Long-term	AA-	Aa3	AA	AA+
Seven-Eleven Japan	Long-term	AA-	—	—	AA+
	Short-term <sup>1</sup>	A-1+	P-1	—	—
7-Eleven, Inc.	Long-term	A	Baa3	—	—
Ito-Yokado	Long-term	—	Aa3	AA	AA+
Seven Bank	Long-term	AA-	—	AA	—

<sup>1</sup> From January 2006, Seven-Eleven Japan's short-term rating is its rating as the guarantor of 7-Eleven, Inc.'s commercial paper program.

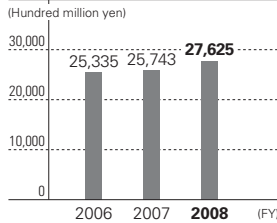
## Data related to Consultation Services for Business Partners (FY2008)

Access to the Business Partner Help Line: 22

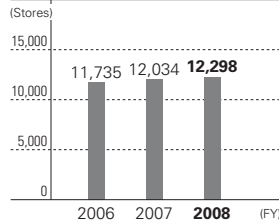
# Seven-Eleven Japan Co., Ltd.

## Management Data

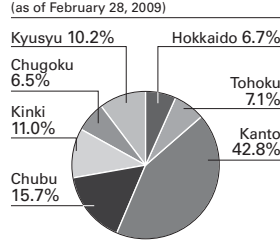
### Total store sales



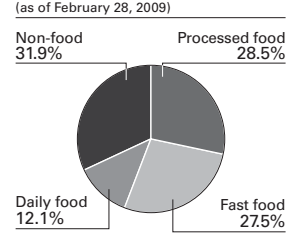
### Number of stores



### Stores by region

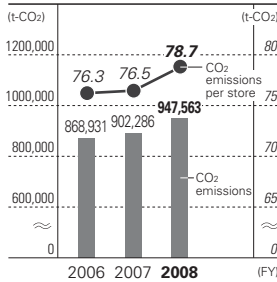


### Sales by product category

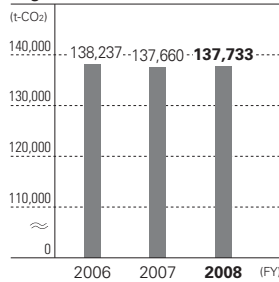


## Environmental Data

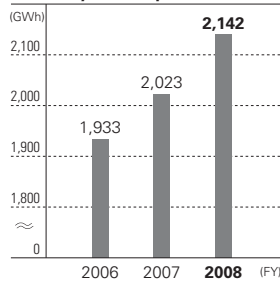
### CO<sub>2</sub> emissions<sup>1</sup>



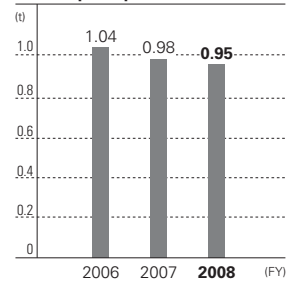
### Logistics-related CO<sub>2</sub> emissions



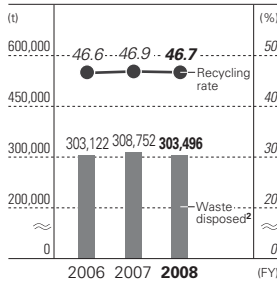
### Electricity consumption



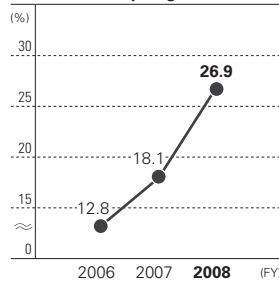
### Weight of plastic bag consumption per store



### Waste disposed of and recycling rate<sup>2,3</sup>



### Food waste recycling rate<sup>2,4</sup>



- CO<sub>2</sub> emissions attributed to energy consumption for store operations and logistics. The amount of CO<sub>2</sub> emissions from all stores was calculated based on the average amount of electricity consumption per store. The figure was estimated based on the data from stores for which energy consumption figures were available.
- Includes the recycling rates of used cooking oil related to the introduction of new fryers from FY2007. Calculated based on the average waste per store in Tokyo.
- The "Waste disposed of and recycling rate" graph shows data for January to December of each fiscal year.
- The figure for FY2008 was calculated using the method stipulated by the Food Waste Recycling Law. The data is for April to March of each fiscal year.

## Personnel Data (as of February 28, 2009)

Number of employees	5,542
Number of part-timers <sup>1</sup>	5,938
Average length of service of regular employees	7 yrs. 10 mos.
Percentage of women in managerial positions <sup>2</sup>	7.4%
Percentage of employees with disabilities <sup>3</sup>	2.23%
Number of parental leave users (excluding part-timers)	29
Number of nursing leave users (excluding part-timers)	1
Number of volunteer leave users	3
Frequency rate of occupational injuries	3.35
Severity rate of occupational injuries	0.006

<sup>1</sup> Number of part-timers working at directly operated stores (monthly average based on an eight-hour workday).

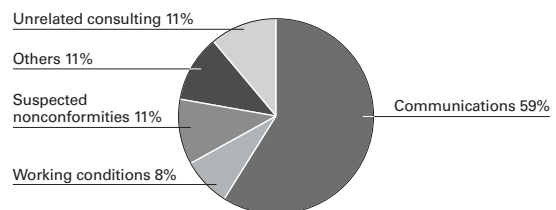
<sup>2</sup> Excluding officers.

<sup>3</sup> As of June 1, 2009. The percentage of workers with disabilities at the five qualified group companies: Seven & i Holdings, Terre Verte (special subsidiary for severe disabilities), Seven-Eleven Japan, Ito-Yokado, and Seven & i Food Systems.

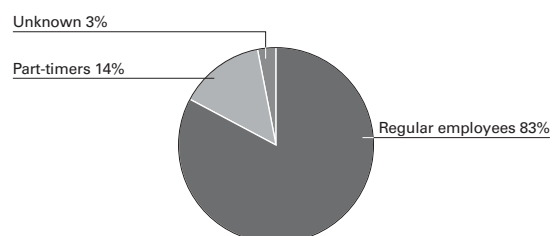
## Data Related to Internal Consultation Services (FY2008)

### Access to Help Line System ..... 36

#### By topic



#### By user category

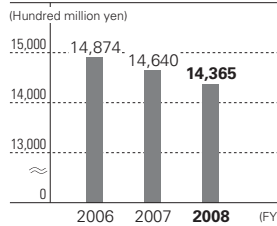


## Data Related to Customer Response Services (FY2008)

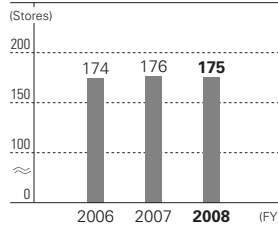
Access to Customer Response Services ..... 64,082

## Management Data

### Total sales

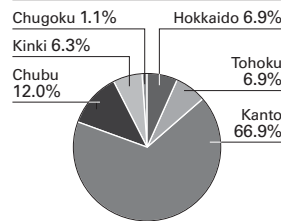


### Number of stores



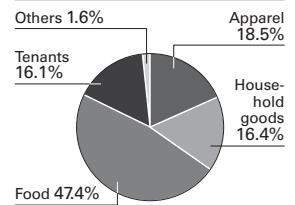
### Stores by region

(as of February 28, 2009)



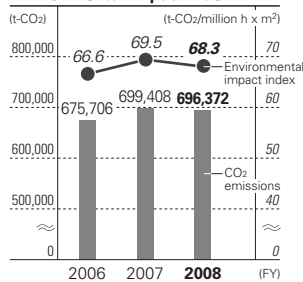
### Sales by product category

(as of February 28, 2009)

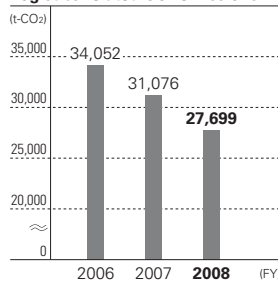


## Environmental Data<sup>1</sup>

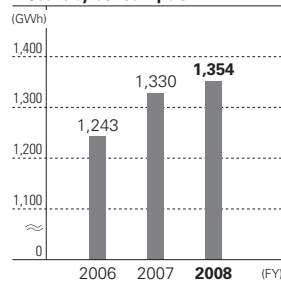
### CO<sub>2</sub> emissions<sup>2</sup> and Environmental impact index<sup>3</sup>



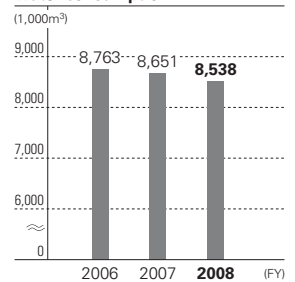
### Logistics-related CO<sub>2</sub> emissions



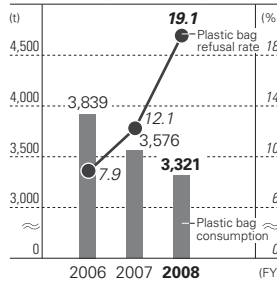
### Electricity consumption



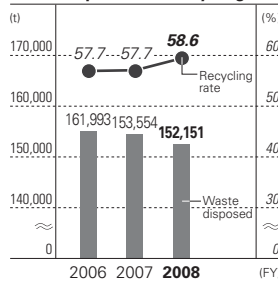
### Water consumption



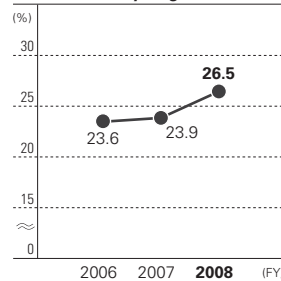
### Plastic bag consumption and refusal rate (food section)



### Waste disposed and Recycling rate



### Food waste recycling rate<sup>4</sup>



- The Environmental Data are for January to December of each fiscal year.
- CO<sub>2</sub> emissions attributed to energy consumption for store operations and logistics.
- CO<sub>2</sub> emissions per total floor area x operating hours.
- The figure for FY2008 was calculated using the method stipulated by the Food Waste Recycling Law.

## Personnel Data (as of February 28, 2009)

Number of employees	9,747
Number of part-timers <sup>1</sup>	32,181
Average length of service of regular employees	16 yrs. 9 mos.
Percentage of women in managerial positions <sup>2</sup>	16.5%
Percentage of employees with disabilities <sup>3</sup>	2.23%
Number of parental leave users (of which, part-timers)	187 (86)
Number of nursing leave users (of which, part-timers)	18 (11)
Number of volunteer leave users	4
Frequency rate of occupational injuries	1.89
Severity rate of occupational injuries	0.03

<sup>1</sup> Monthly average based on an eight-hour workday.

<sup>2</sup> Excluding officers.

<sup>3</sup> As of June 1, 2009. The percentage of workers with disabilities at the five qualified group companies: Seven & i Holdings, Terre Verte (special subsidiary for severe disabilities), Seven-Eleven Japan, Ito-Yokado, and Seven & i Food Systems.

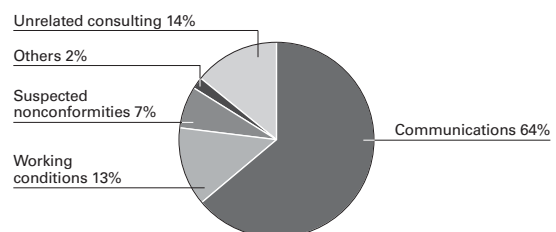
## Data Related to Customer Response Services (FY2008)

Access to Customer Response Services ..... 75,949

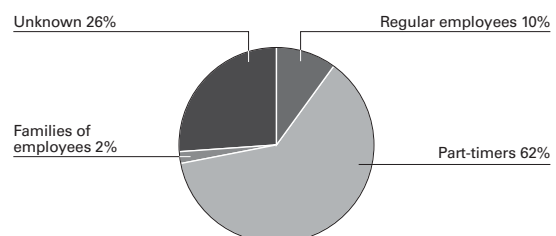
## Data Related to Internal Consultation Services (FY2008)

Access to Help Line System ..... 193

### By topic

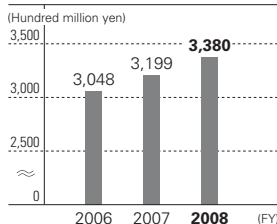


### By user category

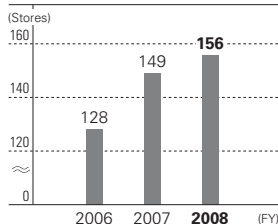


## Management Data

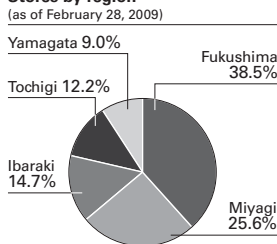
### Total sales



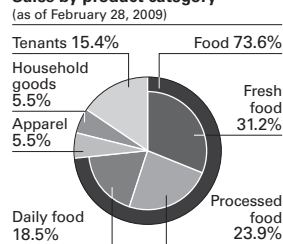
### Number of stores



### Stores by region

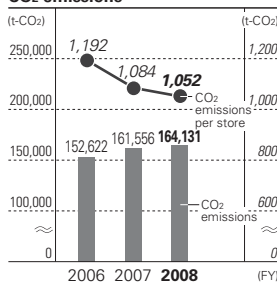


### Sales by product category

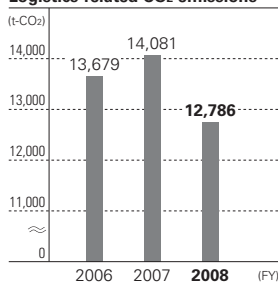


## Environmental Data

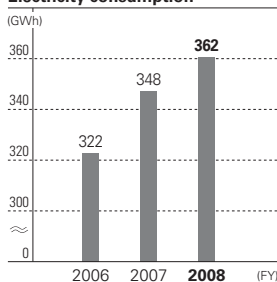
### CO<sub>2</sub> emissions<sup>1</sup>



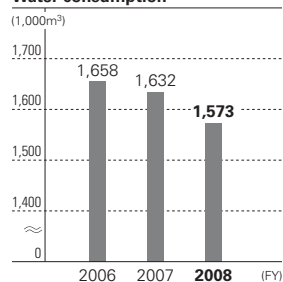
### Logistics-related CO<sub>2</sub> emissions



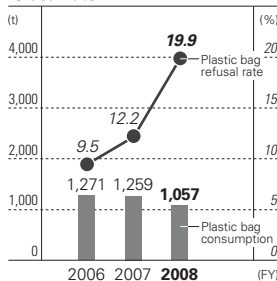
### Electricity consumption



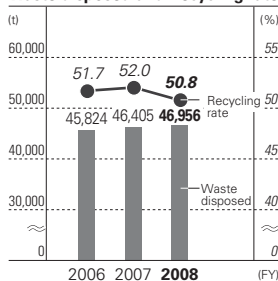
### Water consumption



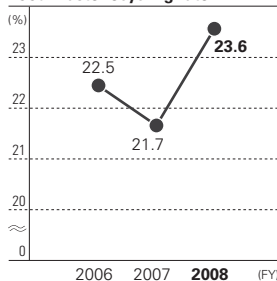
### Plastic bag consumption and refusal rate



### Waste disposed and Recycling rate



### Food waste recycling rate<sup>2</sup>



<sup>1</sup> CO<sub>2</sub> emissions attributed to energy consumption for store operations and logistics.  
<sup>2</sup> The figure for FY2008 was calculated using the method stipulated by the Food Waste Recycling Law. The data is for April to March of each fiscal year.

## Personnel Data (as of February 28, 2009)

Number of employees	2,430
Number of part-timers <sup>1</sup>	10,354
Average length of service of regular employees	12 yrs. 1 mos.
Percentage of women in managerial positions <sup>2</sup>	28.6%
Percentage of employees with disabilities	2.03%
Number of parental leave users (of which, part-timers)	37 (9)
Number of nursing leave users (of which, part-timers)	0 (0)
Number of volunteer leave users	—
Frequency rate of occupational injuries	4.53
Severity rate of occupational injuries	0.006

<sup>1</sup> Monthly average based on an eight-hour workday.

<sup>2</sup> Excluding officers.

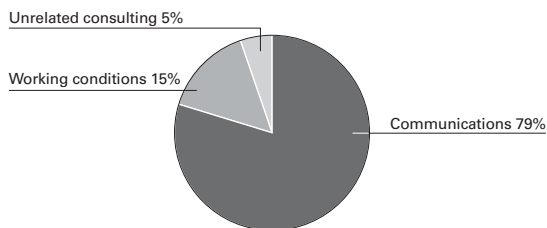
## Data Related to Customer Response Services (FY2008)

Access to Customer Response Services ..... 33,235

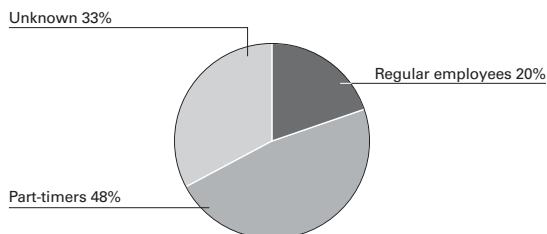
## Data Related to Internal Consultation Services (FY2008)

Access to Help Line System ..... 92

### By topic



### By user category

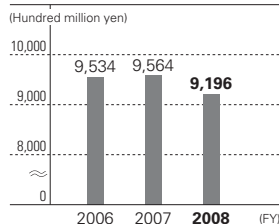


# Sogo & Seibu Co., Ltd.

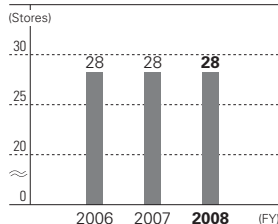
All the data below show the combined totals for the Sogo and SEIBU department stores.

## Management Data

### Total sales

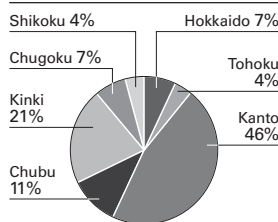


### Number of stores

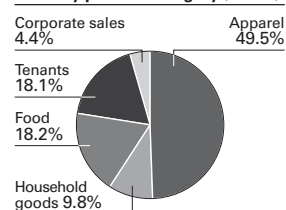


### Stores by region

(as of February 28, 2009)

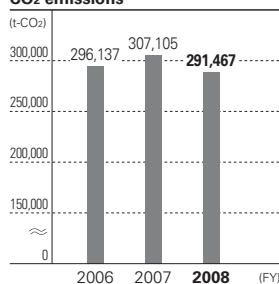


### Sales by product category (FY2008)

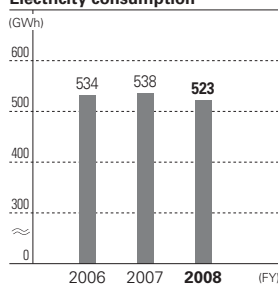


## Environmental Data

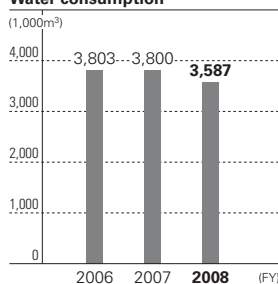
### CO<sub>2</sub> emissions<sup>1</sup>



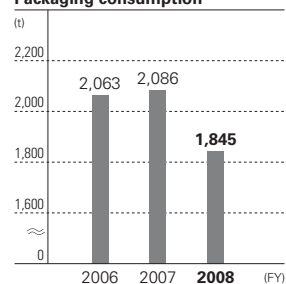
### Electricity consumption



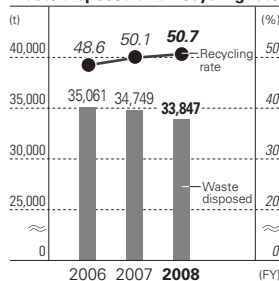
### Water consumption



### Packaging consumption



### Waste disposed and Recycling rate



### Food waste recycling rate<sup>2</sup>



<sup>1</sup> CO<sub>2</sub> emissions attributed to energy consumption for store operations.

<sup>2</sup> These figures were calculated in accordance with the new criteria of the Food Waste Recycling Law. The method of calculation was changed due to the revision of the Food Waste Recycling Law in 2007.

## Personnel Data (as of February 28, 2009)

Number of employees	5,032
Contract employees <sup>1</sup>	5,139
Average length of service of regular employees	18 yrs. 6 mos.
Percentage of women in managerial positions <sup>2</sup>	24.0%
Percentage of employees with disabilities	1.65%
Number of parental leave users (of which, contract employees)	64 (19)
Number of nursing leave users (of which, contract employees)	6 (3)
Number of volunteer leave users	—
Frequency rate of occupational injuries	0.92
Severity rate of occupational injuries	0.01

<sup>1</sup> Monthly average based on an eight-hour workday.

<sup>2</sup> Excluding officers.

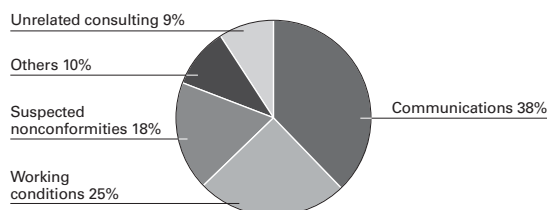
## Data Related to Customer Response Services (FY2008)

Access to Customer Response Services ..... 14,844

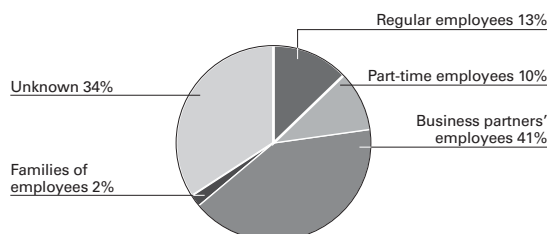
## Data Related to Internal Consultation Services (FY2008)

Access to Help Line System ..... 68

### By topic



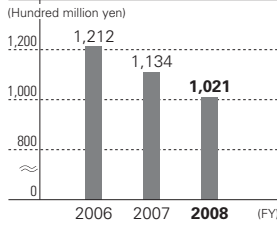
### By user category



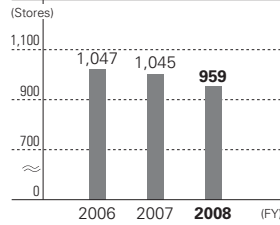
# Seven & i Food Systems Co., Ltd.

## Management Data

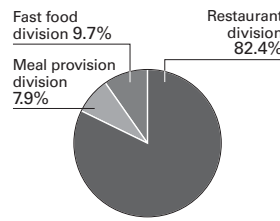
### Total sales



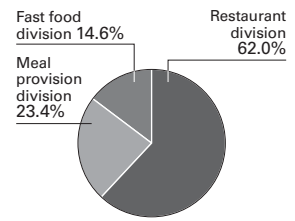
### Number of stores



### Sales by business category (as of February 28, 2009)

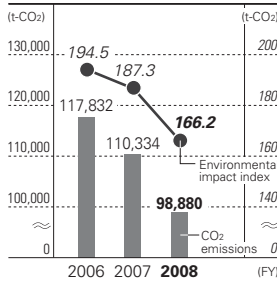


### Stores by business category (as of February 28, 2009)

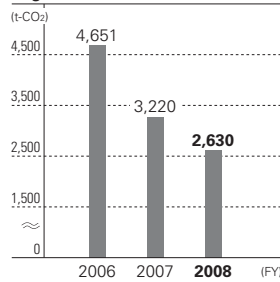


## Environmental Data

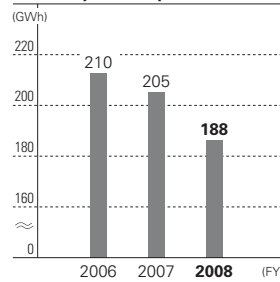
### CO<sub>2</sub> emissions<sup>1,2</sup>



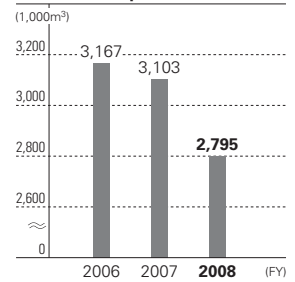
### Logistics-related CO<sub>2</sub> emissions<sup>2</sup>



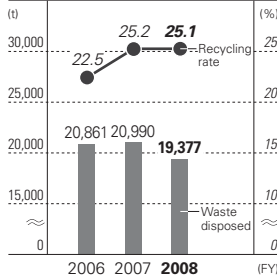
### Electricity consumption<sup>2</sup>



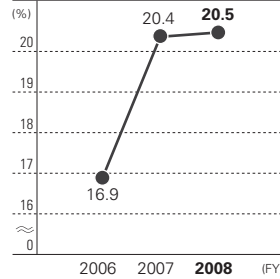
### Water consumption<sup>2</sup>



### Waste disposed and Recycling rate<sup>3</sup>



### Food waste recycling rate<sup>3,4</sup>



1 CO<sub>2</sub> emissions attributed to energy consumption for store operations and logistics.

2 Figures for Denny's only.

3 Figures for FY2006 and FY2007 are for Denny's only. FY2008 figure is for Seven & i Food Systems.

4 The figure for FY2008 was calculated using the method stipulated by the Food Waste Recycling Law.

## Personnel Data (as of February 28, 2009)

Number of employees	1,622
Number of part-timers <sup>1</sup>	13,117
Average length of service of regular employees	14 yrs. 7 mos.
Percentage of women in managerial positions <sup>2</sup>	11.60%
Percentage of employees with disabilities <sup>3</sup>	2.23%
Number of parental leave users (of which, part-timers)	62 (53)
Number of nursing leave users (of which, part-timers)	0 (0)
Number of volunteer leave users	0
Frequency rate of occupational injuries	0.58
Severity rate of occupational injuries	0.02

1 Monthly average based on an eight-hour workday.

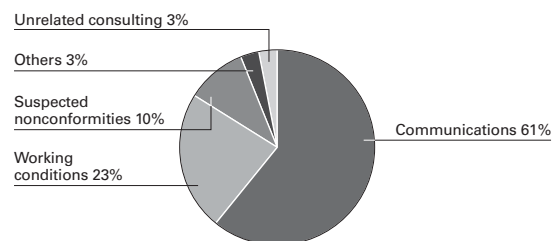
2 Excluding officers.

3 As of June 1, 2009. The percentage of workers with disabilities at the five qualified group companies: Seven & i Holdings, Terre Verte (special subsidiary for severe disabilities), Seven-Eleven Japan, Ito-Yokado, and Seven & i Food Systems. The percentage for Seven & i Food Systems only is 2.85%.

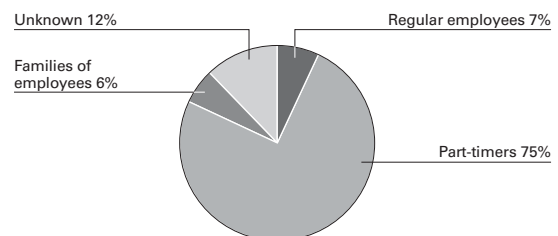
## Data Related to Internal Consultation Services (FY2008)

### Access to Help Line System ..... 115

#### By topic



#### By user category

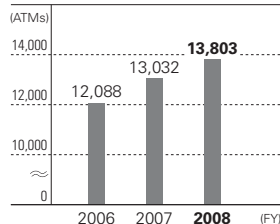


## Data Related to Customer Response Services (FY2008)

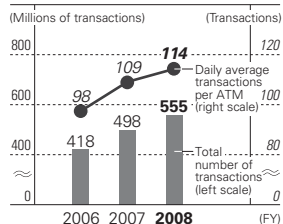
Access to Customer Response Services ..... 8,651

## Management Data

### Number of ATMs installed

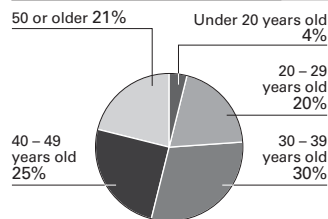


### ATM transactions



### Account holders by age group

(as of March 31, 2009)



## Personnel Data (as of March 31 2009)

Number of employees .....	308
Number of part-timers <sup>1</sup> .....	107
Average length of service of regular employees .....	3 yrs. 4 mos.
Percentage of women in managerial positions <sup>2</sup> .....	6.50%
Percentage of employees with disabilities .....	1.01%
Number of parental leave users (of which, part-timers) .....	4 (0)
Number of nursing leave users (of which, part-timers) .....	0 (0)
Number of volunteer leave users .....	—
Frequency rate of occupational injuries .....	5.30
Severity rate of occupational injuries .....	0.00

<sup>1</sup> Monthly average based on an eight-hour workday.

<sup>2</sup> Excluding officers.

## Data Related to Internal Consultation Services (FY2008)

Access to Help Line System ..... 1

## Data Related to Customer Response Services (FY2008)

Access to Customer Response Services ..... 777,702