

CSR Report 2010

Data

- Seven & i Holdings Co., Ltd. 74
- Seven-Eleven Japan Co., Ltd. 76
- Ito-Yokado Co., Ltd. 79
- York-Benimaru Co., Ltd. 82
- Sogo & Seibu Co., Ltd. 85
- Seven & i Food Systems Co., Ltd. 88
- Seven Bank, Ltd. 91

Seven & i Holdings Co., Ltd.



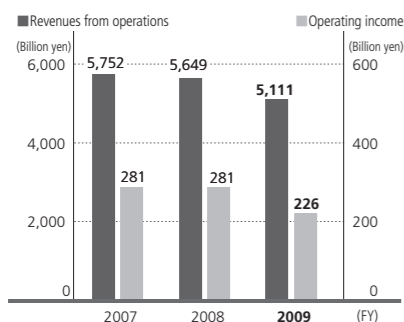
Corporate Data (Financial results for the fiscal year ended February 28, 2010)

Established	September 1, 2005 First Section, Tokyo Stock Exchange
Headquarters	8-8, Nibancho, Chiyoda-ku, Tokyo 102-8452, Japan
Contents of business	Planning, management and operations for the various Group companies, centered on convenience stores, general merchandise stores, department stores, supermarkets, food services, financial services and IT/services.
Paid-in capital	¥50 billion
Employees (consolidated)	139,263 *1
Web site	http://www.7andi.com/en/ CSR site http://www.7andi.com/en/csr/

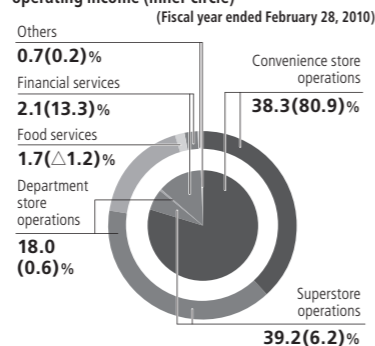
*1 Including part-time employees (the monthly average number, with 8 hours/day counted as one employee)

Management Data

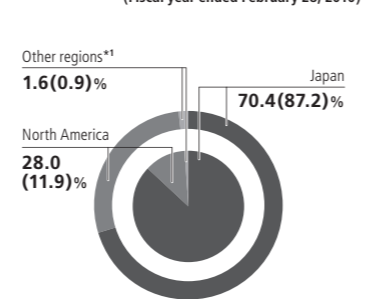
Revenues from operations and operating income



Component ratio of individual business segments in revenues from operations (outer circle) and operating income (inner circle)



Component ratio of geographic area segments in revenues from operations (outer circle) and operating income (inner circle)



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

	FY2007	FY2008	FY2009
Convenience store operations	2,395,701	2,308,690	1,968,555
Superstore operations	2,109,049	2,125,029	2,016,558
Department store operations	1,025,354	993,877	922,847
Food services	113,980	102,711	86,420
Financial services	117,955	124,866	110,444
Others	36,653	35,079	33,669
Eliminations / corporate	△46,302	△40,305	△27,198
Total	5,752,392	5,649,948	5,111,297

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

	FY2007	FY2008	FY2009
Convenience store operations	201,032	213,367	183,837
Superstore operations	34,058	24,742	14,178
Department store operations	25,764	18,335	1,366
Food services	△4,231	△2,948	△2,741
Financial services	21,071	25,485	30,152
Others	2,488	2,069	567
Eliminations / corporate	902	814	△694
Total	281,088	281,865	226,666

Revenues from operations (Breakdown by geographical region) (Million yen)

	FY2007	FY2008	FY2009
Japan	3,822,210	3,806,717	3,602,982
North America	1,867,067	1,766,169	1,431,042
Others**	66,043	80,401	80,561
Eliminations	△2,928	△3,339	△3,289
Total	5,752,392	5,649,948	5,111,297

Operating income (Breakdown by geographical region) (Million yen)

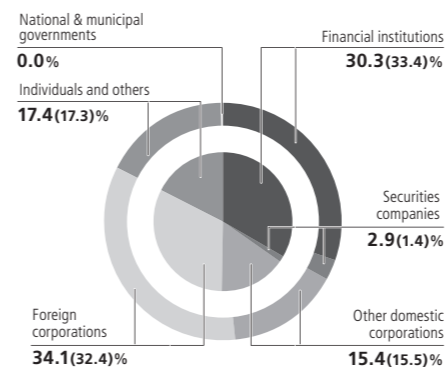
	FY2007	FY2008	FY2009
Japan	247,272	245,248	197,618
North America	31,582	34,441	26,992
Others**	2,228	2,328	2,021
Eliminations	3	△151	32
Total	281,088	281,865	226,666

*1 **Others** refers to China.

Share-related Data

Major Shareholders

Outer circle: As of February 28, 2010
Inner circle: As of February 29, 2009



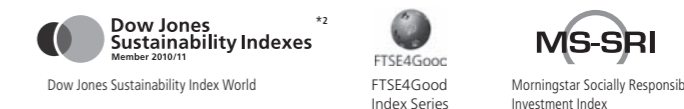
Data for most recent annual General Meeting of Shareholders

Date:	Thursday, May 27, 2010	Duration of meeting:	79 minutes
Shareholders present:	1,176	Voting rights exercised:	78.16%

Bond ratings (as of June 30, 2010)

		S&P	Moody's	R&I	JCR
Seven & i Holdings	Long-term	AA-	Aa3	AA	AA+
Seven-Eleven Japan	Long-term	AA-	-	-	AA+
7-Eleven, Inc.	Short-term*1	A-1+	P-1	-	-
7-Eleven, Inc.	Long-term	AA-	Baa3	-	-
Seven Bank	Long-term	AA-	-	AA	-

Status of inclusion as a main SRI (Social Responsibility Investment) stock (as of end July 2010)



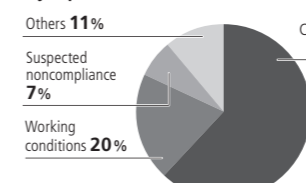
*1 Since January 2006, Seven-Eleven Japan's short-term rating is its rating as the guarantor of 7-Eleven, Inc.'s commercial paper program.
*2 The stock index was changed in September 2010, at which time Seven & i Holdings was selected as the Dow Jones Sustainability World Index in addition to the Asia-Pacific Index.

Data for consultation services for Group employees

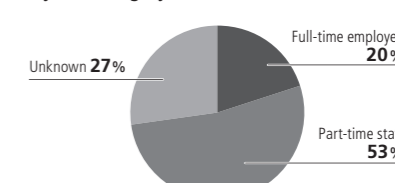
Number of consultations (FY2009**)

FY2009	45
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By topic (FY2009)



By user category (FY2009)



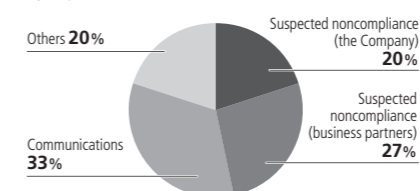
*1 September 2009 to end February 2010

Data for business partner consultation services

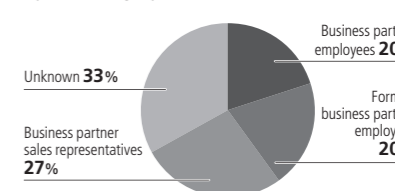
Calls to the Business Partner Help Line

(FY2008)	22
(FY2009)	15

By topic (FY2009)



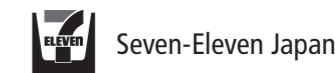
By user category (FY2009)



Data on total funds raised (FY2009) (Donations by customers, business partners, Seven-Eleven Japan franchise owners and employees of the various companies)

	Fund-raising period	Total funds raised
Yamaguchi/North Kyushu Flood Disaster	July 26 – August 8, 2009	10,658,418 yen
Sumatra Earthquake Tsunami Disaster	October 2 – October 18, 2009	25,420,610 yen
Samoa Islands Earthquake Tsunami Disaster	October 2 – October 18, 2009	3,142,085 yen
Philippines Typhoon Disaster	October 2 – October 18, 2009	6,789,793 yen
Vietnam Typhoon Disaster	October 2 – October 18, 2009	2,419,766 yen
Haiti Earthquake Disaster	January 14 – January 31, 2010	84,832,310 yen

Seven-Eleven Japan Co., Ltd.

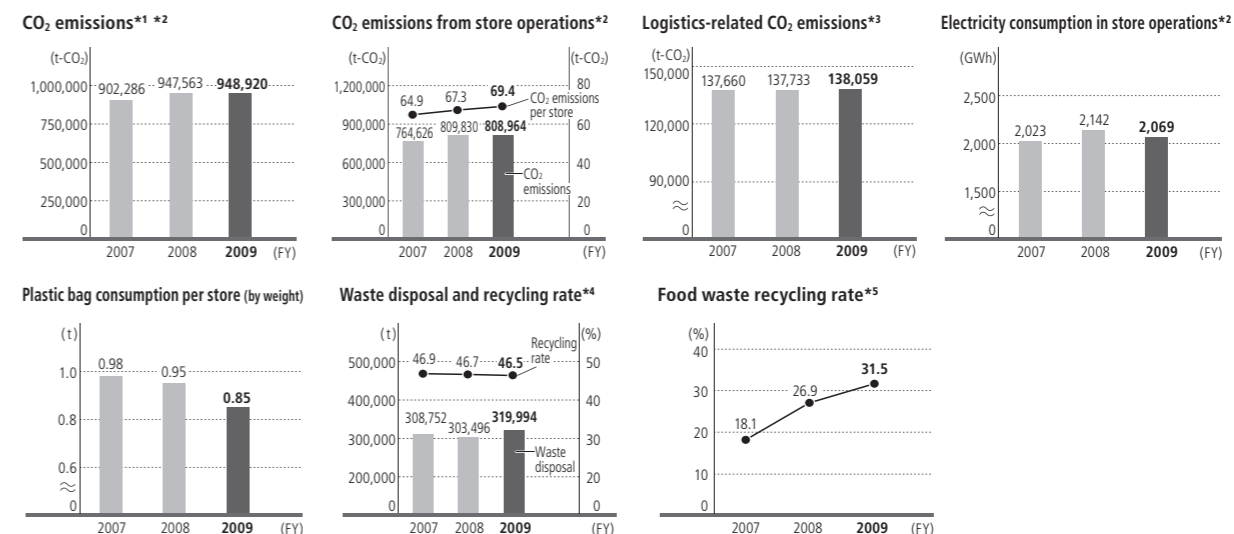


Corporate Data (Financial results for the fiscal year ended February 28, 2010)

■ Established	November 1973
■ Headquarters	8-8, Nibancho, Chiyoda-ku, Tokyo 102-8455, Japan
■ Contents of business	Operation of franchise convenience store chain in Japan
■ Paid-in capital	¥17.2 billion
■ Total sales	¥2,784.9 billion
■ Employees	11,142 *1
■ Stores	12,753
■ Web site	http://www.sej.co.jp/ (in Japanese) CSR site http://c.sej.co.jp/corp/social/ (in Japanese)

*1 Including part-time employees employed by directly operated stores (the monthly average number, with 8 hours/day counted as one employee)

Environmental Data



*1 FY2007 and FY2008 data show the CO₂ emissions stemming from the use of energy in store operations and logistics (distribution center operations and fuel used by delivery vehicles). FY2009 data show CO₂ emissions stemming from the use of energy in store operations, logistics and headquarters, training center and regional office operations.
 *2 Electricity consumption for FY2007 and FY2008 was calculated by estimating the total based on average electricity consumption per store. The figures for fiscal 2009 represent total electricity consumption by all but a few stores (about 3%) whose electricity consumption figures we were unable to access. Although average electricity consumption per store declined slightly in fiscal 2009 compared with the previous year, moreover, per store CO₂ emissions increased as a result of a revision of the CO₂ emissions coefficient in fiscal 2009.
 *3 This data represents CO₂ emissions stemming from distribution center operation and delivery truck exhaust.
 *4 These calculations are based on estimated emissions by the stores in Tokyo. The period of the calculations was January to December.
 *5 The rate for FY2007 was calculated by estimating the recycling rate for waste from the stores in Tokyo. The period of the calculation was January to December. The rates for FY2008 and FY2009 were calculated based on reported results in accordance with the Food Recycling Law. The period of the calculations was April to March.
 FY2009 CO₂ emissions were calculated according to the new Seven & i Holdings Group-wide CO₂ Emissions Calculation Manual. A portion of the CO₂ emission factors for each fuel type was changed in accordance with the new standards presented in the manual.

Personnel Data (as of February 28, 2010)

Employees	5,763 (Males: 4,534, Females: 1,229)
New graduate employees hired	215 (Males: 109, Females: 106)
Mid-career employees hired	67
Re-employment	7
Part-time staff*1	5,379
Average length of service (full-time employees)	8 years 4 months

	FY2007	FY2008	FY2009
Percentage of women in management positions*2	6.1%	7.4%	7.0%
Percentage of employees with disabilities*3	2.15%	2.23%	2.23%
Ratio of taking paid holidays (full-time employees)*4	4.9%	6.0%	6.4%
Number of parental leave recipients (full-time employees)	25 (Males: 0)	29 (Males: 0)	40 (Males: 0)
Number of nursing leave recipients (full-time employees)	3 (Males: 2)	1 (Males: 1)	0
Number of volunteer leave recipients	No system	3	1
Frequency rate of industrial accidents	2.39	3.35	2.54
Severity rate of industrial accidents	0.008	0.006	0.002

*1 Number of part-time staff working at directly operated stores (the monthly average number, with 8 hours/day counted as one employee)
 *2 Excluding executive officers
 *3 The rate for the fiscal year is the rate as of June 1 of the following fiscal year. The percentage of workers with disabilities is for 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.
 *4 Holidays remaining from the preceding fiscal year are not included.

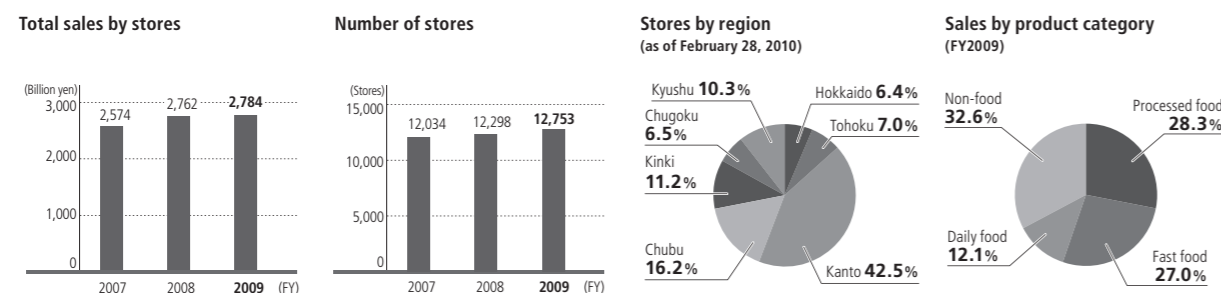
Seven-Eleven Japan Franchise Operations

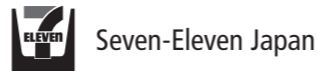


Three Mechanisms Ensuring Mutual Trust

- Profit-sharing system**
A system for fixed-rate sharing of franchisees' gross profits (sales less cost of goods sold) between the franchisees and SEJ
- "Open account" system**
A system for payment and financing that enables franchisees to commence their business with a small initial outlay and sustain stable operations
- Minimum guarantee system**
A system that guarantees franchisees specified annual gross profit levels

Management Data

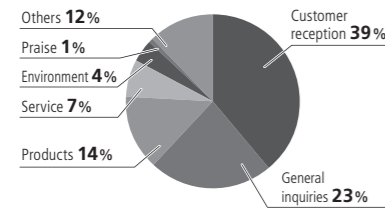




Data for Customer Response Services

Contacts received by Customer Response Services
 FY2007 58,762
 FY2008 64,082
 FY2009 73,829

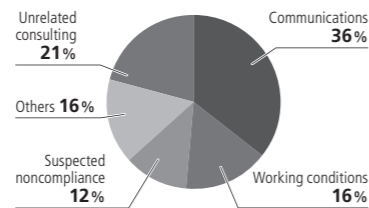
By topic (FY2009)



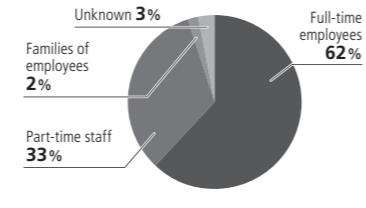
Data for Internal Consultation Services

Contacts received by Internal Consultation Services
 FY2007 33
 FY2008 36
 FY2009 58

By topic (FY2009)



By user category (FY2009)



Challenges	FY2009 Results	FY2010 Targets
■ Reducing the Environmental Impact		
Improving energy efficiency and introducing renewable energy	Opened 10 energy-saving stores Installed photovoltaic power generation panels at 99 stores	Energy-saving stores: 100 stores
Reducing waste and developing a recycling-oriented society	Opened a store built of wood (Hokkaido area)	Stores built of wood: 15 stores
	Amount of plastic bags used per store: 0.85 tons (40.1% reduction compared to FY2000)	Achieve (or maintain) 35% reduction compared to FY2000, which is the target standard of the Japan Franchise Association
	Recycling rate of food waste: 31.5%	Improve recycling rate of food waste
Raising environmental awareness among employees	Green procurement percentage: 68.4% (Quantity standard) 62.4% (Value standard)	Improve green procurement percentage
	Published information in bimonthly bulletin for franchise stores Information shared at product exhibition held twice a year	Publication of information in bulletin for franchise stores Timely dissemination of information through special editions
	Implemented awareness campaign for employees Disseminated environmental information through various meetings	Implementation of awareness campaign for employees Continuous dissemination of environmental information
■ Provision of Safe, Reliable Products and Services		
Ensuring the quality and safety of products and services	NDF-HACCP certified plants: 74.7%	Continuous support for expansion of certified plants
■ Coexistence with Local Communities		
Implementing crime-prevention measures for local communities	Expanded safety station activities (number of stores awarded for protection, refuge, reporting and etc., for senior citizens, women and children: 45 stores)	Continuous promotion of safety station activities
	Enhancement of crime prevention measures	Improve crime prevention awareness of franchise stores
Assisting in local community revitalization	Number of comprehensive agreements concluded: 5 prefectures, 3 cities	Continuous support of regional revitalization by local comprehensive agreements
■ Creating Fulfilling Workplaces		
Supporting development of employee abilities	887 employees awarded in the 'Genki-ga-Deru ("maintaining high spirits") campaign'	Enhancement of language skill for globalization
Assuring fair assessment and treatment of employees	Percentage of women in managerial positions: 7.0%	Promotion of public invitations for candidate system and internal projects Active appointment of female employees
Achieving a work-life balance	Number of users of 'Rechallenge Plan' for child-rearing and nursing care support: 59 employees	Promotion of male employees to use childcare leave
Making use of diverse human resources	Number of users of retirement age re-employment system: 7 employees Number of mid-career employees hired: 67 employees	Active employment of foreign students Active employment of handicapped people
	Frequency rate of industrial accidents: 2.54 Severity rate of industrial accidents: 0.002 Established traffic safety promotion program	Eradication of accidents and violations of vehicle users

Ito-Yokado Co., Ltd.

Corporate Data (Financial results for the fiscal year ended February 28, 2010)

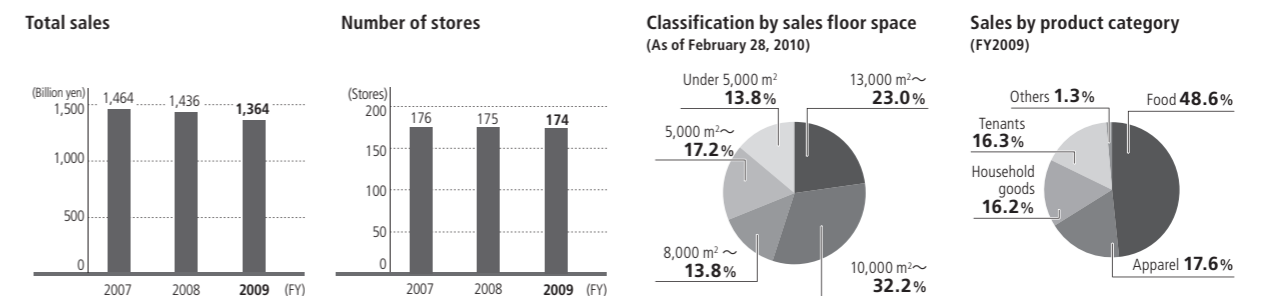
Established	April 1958
Headquarters	8-8, Nibancho, Chiyoda-ku, Tokyo 102-8450, Japan
Contents of business	Operation of superstores selling food, apparel and household goods
Paid-in capital	¥40.0 billion
Total sales	¥1,364.7 billion
Employees	40,363 *1
Stores	174
Web site	http://www.itoyokado.co.jp/ (in Japanese) CSR site http://www.itoyokado.co.jp/company/profile/csr/activity.html (in Japanese)

*1 Including part-time employees (the monthly average number, with 8 hours/day counted as one employee)

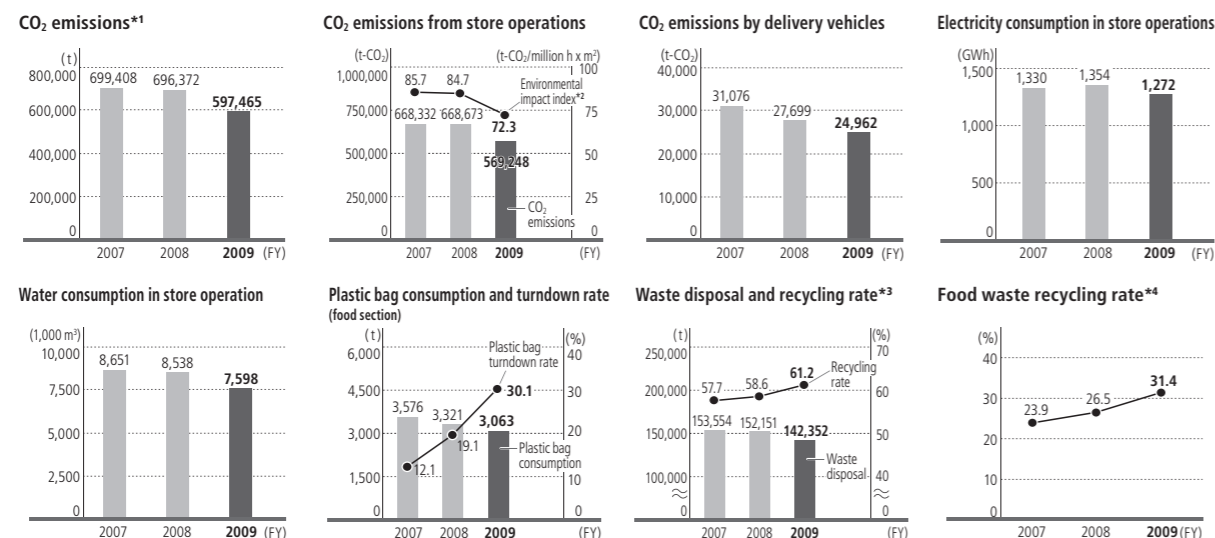
Store Formats

Stand-alone general merchandise stores (GMS)	These stores, which follow Ito-Yokado's basic stand-alone store format, are operated mainly in highly populated areas. Some 70-80% of the stores' total sales floor space is devoted to direct sales of a widely varied selection of apparel, household goods and foods.
Shopping malls	Anchored by Ito-Yokado and host to another 100 to 200 tenants, our shopping malls are located in metropolitan areas and operated with the intention of attracting customers from a wide geographical area. The network has expanded to seven stores as of February 28, 2010.
Neighborhood shopping centers and food specialty stores (Shokuhinkan)	Shokuhinkan is a store format specializing in food sales managed by Ito-Yokado. First established in March 2007, the network has expanded to three stores as of the end of February 2010.
Discount stores	A discount store chain operated by Ito-Yokado under the THE PRICE name offers reasonably priced products centered on food, apparel and daily commodities. The network has expanded to 11 stores as of the end of February 2010.
Urban-style home centers	Urban-style home centers operated by Ito-Yokado under the Seven Home Center name focus primarily on household goods, including sundries and DIY, gardening and pet-care products. The first home center opened for business inside Ito-Yokado Kanamachi in November 2008. The second was opened in the Ito-Yokado Musashi-Sakai store in March 2010.

Management Data



Environmental Data



*1 Data for FY2007 and FY2008 show CO₂ emissions stemming from the use of energy in store operations and by delivery vehicles. Data for FY2009 show CO₂ emissions stemming from the use of energy in store, headquarters, training center and distribution center operations and by delivery vehicles.
 *2 CO₂ emissions per total operating area x operating hours
 *3 Period from January to December
 *4 Results for FY2008 and FY2009 were calculated using the calculation method prescribed by the Food Recycling Law. The period of the calculations was April to March.
 FY2009 CO₂ emissions were calculated according to the new Seven & i Holdings Group-wide CO₂ Emissions Calculation Manual. A portion of the CO₂ emission factors for each fuel type was changed in accordance with the new standards presented in the manual.

Personnel Data (as of February 28, 2010)

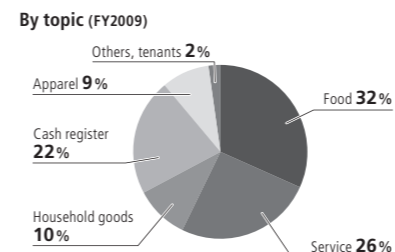
Employees	9,642 (Males: 7,140, Females: 2,502)
New graduate employees hired	307 (Males: 134, Females: 173)
Mid-career employees hired	13
Re-employment	98
Part-time staff**	30,721
Average length of service (full-time employees)	18 years 7 months

	FY2007	FY2008	FY2009
Percentage of women in management positions**	16.2%	16.5%	16.9%
Percentage of employees with disabilities**	2.15%	2.23%	2.23%
Ratio of full-time employees taking paid holidays**	14.2%	14.7%	16.3%
Number of parental leave recipients	190 (Males: 1, part-time staff: 66)	187 (Males: 0, part-time staff: 86)	201 (Males: 0, part-time staff: 85)
Number of nursing leave recipients	13 (Males: 1, part-time staff: 11)	18 (Males: 2, part-time staff: 11)	15 (Males: 1, part-time staff: 13)
Number of volunteer leave recipients	1	4	6
Frequency rate of industrial accidents	1.84	1.89	1.54
Severity rate of industrial accidents	0.03	0.03	0.03

*1 Monthly average number, with 8 hours/day counted as one employee
 *2 Excluding executive officers
 *3 The rate for the fiscal year is the rate as of June 1 of the following fiscal year. The percentage of workers with disabilities is for 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.
 *4 Holidays remaining from the preceding fiscal year are not included.

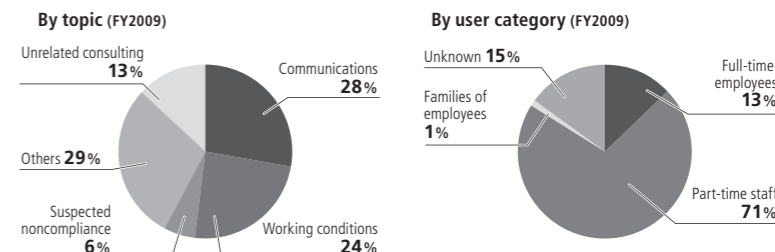
Data for Customer Response Services

Contacts received by Customer Response Services	FY2007	72,946
	FY2008	75,949
	FY2009	72,929



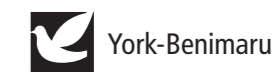
Data for Internal Consultation Services

Contacts received by Internal Consultation Services	FY2007	228
	FY2008	193
	FY2009	261



Challenges	FY2009 Results	FY2010 Targets
Reducing the Environmental Impact		
Improving energy efficiency and introducing renewable energy	Environmental impact index: 71.9 CO ₂ emissions per (total operating area x operating hours) CO ₂ emissions from delivery vehicles: 24,962 tons Fuel consumption of delivery vehicles: 5.11 km/ℓ Use of LED for external signs: 84 stores Food waste recycling rate: 31.4% (Number of stores implementing recycling: 62 stores) Turndown rate of plastic bags February, 2010: 40.4% Weight of internal copy paper used: 830 tons	1% improvement of environmental impact index CO ₂ emissions from delivery vehicles: 24,163 tons Fuel consumption of delivery vehicles: 5.23 km/ℓ Expand to 95 stores by end of the fiscal year Recycling rate of food waste: 35% (Number of stores implementing recycling: 70 stores) Refusal rate of plastic bags February, 2011: 50% Create a copy paper output standard targeting HQ employees, to reduce the weight used at HQ by 15%
Reducing waste and developing a recycling-oriented society	Number of returnable containers used: 52,022,000 containers Number of cardboard boxes reduced by use of returnable containers: 56,434,000 boxes Reduction of CO ₂ emissions by introduction of recycled food trays: 109 tons	Number of returnable containers used: 53,177,000 containers Number of cardboard boxes reduced by use of returnable containers: 57,589,000 boxes Reduction of CO ₂ emissions by introduction of recycled food trays: 150 tons Introduction of packages made of plant-derived plastic materials (polylactic acid) for cut fruit containers and cut vegetable packages in the fruit and vegetable section
Provision of Safe, Reliable Products and Services		
Ensuring the quality and safety of products and services	Implemented freshness and date control training targeting new store managers and assistant store managers (1 session each in 1st and 2nd half) Implemented inspections utilizing plant inspection sheets, including items such as the environmental impact, production facilities, labor environment and etc., in addition to quality of apparel and household goods departments Implemented sales of 'Foods with Faces', (128 types vegetables, 17 types of fruits, 93 types of processed food products, 5 brands of meat, 2 brands of eggs and 6 types of fish) Held explanatory meetings to introduce 'Good Agricultural Practices (GAP)' to request suppliers to perform self-checks of their operating process, in order to prevent incidents from residual agricultural chemicals and the occurrence of problems in the producing districts of 'Vegetable with Faces'	Continuation of training of new store managers and assistant store managers, and implementation of date display training for employees of new stores from the opening of Ario Hashimoto Implementation of 'Excellent Plant' certifications among the inspected plants Provide information on the management condition of model plants to other plants, to promote 'Expansion of Better Quality' Start new sales of rice with 'Foods with Faces' Obligation to basic GAP with higher versatility as recommended by the Ministry of Agriculture, Forestry and Fisheries
Developing stores and facilities customers can visit with a sense of security	Accessible and Usable Building Law and New Barrier-Free Law certified stores: 52 stores Implemented a review of measures for persons who can not return home in the Emergency Actions Manual 'Large-scale Disaster Response Procedures'	Continuous introduction of universal design facilities for newly opened stores Revision of tsunami and flood control measures in the Emergency Actions Manual 'Large-scale Disaster Response Procedures'
Assuring appropriate information provision	Store labeling checks Rated A = 81%, rated B = 17%, rated C = 2%, rated D = 0%	In order to improve the number of stores rated "A", provide labeling education in the meeting for managers of men's and women's apparel, fruit and vegetable, and fish section, who were mostly rated "B" and "C" from the results of the FY2009 store labeling checks
Responding sincerely to customer opinions	Number of complaints received on clothing and household goods products (FY2006 index of 100) apparel = 67, Household goods = 88	Number of complaints received on clothing and household goods products (FY2006 index of 100) Clothing = 65, Household goods = 85
Coexistence with Local Communities		
Supporting young parents and the elderly	Expanded social contribution activities based on the basic policy of the social and cultural contribution of Seven & i Holdings Developed about 250 items which is 35% of all senior citizen care products handled in the 'Reliable Support Shops', in collaboration with business partners Developed products are: clothing products such as, underwear, socks, pajamas, outer wear and etc., and waterproof sheets, beads pads, wet toilet wipes and etc.	Expansion of activities emphasizing social and cultural contribution activities especially for children in Japan and overseas in the policy In order to respond to the needs of customers continuously, develop specially designed original products, which include functionality and safety
Providing support in times of disaster	Concluded support agreements for disasters with 77 organizations	Develop a system which can provide the necessary goods utilizing the retailers network when a disaster occurs, by promoting the conclusion of support agreements with municipalities and others in the area where the store is located
Creating Fulfilling Workplaces		
Supporting development of employee abilities	Number of employees who acquired the internal license 'Friends Mate': 20,947 employees Implemented a Skill Contest for Perishables (once a year) Held training for managers by external instructors: 850 participants	Promote the cultivation and expansion of certified personnel (rank 1 and rank 2) who acquired high(er) knowledge, techniques and reception capabilities, not only for those who acquired an internal license In order for more employees to participate, the applicable department will be expanded, and a 'sales contest' implemented in departments throughout Ito-Yokado, such as, apparel household goods, indoor service, general food products, and perishable foods (once a year) Since tasks from the viewpoint of management are necessary for managers training on finance, marketing and leadership will be implemented, and attendance will be obligated
Assuring fair assessment and treatment of employees	Percentage of women in managerial positions: 16.9%	Promote the creation of a workplace environment where the capabilities are justly evaluated without a gender difference
Achieving a work-life balance	Number of users of 'Rechallenge Plan' for child-rearing and nursing care support Child-rearing: 239 employees (85 part-timers), nursing care: 15 employees (13 part-timers)	As a correspondence to the Law for Measures to Support Development of the Next Generation, implement an aggressive reduction of overtime Target a reduction of 15% year over year
Making use of diverse human resources	Implemented human rights training 37 time (including normalization principles): 2,294 participants	Promote the creation a pleasant and fulfilling workplace environment
Assuring consideration for worker health and safety	Frequency rate of industrial accidents: 1.54 Severity rate of industrial accidents: 0.03	Promote a reduction of industrial accidents requiring more than 4 days leave, by sharing information throughout the company, continuous and thorough education, or utilization of external training

York-Benimaru Co., Ltd.



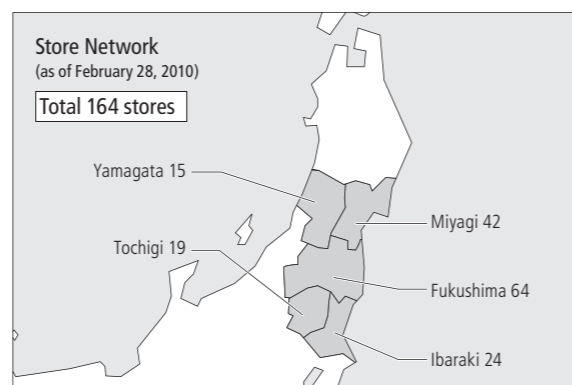
Corporate Data (Financial results for the fiscal year ended February 28, 2010)

■ Established	June 1947
■ Headquarters	18-2, 2-chome, Asahi, Koriyama-shi, Fukushima 963-8543, Japan
■ Contents of business	Operation of superstores selling food products as well as apparel and household goods
■ Paid-in capital	¥9.9 billion
■ Total sales	¥337.5 billion
■ Employees	12,306 *1
■ Stores	164
■ Web site	http://www.yorkbeni.co.jp/ (in Japanese) Environmental Management Report http://www.yorkbeni.co.jp/enviro/index.html (in Japanese)

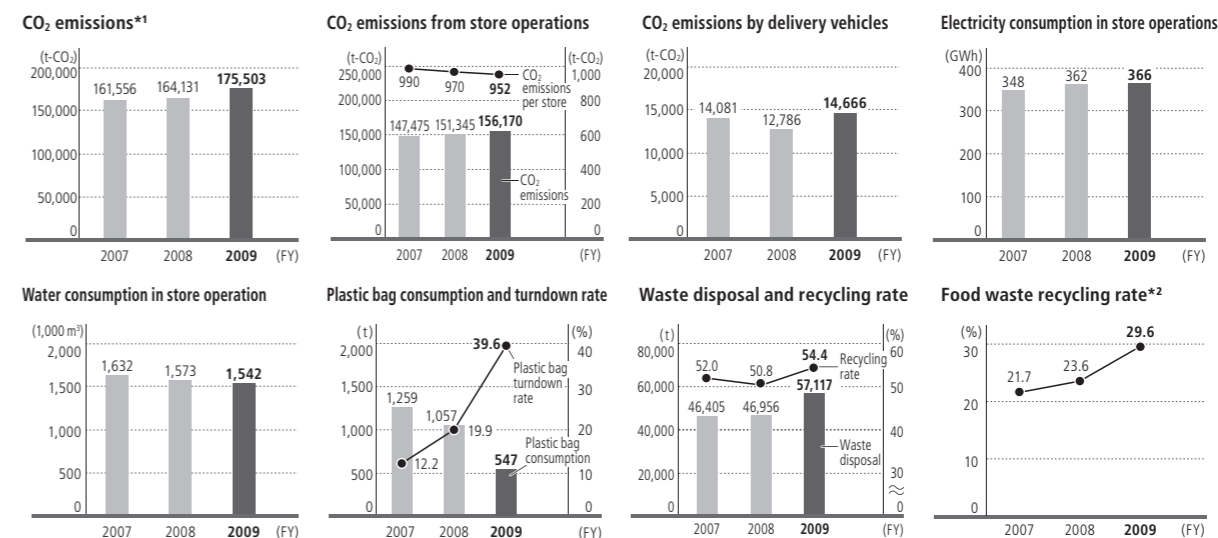
*1 Including part-time employees (the monthly average number, with 8 hours/day counted as one employee)

York-Benimaru is expanding its supermarket business, which handles foods, apparel and household goods, in five prefectures, including Fukushima Prefecture.

To assure customer satisfaction, York-Benimaru has established such corporate policies as "establishment of individual store management," "enhanced product development," "assured provision of four basic factors (friendly service, cleanliness, pursuit of freshness and good taste, and reliable product stocking)," and "improvements in productivity through technical education and operational enhancements." Its aim is to realize the concept of "making the dining tables of regular customers of its stores in small commercial areas more pleasant, rich and convenient" every day.



Environmental Data



*1 Data for FY2007 and FY2008 show CO₂ emissions stemming from the use of energy in store operations and by delivery vehicles. Data for FY2009 show CO₂ emissions stemming from the use of energy in store, headquarters, training center and distribution center operations and by delivery vehicles.

*2 Results for FY2008 and FY2009 were calculated using the calculation method prescribed by the Food Recycling Law. The period of the calculations was April to March.

FY2009 CO₂ emissions were calculated according to the new *Seven & i Holdings Group-wide CO₂ Emissions Calculation Manual*. A portion of the CO₂ emission factors for each fuel type was changed in accordance with the new standards presented in the manual.

Personnel Data (as of February 28, 2010)

Employees	2,501 (Males: 2,222, Females: 279)
New graduate employees hired	159 (Males: 119, Females: 40)
Mid-career employees hired	61
Re-employment	11
Part-time staff*1	9,805
Average length of service (full-time employees)	12 years 7 months

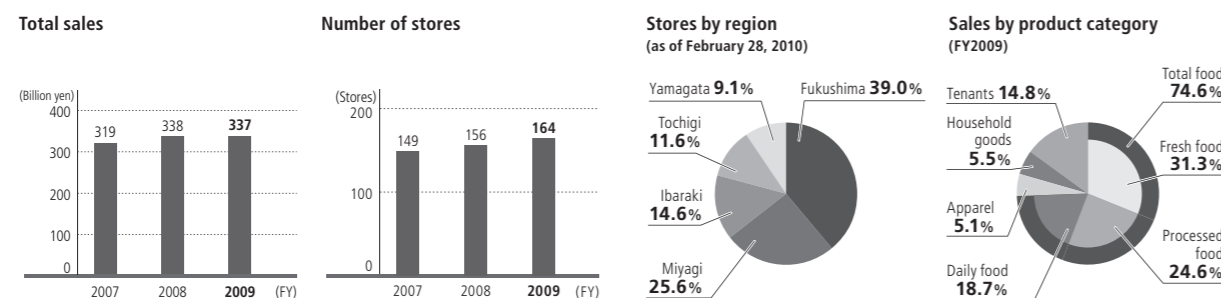
	FY2007	FY2008	FY2009
Percentage of women in management positions**	29.0%	28.6%	29.0%
Percentage of employees with disabilities	1.98%	2.03%	2.08%
Ratio of full-time employees taking paid holidays**3	9.3%	9.3%	10.5%
Number of parental leave recipients	15 (Males: 0)	26 (Males: 0)	29 (Males: 0)
Number of nursing leave recipients	1 (Males: 0, part-time staff: 1)	18 (Males: 1, part-time staff: 2)	0
Number of volunteer leave recipients	No system	No system	No system
Frequency rate of industrial accidents	2.74	4.53	2.64
Severity rate of industrial accidents	0.03	0.006	0.02

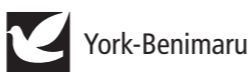
*1 Monthly average number, with 8 hours/day counted as one employee

*2 Excluding executive officers

*3 Holidays remaining from the preceding fiscal year are not included.

Management Data

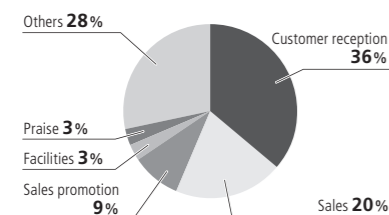




Data for Customer Response Services

Contacts received by Customer Response Services
 FY2007 1,122
 FY2008 1,972
 FY2009 2,251

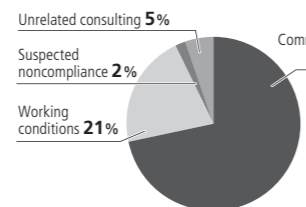
By topic (FY2009)



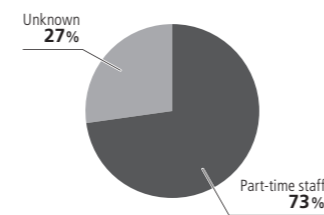
Data for Internal Consultation Services

Contacts received by Internal Consultation Services
 FY2007 75
 FY2008 92
 FY2009 56

By topic (FY2009)



By user category (FY2009)



Challenges	FY2009 Results	FY2010 Targets
Reducing the Environmental Impact		
Improving energy efficiency and introducing renewable energy	CO ₂ emissions: 175,503 tons	Reduction of CO ₂ emissions
	Total electricity used: 377 GWh Total water used: 1,889,000 m ³ Total gas used: 1,805,000 m ³ Total heavy oil used: 1,349 kℓ	Promote reduction of total amount used
	Total miles driven: 20,996,000 km Total diesel used: 5,652 kℓ	Reduction of total miles driven and reduction of amount of diesel by promoting eco-drive
	All electric adopted in all stores after Tendo Onomori store opened in November, 2008	Introduction of LED lighting in new stores and expansion of all electric stores
Reducing waste and developing a recycling-oriented society	Implemented charge for plastic bags: 123 stores	Increase the number of stores charging for plastic bags
	Amount of waste disposal: 57,117 tons	Promote reduction of amount of waste disposal
	Recycling rate of food waste: 29.6%	Promotion of recycling of food wastes other than fish scraps (Expansion of stores which implement recycling)
	Resource recovery at stores (Objects: Milk cartons: 283 tons, food trays: 117 tons)	Improvement in the quality of recycling resources recovery at stores (implement educational activities to reduce dirty trays, etc.)
	Introduced Eco-trays in all stores	Continuous introduction of eco-trays for newly opening stores
	Handling of the non tray products (bulk sales and sales by weight)	Promotion of handling non tray products (bulk sales and sales by weight)
Provision of Safe, Reliable Products and Services	Reduced the amount of cardboard used by introducing returnable containers (Returnable containers used: 8,788,000 containers)	Expand the use of returnable containers
	Ensuring the quality and safety of products and services	Promoted sales of 3 star vegetables (fruits)
	Developing stores and facilities customers can visit with a sense of security	Promoted sales of local vegetables
	Responding sincerely to customer opinions	Building Access (heart building) Law applied in 56 stores The revised Barrier-Free Law applied in 20 stores
Responding sincerely to customer opinions	Published history of commodity production of food on the Web site	Continue publishing history of commodity production of food on the Web site
	Total number of comments and opinions from customers: 2,251 cases	Improve correspondence on a larger number of claims (correspond at sales counter, or by telephone)
Coexistence with Local Communities		
Supporting young parents and the elderly	Held the new Kids Farm to promote food education (total of 7 times for 28 families)	Continuous implementation of the Kids Farm (Renew the food education page on the Web site)
	Held children's marathon (817 kids participated)	Continue holding the children's marathon
Assisting in local community revitalization	Implemented blood donation activities 'Heartful Saturday' (556 people donated blood)	Continue blood donation activities 'Heartful Saturday'
	Held local exchange event 'Opening Memorial Festival' at all stores	Continue holding the 'Opening Memorial Festival'
Providing support in times of disaster	Concluded support agreement for disaster with municipalities (2 prefectures, 17 cities, 1 town)	Continue cooperation with municipalities
Creating Fulfilling Workplaces		
Supporting development of employee abilities	Held management school (training)	Expansion of management school students (training)
	Implemented a Skill Contest	Continuous implementation of the Skills Contest
Assuring fair assessment and treatment of employees	Utilized the 'Target Achievement Records'	Thorough promotion of the substantiality of chart and implementation of interviews
	Percentage of women in managerial positions: 29%	Promote appointment of female employees
Achieving a work-life balance	Number of employees which used childcare leave: 29 employees	Thorough promotion of male employees to use childcare leave and common knowledge of the program, and make it common knowledge to management
	Number of re-employment system users (after retirement age): 11 people	Promote common knowledge of the re-employment system (after retirement age)
Making use of diverse human resources	Employment rate for disabled people: 2.08%	Maintain the legal employment rate for handicapped people
	Frequency rate of industrial accidents: 2.64 Severity rate of industrial accidents: 0.02	Implement education to prevent industrial accidents

Sogo & Seibu Co., Ltd.

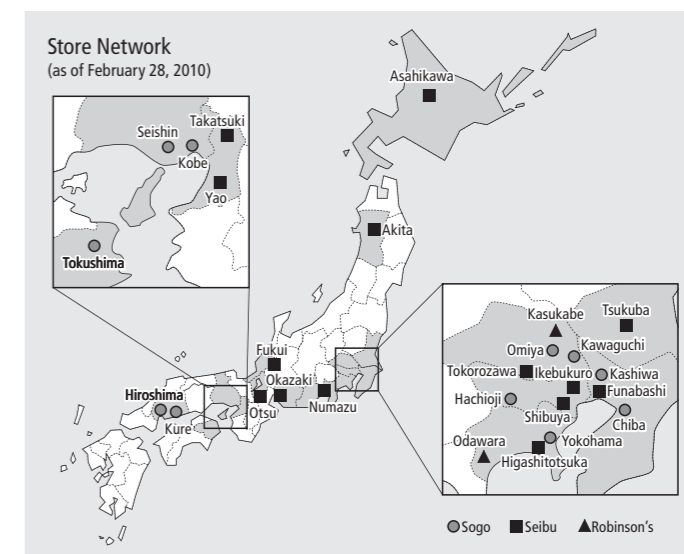
Robinson's is not included in the results for FY2007 or FY2008.

Corporate Data (Financial results for the fiscal year ended February 28, 2010)

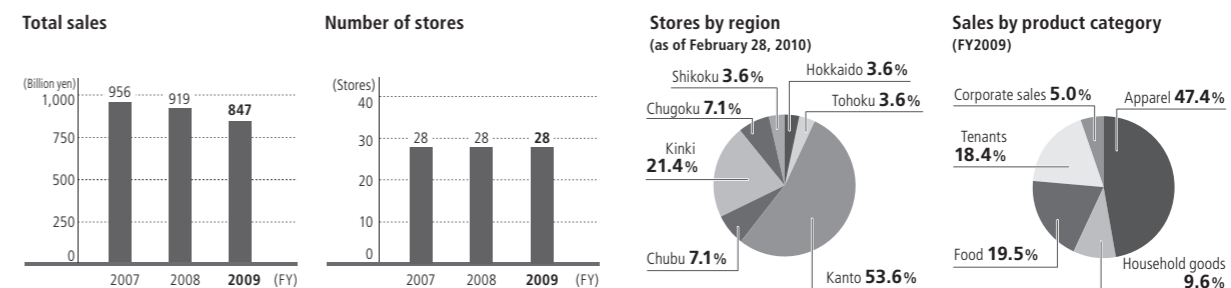
Established	1830
Headquarters	Nibancho Center Building, 5-25, Nibancho, Chiyoda-ku, Tokyo 102-0084, Japan
Contents of business	Department store operations
Paid-in capital	¥10.0 billion
Total sales	¥847 billion
Employees	11,003 *1
Stores	28
Web site	http://www.sogo-seibu.co.jp/ (in Japanese) CSR site http://www.sogo-seibu.co.jp/csr.html (in Japanese)

*1 Including part-time employees (the monthly average number, with 8 hours/day counted as one employee)

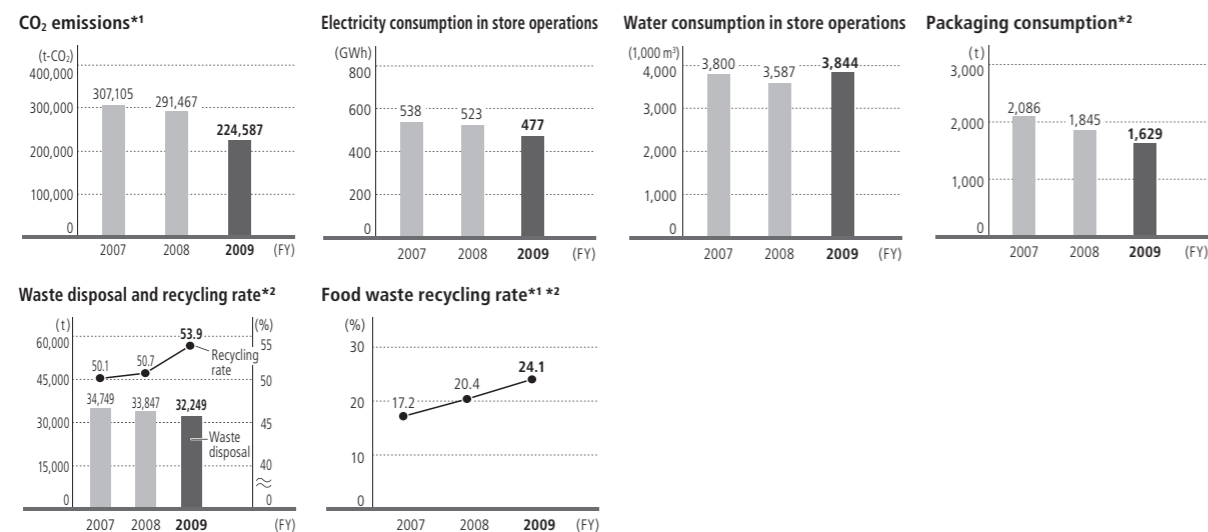
In the autumn of 2010, Sogo & Seibu Co., Ltd., a company established in 2009 by consolidating the Seven & i Group's department store businesses, completed the renewal of its flagship Seibu Ikebukuro Main Store. We are progressing quickly on a project aimed at creating a wholly original type of new department store. Sogo & Seibu intends to offer the No. 1 in service in its operative regions through close cooperation among its Sogo, Seibu and Robinson's stores, enabling them to respond accurately to the special lifestyle of each individual customer with attractive, high-quality proposals.



Management Data



Environmental Data



Robinson's is not included in the results for FY2007 or FY2008.
 *1 Data for FY2007 and FY2008 show CO₂ emissions stemming from the use of energy in store operations. Data for FY2009 show CO₂ emissions stemming from the use of energy in store, headquarters and distribution center operations.
 *2 Figures for FY2009 show the totals for Sogo & Seibu department stores.
 *3 The rate was calculated based on the new standards introduced with the revision of the Food Recycling Law in 2007, in which the calculation method was changed.
 FY2009 CO₂ emissions were calculated according to the new *Seven & i Holdings Group-wide CO₂ Emissions Calculation Manual*. A portion of the CO₂ emission factors for each fuel type was changed in accordance with the new standards presented in the manual.

Personnel Data (as of February 28, 2010)

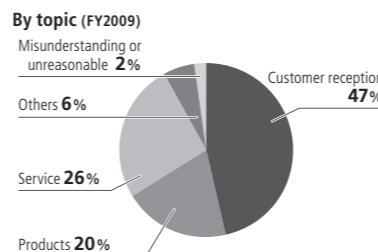
Employees	5,416 (Males: 3,549, Females: 1,822)
New graduate employees hired	55 (Males: 17, Females: 38)
Mid-career employees hired	18
Re-employment	99
Part-time staff*1	5,587
Average length of service (full-time employees)*2	19 years 4 months

	FY2007	FY2008	FY2009
Percentage of women in management positions*2*3	22.5%	24.0%	23.9%
Percentage of employees with disabilities*2	1.68%	1.65%	1.80%
Ratio of full-time employees taking paid holidays*2*4	7.6%	7.1%	6.7%
Number of parental leave recipients*2	53 (Males: 0, part-time staff: 22)	64 (Males: 0, part-time staff: 19)	66 (Males: 0, part-time staff: 34)
Number of nursing leave recipients*2	0	6 (Males: 0, part-time staff: 3)	5 (Males: 0, part-time staff: 3)
Number of volunteer leave recipients*2	No system	No system	No system
Frequency rate of industrial accidents*2	1.13	0.92	1.1
Severity rate of industrial accidents*2	0.02	0.01	0.02

Robinson's is not included in the results for FY2007 or FY2008.
 *1 Monthly average number, with 8 hours/day counted as one employee
 *2 Figures for FY2009 show the totals for Sogo & Seibu department stores.
 *3 Excluding executive officers
 *4 Holidays remaining from the preceding fiscal year are included.

Data for Customer Response Services

Contacts received by Customer Response Services*1
 FY2007 14,753
 FY2008 14,844
 FY2009 13,383

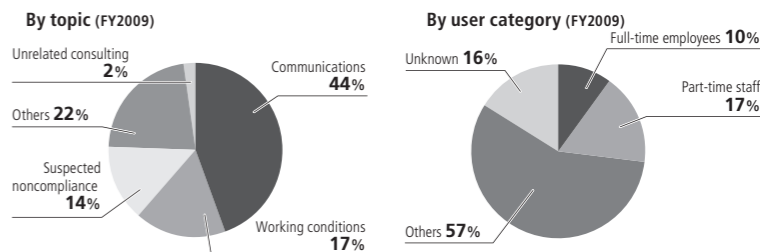


Robinson's is not included in the results for FY2007 or FY2008.

*1 Figures for FY2009 show the totals for Sogo & Seibu department stores.

Data for Internal Consultation Services

Contacts received by Internal Consultation Services
 FY2007 127
 FY2008 68
 FY2009 101



Challenges, FY2009 Results, and FY2010 Targets

Challenges	FY2009 Results	FY2010 Targets
Reducing the Environmental Impact		
Attaining an appropriate grasp of environmental impact	Confirmed the environmental data and implemented an impact evaluation based on ISO 14001	Continue implementation of understanding the environmental data and impact evaluation based on ISO 14001
Improving energy efficiency and introducing renewable energy	Amount used per basic unit of power consumption (operating area x business hours): 136.35 MWh (reduced 3.13 MWh from previous year) Introduced LED lighting for sales counters, fixtures and floors when remodeling Ikebukuro main store	Reduce the amount used per basic unit Promote introduction of LED lighting to other sales floors
Reducing waste and developing a recycling-oriented society	Reduced number of store delivery vehicles, by promoting use of delivery companies Recycling rate = 53.9% (increased 3.0 points from previous year) Rate of food recycling: 24.1% (increased 3.7 points from previous year) Wrapping paper and shopping bags used: 565 tons (88.8% year over year)	Reduce number of store delivery vehicles, by promoting use of delivery companies Recycling rate: 58.8% (increase 4.9 points from previous year) Rate of food recycling: 35.7% (increase 11.6 points from previous year) Promote reduction by recommend simple wrapping (smart wrapping)
Implementing measures for biodiversity	Promoted tree planting activities linked to the simple wrapping of year end gifts in 2nd half, and planted 500 trees	Continue promotion of tree planting and tree-growing activities linked to green wrapping and simple wrapping of summer and year end gifts
Offering eco-friendly products	Certified 24 new items based on the internal environmental product selection standards, and total certified items increased to 101 items. Released new PB Eco-bag	Promote sales of environmental selection products Promote Eco-bag sales
Raising environmental awareness among employees	Expanded the range applicable for environmental e-Learning to Sogo, and 5,511 employees attended	Continue implementation of education by environmental e-learning
Provision of Safe, Reliable Products and Services		
Ensuring the quality and safety of products and services	Established a quality control office which manages the Food Hygiene Management Manual, and controls the safety and security of products Number of employees who acquired Food Safety Adviser Certification: 280 employees Implemented Food Hygiene Classes by external instructors, to develop a sense and knowledge of hygiene	Continue thorough instruction and education onsite through food hygiene inspections Promote development of food safety advisers Continue implementation of food hygiene classes at each store
Developing stores and facilities customers can visit with a sense of security	Increased number of escalators at Ikebukuro main store, and revised the angle of slopes in 7 locations	Improve barrier-free facilities Enhance safety and security by installing a central kitchen for the daily dish floor in the Ikebukuro main store Introduce barrier-free facilities when building new parking structure at the Takatsuki store
Responding sincerely to customer opinions	Number of contacts from customers: 13,383 cases (suggestions, opinion, compliment, etc.)	Promote correspondence to requests from customers by establishing a customer service department to increase the number of compliments from customers
Coexistence with Local Communities		
Supporting young parents and the elderly	Improved the milk blender in the baby lounge, and held maternal and child health consultation, and baby massage classes in 14 stores Implemented training for Heartful advisers (certification by the Foundation for Total Health Promotion) and promoted the acquisition of certifications for specialty sales persons (baby goods, shoe fitters) Implemented seven 'Trade-in Sales', which are used to support developing countries by collecting unnecessary items Donated 176,000 items of 647,000 items to Zambia via an international cooperation NGO Japanese Organization for International Cooperation in Family Planning (JOICFP) Standardized the service corner for trade-in of children's shoes in 6 stores	Establish a Premana Station at the Ikebukuro main store (4 maternity nurses of our company are assigned at all times) and expand to the Yokohama store Promote development of Heartful Advisers, and specialty sales persons (baby goods, shoe fitters) Standardize the service corner for trade-in of children's shoes in 23 stores and expand the types of trade-in items (implement trade-in of soccer balls)
Assisting in local community revitalization	Held events in cooperation with local communities Developed and sold products made of local materials	Hold events in cooperation with local communities Promote development and sales of products using locally produced food and materials
Implementing crime-prevention measures for local communities	Promoted communication with the local communities and public administrations	Promote communication with local communities and public administrations, and construction of support organization
Creating Fulfilling Workplaces		
Supporting development of employee abilities	Implemented sales technique and management training, OJT leader training, and training to cultivate specialty sales persons Introduced training for improvements and proposals	Promote implementation of sales technique and management training, OJT leader training, and training to cultivate specialty sales persons Promote training for improvements and proposals
Assuring fair assessment and treatment of employees	Percentage of women in managerial positions by position: Supervisor 29.9%, Section Manager 3.5%, General Manager and above 3.8% (as of December 31, 2009)	Promote appointment of women, and expand the challenge opportunities by inviting applications
Achieving a work-life balance	Employees which used childcare leave: 66 employees, childcare employees (reduced working hours): 128 employees, care leave: 5 employees	Thorough promotion of male employees to use childcare leave, and common knowledge of the program
Making use of diverse human resources	Number of mid-career employees hired: 18 people Employment rate for disabled people: 1.80% Reemployment rate: 82.1%	Continue utilization of personnel by mid-career recruitment Continue to ensure the legal employment rate (1.80%) Promote effective use of personnel
Assuring consideration for worker health and safety	Supported vaccination fees for new influenza Created and distributed a manual corresponding to the new influenza Disseminated and shared information on the occurrence conditions and issues for industrial accidents in stores, from the National Occupational Health and Safety Commission with store committees	Improve the mental health promotion system Promote vaccinations and support vaccinations fees for new influenza (entire company) Promote store committees of the National Occupational Health and Safety Commission and share information in all stores

Seven & i Food Systems Co., Ltd.

Seven & i Food Systems

Corporate Data (Financial results for the fiscal year ended February 28, 2010)

■ Established	January 2007
■ Headquarters	8-8, Nibancho, Chiyoda-ku, Tokyo 102-8415, Japan
■ Contents of business	Restaurant, fast food and meal provision service divisions
■ Paid-in capital	¥3.0 billion
■ Total sales	¥85.8 billion
■ Employees	12,657 *1
■ Number of restaurants	892
■ Web site	http://www.7andi-fs.co.jp/7fs/ (in Japanese) CSR activities http://www.7andi-fs.co.jp/7fs/company/csr.html (in Japanese)

*1 Including part-time employees (the monthly average number, with 8 hours/day counted as one employee)

Seven & i Food Systems Co., Ltd.

Restaurant Division

The Restaurant Division operates such family restaurants as Denny's outside the Group and Famil within the Group.

Fast Food Division

The Fast Food Division operates such fast food outlets as Poppo within the Group and various small demonstration-type fast food outlets both within and outside the Group.

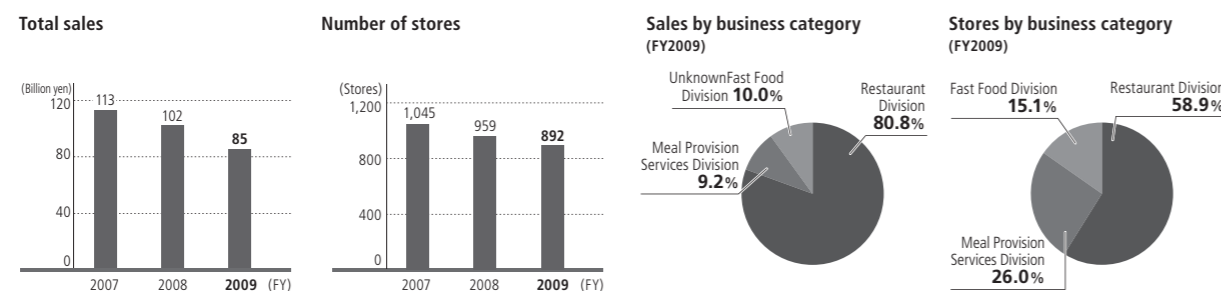
Meal Provision Services Division

The Meal Provision Services Division operates contract food services that provide meals for companies within and outside the Group as well as student cafeterias and offers catering delivery services and medical food services.

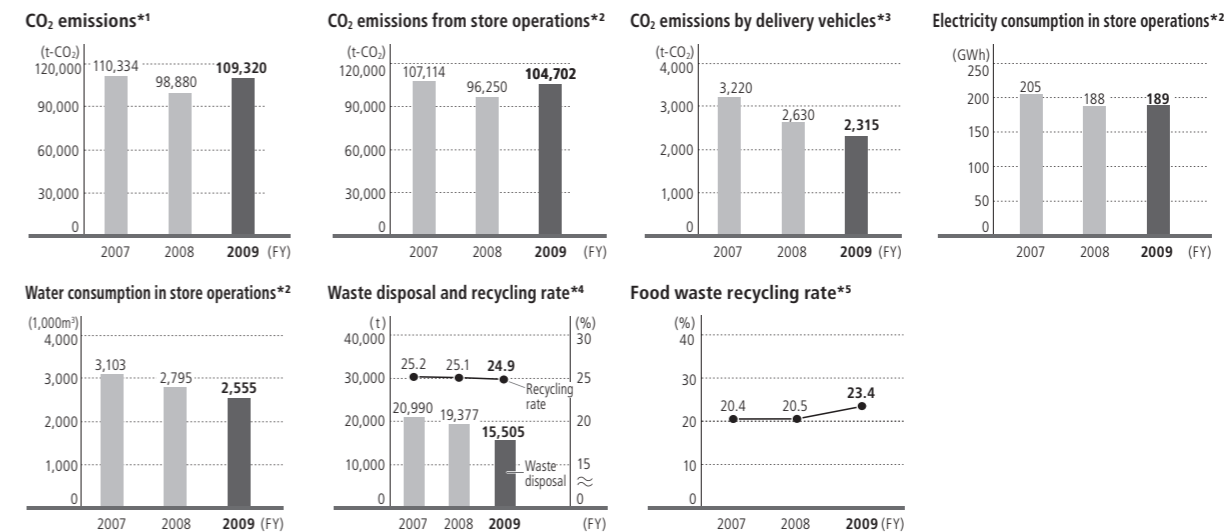
7 Promises

- Safety and Reliability
- Delicious
- Hospitality
- Cleanliness
- Comfortable atmosphere
- Trust and thoughtfulness
- Strive toward future

Management Data



Environmental Data



*1 Data for FY2007 and FY2008 show CO₂ emissions (Denny's only) stemming from the use of energy in restaurant operations and by delivery vehicles. Data for FY2009 show CO₂ emissions stemming from the use of energy in store (Seven & i Food Systems) and headquarters operations and by delivery vehicles (Denny's only).

*2 FY2007 and FY2008 values are for Denny's only.

*3 This value is for Denny's only.

*4 FY2007 values are for Denny's only.

*5 Results for FY2008 and FY2009 were calculated using the calculation method prescribed by the Food Recycling Law. FY2007 values are for Denny's only. FY2009 CO₂ emissions were calculated according to the new Seven & i Holdings Group-wide CO₂ Emissions Calculation Manual. A portion of the CO₂ emission factors for each fuel type was changed in accordance with the new standards presented in the manual.

Personnel Data (as of February 28, 2010)

Employees	1,578 (Males: 1,401, Females: 177)
New graduate employees hired	6 (Males: 1, Females: 5)
Mid-career employees hired	129
Re-employment	12
Part-time staff*1	11,079
Average length of service (full-time employees)	13 years 10 months

	FY2007	FY2008	FY2009
Percentage of women in management positions**2	15.5%	11.6%	18.3%
Percentage of employees with disabilities**3	2.15%	2.23%	2.23%
Ratio of full-time employees taking paid holidays**4	10.8%*5	10.5%	8.2%
Number of parental leave recipients	47 (Males: 0, part-time staff: 41)	62 (Males: 0, part-time staff: 53)	40 (Males: 0, part-time staff: 36)
Number of nursing leave recipients	0	0	0
Number of volunteer leave recipients	0	0	0
Frequency rate of industrial accidents	18.56	0.58	1.50
Severity rate of industrial accidents	0.02	0.02	0.04

*1 Monthly average number, with 8 hours/day counted as one employee

*2 Excluding executive officers

*3 The rate for the fiscal year is the rate as of June 1 of the following fiscal year. The percentage of workers with disabilities is for 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.

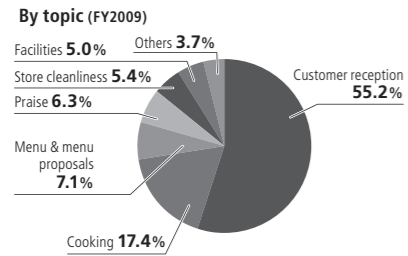
*4 Remaining holidays from the preceding fiscal year are not included.

*5 The value for FY2007 is for Denny's alone.

Seven & i Food Systems

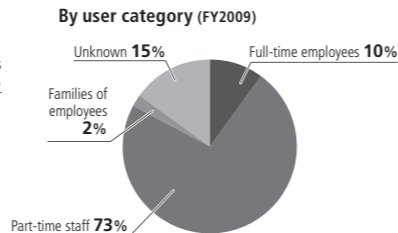
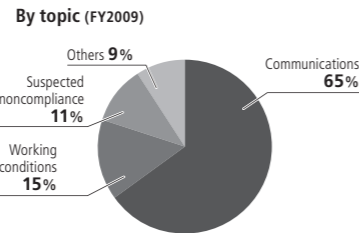
Data for Customer Response Services

Contacts received by Customer Response Services
 FY2007 9,928
 FY2008 8,651
 FY2009 8,081



Data for Internal Consultation Services

Contacts received by Internal Consultation Services
 FY2007 107
 FY2008 115
 FY2009 89



Challenges	FY2009 Results	FY2010 Targets
Reducing the Environmental Impact		
Improving energy efficiency and introducing renewable energy	CO ₂ emissions reduced accompanying introduction of LED bulbs: 45tons CO ₂ emissions from delivery vehicles: 2,315 tons	Reduce CO ₂ emissions accompanying introduction of LED bulbs: 17 tons Reduce CO ₂ emissions accompanying delivery vehicles by revising the basic allocation of vehicles: 2,059 tons
Reducing waste and developing a recycling-oriented society	Stores which implemented recycling of food waste was expanded from 83 stores to 114 stores Washing of uniforms by utilizing circulated water for cleaning	Increase number of stores implementing the recycling of food waste to 200 stores Continue utilization of circulated water for uniform cleaning, and introduce to new stores
Raising environmental awareness among employees	Thorough separation of waste and improved the awareness of energy saving Distributed environmental leaflets to employees	Use of energy saving check list in store, and reporting about activities of facility Promote education in meeting and training (awareness of separating waste, waste reduction, and energy saving)
Provision of Safe, Reliable Products and Services		
Ensuring the quality and safety of products and services	Thorough quality control and traceability control (200 observation tours of plants)	Strict management of quality control and traceability control (continue observation tours of plants)
Assuring appropriate information provision	Published a list of the menu nutritional information and list of allergy causing substances on the Web site	Continue publishing a list of the nutritional information and list of allergy causing substances
Responding sincerely to customer opinions	Number of contacts from customers: 8,081 cases	Implement store education in which customer opinions are reflected, and eradication of the secondary complaints
Coexistence with Local Communities		
Supporting young parents and the elderly	Number of people accepted for work experience : 333 people Cooperated in the aid for childcare by municipalities	Continuation of acceptance. Improve the lessons regarding food education Continue cooperation and expansion of aid for childcare by municipalities
Assisting in local community revitalization	Developed a menu with local production for local consumption, and sold	Develop a menu with local production for local consumption, and expand sales
Providing support in times of disaster	Organized to support people who could not return home during disasters (19 prefectures and cities)	Continue supporting
Creating Fulfilling Workplaces		
Supporting development of employee abilities	Implemented labor management training	Continue implementation of labor management training
	Established internal promotion examination program (Five types of examinations including examinations for appointment of store manager. Total of 283 employees were examined, and 44.5% were successful applicants)	Continue the internal promotion examination program
	Promoted the acquisition of national certifications (Licensed chefs: 45, public consultants on social and labor insurance: 1, food sanitation administrator: 1)	Promote acquisition of national certifications Implement training
Assuring fair assessment and treatment of employees	Revised evaluation system of unit employees	Complete implementation of self check evaluation
	Percentage of women in managerial positions: 18.3%	Active promotion of female employee appointments
Achieving a work-life balance	Improved training programs so employees can attend impartially Contents of training increased from 6 types to 11 types (except for training held occasionally by each area and locally)	In order to further improve the working environment for employees, promote further improvements in the training program and personal management system. Implement contests throughout all stores
	Operated child-rearing and nursing care program "Rechallenge Plan" (used by 40 employees)	Take action to eradicate overtime (improve accuracy of personnel assignment plans, actions taken by area sales department to investigate the cause of why overtime occurs, and solve the problem)
Making use of diverse human resources	Number of mid-career employees hired: 129 employees	Continue personnel training of the mid-career employees
Assuring consideration for worker health and safety	Frequency rate of industrial accidents: 1.50 Severity rate of industrial accidents: 0.04	Continue implementation of employee training to prevent industrial accidents

Seven Bank, Ltd.

Corporate Data (Financial results for the fiscal year ended March 31, 2010)

Established	April 2001
Headquarters	1-6-1, Marunouchi, Chiyoda-ku, Tokyo 100-0005, Japan
Contents of business	ATM operations and financial services
Paid-in capital	¥30.5 billion
Ordinary revenue	¥88.8 billion
Employees	329 *1
ATMs installed	14,601
Web site	http://www.sevenbank.co.jp/english/ CSR site http://www.sevenbank.co.jp/corp/csr/ (in Japanese)

*1 Employees seconded to the company from external companies are included, while employees seconded by the company to external companies are excluded. Excluding directors, temporary workers, dispatched workers and part-time staff

Main Seven Bank, Ltd. Services

ATM Services

There are more than 14,500 ATMs installed in all stores in the Seven & i Holdings Group, primarily in Seven-Eleven stores, as well as in public facilities and commercial facilities nationwide. Cards from more than 550 cooperating financial institutions can be used 24 hours/day, 365 days/year. The ATMs also respond to cards issued overseas in four languages, and an interphone is provided to enable customers with visual impairments to use the ATMs comfortably.

Financial Retail Services at Manned Bank Branches or via the Internet

"Bank Windows for Everyone," which are manned bank branches deployed in six Ito-Yokado stores in metropolitan areas, provide consultation services regarding customers' funds, bank agency services and intermediation of applications for products (mortgage loans, etc.) of cooperating financial institutions. The "Money Site for Everyone" Internet site also provides such services as intermediation of applications for various financial products and services offered by cooperating financial institutions.

Account Services

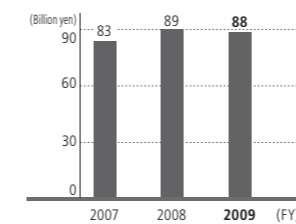
Seven Bank offers "ordinary accounts" that can be used conveniently and "time deposit accounts" in which customers can save money easily. The bank also provides an "e-mail notification" service for fixed transactions, and a service that offers "nanaco" points according to the transaction.

Services for Corporate Customers

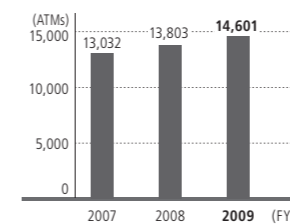
Seven Bank provides a cash deposit service for corporate customers that enables them to deposit proceeds from cash sales in an ATM using a dedicated deposit card, upon which the funds are transferred immediately to the headquarters account.

Management Data

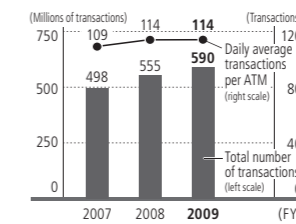
Ordinary income



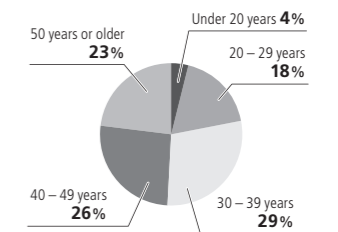
Number of ATMs installed



ATM transactions



Accountholders by age group (FY2009)



Personnel Data (as of March 31, 2010)

Employees	329 (Males: 277, Females: 52)
New graduate employees hired	4 (Males: 2, Females: 2)
Mid-career employees hired	26
Re-employment	8
Part-time staff*1	65
Average length of service (full-time employees)	3 years 10 months

	FY2007	FY2008	FY2009
Percentage of women in management positions*2	5.9%	6.5%	5.5%
Percentage of employees with disabilities	0.80%	1.01%	1.82%
Ratio of full-time employees taking paid holidays*3	69.5%	78.5%	88.0%
Number of parental leave recipients	1 (Males: 1)	4 (Males: 1)	2 (Males: 0)
Number of nursing leave recipients	0	0	0
Number of volunteer leave recipients	No system	No system	No system
Frequency rate of industrial accidents	0.00	5.30	0.00
Severity rate of industrial accidents	0.00	0.00	0.00

*1 Monthly average number, with 8 hours/day counted as one employee

*2 Excluding executive officers

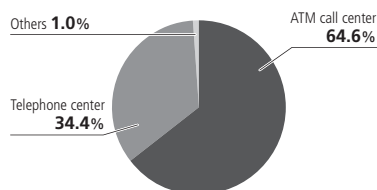
*3 Remaining holidays from the preceding fiscal year are not included.

Data Related to Customer Response Services

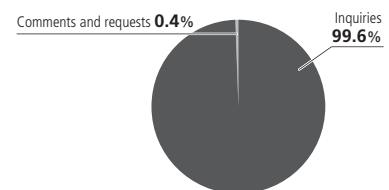
Contacts received by Customer Response Services

FY2008	777,702
FY2009	738,847

By contact point (FY2009)



By topic (FY2009)

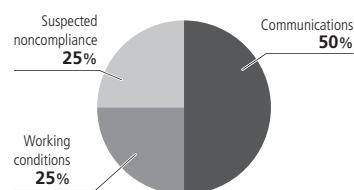


Data for Internal Consultation Services

Contacts received by Internal Consultation Services

FY2008	1
FY2009	4

By topic (FY2009)



By user category (FY2009)

