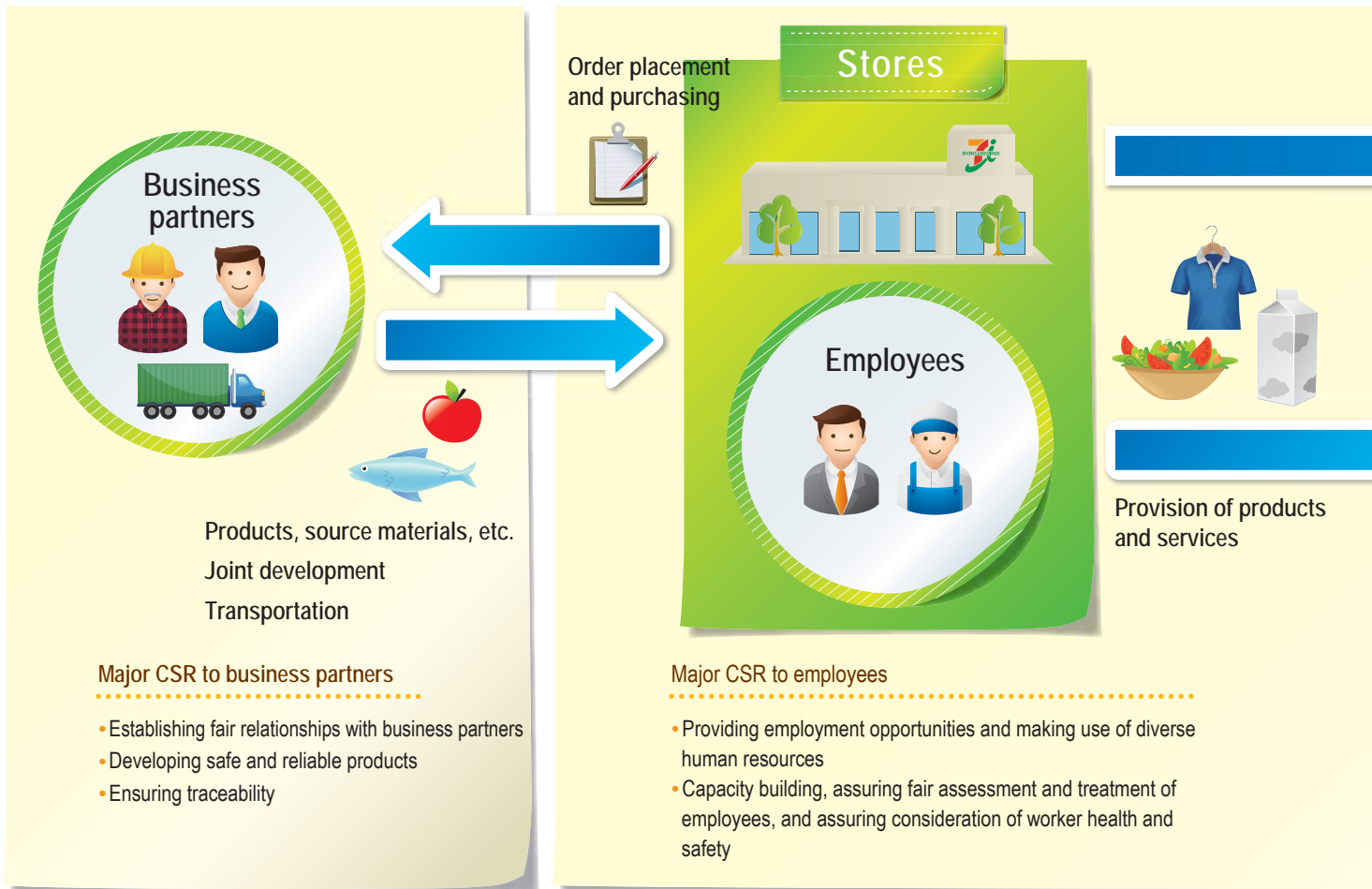


## We will fulfill our corporate social responsibility (CSR) in consideration of the characteristics of our businesses



Business features

1

### Collaborating with many business partners

The Seven & i Group has diverse business partners, ranging from agricultural producers and manufacturers to wholesalers and distributors. To achieve CSR at all stages of our business activities, including the provision of safe and high-quality products, it is important to build cooperative relations with them as equal partners and promote CSR jointly. The Seven & i Group has formulated the Seven & i Holdings Business Partner Action Guidelines for promoting our business partners' understanding of CSR, and established the Business Partner Help Line outside the company.

- ➔ Strengthening Corporate Governance and CSR Management
- ➔ Providing Safe, Reliable Products and Services

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Business features

2

### Employment of diverse employees and capacity building

Over 130,000 employees work with the Seven & i Group. We offer employment opportunities to many people through diverse working arrangements, including part-time staff and temporary workers, and support capacity building and career development of each worker through education, training and fair assessment.

In order to heighten customer satisfaction and respond to the trust customers place in us, we strive to improve the ability of each of our salespeople to communicate and deal with customers, and raise awareness of compliance among employees.

- ➔ Creating Fulfilling Workplaces

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### Environmental impact from business operations

#### Customers



##### Major CSR to customers

- Providing safe, reliable products and services
- Sincerely responding to customers
- Developing stores and facilities that customers can visit with a sense of security

#### Local communities



##### Major CSR to local communities

- Supporting young parents and the elderly
- Assisting in local community revitalization and crime prevention
- Providing support in times of disaster

#### Environment



##### Major CSR to the environment

- Promoting energy conservation measures
- Reducing waste
- Offering eco-friendly products

Business features

3

### Utilizing our stores as infrastructure

There are about 46,600 stores in the seven & i Group in the world (including stores operated by companies granted a defined area license), and about 48 million customers visit them each day (see page 37). Making use of the characteristics of stores, which bring together many people, we hope to make our stores part of the infrastructure of daily lives so they can be useful to customers in diverse ways. For example, we have offered consultation services to parents on raising their children, a service they can use casually when shopping, and as a part of our supporting measures for school education we have been accepting students to offer them work experience. We have also helped to link customers with various social issues through various measures, such as installing collection boxes for aiding disaster-affected areas, environmental conservation and other issues.

- ➔ Contributing to Resolution of Diverse Challenges as Social Infrastructure
- ➔ Coexisting with Local Communities

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Business features

4

### Balancing between business expansion and environmental impact

In order to fulfill our mission of offering society safe and reliable products and convenience, the Seven & i Group has continued aggressively opening new stores and developing products and services. The increasing number of stores, products and services accompanies the increase in electricity consumption and waste volume. While suppressing the expansion of the environmental impact to the extent possible, we strive to maintain the best balance between the benefits of our business activities to society and their environmental impact. At the same time, by participating in forest conservation and other projects both in Japan and abroad we support society-wide efforts to suppress CO2 emissions.

- ➔ Reducing the Environmental Impact

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