

# Fulfilling our social responsibilities in response to the interests and concerns of our stakeholders, taking Japanese social conditions into consideration.

The Seven & i Holdings retail and dining group of companies takes an aggressive approach to resolving and making improvements in social issues that we confront in the course of business.



Low-birthrate/  
aging  
population

Diminishing  
sense of  
community

Economic  
globalization



**Product  
Safety and  
Reliability**  
P22-

- Residual agrichemicals and veterinary pharmaceuticals
- Food allergies
- Food additives
- Bovine spongiform encephalitis (BSE) / Bird flu
- Genetically modified food
- Freshness control / hygiene
- Proper labeling
- Prevention of product accidents

## Japanese social conditions

## Interests and Concerns of Stakeholders Seven & i Holdings Initiative Themes



Corporate  
scandals

**Store Safety  
and  
Reliability**  
P30-

- Crime prevention at stores
- Accident prevention at stores
- Asbestos
- Second-hand smoke prevention

Social  
progress  
for women



The Kyoto  
Protocol

## Community and Cultural Activities

P52-



## Contributing to Local Communities

P46-

- Support for children's education
- Prevention of youth drinking and smoking
- Creating safe and secure communities
- Support for local disaster relief



## Information Safety and Reliability

P38-

- Protection the personal data of customers

## Respect for Human Rights

P59-

- Respect for human rights / creating an environment respectful of human rights



## Considering Customer Diversity

P32-

- Consideration of elderly customers
- Consideration of customers with children
- Consideration of physically-challenged customers
- Universal Design at stores

## Respect for Diversity

P54-

- Consideration of part-timers and temporary staff
- Hiring older people
- Creating a workplace where women can excel
- Support for childbirth, childcare, and childrearing
- Hiring the physically-challenged



## Improving Employability

P60-

- Support for personnel development

## Thoroughly Fair Trading

P40-

- Promoting CSR throughout the supply chain
- Prohibiting unfair returns and discounting
- Preventing unfair requests for employee seconding

## Preventing Global Warming

P64-

- Reducing CO<sub>2</sub> emissions from store operations
- Reducing CO<sub>2</sub> emissions from distribution

## Coexistence and Co-Prosperity with Our Business Partners

P43-

- Joint product development and procurement
- Tie-ups with tenants



## Maintaining Health and Safety

P62-

- Thorough health checkups and preventing health problems
- Mental health care
- Preventing workplace accidents



## Reducing Waste

P69-

- Reducing food waste and promoting recycling
- Reducing use of packaging