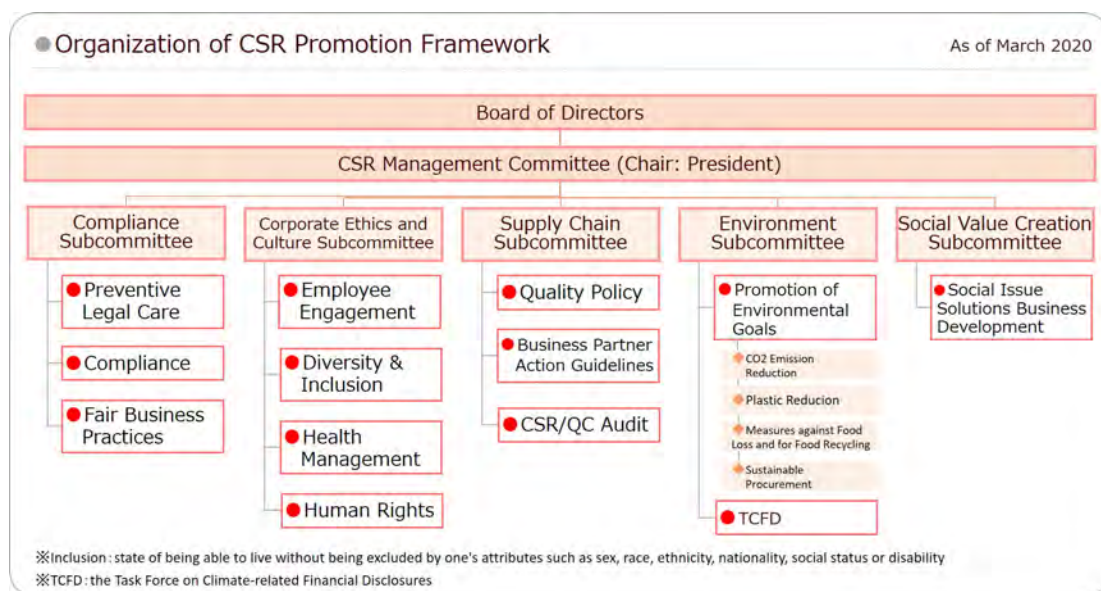


# CSR Management

Seven & i Holdings works toward solving social issues in its core operations through promotion and development of businesses such as products and services. At the same time, we aim for sustainable development that creates value for both companies and society.

## CSR Promotion Framework

Seven & i Holdings seeks to promote Group-wide CSR activities that are effective and efficient. To this end, we hold regular, twice-yearly meetings of the CSR Management Committee, which is chaired by the President and Representative Director. At these meetings, we offer guidance and make improvements based on reports received from the five subcommittees. The meetings also help to strengthen the framework of collaboration between the holding company and operating companies.



## Compliance Subcommittee

The Group employees complying with laws, regulations and social norms and practicing compliance including fair trade with customers and business partners is absolutely essential to realizing the Group's Corporate Creed "Trust and Sincerity." In addition to reinforcing thorough compliance at each Group company level, the Company newly establishes the Compliance Subcommittee in order for the Company, being the shareholding company, to support each Group company strengthen its compliance systems, as well as ensure effective supervision thereby.

## Corporate Ethics and Culture Subcommittee

The Group employees understanding the Group's Corporate Creed and rigorous implementation of the Corporate Action Guidelines are an essential and important foundation to realize the Group's Corporate Creed "Trust and Sincerity." The Corporate Ethics and Culture Subcommittee conducts initiatives based on rigorous implementation of the Corporate Action Guidelines, such as to improve Group employee awareness through education by making everyone aware of the Corporate Creed and the Corporate Action Guidelines. In addition to these initiatives, to create fulfilling workplaces, the Company have been conducting an Employee Engagement Survey. The Company is also working to improve work environments, such as by rectifying long working hours, making progress on promoting active roles for diverse human resources including women and people with disabilities, and helping employees balance work and family care responsibilities. Further, the Company is working to create an environment where all employees can work at ease, such as by encouraging employees to take days off on holidays and acquire leave.

> [For details about the Seven & i Group Corporate Action Guidelines](#)

## Supply Chain Subcommittee

It is one of the important corporate social responsibilities for companies and also a strong demand by stakeholders to promptly respond to the United Nations' "Guiding Principles on Business and Human Rights" and "Sustainable Development Goals (SDGs)," and to build a sound supply chain with human rights and the environment in mind. To improve product quality and ensure safety at each Group company, the Company aims to establish and strengthen the quality levels and control systems of each Group company based on the Group's Quality Policy. Furthermore, to ensure that the Company meets its social responsibilities regarding products and services across the entire supply chain, the Company asks business partners to understand and implement the Business Partner Sustainable Action Guidelines. To regularly verify and share their compliance through CSR audits and so on, and to promote education, enlightenment and correction, the Company newly establishes the Supply Chain Subcommittee.

➤ [For details about the Quality Policy](#)

➤ [For details about the Seven & i Group Business Partner Sustainable Action Guidelines](#)

## Environment Subcommittee

The Company uses products, raw materials and energy efficiently to combat challenges such as climate change and resource depletion, and the Company is working with customers and business partners to reduce the environmental impact throughout the supply chain. The Company believes this is an important factor that contributes to the sustainable development of society and will result in the sustainable growth of the Group. Therefore, based on the GREEN CHALLENGE 2050 announced in May 2019, the Environment Subcommittee is working to promote initiatives to develop a low-carbon society, a circular economy, and a society in harmony with nature. It will also consider disclosure based on recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).

## Social Value Creation Subcommittee

Based on an awareness that efforts to solve social issues will lead to new business opportunities as the Group expands its business domains and related social problems become increasingly varied, the Social Value Creation Subcommittee takes action to create business that generates social and economic value (creating shared value; CSV). Aiming to realize a sustainable society, the Seven & i Group has identified five material issues that it must address through engagement with various stakeholders. In response, the Social Value Creation Subcommittee is working to plan and execute new businesses originating from social issues to be addressed through core businesses by leveraging business characteristics and management resources, including the Group's business infrastructure and expertise cultivated to date. Apart from this, the subcommittee will strive to deepen initiatives with a view to fostering external collaboration with business partners, social entrepreneurs, NPOs, and other partners.

## Targets and Progress by Each Subcommittee

○: Achieved, △: Almost achieved, ×: Far from achieved

Major FY2019 Targets	Results for FY2019	Evaluation	Main Plans for FY2020
<b>Compliance Subcommittee</b>			
<b>(1) Establishing fair business practices</b>			
<ul style="list-style-type: none"> <li>In preparation for the consumption tax rate increase, monitor the status of compliance with the consumption tax imputation methods and promote remedial measures</li> <li>Conduct joint training for newly appointed product managers in March and October on abuse of superior bargaining position, the Subcontracting Act, and laws related to labeling</li> <li>Conduct e-learning May: Labeling, premiums, etc. September: Consumption tax imputation method October: Antimonopoly Act (abuse of superior bargaining position, Subcontracting Act)</li> </ul>	<ul style="list-style-type: none"> <li>FT project information sharing 29 Group companies participated; Number of participants: 59</li> <li>Group training results Held 35 times; Number of participants: 1,819</li> <li>e-learning results Held 5 times; Number of participants: 19,373</li> </ul>	○	<ul style="list-style-type: none"> <li>Confirm the status of compliance with the Antimonopoly Act, the Subcontract Act, the Act against Unjustifiable Premiums, the Act Concerning Special Measures for Correcting Practices Impeding Consumption Tax Pass-on, etc., and take remedial measures</li> <li>FT training (e-learning) April: General labeling training (including food labels), 4,000 people July: Premium regulations, 3,000 people November: Subcontracting Act, abuse of superior bargaining position, 9,000 people (in total)</li> <li>Group education First half: 10 times, 450 people Second half: 20 times, 900 people</li> </ul>
<b>(2) Enforcement of compliance</b>			
—	—	○	<ul style="list-style-type: none"> <li>Implement compliance function questionnaires and interviews (November - December)</li> <li>Compliance e-learning</li> </ul>
<b>(3) Enhancement of preventive legal functions</b>			
—	—	○	<ul style="list-style-type: none"> <li>Implement compliance function questionnaires and interviews (November-December)</li> </ul>
<b>(4) Strengthen the internal reporting system</b>			
<ul style="list-style-type: none"> <li>Aim to register the Employee Help Line in the Consumer Affairs Agency's Whistleblower Compliance Management System</li> </ul>	<ul style="list-style-type: none"> <li>Registration in Whistleblower Compliance Management System</li> </ul>	○	<ul style="list-style-type: none"> <li>Conduct training using an outside instructor for Group company Help Line staff (at least once a year)</li> <li>Aim to renew the registration of the Employee Help Line in the Consumer Affairs Agency's Whistleblower Compliance Management System</li> </ul>

Major FY2019 Targets	Results for FY2019	Evaluation	Main Plans for FY2020
<b>Corporate Ethics and Culture Subcommittee</b>			
(1) Thoroughly ensure compliance with Corporate Action Guidelines			
<ul style="list-style-type: none"> <li>Explain the Corporate Creed and Corporate Action Guidelines to employees</li> <li>In the next Employee Engagement Survey, aim to improve compliance with the Corporate Action Guidelines</li> </ul>	<ul style="list-style-type: none"> <li>Read through the Corporate Code of Conduct during Compliance Month (November 2019)</li> <li>Made preparations for the autumn 2020 Employee Engagement Survey</li> </ul>	△	<ul style="list-style-type: none"> <li>Focus on awareness of the Corporate Creed and Corporate Action Guidelines when educating employees and help them take root</li> <li>In the autumn Employee Engagement Survey, ascertain compliance with the Corporate Action Guidelines</li> </ul>
<ul style="list-style-type: none"> <li>Conducted e-learning tailored to solving social issues through our business as well as recent social developments</li> </ul>	<ul style="list-style-type: none"> <li>Conduct e-learning tailored to solving social issues through our business</li> </ul>	○	—
<ul style="list-style-type: none"> <li>Continue conducting e-learning on compliance and harassment</li> <li>Conduct compliance training by the external instructor at the operating companies that did not conduct it in FY2018</li> </ul>	<ul style="list-style-type: none"> <li>Since we focused on reading through the Corporate Code of Conduct, e-learning on compliance, etc., was not implemented</li> <li>Conducted compliance training by an external instructor at the operating companies</li> </ul>	○	<ul style="list-style-type: none"> <li>Compliance training (transferred to the Compliance Subcommittee due to subcommittee reorganization)</li> <li>Implementation of harassment training based on enhancing harassment prevention</li> </ul>
(2) Create fulfilling workplaces			
<ul style="list-style-type: none"> <li>Manage issues based on the results of the employee survey conducted in November 2018, and formulate / implement improvement measures</li> </ul>	<ul style="list-style-type: none"> <li>Organized issues based on the results of the survey and monitored the planning and implementation of improvement measures</li> </ul>	○	<ul style="list-style-type: none"> <li>Monitor planning and implementation of improvement measures, share examples of improvement cases</li> <li>Conducting Employee Engagement Surveys</li> <li>Manage issues based on the survey results, and plan / do improvement measures</li> </ul>
<ul style="list-style-type: none"> <li>Share information among and provide support to operating companies in order to further promote the employment of persons with disabilities</li> <li>*Produce a DVD on the hiring and retention of people with disabilities</li> <li>Maintain or exceed statutory employment rate for people with disabilities at the five applicable Group companies (employment rate of 2.96% for people with disabilities)</li> </ul>	<ul style="list-style-type: none"> <li>Planned and promoted employment of people with disabilities in accordance with the business characteristics of each Group company</li> <li>*Distributed a DVD on the hiring and retention of people with disabilities and improved awareness</li> <li>2.96% employment rate for people with disabilities at the five applicable Group companies (as of June 1, 2020)</li> </ul>	○	<ul style="list-style-type: none"> <li>In response to law revisions, promote employment of people with disabilities and encourage normalization</li> <li>Maintain or exceed the statutory employment rate for people with disabilities at the five applicable Group companies</li> <li>Revise and utilize the normalization support guide to promote the employment and retention of people with disabilities</li> </ul>
<ul style="list-style-type: none"> <li>Certify approximately 40,000 Dementia Supporters group-wide on a cumulative basis</li> </ul>	<ul style="list-style-type: none"> <li>Certified approximately 37,000 Dementia Supporters on a cumulative basis (as of end of February 2020)</li> </ul>	△	<ul style="list-style-type: none"> <li>Certify approximately 40,000 Dementia Supporters group-wide on a cumulative basis</li> </ul>
(3) Diversity & Inclusion Promotion Project			
<ul style="list-style-type: none"> <li>Set KPI to increase the percentage of female managers to 30% by 2020 and review progress each fiscal half</li> <li>Continue to strengthen training of female candidates for management positions</li> </ul>	<ul style="list-style-type: none"> <li>Percentage of female managers (end of February 2020) Section Managers: 22.3% Team Leaders: 32.4%</li> <li>Continued holding seminars for females in management positions (four sessions)</li> <li>Held Group D&amp;I Promotion Liaison Meeting (three sessions)</li> </ul>	○	<ul style="list-style-type: none"> <li>Set KPI to increase the percentage of female managers to 30% by 2022 and review progress each fiscal half</li> <li>Strengthen training of female candidates for management positions</li> <li>Conduct training to change a way of thinking</li> </ul>
<ul style="list-style-type: none"> <li>Continue to conduct awareness raising activities targeting the executives and managers of Group companies</li> <li>Encourage men to participate more in housework and childcare</li> <li>Promote use of childcare leave among male employees</li> </ul>	<ul style="list-style-type: none"> <li>Held diversity management seminars (three times)</li> <li>Held meetings for Ikumen Promotion Program (two sessions)</li> <li>Held meetings for Child-Raising Community (four sessions)</li> </ul>	○	<ul style="list-style-type: none"> <li>Continue to conduct awareness raising activities targeting the executives and managers of Group companies</li> <li>Encourage men to participate more in housework and childcare</li> <li>Promote use of childcare leave among male employees</li> </ul>

Major FY2019 Targets	Results for FY2019	Evaluation	Main Plans for FY2020
<ul style="list-style-type: none"> <li>Disseminate basic knowledge on balancing work and family care responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>Continued holding family care seminar (two sessions)</li> <li>Introduced role models and family care systems that balance work and family care in Group PR brochures</li> </ul>	○	<ul style="list-style-type: none"> <li>Disseminate basic knowledge on balancing work and family care responsibilities</li> </ul>
<ul style="list-style-type: none"> <li>Promote diversity and inclusion and continue internal publicity relating to work-life synergies</li> <li>Promote LGBT understanding</li> <li>Aggressive external communication</li> </ul>	<ul style="list-style-type: none"> <li>Presented role models through Group PR brochures and ran a special feature on LGBT issues</li> <li>Continued holding LGBT seminars</li> <li>Took part in Seven-Eleven Japan's Tokyo Rainbow Pride 2019 and posted a rainbow vertical banner by Sogo &amp; Seibu (Seibu Shibuya store)</li> </ul>	○	<ul style="list-style-type: none"> <li>Promote diversity and inclusion and continue internal publicity relating to work-life synergies</li> <li>Promote LGBT understanding</li> <li>Active external communication</li> </ul>
(4) Promoting health management			
<ul style="list-style-type: none"> <li>Theme 1: Implement initiatives for maintaining health, preventing illnesses, and returning to health</li> <li>Improve employees' health awareness</li> </ul>	<ul style="list-style-type: none"> <li>Formulated and disseminate Seven &amp; i Health Declaration NEXT</li> <li>Expanded checkup items for regular health checks</li> <li>Participated in outdoor walking events in the Greater Tokyo Area and held walking seminars at the Yotsuya Headquarters</li> <li>Held a walking event using the in-house portal site for individual participation (twice)</li> <li>Introduced wearable devices and lent them to employees on a trial basis (1,000 units)</li> </ul>	○	<ul style="list-style-type: none"> <li>Plan and implement measures based on Health Declaration NEXT</li> <li>Implement initiatives for maintaining health, preventing illnesses, and returning to health</li> <li>Raising employee health awareness</li> </ul>
<ul style="list-style-type: none"> <li>Comfortable working conditions where people can work with healthy minds and bodies</li> <li>Establishment of healthy and comfortable working environments</li> </ul>	<ul style="list-style-type: none"> <li>Gradually introduced a non-smoking period at the Yotsuya Headquarters Building (December 2019 onward)</li> <li>Renovated and abolished smoking areas to prevent second-hand smoke and reduce smoking rates</li> </ul>	○	<ul style="list-style-type: none"> <li>Comfortable working conditions where people can work with healthy minds and bodies</li> <li>Establishment of healthy and comfortable working environments</li> </ul>
<b>Supply Chain Subcommittee</b>			
(1) Improving product quality and ensuring safety			
<ul style="list-style-type: none"> <li>Develop foundations and reinforce organization and personnel at each Group company</li> </ul>	<ul style="list-style-type: none"> <li>Group companies established a special department independent from the sales department (15 among the target 16 companies)</li> <li>Group companies increased personnel</li> </ul>	○	<ul style="list-style-type: none"> <li>Develop foundations and further reinforce organization and personnel at each Group company</li> </ul>
<ul style="list-style-type: none"> <li>Revise of Quality Policy</li> </ul>	<ul style="list-style-type: none"> <li>Revised the Quality Policy formulated in 2014</li> <li>Pursued sustainability: strengthened supply chain management</li> <li>Legal compliance: Complied with laws and social norms</li> </ul>	○	—
<ul style="list-style-type: none"> <li>Implement factory process audits by an external auditing organization at PB product (clothing/household goods) factories</li> </ul>	<ul style="list-style-type: none"> <li>Conducted test audits</li> <li>Audit results: 22 factories</li> <li>Audit passed: 20 factories</li> <li>*Seven &amp; i Holdings issued conformity certificates to factories that passed both CSR and process audits (8 factories)</li> </ul>	○	<ul style="list-style-type: none"> <li>Implement process audits by an external auditing organization at PB product (clothing/household goods) factories</li> </ul>

Major FY2019 Targets	Results for FY2019	Evaluation	Main Plans for FY2020
<ul style="list-style-type: none"> <li>Conduct MD training (textiles, sundries, Pharmaceuticals and Medical Devices Act, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Training with regard to Textiles/Pharmaceuticals Act and food allergies</li> <li>Total training results for Group companies: 2,031 people; Seven-Eleven Japan, Ito-Yokado, York Mart, SHELL GARDEN, Iwai Foods, Sogo &amp; Seibu, Akachan Honpo, THE LOFT, Nissen, Barneys Japan, Oshman's Training; Attendance rate: 95%</li> </ul>	○	<ul style="list-style-type: none"> <li>Conduct MD training (textiles, sundries, Pharmaceuticals and Medical Devices Act, etc.)</li> <li>Required training attended by 100% of trainees</li> </ul>
<ul style="list-style-type: none"> <li>Promote acquisition of certification pursuant to international standards by factories that manufacture original products to support HACCP systemization</li> </ul>	<ul style="list-style-type: none"> <li>Obtained JFS standard certification and conformity certification at all 165 of Seven-Eleven Japan's factories dedicated to manufacturing original products such as boxed lunches, rice balls, sandwiches, delicatessen items, noodles, bread, and pastries</li> <li>Obtained certification/conformity certification of food safety management standards consistent with international standards that include Codex HACCP, such as ISO 22000, FSSC 22000, and JFS standards, at all factories that manufacture Seven Premium products (acquisition status: 68%)</li> </ul>	○	<ul style="list-style-type: none"> <li>Promote acquisition of certification pursuant to international standards by factories/plants that manufacture original products to support HACCP systemization (Acquire at 100% of target factories)</li> </ul>
<ul style="list-style-type: none"> <li>HACCP support in stores</li> </ul>	<ul style="list-style-type: none"> <li>Achieved hygiene management that incorporates the HACCP approach</li> <li>Companies created manuals, etc., and the quality control department, trainers, supervisors, and others educated sales representatives</li> <li>Target operating companies: Seven-Eleven Japan, Ito-Yokado, YB, York, SHELL GARDEN, Sogo &amp; Seibu</li> </ul>	○	<ul style="list-style-type: none"> <li>Check the operational status of HACCP in stores</li> <li>Target stores (SEJ, IY, YB, York, SHELL GARDEN, and Sogo &amp; Seibu)</li> <li>Implementation of e-learning for employees (planned attendees: approx. 1,500)</li> </ul>
<ul style="list-style-type: none"> <li>Nutritional components: In addition to the five label items (calories, protein, fat, carbohydrates, and salt equivalents) stipulated by the Food Labeling Act, dietary fiber and sugar (available carbohydrates) are labeled as well</li> </ul>	<ul style="list-style-type: none"> <li>Implemented labeling on daily products of Seven Premium/Seven-Eleven, Ito-Yokado's delicatessen items</li> <li>*Excluding certain items for discretionary labeling or small surface area, etc.</li> </ul>	○	<ul style="list-style-type: none"> <li>Implement labeling for original products of operating companies that have not labeled dietary fiber and sugars (available carbohydrates)</li> </ul>
<ul style="list-style-type: none"> <li>Food hygiene management training: Implement food allergy training</li> </ul>	<ul style="list-style-type: none"> <li>e-learning participants: 1,650</li> </ul>	○	—
(2) Thorough implementation of Business Partner Action Guidelines			
<ul style="list-style-type: none"> <li>Hold local briefing sessions</li> <li>China: Four venues (March)</li> <li>Southeast Asia (April)</li> <li>(Myanmar, Cambodia, Thailand, Vietnam, Indonesia)</li> </ul>	<ul style="list-style-type: none"> <li>Business Partner Action Guidelines Briefing Results</li> <li>9 venues in total; Participants: 483 people (287 factories)</li> <li>China: Four venues (March)</li> <li>Southeast Asia: 5 venues (April)</li> </ul>	○	<ul style="list-style-type: none"> <li>Hold briefing sessions to explain Seven &amp; i Holdings Business Partner Sustainable Action Guidelines (revised in December 2019)</li> <li>*Held online due to COVID-19</li> <li>For domestic (June)</li> <li>For China/Southeast Asia (August)</li> <li>Study sessions for in-house product development and procurement staff (May, June, July)</li> </ul>

Major FY2019 Targets	Results for FY2019	Evaluation	Main Plans for FY2020
<ul style="list-style-type: none"> <li>Hold compliance seminars China: April/June/August Southeast Asia: Five countries – May/July/September</li> </ul>	<ul style="list-style-type: none"> <li>Compliance seminar results Conducted 19 times in total Participants: 768 (458 factories) China: 3 venues (April), 2 venues (June), 3 venues (August) Southeast Asia: 4 venues (May), 3 venues (July), 4 venues (September)</li> </ul>	○	<ul style="list-style-type: none"> <li>Compliance seminar *Held online due to COVID-19 For domestic (August) For China and Southeast Asia (September)</li> </ul>
<ul style="list-style-type: none"> <li>Conduct CSR audits Planned for approx. 700 factories Overseas: 13 countries - 370 factories Domestic: Conduct CSR audits at 330 factories</li> </ul>	<ul style="list-style-type: none"> <li>CSR audit results Overseas: 13 countries in China and Southeast Asia 304 factories *Decreased due to conclusion of business relationships Domestic: Seven Premium, 328 factories *Approximately 25% of the total: Consider the number of employees</li> </ul>	○	<ul style="list-style-type: none"> <li>CSR audit plan Overseas: 600 factories in China and Southeast Asia Domestic: 500 factories that produce Seven Premium *May shrink due to the effects of COVID-19</li> </ul>
<b>Environmental Subcommittee</b>			
(1) Initiatives for achieving a decarbonized society			
<ul style="list-style-type: none"> <li>CO<sub>2</sub>Continue conducting third-party verifications at 12 Group companies</li> <li>Compile information on Group companies' actions for CO<sub>2</sub> emissions reduction and so on, confirm their progress, and share information to accurately evaluate and verify reduced CO<sub>2</sub> emissions</li> </ul>	<ul style="list-style-type: none"> <li>Conducted third-party verifications at 12 Group companies</li> <li>Shared CO<sub>2</sub> emission reduction actions taken by Group operating companies through environmental subcommittees, etc.</li> </ul>	○	<ul style="list-style-type: none"> <li>Continue conducting third-party verifications at 12 Group companies to correctly evaluate and investigate initiatives for reducing CO<sub>2</sub> emissions</li> <li>Expand installation of renewable energy equipment such as solar panels</li> </ul>
(2) Initiatives for achieving a circular economy			
<ul style="list-style-type: none"> <li>Introduce environmentally friendly packaging materials for an additional 650 Seven Premium products (for a total of 2,700 products)</li> </ul>	<ul style="list-style-type: none"> <li>Used environmentally friendly packaging materials (recycled PET film) in Seven Premium Japanese delicatessen item pouches and hot pot soup pouches</li> <li>Used environmentally friendly packaging materials (biomass film) in Seven Premium bread packaging, etc.</li> </ul>	○	<ul style="list-style-type: none"> <li>Introduce environmentally friendly materials to Seven-Eleven boxed lunches and delicatessen item containers</li> <li>Reduce plastic usage by improving Seven Premium beverage containers</li> </ul>
<ul style="list-style-type: none"> <li>Develop and sell Seven Premium bottled beverages made using 100% recycled materials from the plastic bottles collected by our stores</li> </ul>	<ul style="list-style-type: none"> <li>Seven Premium Hajime Ryokucha Ichinichi Ippon used bottles made completely from recycled PET bottles collected by the Group stores</li> <li>Utilized PET bottle materials collected by the Group stores for a portion of Seven Premium Body Cooler products</li> </ul>	○	<ul style="list-style-type: none"> <li>Expand 100% recycled bottle products in the Hajime Ryokucha series</li> <li>Develop complete bottle-to-bottle PET bottle recycling products with new business partners</li> </ul>
<ul style="list-style-type: none"> <li>Begin an initiative that awards nanaco points for purchasing daily food whose sell- by date is approaching to reduce food waste</li> </ul>	<ul style="list-style-type: none"> <li>Began trials of "Ethical Project" aimed at controlling food waste generation in some areas of Seven-Eleven (Hokkaido and Shikoku)</li> </ul>	○	<ul style="list-style-type: none"> <li>Expand "Ethical Project" aimed at controlling the generation of food waste all across the nation (an initiative that awards nanaco points for purchasing daily food whose sell- by date is approaching to reduce food waste)</li> </ul>
(3) Initiatives for developing a society in harmony with nature			
<ul style="list-style-type: none"> <li>Formulate sustainable procurement policies/standards for food ingredients</li> </ul>	<ul style="list-style-type: none"> <li>Revised Basic Policy on Sustainable Procurement in October 2019</li> </ul>	○	<ul style="list-style-type: none"> <li>Expanded varieties of certified products</li> </ul>

Major FY2019 Targets	Results for FY2019	Evaluation	Main Plans for FY2020
(4) Raising employee environmental awareness			
<ul style="list-style-type: none"> <li>Have 4,000 employees pass the Certification Test for Environmental Specialists (for a cumulative total of 10,615)</li> </ul>	<ul style="list-style-type: none"> <li>Number of employees who passed: 3,064 (cumulative total: 9,579)</li> </ul>	○	<ul style="list-style-type: none"> <li>Have 650 employees pass the Certification Test for Environmental Specialists (for a cumulative total of 10,230)</li> <li>*As a measure to prevent the spread of COVID-19, the number of tests and the number of people who can take the test have decreased</li> </ul>
<b>Social Value Creation Subcommittee</b>			
(1) Promote understanding of social issues			
<ul style="list-style-type: none"> <li>Invite social entrepreneurs working on the front lines and have them provide lectures about their own experiences in planning, establishing, and growing businesses to acquire business creation know-how</li> </ul>	<ul style="list-style-type: none"> <li>Invited social entrepreneurs to give lectures to promote an understanding of CSV and creating new businesses (attended by project development supervisors from 17 Group companies)</li> </ul>	○	<ul style="list-style-type: none"> <li>Conduct in-house education on new CSV development to develop human resources who will be responsible for investigating and creating new businesses with an eye toward the future</li> </ul>
(2) Create new CSV businesses			
<ul style="list-style-type: none"> <li>Operate programs that develop new businesses with social issues as the starting point and create new businesses that achieve both social value and economic value</li> </ul>	<ul style="list-style-type: none"> <li>Began efforts to create social businesses within the Group based on the theme of solving social issues</li> </ul>	○	<ul style="list-style-type: none"> <li>Continue to operate programs that allow the acquisition of know-how for creating social businesses</li> </ul>

## CSR Training for Employees

Seven & i Holdings provides employees with CSR training via group training when they join the company or are appointed to a new position through promotion or advancement in rank, in addition to using such means as the Company newsletter and the CSR Data Book.

Study groups, seminars, and the like are held regularly for specialized fields including compliance, diversity and inclusion, and the environment, and information about volunteering is communicated to employees through the internal portal site.

Also, we have been conducting CSR training via e-learning for all employees at domestic Group companies. In the fiscal year ended February 29, 2020, we implemented e-learning on the Antimonopoly Act (abuse of superior bargaining position), the Subcontracting Act, product labeling, and other topics for all employees who deal with business partners.

