

Five Promises

Seven & i Holdings has engaged in dialogue with many stakeholders and identified social issues with significant materiality to respond to stakeholders' expectations and demands.

We have determined Five Promises that represent material issues for the Seven & i Holdings Group should work as one to solve these social issues.



Promise

1

We will realize a society where all people can enjoy reliability and convenience in shopping as a form of social infrastructure.

page 21

Promise

2

We will provide safety and reliability through products and stores.

page 27

Promise

3

We will eliminate waste in terms of products, materials, and energy and contribute to the preservation of the environment.

page 35

Promise

4

We will support the creation of a society where all people can actively participate, regardless of gender or age.

page 45

Promise

5

We will work to build an ethical society together with customers and business partners.

page 53

The process involved in deciding on the Five Promises (social issues that Seven & i Holdings should address)

Identifying social issues

We listed 92 social issues confronting society today in Japan and overseas. Among these, we identified 33 issues that we consider to have special relevance to the operations of the Group.

Interviews with Stakeholders

We held interviews regarding the 33 social issues with our stakeholders, including customers, business partners, shareholders and investors, and employees to hear their opinions on the issues that Seven & i Holdings should deal with.

Dialogue with Stakeholders

Based on the results of the interviews, Group management conducted dialogues with experts and they exchanged opinions on the social issues that Seven & i Holdings should address.

Deciding on the Five Promises

The exchanges of opinions between stakeholders and experts were summarized into the Five Promises of Seven & i Holdings. The CSR Management Committee, which is chaired by the President, determined the material issues and promised to deal with them.