Stakeholder Engagement

Since its foundation, Seven & i Holdings has aimed to be a sincere company, trusted by all of its stakeholders, including customers, business partners, shareholders, local communities, and employees. We believe it is important to strive to understand the requirements and expectations that stakeholders have of Seven & i Holdings and the Group, and to respond to these.
For this reason, Seven & i Holdings and its Group companies will strive to respond quickly to feedback from our stakeholders-the opinions, desires, areas of dissatisfaction, requests, and so forth, that we receive through our dialogue with them. We will reflect this feedback in our management decision making process and business activities.

Seven & i Holdings' Stakeholders

Engagement with Stakeholders		Main Engagement Methods	Main Response Policy
Customers	We constantly think of things from the customer's point of view, and to earn our customers' trust we value communication, and will continue to respond to their feedback.	• Daily operations • Inquiries to the customer feedback department • Customer questionnaires • Website community that invites customers to participate	• Provide products and services that enrich customers' lives • Improve products and services and ensure safety • Label accurately in an easily understandable manner • Manage personal information appropriately • Promote universal design
Business Partners	Our products and services could not be supplied without the cooperation of our business partners. We will rigorously observe laws and regulations and internal rules relating to fair trade as well as build relationships of trust with business partners to ensure maintenance of safety and security and accounting for human rights and the environment. We will work together with them to carry out our social responsibilities.	• Product development meetings • Quality improvement meetings • Informal gatherings with business partners • CSR audits of business partners • Business Partner Help Line • Business partner questionnaires	• Development of products and services through team merchandising • Rigorous fair trade practices • Compliance with laws and regulations through the supply chain and consideration for human rights and the environment

Engagement with Stakeholders		Main Engagement Methods	Main Response Policy
Shareholders and Investors	Our operations are underpinned by the investments of our shareholders and investors. To respond to their trust, we emphasize highly transparent management and communication and fulfill our duty of accountability through disclosure.	• General Shareholders' Meeting • Financial results presentations • Meetings with investors • Information website for investors and organization newsletter	• Maximization of shareholder value and return profits • Proper accounting procedures and timely disclosure of information • Highly transparent management • Accountability toward beneficiaries
Local Communities	We aim to play an indispensable role in our local communities. To this end, by providing products and services matching the lifestyles in local communities, encouraging local production and local consumption and coexisting with communities, we will promote activities that contribute to community development.	• Regional Comprehensive Economic Partnerships with local governments • Participation in community activities • Dialogue through industry groups	• Provision of products and services matching regional characteristics • Consideration for living environments in regional areas • Contribution to regional development • Resolution of social issues in collaboration with NGOs, NPOs, and others • Safe and reliable urban development in collaboration with administrative authorities • Support for local production and local consumption, dietary education, child-raising, the elderly, and people with disabilities • Provision of products after the occurrence of natural disasters and support for affected areas • Participation in volunteer activities

Engagement with Stakeholders		Main Engagement Methods	Main Response Policy
Franchise Store Owners	Seven-Eleven Japan (SEJ) believes that relationships of trust with owners of franchise stores are the core of its business, and these relationships should be mutually beneficial. Through dialogue with Operations Field Consultants (OFCs) we build good relationships based on strong mutual trust and contribute to realizing comfortable and more prosperous lives for customers.	• Regular OFC visits to stores • Product exhibitions • Training and workshops by region • Owners' organization newsletter • Owners' opinion exchange meeting • Owner consultation desk	• Strengthening of management structure • Strengthening of store operation capabilities • Strengthening of partnerships • Construction and ongoing improvement of a highly competitive franchise system
Employees	We aim to realize workplaces where employees can participate actively and find satisfaction in their work. To this end, we will create working environments that are fair, just, and considerate of human rights. We will also create environments that protect privacy and safety, while helping workers to develop their capabilities and facilitate their work./td>	• Management policy briefings • Employee opinion survey • Employee training • Self-check systems and individual meetings • Internal portal website and Group newsletter • Employee Help Line	• Respect for human rights, diversity, and individuality • Creation of discrimination-free workplaces that consider human rights • Utilization of diverse human resources • Occupational health and safety and prevention of workplace accidents • Achievement of work-life balance • Preventative care for mental health • Promotion of employee health • Transparent and fair evaluations • Respect for rights, such as the right for employees to engage in collective bargaining • Support for development of employee abilities

Engagement with Stakeholders		Main Engagement Methods	Main Response Policy
Global Environment	Our business is dependent on the blessings of the earth's environment. Therefore, we will provide products and services taking into account the sustainability of the environment, while cooperating with customers, business partners, and employees to reduce the environmental impact throughout the entire supply chain.	• Inquiries to the customer feedback department • Dialogue with product and packaging materials suppliers • Dialogue with national and local governments, NPOs, and NGOs, and residents of store neighborhoods • Dialogue with equipment and maintenance companies • Waste disposal companies	• Reduced CO2 emissions • Reduced energy consumption • Environmental awareness among employees • Compliance with environmental legislation • Installation of energy saving and environmentally friendly equipment • Water-saving measures • Reduction of waste and promotion of recycling • Reduction of packaging materials • Preservation of biodiversity • Environmentally considerate products and services