

FamilyMart's Human Rights Policy

FamilyMart strives to always stay relevant to customers and the communities. Working together with our franchised stores and business partners, we provide products and services that respond to the ever-changing demands of the society.

Instilled in our corporate message, "FamilyMart, Where You Are One of the Family," is our earnest wish to connect with our stakeholders *like a family* and walk *alongside* them all the way. We acknowledge the importance of this *connection* between people in our business practices.

Based on these thoughts, as a signatory of the United Nations Global Compact, we comply with its ten principles and respect international norms on human rights, including the United Nations Guiding Principles on Business and Human Rights (the "UNGP"), OECD Guidelines for Multinational Enterprises, the International Bill of Human Rights, and the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work. We also have established FamilyMart's Human Rights Policy as our basic policy for respect on human rights.

In order to implement this policy, the Sustainability Committee, an advisory body to the president, will cooperate with all divisions to promote human rights initiatives under the supervision of the chairman.

1. Policy scope

We operate on the basis of this policy which strongly recognizes that all executives and employees of FamilyMart Co., Ltd. and affiliates possess fundamental human rights. They must be respected and simultaneously must respect the fundamental human rights of all stakeholders.

We acknowledge that our activities and the activities of our affiliates and business partners may have adverse impact on the human rights of our stakeholders such as our customers and regional communities. Therefore, our business partners as well as their concerned parties are expected to understand and support this policy. We will also continue to work closely with them to promote the respect for human rights, by encouraging constant communication and thorough sharing of information.

2. Significant human rights issues

As a sustainable company operating in a diverse society, we consider the following as significant human rights issues.

- Prohibition of human trafficking, forced labor, and child labor
- Ensuring mental and physical health, and safety

- Prohibition of prejudice or discrimination on the basis of race, skin color, nationality, language, religion, thought, age, sex, gender identity, sexual orientation, with or without disabilities, property, employment type, etc.
- Prohibition of all harassment, bullying and unfair treatment
- Ensuring minimum wages and managing proper working hours
- Freedom of association of workers and respect for collective bargaining rights
- Provision of safe and reliable products and services to consumers, and disclosure of important information regarding said products and services
- Protection of privacy

3. Human rights due diligence

- Policy

We strive to develop proper human rights due diligence system based on the UNGP, and identify, evaluate, prevent, mitigate, and correct negative impacts of our activities on human rights, while placing value on dialogue with stakeholders. Furthermore, we will comply with the laws and regulations in the countries and regions in which we operate. We will respect internationally recognized human rights to the greatest extent possible in the circumstances, even when faced with conditions that conflict with international human rights principles.

- Implementation

Regarding human rights due diligence, we and our business partners will continuously implement and improve on the following:

1. Understand and comply with laws and regulations regarding human rights.
2. Evaluate adverse human rights impact of current business practices on a regular basis, and when starting new businesses.
3. Adequately communicate the identified human rights violations to those who will be directly affected (includes possibility of being affected) or their representatives, in order to determine appropriate preventive and mitigating measures.
4. Establish appropriate and effective grievance mechanisms, and provide relief and corrective action through appropriate procedures and dialogue, in the event of our business activities causing or evidently contributing to human rights violations.
5. Prevent reoccurrence of human rights violations by evaluating and verifying the effectiveness of current measures, while taking both internal and external opinions into consideration.

4. Information disclosure

We disclose the progress of our human rights activities through our website and other communication channels.

5. Understanding, promoting, and penetration

In order to promote and integrate this policy into all our business activities, we strive to appropriately and efficiently educate and raise awareness of all executives and employees. We will also communicate this policy to our business partners and their concerned business parties, and ensure their understanding and thorough implementation.



Kensuke Hosomi
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FamilyMart Co., Ltd.