

Respect for Human Rights

FamilyMart business activities respect the human rights of all stakeholders, as we seek to walk alongside customers and the community and remain essential for them.

Basic Approach on Human Rights

As a signatory of the United Nations Global Compact, we comply with its ten principles as well as the UN's Guiding Principles on Business and Human Rights, OECD Guidelines for Multinational Enterprises, the International Bill of Human Rights, and the ILO Declaration on Fundamental Principles and Rights at Work, as we promote initiatives for respecting human rights. Similarly, our Sustainability Policy states our corporate commitment to respecting people and their rights regardless of race, nationality, religion, or gender and promoting business activities that provide job satisfaction and enable all involved to be successful.

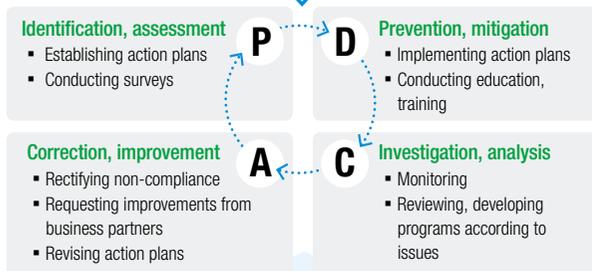
As corporate activities have become more globalized through recent supply chain expansion and other developments, the FamilyMart's Human Rights Policy was established in October 2020 amid greater awareness of human rights risks, such as forced or child labor, and stakeholder requests for a corporate human rights response. It serves as guidelines for correctly understanding and acting on human rights, reflecting an earnest wish to connect with our stakeholders like a family and walk alongside them all the way. We make the policy known internally and externally. To enhance the effectiveness of these initiatives, we will be identifying human rights risks in business activities, performing human rights due diligence, and taking steps to prevent and mitigate potential human rights violations and enact relief measures.

corporate intranet, and we are calling on business partners to understand and support these efforts. Education and training to promote an understanding of human rights policy is planned. Information on the policy is also posted on the portal site for franchised stores. Moreover, to promote respect for human rights across the supply chain, we have established the Sustainability Procurement Principles and the Supply Chain CSR Code of Conduct. We ask our suppliers to respect human rights and avoid violations, and we conduct CSR surveys to check compliance.

Human Rights Reporting Mechanisms and Measures

For any potential violation of rights which under our human rights policy should be respected, we have established an internal reporting system (hotline) that can be accessed at any time by all employees to consult with and report to internal and external experts, under the catchphrase "Not to commit, allow, or overlook violations." Offering hotlines in and outside of work is part of efforts to establish ways of preventing and correcting any rights violations. Tips are received by phone, email, or letter. Whistleblower anonymity is assured, as is the confidentiality of reports, and the Company prohibits retaliatory or adverse treatment of whistleblowers.

Human rights issues can also be reported to the Franchisee Relations Office for franchised stores and Supplier Helpline for suppliers.



Continuous implementation

- Understanding, promotion, and widespread adoption of human rights policy
 - Receiving and responding to opinions, consultations
 - Information disclosure

Framework for Managing Human Rights

Our framework for human rights management is under the Sustainability Committee, an advisory body to the President, with the Sustainability Promotion Department, which serves as the secretariat, working with each department to promote human rights initiatives across the company. Oversight is provided by the committee chair, who is CAO and General Manager of the Management Division.

See "Sustainability Promotion Framework," page 9

Disseminating Human Rights Policy

We disseminate information internally and externally to make the establishment of FamilyMart's Human Rights Policy widely known to all stakeholders, who are requested to comply. Employees are kept informed about the policy through the

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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 Key human rights topics

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, language, religion, thought, sex, age, disability, nationality, gender identity, sexual orientation, 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.