

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.

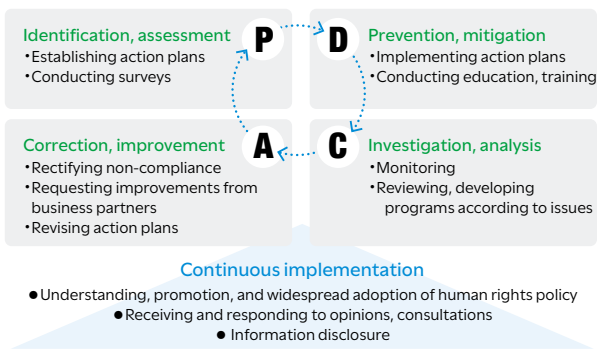
Approach and promotion system for respect for human rights

In October 2020, we established the FamilyMart's Human Rights Policy in line with international standards such as the United Nations Guiding Principles on Business and Human Rights, and we expect all of our employees as well as all of our business partners, including franchised stores and suppliers, to understand and support the policy. We encourage them to collaborate in promoting respect for human rights throughout the supply chain.

The Sustainability Promotion Department serves as the secretariat for the company's overall efforts to respect human rights, and promotes these efforts in cooperation with other departments. Under the Sustainability Committee, which is an advisory body to the President, the CAO and General Manager of the Administrative Division, who chairs the committee, is responsible for its oversight.

With regard to human rights due diligence, we continue to Identification and assessment (P), prevention and mitigation (D), Investigation and analysis (C), and correction and improvement (A) issues related to human rights, based mainly on information collected from reporting mechanisms.

Overview of our human rights due diligence



Education and enlightenment on human rights

We make the FamilyMart's Human Rights Policy known to all stakeholders involved in our company and request their cooperation in complying with the policy. For employees, we provide training on understanding our policies using e-learning and videos, as well as practical educational guidance on human rights awareness and product labeling by outside instructors. In addition, in order for our business partners to understand and support our policies, we share information with our member stores on the portal site for franchised stores on how to operate their stores. We also hold Information Sharing Meetings on Human Rights Issues for our business partners, including product and food service manufacturers, and are working to prevent and reduce human rights risks throughout the supply chain.

Human Rights Reporting Mechanisms and Measures

We have established an internal reporting system (hotline) that can be accessed at any time by all employees as a contact point for consultation and reporting to internal and external experts. We have established the Franchisee Relations Office for franchised stores and the Business Partner Helpline for other business partners, which are operated as a contact point for reporting and consultation, including human rights issues.

In addition to protecting the confidentiality of the content of the report, we also prohibit any disadvantageous treatment or retaliatory measures against those who provide information in order to protect whistleblowers, prevent acts that may violate human rights and establish a system for correcting such acts when they occur.

TOPICS

Endorsement of the Ministry of Justice's My Jinken Declaration

As a company that acts in a manner that respects human rights, we have made the My Jinken Declaration promoted by the Ministry of Justice, and are promoting initiatives aimed at realizing a society where everyone respects human rights.

FamilyMart's Human Rights Policy, Our My Jinken Declaration
https://www.family.co.jp/sustainability/management_foundation/human_rights.html

