

Sustainability at FamilyMart

The Corporate Message, “FamilyMart, Where You Are One of the Family,” reflects our wish to build a relationship of trust with every stakeholder so that we can grow together.

It is our mission and responsibility in every region to meet our customers’ expectations and help solve local social issues.

Basic Approach on Sustainability

As an operator of convenience stores, FamilyMart sees it as our social purpose to provide our customers and local communities with safe and reliable products and services to bring convenient and abundant lifestyles. In addition, by actively promoting community-based management, we participate in solving regional/social issues and contribute to the formation of a sustainable society. Continuous growth together with society is fundamental to our efforts toward sustainability.

In addition to the Sustainability Policy, which was established to commit to this idea both internally and externally, we have signed the United Nations Global Compact to promote cooperation with the international community, and are working to realize a sustainable society. Moreover, in order to conduct business with an understanding of and control over its impact on society, we have identified material issues

(materialities) and have promoted sustainability initiatives linked with our business.

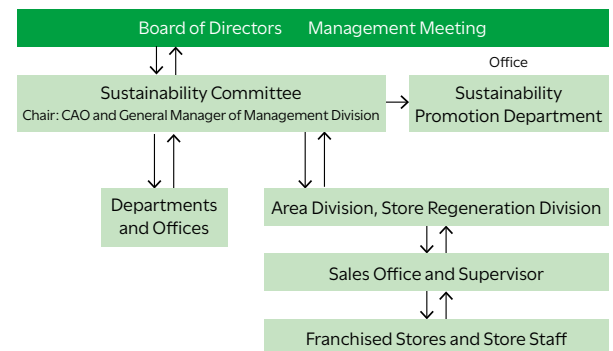
We also established our Sustainability Procurement Principles and Supply Chain CSR Code of Conduct to promote business activities favorable to the environment and communities throughout our supply chains. In fiscal 2019, when the Group was reorganized, we reviewed our key issues and subsequently formulated the FamilyMart Environmental Vision 2050, our medium- to long-term environmental targets. From fiscal 2020, we have set targets and KPIs for each material issue to make our initiatives more effective. FamilyMart understands that we are a corporate entity playing a part in the development of society and regional economies. We contribute to the formation of a sustainable society, with SDGs attained, by pursuing advanced sustainability management.

Sustainability Promotion Framework

FamilyMart’s Sustainability Committee, an advisory body to the President, oversees sustainability initiatives across the company. Chaired by the Chief Administrative Officer and General Manager of the Management Division and administered by the Sustainability Promotion Department, it approves activity plans and manages progress.

To promote sustainability, each department, office, Area Division, and the Store Regeneration Division conducts concrete sustainability initiatives through its respective operations in line with FamilyMart’s basic policies, medium- to long-term plans, and decisions of the Sustainability Committee. Results of activities, issues, and other matters are shared and deliberated for improvement by the Sustainability Committee as needed. We regularly engage in dialogue with stakeholders and external experts to determine any discrepancies with society’s expectations/demands of our company, and we apply this knowledge to promote sustainability.

Sustainability Promotion Framework



Major Items Considered by the Sustainability Committee

- Fiscal 2019
- Fiscal 2020
- Revising material issues
- Consider and verify material issue targets and KPIs
- Verify and discuss analysis of climate-related risks and opportunities